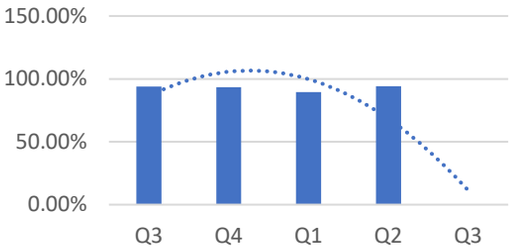
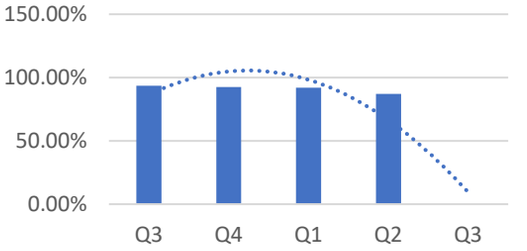
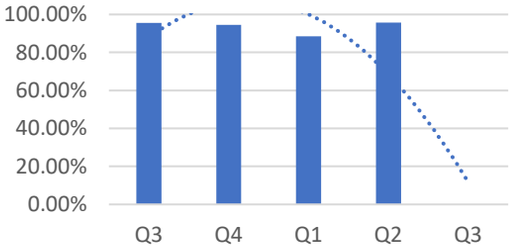
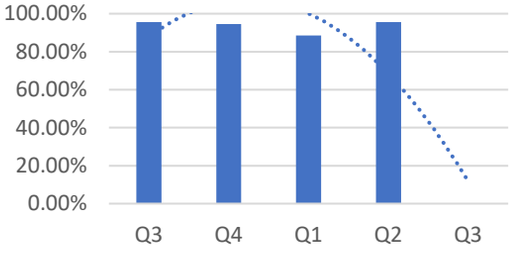
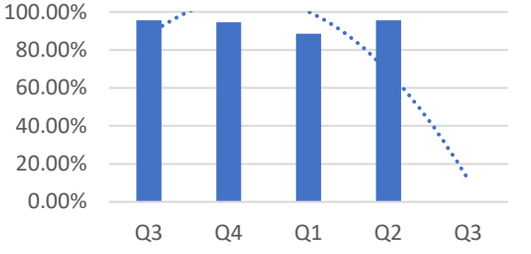
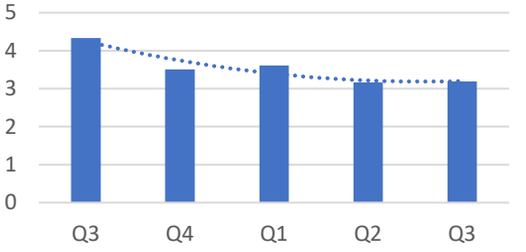
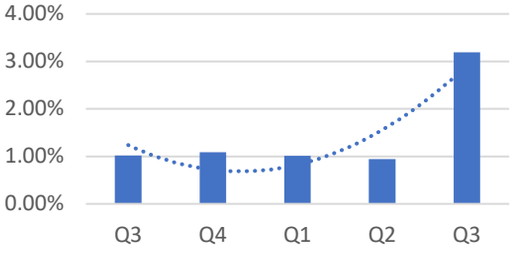
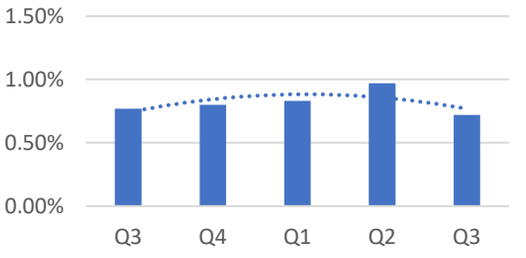
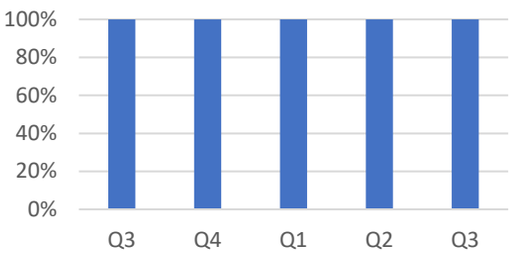
Performance Indicators with Targeted Performance Levels

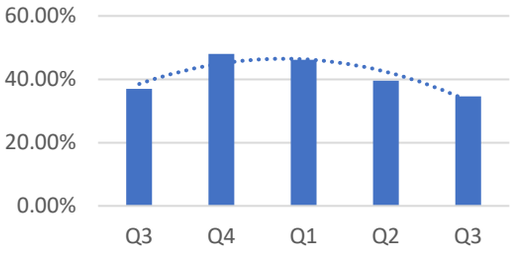
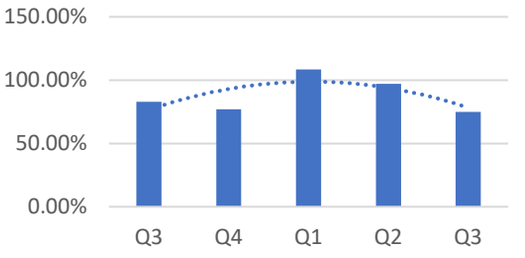
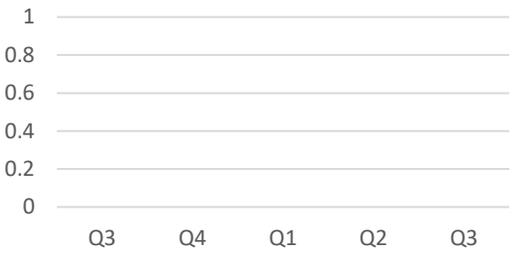
Growth and Prosperity

Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	93.88%	93.48%	89.47%	94.12%	No Longer Reported	65%	N/A	
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) - (In Quarter from 2024/25)	PN	93.42%	92.57%	91.94%	87.04%	No Longer Reported	75%	N/A	
Percentage of other planning applications determined within 8 weeks (or agreed extended period) – (In Quarter from 2024/25)	PN	95.57%	94.57%	88.57%	95.65%	No Longer Reported	75%	N/A	

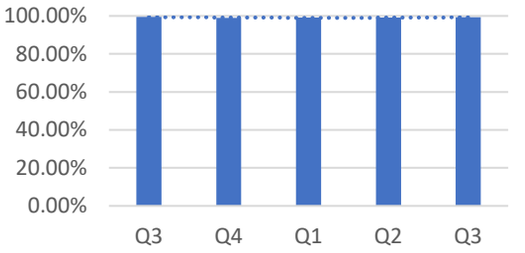
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) (MHCLG 12 Moth Rolling Period)	PN	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	65%		
Percentage of non-major planning applications determined within 8 weeks (or agreed extended period) (MHCLG 12 Moth Rolling Period)	PN	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	94.74%	75%		

Land Charges - Average number of days taken to process Local Authority searches (working days)	CA	4.33	3.51	3.61	3.16	3.19	8		
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	1.02%	1.09%	1.01%	0.94%	3.19%	10%		
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.77%	0.80%	0.83%	0.97%	0.72%	10%		
Occupancy Rate at end of Quarter: Industrial Units	AF	100%	100%	100.00%	100.00%	100.00%	95.00%		

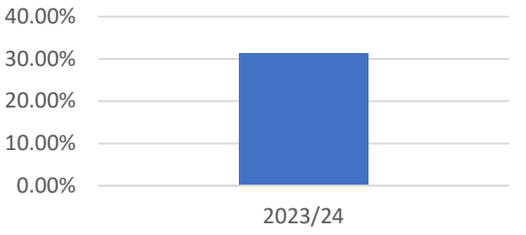
Healthy Lives

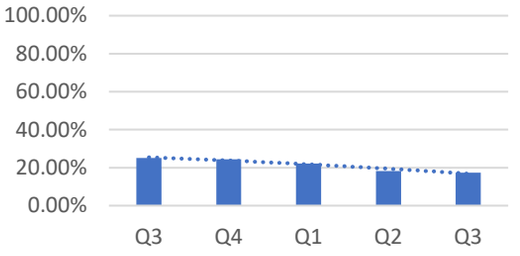
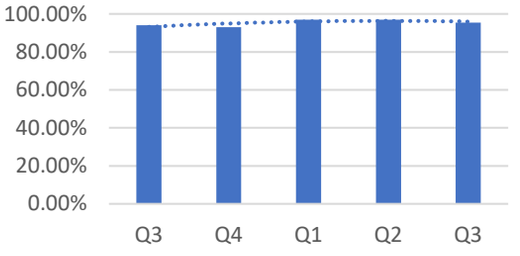
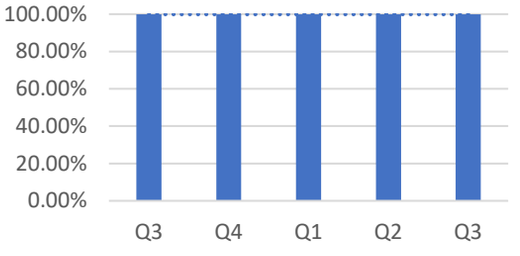
Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Percentage of cases successfully opened whilst a customer remains in settled accommodation (Prevention Duty)	ES	37.00%	48.00%	46.15%	39.53%	34.62%	50%		
Commentary: We opened 6 more cases in prevention than the previous quarter but have seen a large increase in approaches already homeless which has again kept our performance in the red. We also have some customers that trigger homeless applications and then withdraw which impacts these figures. We have tried to ensure referrals have come to us by continuing to work through the action plan as well as ensuring it is a focus of the team on a weekly basis.									
Percentage of homelessness cases that were successfully resolved before a customer became homeless	ES	83.00%	77.00%	108.33%	97.06%	75.00%	50%		
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	ES	0	0	0	0	0	0		

Safe and Resilient Communities

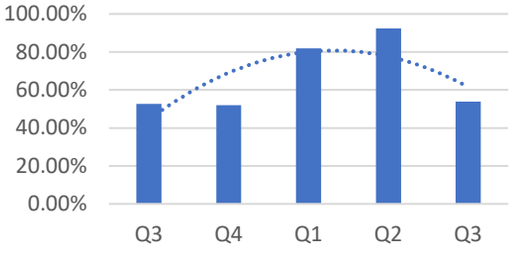
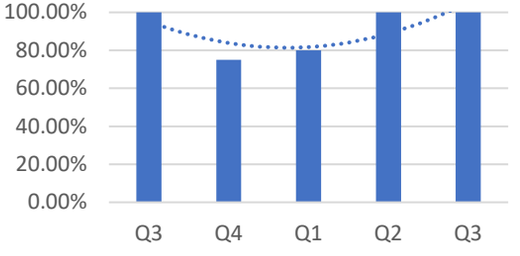
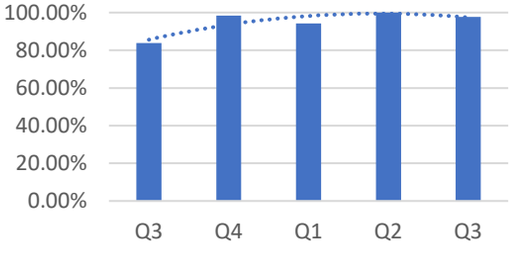
Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a Percentage of the total number of rateable food businesses.	CA	99.56%	99.00%	99.14%	99.14%	99.28%	98%		

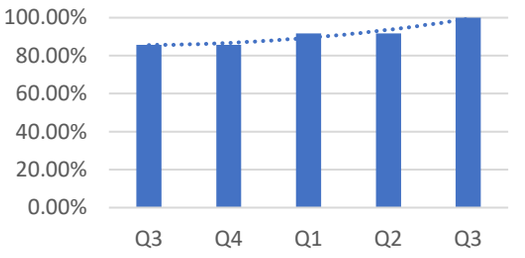
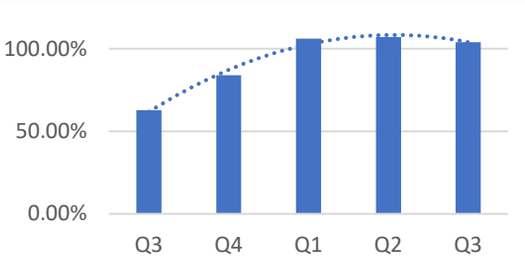
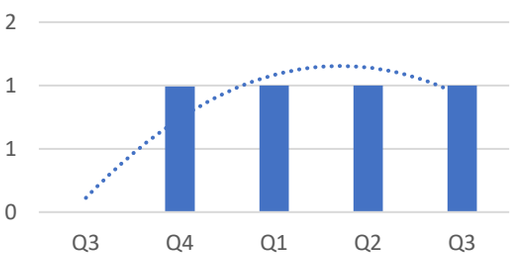
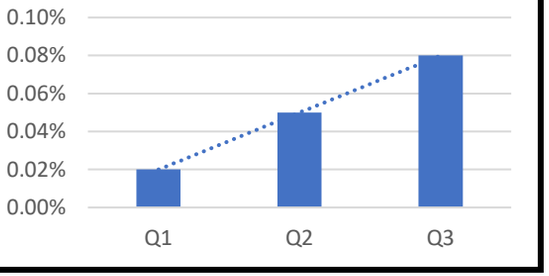
Environment

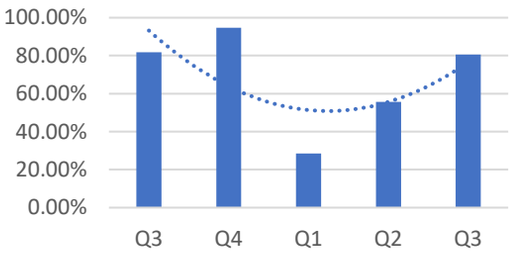
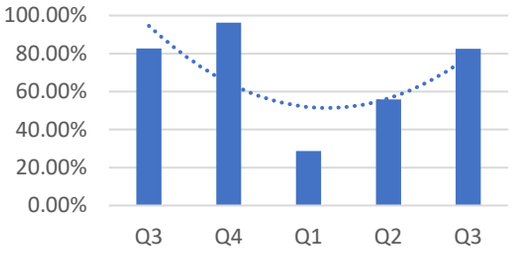
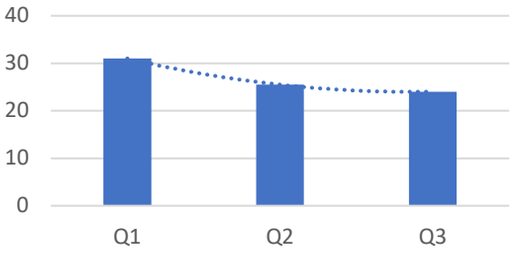
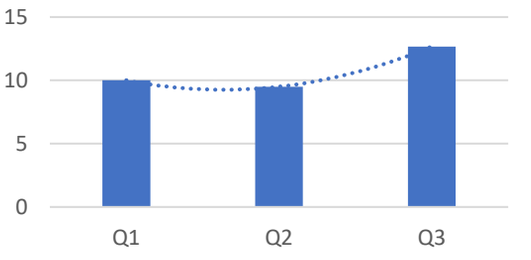
Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Percentage of household waste collected for recycling and composting (OFLOG) (Annual)	VB	31.40%			36.52%	34.90%	45%		
Commentary: Data for 2024/25 is reported one quarter in arrears. Therefore, the figure of 45.06% refers to Quarter 2.									

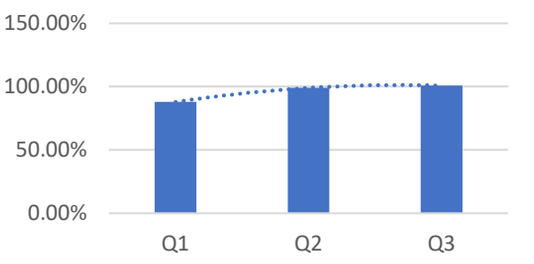
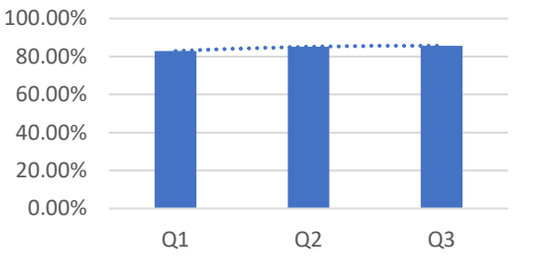
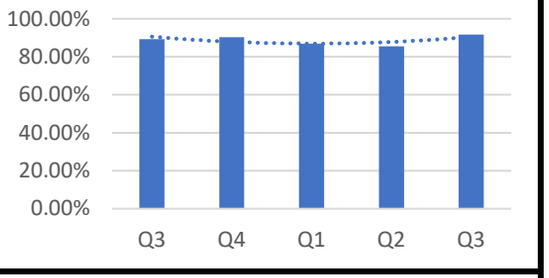
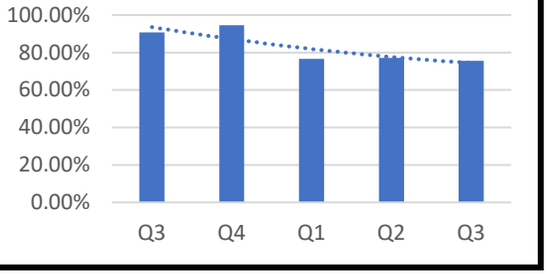
Percentage of recycling collected that is unable to be recycled (contamination) (OFLOG)	VB	25.03%	24.32%	22.22%	18.21%	17.36%	14%		
Percentage of fly-tips collected within 5 working days of being reported	VB	94.00%	93.00%	96.98%	97.02%	95.47%	95%		
Percentage of waste collections that were successful first time	VB	99.84%	99.84%	99.89%	99.89%	99.96%	99.80%		

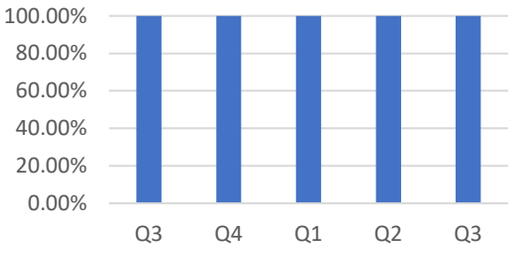
Efficiency and Effectiveness

Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Percentage of corporate complaints responded to within corporately set timescales	JM	52.63%	52.00%	81.82%	92.31%	53.85%	95%		
Commentary: Complaints in one team were late due to team challenges. This team had 6 late responses - new process in place now in that team. There are a number of open outstanding complaints that are being reviewed now.									
Percentage of subject requests responded to within statutory timescales	JM	100.00%	75.00%	80.00%	100.00%	100.00%	100%		
Percentage of information requests responded to within statutory timescales	JM	83.85%	98.42%	94.17%	100.00%	97.79%	95%		

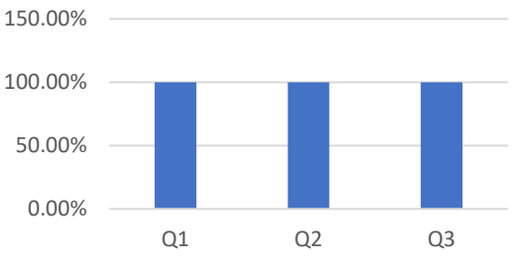
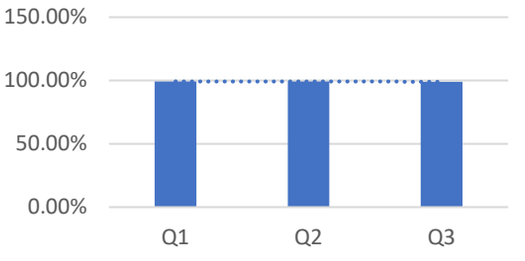
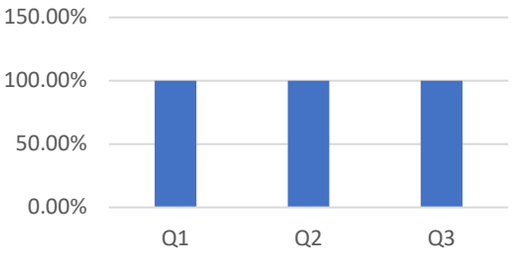
Occupancy Rate at end of Quarter: Other investment property	AF	85.71%	85.71%	91.66%	91.67%	100.00%	97.00%		
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	AF	62.79%	83.95%	106.00%	107.16%	103.97%	100.00%		
Percentage of commercial rent received against agreed annual budget – cumulative figure to end of successive quarters.	AF	Data Not Provided	99.16%	100.00%	100.00%	100.00%	100.00%		
Commentary: Whilst the report from PSPS remains outstanding, all rent payments for Q3 have been collected with no current tenants being in arrears at the end of the quarter.									
LA Error rate (measured against estimated annual expenditure) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	0.02%	0.05%	0.08%	0.42%		

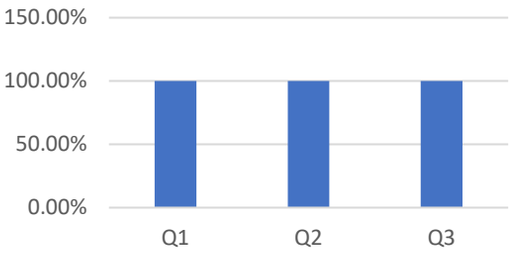
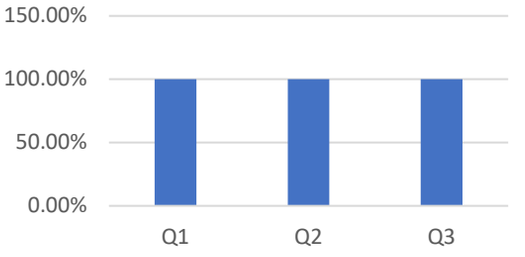
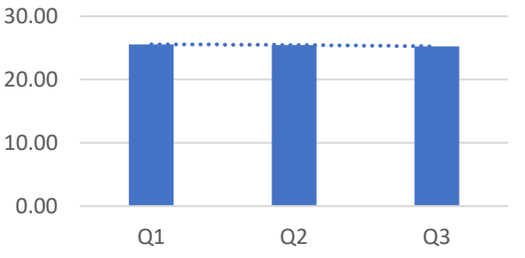
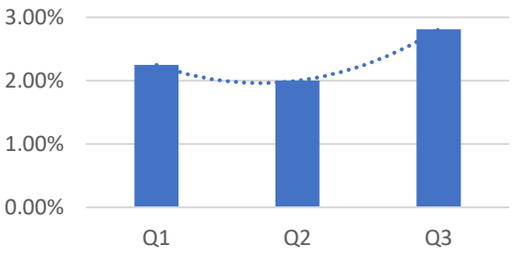
Business Rate collection rate (Cumulative) (PSPS)	FIN	81.72%	94.63%	28.43%	55.61%	80.56%	81.00%		
Commentary: Q3 performance is marginally down against profile target. This was due to Rateable Value increases on 3 separate hereditaments which generated an increased £370k debit. The amounts are due to be cleared by the end of the current financial year. If these rateable value increases had not been implemented, collection would be 81.72%, i.e. 0.21% ahead of last year.									
Council Tax collection rate (Cumulative) (PSPS)	FIN	82.67%	96.20%	28.63%	55.80%	82.56%	55.50%		
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	31	25.5	24	25		
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	10	9.5	12.67	12		

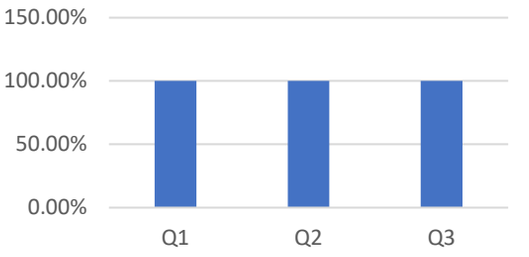
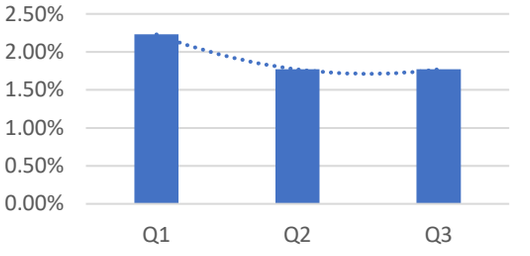
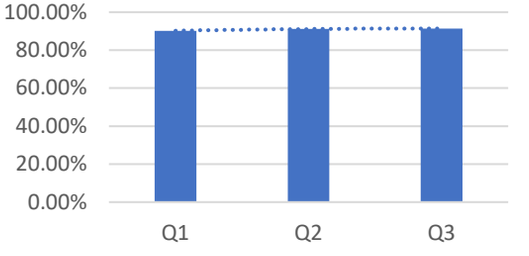
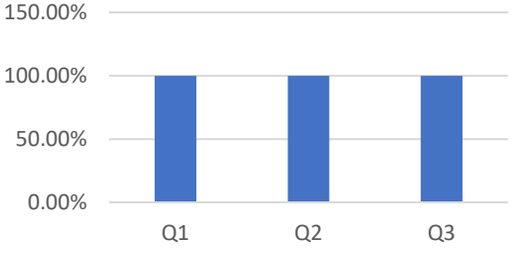
Commentary: Q3 cumulative performance is outside of target as a direct result of backdating rent changes associated with one landlord which affected around 20 claims. As a result, the speed of processing for the quarter has been adversely impacted. This however is not indicative of any wider issue. Had it not been for this isolated situation, Q3 performance would have been within target at 11 days.									
Housing Benefit Overpayment Recovery rate (PSPS)	ES	Not Previously Reported	Not Previously Reported	87.87%	98.99%	100.86%	85.00%		
Percentage of contacts resolved at first contact – targeted. (PSPS)	ES	Not Previously Reported	Not Previously Reported	82.89%	85.11%	85.65%	80%		
Average answer rate – Customer Contact (PSPS)	ES	89.35%	90.40%	86.84%	85.42%	91.71%	90%		
Average answer rate – Revenues & Benefits (PSPS)	ES	90.73%	94.58%	76.68%	77.15%	75.53%	87%		

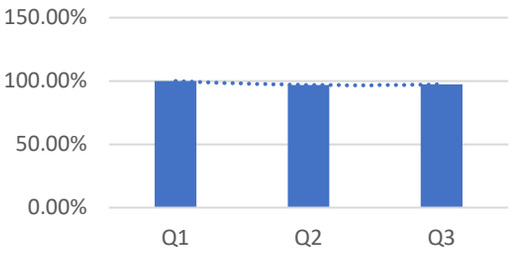
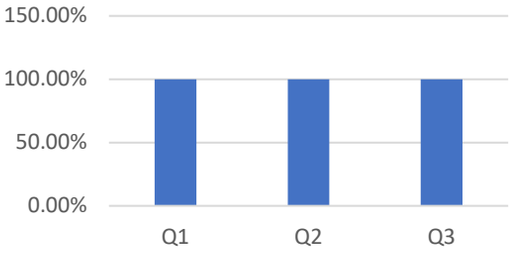
Commentary: Quarterly target no met by 9.47%. Calls received have increased by 3.9% (6270), successful call backs (1283). Call durations in Q3 have increased by 31 seconds. There has been 588 webchats, showing continued success in this digital contact channel. Effective contact handling training deployed through the service to ensure CC are maximising efficiency in how contacts are handled. Over 50% of calls abandoning within 240 seconds and limited take up on call back, despite targeted promotion. Large volume of repeat callers (42%), driving up demand numbers, affecting answer rates. Call durations for R&B are continuing to increase based on multiple needs and trying to resolve as much as possible at first contact. Continued large volumes of recovery, with 23/24 numbers already exceeded by Q3. Extended hours (evening and weekends) put in place during Q3, which will continue in Q4 to provide customers with greater contact options. Additional resource will be in place for the whole of Q4, to support ongoing pressures, as well as targeted customer comms.									
Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	FIN	100.00%	100.00%	100.00%	100.00%	100.00%	100%		

Local to South Holland

Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Proportion of homes for which all required gas safety checks have been carried out.	JK	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	100.00%		
Proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out	JK	Not Previously Reported	Not Previously Reported	99.30%	99.16%	99.07%	100.00%		
Proportion of homes for which all required fire risk assessments have been carried out.	JK	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	100.00%		

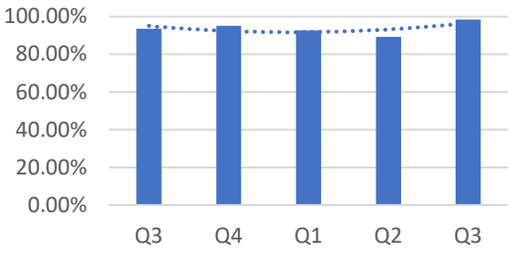
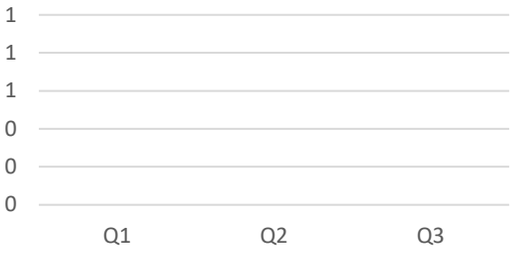
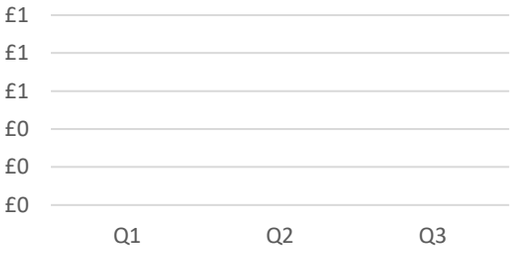
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	JK	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	100.00%		
Proportion of homes for which all required legionella risk assessments have been carried out.	JK	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	100.00%		
Average time to re-let a property excluding major works in the last quarter	JK	Not Previously Reported	Not Previously Reported	25.55	25.44	25.23	28		
Gross rent arrears (including service charges) as a percentage of rent due for the reporting year. Note the following tenures are reported by exception on request: supported accommodation, garages, temporary accommodation and shared ownership.	JK	Not Previously Reported	Not Previously Reported	2.25%	2.00%	2.81%	4.00%		

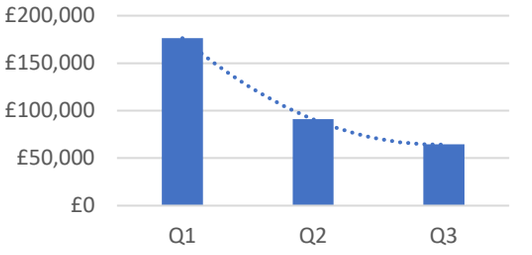
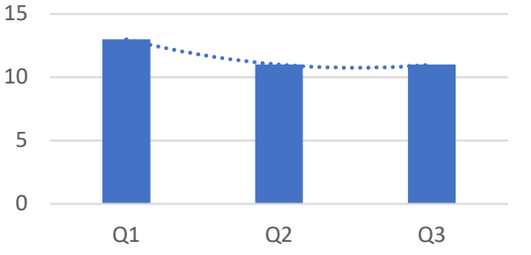
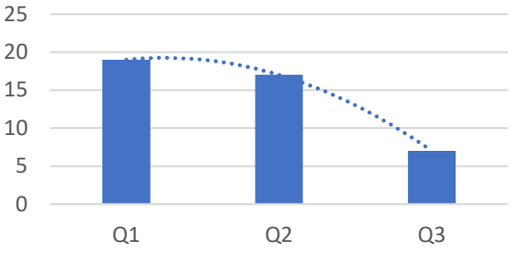
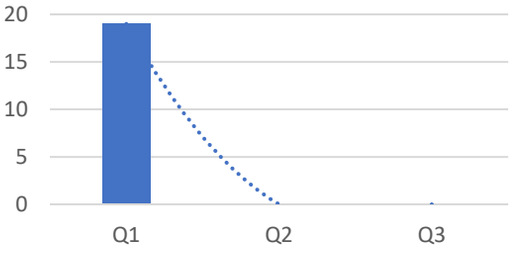
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	JK	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	100.00%		
Proportion of homes that do not meet the Decent Homes Standard.	JK	Not Previously Reported	Not Previously Reported	2.23%	1.77%	1.77%	2.00%		
Proportion of non-emergency responsive repairs completed within the landlord's target timescale - 28 days.	JK	Not Previously Reported	Not Previously Reported	90.20%	91.10%	91.40%	90.00%		
Proportion of emergency responsive repairs completed within the landlord's target timescale	JK	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	100.00%		

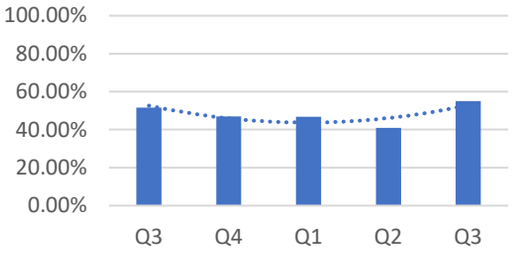
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (Cumulative)	JK	Not Previously Reported	Not Previously Reported	100.00%	96.92%	97.37%	95.00%		
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (Cumulative)	JK	Not Previously Reported	Not Previously Reported	100.00%	100.00%	100.00%	95.00%		

Performance Indicators with Trend Only Data

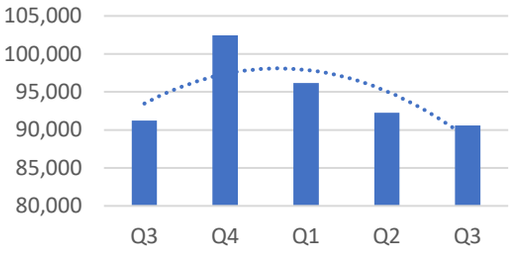
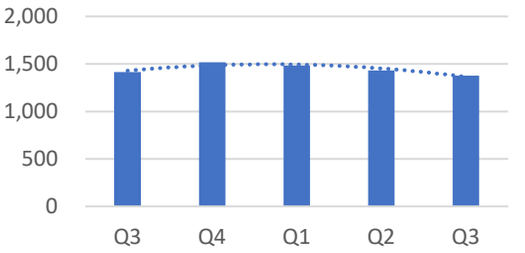
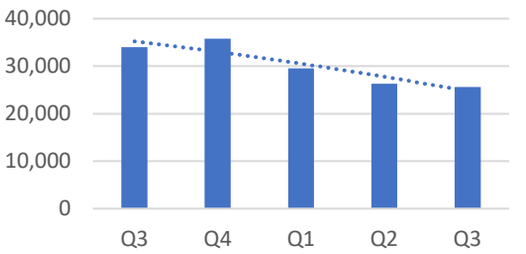
Growth and Prosperity

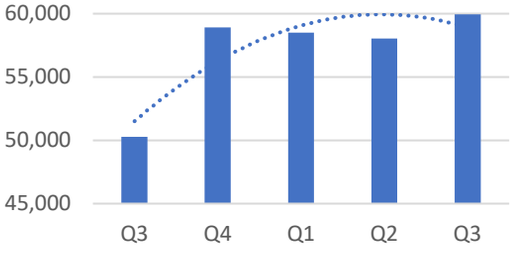
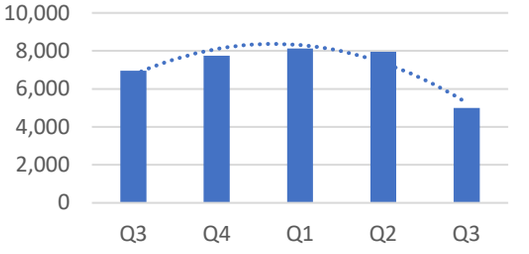
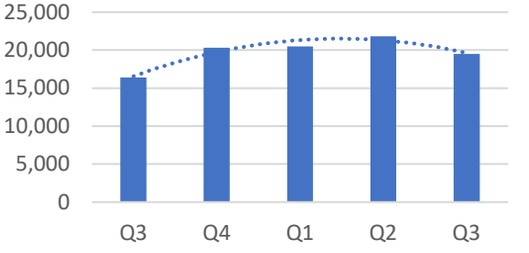
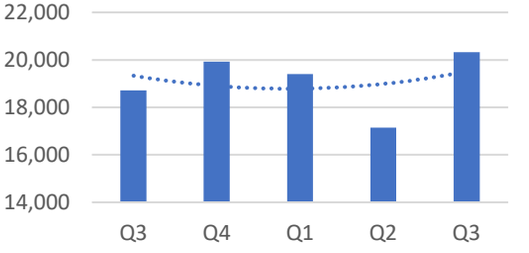
Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Percentage of decisions (major / minor / others) taken under delegation within period	PN	93.57%	95.09%	92.72%	89.29%	98.45%	Trend Only	Trend Only	
External funding bids submitted by the growth directorate	MD	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	
Level of Private Sector Investment achieved	MD	Not Previously Reported	Not Previously Reported	£0	£0	£0	Trend Only	Trend Only	

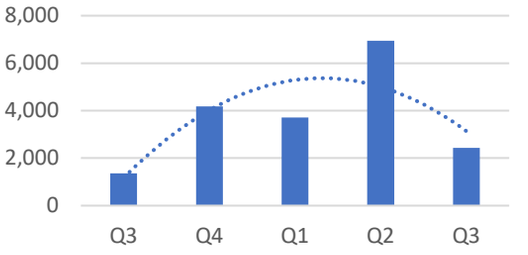
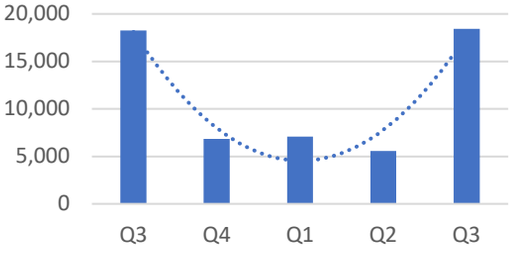
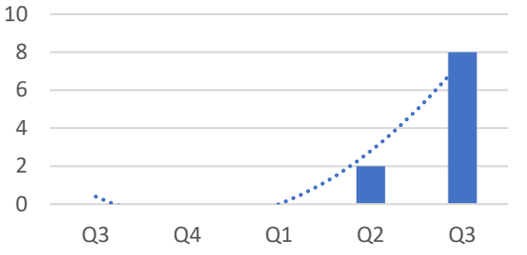
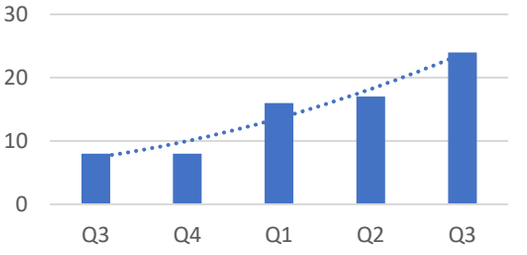
Value of Grants awarded via Grants4growth	MH	Not Previously Reported	Not Previously Reported	£176,339	£91,051	£64,427	Trend Only	Trend Only	
Number of Grants awarded via Grants4growth	MH	Not Previously Reported	Not Previously Reported	13	11	11	Trend Only	Trend Only	
Number of Businesses assisted via Grants4growth	MH	Not Previously Reported	Not Previously Reported	19	17	7	Trend Only	Trend Only	
Number of Business registered via Grants4growth	MH	Not Previously Reported	Not Previously Reported	19	Data not provided	Data not provided	Trend Only		

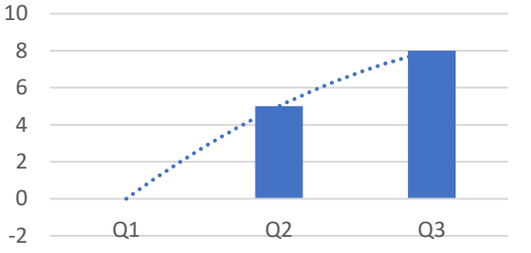
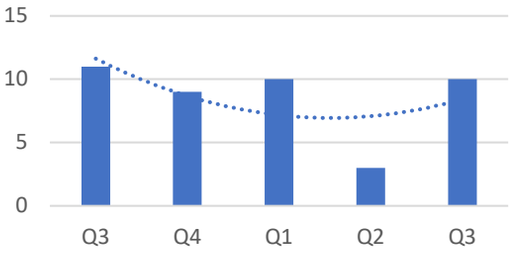
Council run stall occupancy level (Markets)	PP	51.67%	47.00%	46.80%	41.00%	55.00%	Trend Only	Trend Only	

Healthy Lives

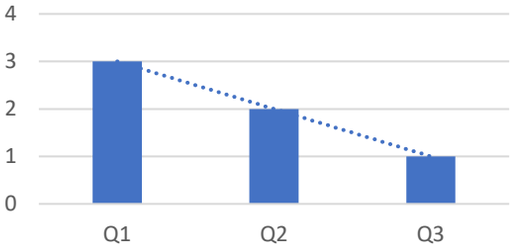
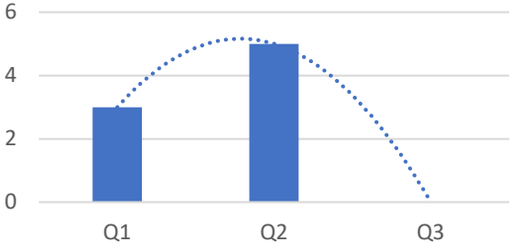
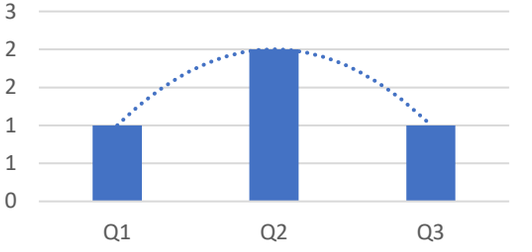
Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Visitor numbers / number of tickets sold, for leisure venues	PP	91,222	102,432	96,186	92,281	90,588	Trend Only	Trend Only	
Commentary: Following SHDC public announcement in March 2024 regarding the redevelopment of the CSC site this has impacted on usage. Sport Hall hirers - having originally been advised that the site would be closed from Nov. 2024 - June 2026 and that no sports hall provision would be available. Many users (particularly block bookings) have chosen, where able, to move to alternative facilities - this has resulted in decreased usage v previous years and against KPI which was based on 2023 usage. Health & Fitness Membership - due to uncertainty regarding the temporary gym and group exercise provision when site closed membership retention and sales has been impacted. In addition a new competitor (Pure Gym) opened in August which has also impacted. Some events which were held in 2023 (& usage included in KPIs) have not occurred in 2024 e.g CSC in 2023 included 5,026 for Christmas Fayre (not held this year).									
Number of gym members	PP	1,414	1,519	1,485	1,431	1,376	Trend Only	Trend Only	
Visitor numbers – Castle Sports Complex	PP	34,002	35,780	29,565	26,287	25,629	Trend Only	Trend Only	

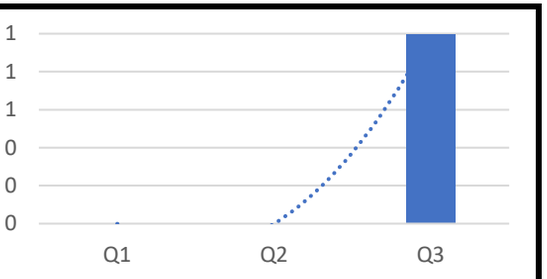
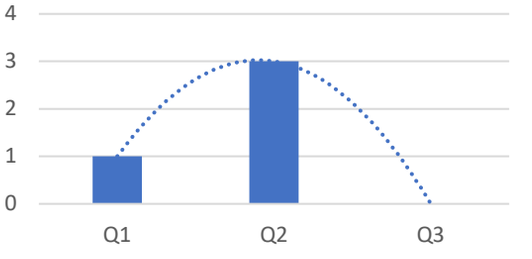
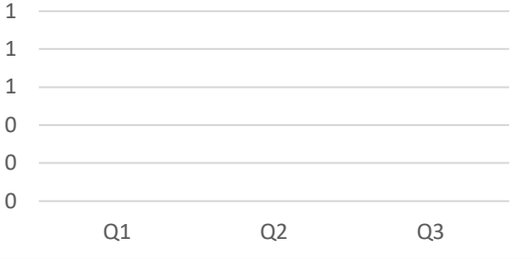
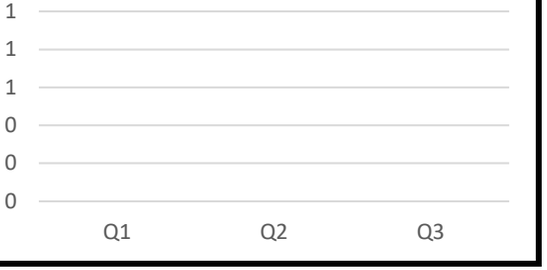
Visitor numbers – Castle Swimming Pool	PP	50,271	58,904	58,492	58,037	59,956	Trend Only	Trend Only	
Visitor Numbers – Peele Leisure Centre	PP	6,949	7,748	8,129	7,957	5,003	Trend Only	Trend Only	
Number of swims (Castle Swimming Pool)	PP	16,421	20,316	20,482	21,843	19,498	Trend Only	Trend Only	
Number of swimming lessons (Castle Swimming Pool)	PP	18,720	19,932	19,399	17,147	20,330	Trend Only	Trend Only	

Visitors to Ayscoughfee Hall Museum	PP	1,354	4,179	3,713	6,939	2,430	Trend Only	Trend Only	
South Holland Centre Ticket sales	PP	18,258	6,840	7,075	5,573	18,414	Trend Only	Trend Only	
Number of organisations supported with accessing funding	ES	Not Previously Reported	Not Previously Reported	0	2	8	Trend Only	Trend Only	
Number of verified rough sleepers	ES	8	8	16	17	24	Trend Only	Trend Only	

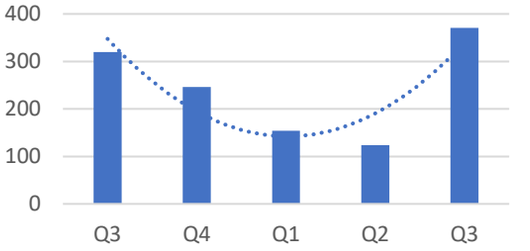
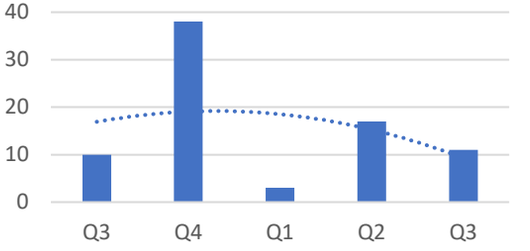
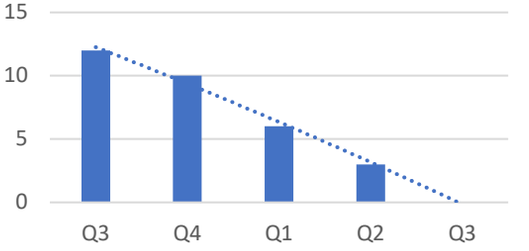
Number of new volunteers trained and supported	ES	Not Previously Reported	Not Previously Reported	0	5	8	Trend Only	Trend Only	
Number of properties improved through Council intervention	ES	11	9	10	3	10	Trend Only	Trend Only	

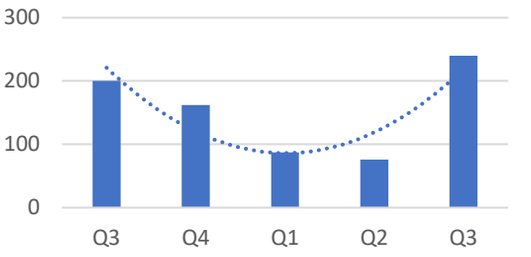
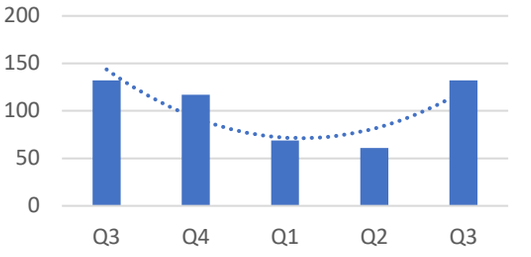
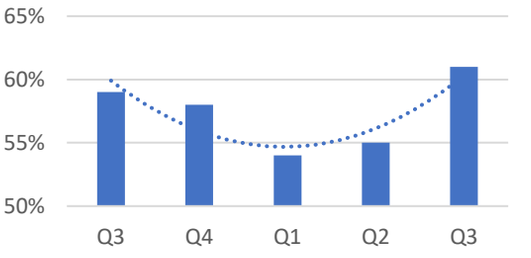
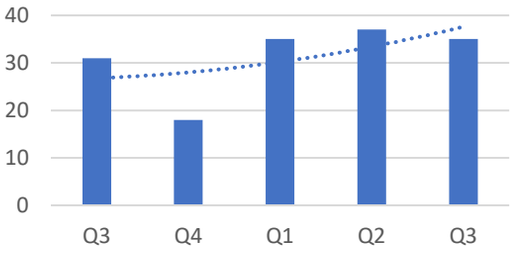
Safe and Resilient Communities

Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
No of Council Anti-Social Behaviour cases opened	ES	Not Previously Reported	Not Previously Reported	3	2	1	Trend Only	Trend Only	
No of Council Anti-Social Behaviour cases closed	ES	Not Previously Reported	Not Previously Reported	3	5	0	Trend Only	Trend Only	
No of Community Triggers	ES	Not Previously Reported	Not Previously Reported	1	2	1	Trend Only	Trend Only	

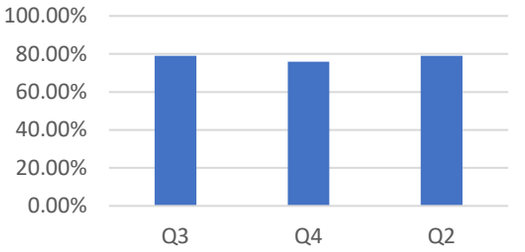
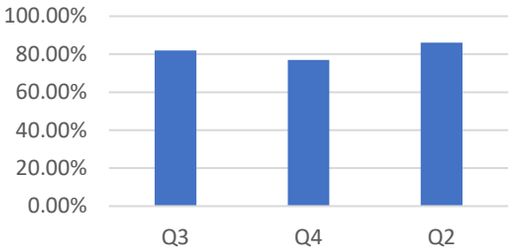
Number of Acceptable Behaviour Agreements (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	0	1	Trend Only	Trend Only	
Community Protection Notice Warnings (Community Safety)	ES	Not Previously Reported	Not Previously Reported	1	3	0	Trend Only	Trend Only	
Community Protection Notices (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	
Number of injunctive actions/enforcement orders Number of civil injunctions / criminal behaviour orders (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	

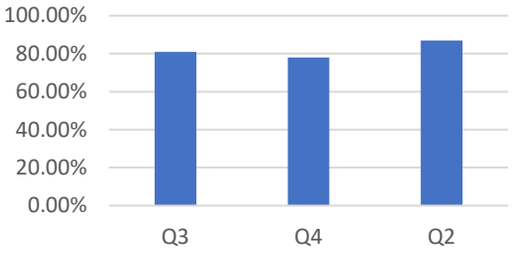
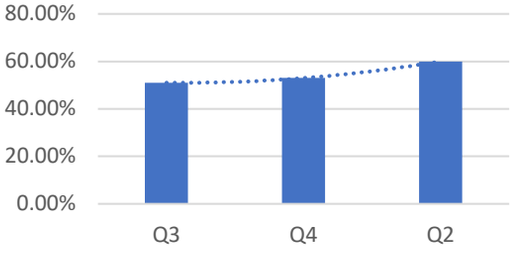
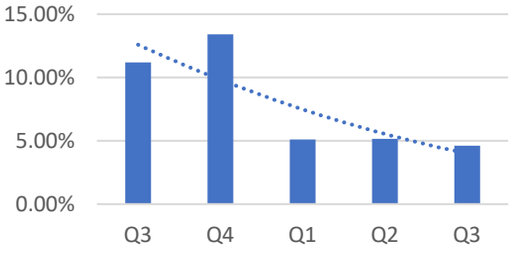
Environment

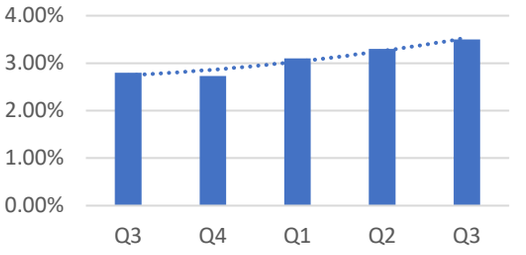
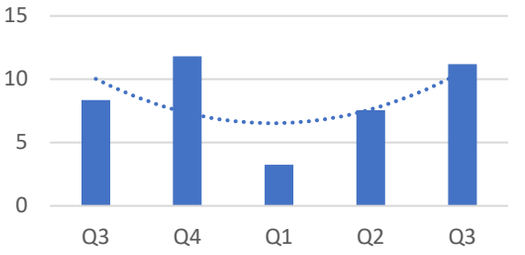
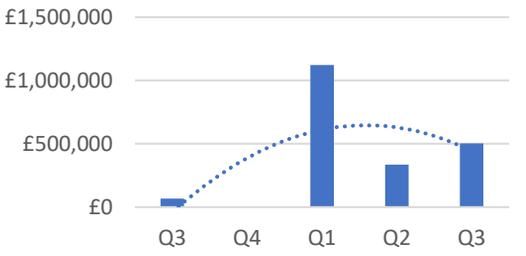
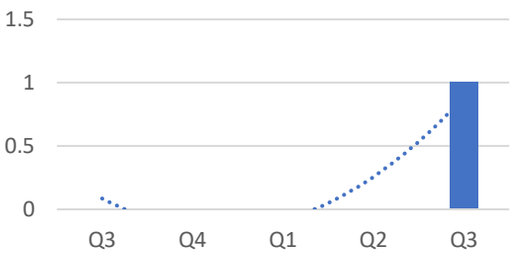
Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	CA	320	246	154	124	371	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	CA	10	38	3	17	11	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	CA	12	10	6	3	0	Trend Only	Trend Only	

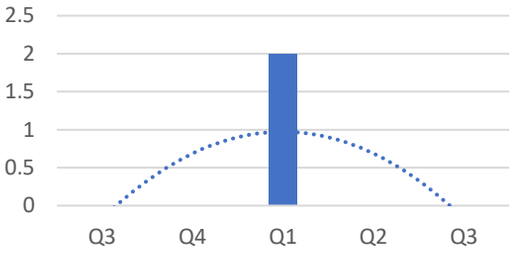
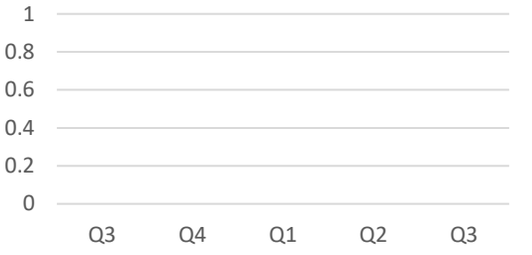
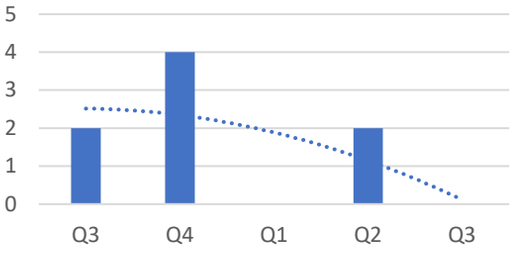
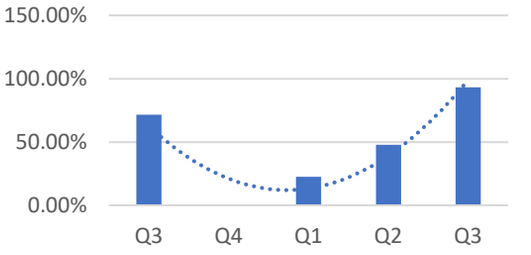
Kingdom Contract: Number FPNs paid (In quarter)	CA	200	162	87	76	240	Trend Only	Trend Only	
Kingdom Contract: Number FPNs Outstanding payment (In quarter)	CA	132	117	69	61	132	Trend Only	Trend Only	
Kingdom Contract: Percentage payment rate (In quarter)	CA	59%	58%	54%	55%	61%	Trend Only	Trend Only	
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	CA	31	18	35	37	35	Trend Only	Trend Only	

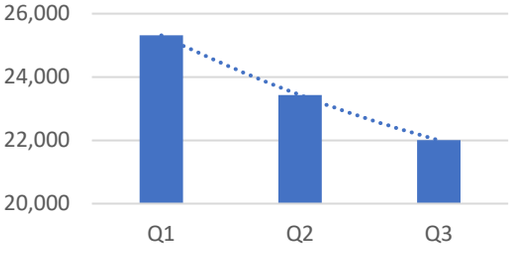
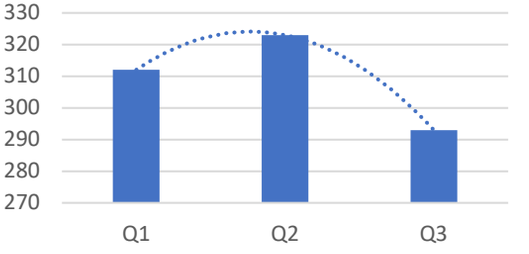
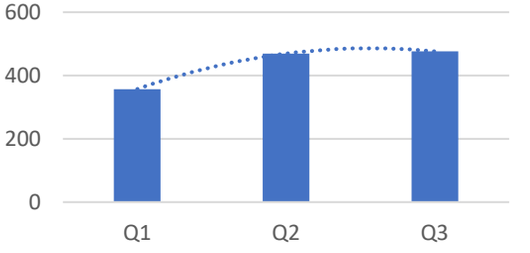
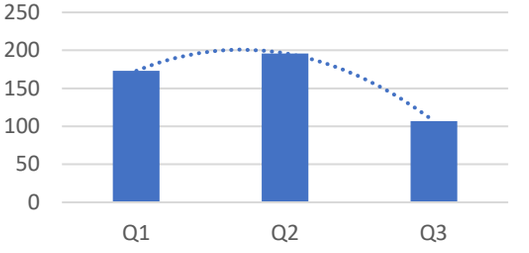
Efficiency and Effectiveness

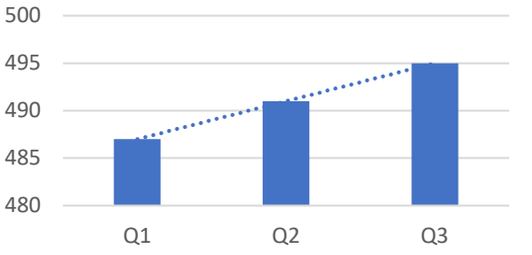
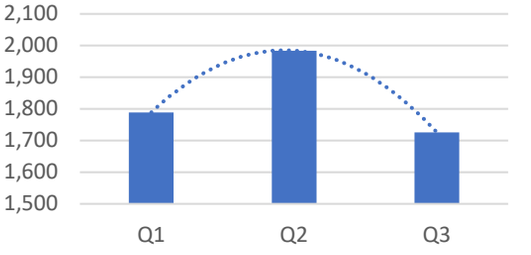
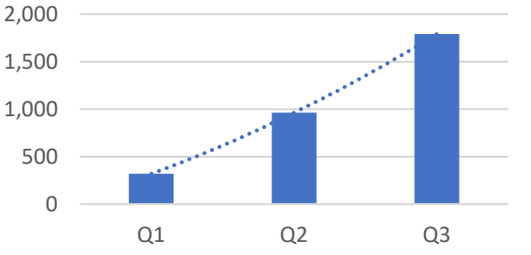
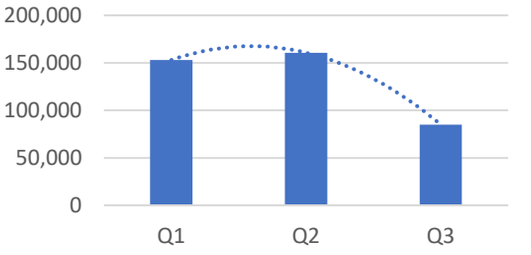
Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q3	Target 2024/25 Q3	Status 2024/25 Q3	
Percentage of Partnership workforces (surveyed collectively) who said 'Yes' when asked if they felt valued at work	JG	79.00%	76.00%	Reported Half Yearly in 2024/25	79.00%	Reported Half Yearly in 2024/25	Trend Only	Trend Only	
Percentage of the Partnership workforces (surveyed collectively) who said 'Yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise	JG	82.00%	77.00%	Reported Half Yearly in 2024/26	86.00%	Reported Half Yearly in 2024/26	Trend Only	Trend Only	

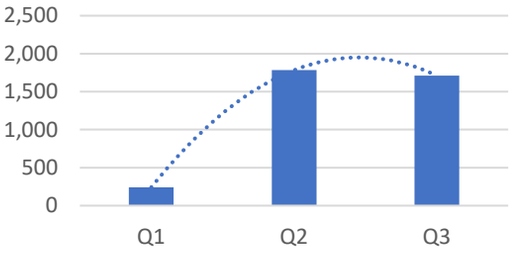
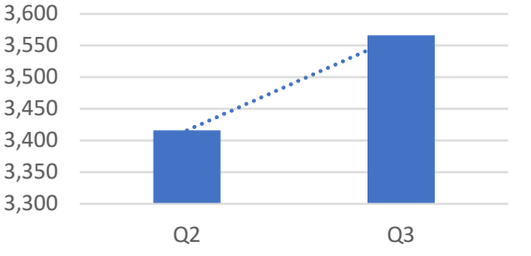
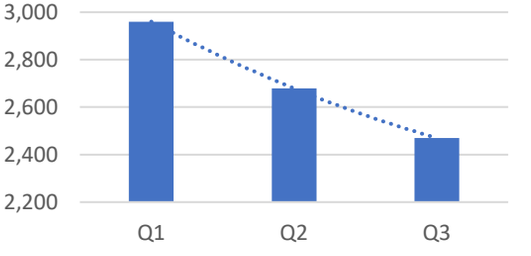
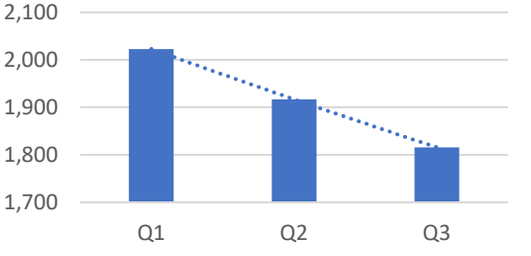
Percentage of the Partnership workforces (surveyed collectively) who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace	JG	81.00%	78.00%	Reported Half Yearly in 2024/27	87.00%	Reported Half Yearly in 2024/27	Trend Only	Trend Only	
Percentage of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making	JG	51.00%	53.00%	Reported Half Yearly in 2024/28	60.00%	Reported Half Yearly in 2024/28	Trend Only	Trend Only	
Staff Turnover (Year to Date)	JG	11.20%	13.40%	5.10%	5.15%	4.60%	Trend Only	Trend Only	

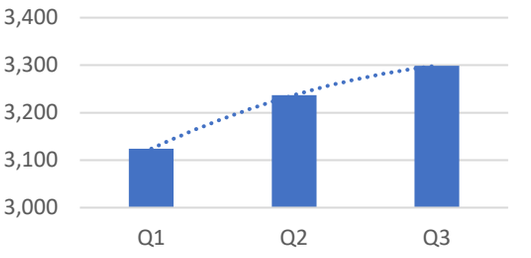
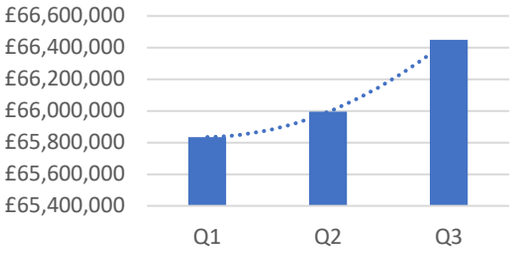
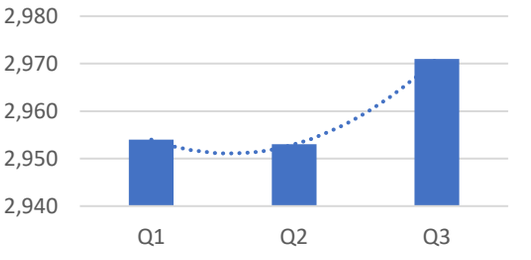
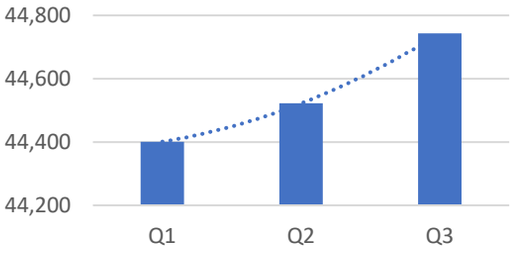
Voluntary Only Staff Turnover (In Quarter)	JG	2.80%	2.73%	3.10%	3.30%	3.50%	Trend Only	Trend Only	
Number of working days lost to sickness per FTE (Year to Date)	JG	8.36	11.8	3.24	7.56	11.18	Trend Only	Trend Only	
External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	JG	£67,398	£0	£1,121,638	£335,000	£503,734	Trend Only	Trend Only	
Percentage of Ombudsman complaints upheld (OFLOG)	JM	Not Previously Reported	Not Previously Reported	0	0	1	Trend Only	Trend Only	

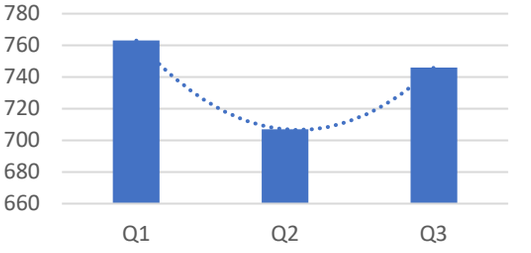
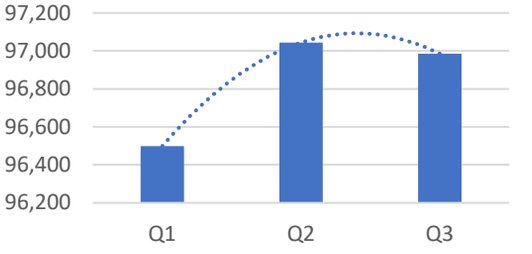
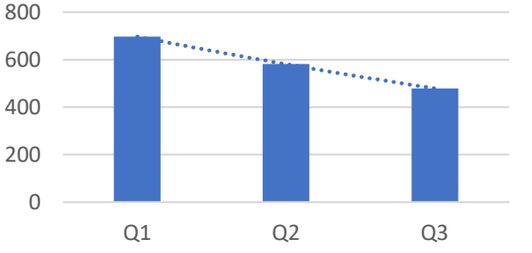
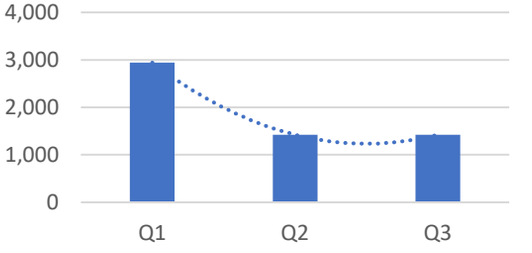
Number of upheld Ombudsman complaints per 100,000 population (OFLOG)	JM	Not Previously Reported	Not Previously Reported	2	0	0	Trend Only	Trend Only	
Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches	JM	0	0	0	0	0	Trend Only	Trend Only	
Number of late reports not made available to the Democratic Services teams at agenda publication	JM	2	4	0	2	0	Trend Only	Trend Only	
Repairs & Maintenance: Percentage committed spend against budget	AF	71.47%	Data not provided	22.55%	47.91%	93.12%	Trend Only	Trend Only	

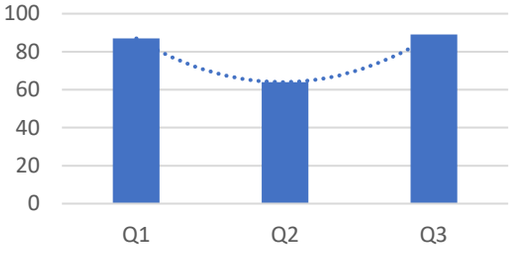
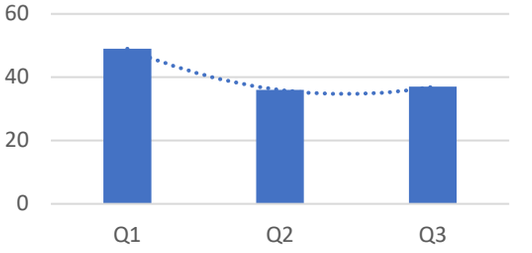
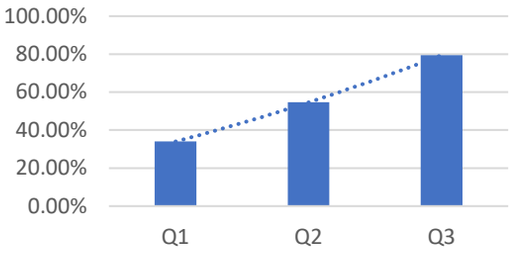
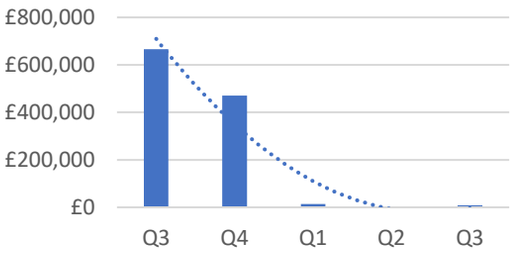
Call volumes	ES	Not Previously Reported	Not Previously Reported	25,315	23,430	22,003	Trend Only	Trend Only	
Average Call Duration - Customer Contact (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	312	323	293	Trend Only	Trend Only	
Average Call Duration - Revenue and Benefits (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	357	469	476	Trend Only	Trend Only	
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	173	196	107	Trend Only	Trend Only	

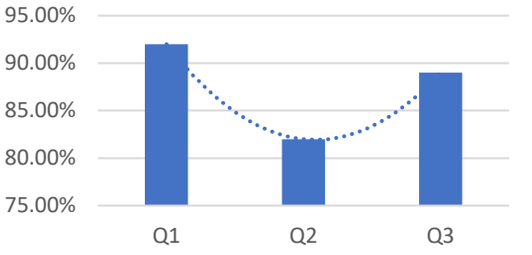
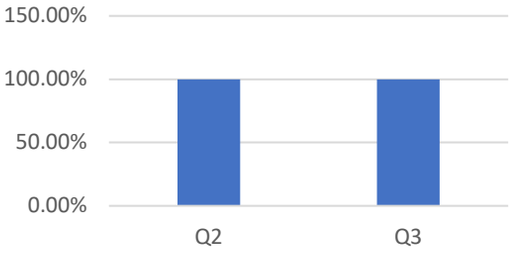
Average Speed of Answer - Revenue and Benefits (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	487	491	495	Trend Only	Trend Only	
Number of Callbacks (PSPS)	ES	Not Previously Reported	Not Previously Reported	1,789	1,984	1,726	Trend Only	Trend Only	
Digital services take up (services accessed online)	ES	Not Previously Reported	Not Previously Reported	319	961	1,790	Trend Only	Trend Only	
Website visitors (accessing website information)	ES	Not Previously Reported	Not Previously Reported	152,970	160,707	85,037	Trend Only	Trend Only	

Number of customers using webchat	ES	Not Previously Reported	Not Previously Reported	241	1,783	1,711	Trend Only	Trend Only	
Customer Contact Centre visits	ES	Not Previously Reported	Not Previously Reported	3,566	3,416	3,566	Trend Only	Trend Only	
Enquiries via email and social media	ES	Not Previously Reported	Not Previously Reported	2,960	2,679	2,470	Trend Only	Trend Only	
Housing Benefit Caseload	FIN	Not Previously Reported	Not Previously Reported	2,023	1,917	1,816	Trend Only	Trend Only	

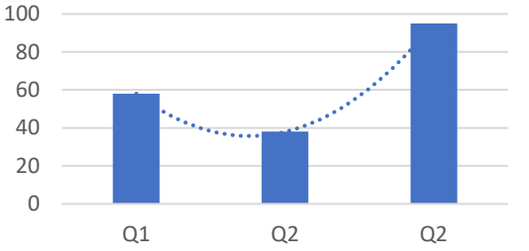
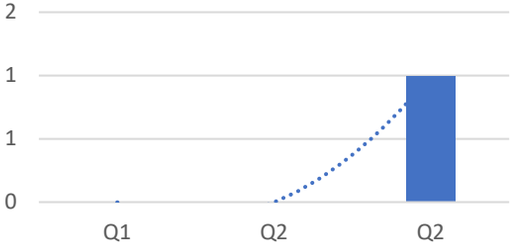
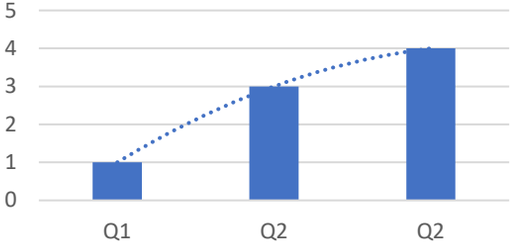
Council Tax Support Caseload	FIN	Not Previously Reported	Not Previously Reported	3,124	3,237	3,299	Trend Only	Trend Only	
Business Rates RV	FIN	Not Previously Reported	Not Previously Reported	£65,834,876	£65,994,656	£66,449,454	Trend Only	Trend Only	
Business Rates Hereditaments	FIN	Not Previously Reported	Not Previously Reported	2,954	2,953	2,971	Trend Only	Trend Only	
Council Tax Banded Dwellings	FIN	Not Previously Reported	Not Previously Reported	44,401	44,522	44,743	Trend Only	Trend Only	

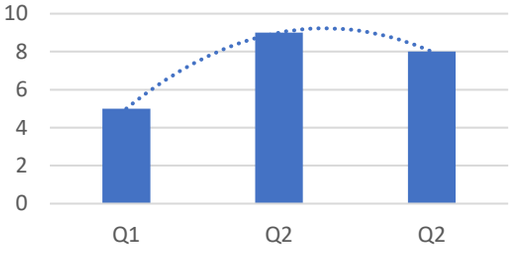
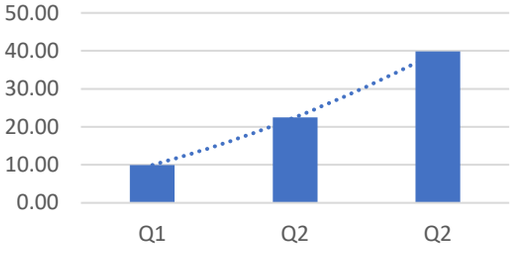
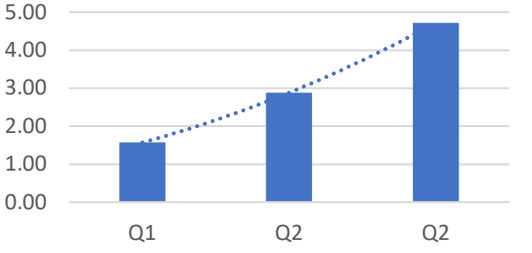
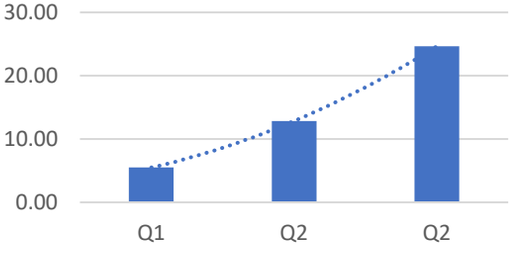
Digital Services Take-Up	FIN	Not Previously Reported	Not Previously Reported	763	707	746	Trend Only	Trend Only	
Direct Debit Payments	FIN	Not Previously Reported	Not Previously Reported	96,499	97,044	96,985	Trend Only	Trend Only	
CTS New Claims – Number of Decisions Made	FIN	Not Previously Reported	Not Previously Reported	697	581	479	Trend Only	Trend Only	
CTS Changes – Number of Decisions Made	FIN	Not Previously Reported	Not Previously Reported	2,941	1,425	1,424	Trend Only	Trend Only	

Discretionary Housing Payments (DHP) number of applications	FIN	Not Previously Reported	Not Previously Reported	87	64	89	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) number of awards	FIN	Not Previously Reported	Not Previously Reported	49	36	37	Trend Only	Trend Only	
Discretionary Housing Payments (DHP) spend against Budget	FIN	Not Previously Reported	Not Previously Reported	33.98%	54.63%	79.48%	Trend Only	Trend Only	
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	FIN	£665,500	£470,500	£13,925	£1,500	£8,300	Trend Only	Trend Only	

Building Control market share	CA	Not Previously Reported	Not Previously Reported	92.00%	82.00%	89.00%	Trend Only	Trend Only	
Key Control Account Reconciliation (System, bank, payroll and suspense) reconciled monthly and signed off within 10 days of completion (In Quarter)	JG	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	Trend Only	Trend Only	

Local to South Holland

Key Performance indicators (KPIs)	AD	2023/24 Q3	2023/24 Q4	2024/25 Q1	2024/25 Q2	2024/25 Q2	Target 2024/25 Q2	Status 2024/25 Q2	
Number of damp, condensation and mould cases reported in the last quarter	JK	Not Previously Reported	Not Previously Reported	58	38	95	Trend Only	Trend Only	
Number of households evicted in the last quarter	JK	Not Previously Reported	Not Previously Reported	0	0	1	Trend Only	Trend Only	
Number of Right to Buy sales completed in the last quarter	JK	Not Previously Reported	Not Previously Reported	1	3	4	Trend Only	Trend Only	

Number of new properties completed in the last quarter	JK	Not Previously Reported	Not Previously Reported	5	9	8	Trend Only	Trend Only	
Number of stage one complaints received per 1,000 homes. (Cumulative)	JK	Not Previously Reported	Not Previously Reported	9.96	22.54	39.84	Trend Only	Trend Only	
Number of stage two complaints received per 1,000 homes. (Cumulative)	JK	Not Previously Reported	Not Previously Reported	1.57	2.88	4.72	Trend Only	Trend Only	
Number of anti-social behaviour cases opened per 1,000 homes. (Cumulative)	JK	Not Previously Reported	Not Previously Reported	5.50	12.84	24.64	Trend Only	Trend Only	

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes. (Cumulative)	JK	Not Previously Reported	Not Previously Reported	0.00	0.00	0.26	Trend Only	Trend Only