



PERFORMANCE MANAGEMENT FRAMEWORK PERFORMANCE INDICATOR DOCUMENT FOR CORPORATE

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

The purpose of this document is to set out the key decision-making processes for the department in the coming year, and to assign performance measures to assess the departments delivery against those processes. The main focus will be on aligning the performance measures against the wider set of corporate aims and objectives to ensure that the department is helping the council delivery on its goals in the coming year.

Shared Corporate Objectives

1. **Growth and Prosperity** - We are committed to working with partners and stakeholders across the Sub-region to stimulate growth and enhance our places and the environment by attracting investment, engaging with our communities and supporting businesses. Deliver Towns' Fund, levelling Up, UKSPF and ACE programmes. Deliver green & sustainable economic growth and improve infrastructure. Inward investment, destination management, cultural framework and housing growth.
2. **Healthy Lives** - We are working with partners to collectively address health-related matters within the Sub-region and to improve health and wellbeing outcomes for our communities. Reduce health inequalities, access to health services, improved leisure and cultural access and better housing standards. Reduce rough sleeping and homelessness.
3. **Safe and Resilient Communities** - We are working with partners and local communities to ensure the Sub-region is a place where people feel safe, secure and welcome, driving forward improvements to community engagement and empowerment. Deliver the Community Safety Strategy, reduce fear of crime, address domestic abuse, ensure licensing policies support crime reduction, and promote pride of place.
4. **Environment** - We are working with partners to play our role in addressing climate change and environmental responsibilities, and to encourage others to follow our example. Deliver the Climate Change Strategy, increase biodiversity, implement environment act and EPR, discourage fly tipping and improve environmental cleanliness and green spaces. Protect and enhance built heritage and environment, including green homes grants.
5. **Corporate Objectives** - In order to deliver our outward facing priorities, we also need to ensure that the Partnership itself is strong and developing. Deliver Partnership business case and prepare for future local government changes. Improve customer experience and use of digital services. Deliver the workforce development strategy and improve employee skills and retention. Improve income and efficiency & efficacy of services.

Key considerations for your department in the coming year

Set out below, briefly, the key considerations for your area and service delivery that are expected in the coming year based on corporate objectives, key delivery programmes or changes to legislation that will drive the focus of your service area(s).

The ongoing LGR may well bring about changes that impact on all staff across the Partnership, affecting the way we work as well as knock-on impacts to the wellbeing of staff, engagement and the introduction of a Workforce Development Strategy. Changes to the funding measure from the new government following the LGR may also impact on staffing, creating pressure within all services that will need to be monitored and catered for through staff surveys, staff training, and changes to recruitment and retention. These may be reflecting through performance reporting and external funding availability.

Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

Performance indicators should be linked to key priorities and service delivery. List which Objective from the list above the PI is related to or feeds into. It can be linked to more than one. If it is not linked to any Objective, consider whether it is needed as a KPI. If there are current performance indicators that you consider no longer valid or wish to remove from the KPI Performance Reports, there is a section at the end of this document to list these indicators along with a space to list the reason(s) for their removal.

Current Partnership Wide Targeted Performance Indicators

Current KPI for 2024/25	Current Target	Latest Figure (ELDC)	Latest Figure (BBC)	Latest Figure (SHDC)	Average over past year (ELDC)	Average over past year (BBC)	Average over past year (SHDC)	Proposed Target for next year	Objective it feeds into from above

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Percentage of Partnership workforce (surveyed collectively) who said 'Yes' when asked if they felt valued at work	78%	76%	87%	Keep as Trend	5
Percentage of the Partnership workforce (surveyed collectively) who said 'yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise	86%	76%	94%	Keep as Trend	5
Percentage of the Partnership workforce (surveyed collectively) who feel informed about the Partnership and what decisions it is making	59%	56%	68%	Keep as Trend	5
Percentage of the Partnership workforce (surveyed collectively) who said 'yes' they feel the Partnership recognises and supports positive mental health in the workplace	90%	70%	94%	Keep as Trend	5
Staff Turnover Cumulative	2.9%	5.9%	5.15%	Keep as Trend	5
Voluntary Staff Turnover	1.1%	5.7%	3.3%	Keep as Trend	5
Number of working days lost to sickness per Full Time Equivalent (FTE) (Cumulative)	2.6	2.58	4.32	Keep as Trend	5
Resident informed rating	Annual	Annual	Annual	Keep as Trend	5
Resident satisfaction rating	Annual	Annual	Annual	Keep as Trend	5
External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	Quarterly graph	Quarterly graph	Quarterly graph	Keep as Trend	5
Delivery against financial target of £42 million (cash and non-cashable) identified in the Partnership business case	Quarterly graph	Quarterly graph	Quarterly graph	Keep as Trend	5

Proposed New Partnership Wide Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. This is only for indicators that will be reflected across the partnership, with all three councils reporting. (If none, leave blank)

New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Local Priorities and Local Performance Indicators

East Lindsey District Council Priorities

- E1. Encourage and facilitate more town centre development for housing in the district.
- E2. Develop an ambitious future Investment Plan for the Coast (looking at the future implications associated with flood risk, mitigation and water management).
- E3. Work with local communities to deliver art and leisure projects in the local area in line with the objectives in the adopted cultural framework.
- E4. Work with local communities to develop green spaces and play areas for health and wellbeing in the local area.
- E6. Address health inequalities as a consequence of the growth in numbers of caravans in the area.
- E5. Deliver local carbon and energy reduction projects.
- E7. Repair and maintain existing Council assets.

Boston Borough Council Priorities

- B1. Encourage a felling of civic pride in the Borough of Boston and support community cohesion through active community engagement within the parishes, villages and town.
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- B7. Efficiently manage the budget and utilise the asset register.
- B7. Ensure local resources are targeted towards community safety.

South Holland District Council Priorities

- S1. Deliver good quality core services.
- S2. Support Improvements to the town centres in the district.
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- S4. Engage with housing tenants to help shape service delivery in the district.
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PERFORMANCE MANAGEMENT FRAMEWORK PERFORMANCE INDICATOR DOCUMENT FOR FINANCE

2025/26

Baldwin, Richard
Strategic Performance Analyst

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Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

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LA Error rate (measured against estimated annual expenditure) (PSPS)	<0.42%	0.33%	0.18%	0.05%	0.27%	0.11%	0.04%	<0.42%	5
Business Rates in-year collection rate	B: 93.82% E: 96.00% S: 96.65%	Profiled	Profiled	Profiled	Profiled	Profiled	Profiled	B: 93.80% E: 95.00% S: 95.20%	5
Council Tax in-year collection rate	B: 92.55% E: 95.00% S: 96.36%	Profiled	Profiled	Profiled	Profiled	Profiled	Profiled	B: 93.50% E: 95.50% S: 96.30%	5
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	25	27.5	25	25.5	31.75	27.50	28.25	Pending SLA	5
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	12	14	11	9.5	13.5	10.00	9.75	Pending SLA	5
Housing Benefit Overpayment Recovery rate (PSPS)	85%	109.24%	138.45%	98.99%	107.77%	145.71%	93.43%	Pending SLA	5
Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	100%	100%	100%	100%	100%	100%	100%	Pending SLA	5
Average answer rate – Revenues & Benefits (PSPS) (moving to corporate/finance)	80-87-87-80%	78.85%	76.20%	77.15%	88.39%	85.69%	85.65%	Pending SLA	5

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Housing Benefit Caseload	4,761	2,019	1,917	Keep as Trend	5
Council Tax Support Caseload	7,395	2,838	3,237	Keep as Trend	5
Business Rates RV	£122,043,605	£55,782,060	£65,994,656	Keep as Trend	5
Business Rates Hereditaments	7,286	2,485	2,953	Keep as Trend	5
Council Tax Banded Dwellings	72,567	31,858	44,522	Keep as Trend	5

Digital Services Take-Up	994	0	707	Keep as Trend	5
Direct Debit Payments	153,337	59,207	97,044	Keep as Trend	5
CTS New Claims – Number of Decisions Made	754	357	581	Keep as Trend	5
CTS Changes – Number of Decisions Made	5,706	1,894	1,425	Keep as Trend	5
Discretionary Housing Payments (DHP) number of applications	146	73	64	Keep as Trend	5
Discretionary Housing Payments (DHP) number of awards	70	47	36	Keep as Trend	5
Discretionary Housing Payments (DHP) spend against Budget	48.57%	53.46%	54.63%	Keep as Trend	5
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	£0	£35,930	£1,500	Keep as Trend	5
Average Speed of Answer - Revenue and Benefits (Seconds) (PSPS)	494	422	491	Keep as Trend	5

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PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal



PERFORMANCE MANAGEMENT FRAMEWORK PERFORMANCE INDICATOR DOCUMENT FOR GENERAL FUND ASSETS

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

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To effectively and safely manage the Council's Land and Property Assets in accordance with the adopted SELCP Asset Strategy.

To execute all capital spend allocated to the service within the 2025/26 budget.

To support the delivery of all Towns Fund, Levelling Up and other programmes and projects.

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Occupancy Rate at end of Quarter: Industrial Units	95%	96.55%	92.86%	100.00%	97.91%	97.86%	100.00%	97%	1
Occupancy Rate at end of Quarter: Other investment property	97%	100.00%	96.55%	91.67%	100.00%	99.31%	90.95%	97%	5
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	100%	97.42%	107.14%	107.16%	90.35%	80.48%	80.36%	100%	5

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Repairs & Maintenance: Percentage committed spend against budget – cumulative	42.34%	61.16%	47.91%	Keep as Trend	5

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Business Centre occupation, Louth - Percentage of total gross internal area occupied	ELDC	Target	95%	96.88%	98.46%	Target	95%	5
Business Centre occupation, Mablethorpe - Percentage of total gross internal area occupied	ELDC	Target	85%	74.07%	78.55%	Target	80%	5
Percentage of Kingfisher Caravan Park income received against agreed budget	ELDC	Target	100%	87.81%	87.05%	Target	100%	5
Percentage of available pitches occupied on Kingfisher Caravan Park – cumulative figure to end of successive quarters	ELDC	Target	55%	53.31%	52.58%	Target	55%	5

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PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal
Percentage of commercial rent received against agreed annual budget – cumulative figure to end of successive quarters.	Targeted	It remains unreportable through unit 4/PSPS reports.
Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	Targeted	It remains unreportable through unit 4/PSPS reports.
Invest East Lindsey: number of Caravan Sales completed	Targeted	It is monitored through the shareholder supervisory board.
Invest East Lindsey: Percentage of available holiday lettings taken against occupancy target	Targeted	It is monitored through the shareholder supervisory board.



PERFORMANCE MANAGEMENT FRAMEWORK PERFORMANCE INDICATOR DOCUMENT FOR GOVERNANCE

2025/26

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New guidance from the LGSCO for reporting of complaints through to management and members. Monitor impact of the new feedback service that went live in January this year.

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Performance indicators should be linked to key priorities and service delivery. List which Objective from the list above the PI is related to or feeds into. It can be linked to more than one. If it is not linked to any Objective, consider whether it is needed as a KPI. If there are current performance indicators that you consider no longer valid or wish to remove from the KPI Performance Reports, there is a section at the end of this document to list these indicators along with a space to list the reason(s) for their removal.

Current Partnership Wide Targeted Performance Indicators

Current KPI for 2024/25	Current Target	Latest Figure (ELDC)	Latest Figure (BBC)	Latest Figure (SHDC)	Average over past year (ELDC)	Average over past year (BBC)	Average over past year (SHDC)	Proposed Target for next year	Objective it feeds into from above
Percentage of corporate complaints responded to within corporately set timescales	95%	76.92%	100.00%	92.31%	86.10%	91.79%	65.75%	95%	5
Percentage of subject requests responded to within statutory timescales	100%	100.00%	100.00%	100.00%	96.00%	82.00%	91.00%	100%	5
Percentage of information requests responded to within statutory timescales	100%	100.00%	98.52%	100.00%	98.60%	99.18%	87.69%	100%	5

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Percentage of Ombudsman complaints upheld	0	0	0	Keep as Trend	5
Number of upheld Ombudsman complaints per 100,000 population	0	0	0	Keep as Trend	5
Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches	0	0	0	Keep as Trend	5
Number of late reports not made available to the Democratic Services teams at agenda publication	4	3	2	Keep as Trend	5

Proposed New Partnership Wide Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. This is only for indicators that will be reflected across the partnership, with all three councils reporting. (If none, leave blank)

New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Local Priorities and Local Performance Indicators

East Lindsey District Council Priorities

- E1. Encourage and facilitate more town centre development for housing in the district.
- E2. Develop an ambitious future Investment Plan for the Coast (looking at the future implications associated with flood risk, mitigation and water management).
- E3. Work with local communities to deliver art and leisure projects in the local area in line with the objectives in the adopted cultural framework.
- E4. Work with local communities to develop green spaces and play areas for health and wellbeing in the local area.
- E6. Address health inequalities as a consequence of the growth in numbers of caravans in the area.
- E5. Deliver local carbon and energy reduction projects.
- E7. Repair and maintain existing Council assets.

Boston Borough Council Priorities

- B1. Encourage a felling of civic pride in the Borough of Boston and support community cohesion through active community engagement within the parishes, villages and town.
- B2. Support improvements to Boston Town Centre, Markets and Events – the Town Strategy, including the PE21 projects.
- B3. Improve street cleanliness and work to reduce fly tipping across the borough.
- B4. Support local businesses and work to enhance the business offer and employment opportunities.
- B4. Promote our Arts, Culture and Heritage offer and associated projects.
- B5. Promote Tourism to both a domestic and internal audience.
- B6. Explore the opportunity to improve our local infrastructure.
- B7. Efficiently manage the budget and utilise the asset register.
- B7. Ensure local resources are targeted towards community safety.

South Holland District Council Priorities

- S1. Deliver good quality core services.
- S2. Support Improvements to the town centres in the district.
- S3. Promote the markets and events across the district.
- S4. Engage with housing tenants to help shape service delivery in the district.
- S5. Facilitate the development of infrastructure in the local area.

In the following section, review the existing Performance Indicators that are council specific. Review if you wish to keep them as is, change to trend or target or adjust the targets for the coming year. Also assess which local priority or priorities they are to measure against in order to ensure they are measuring against that council's objectives. If they do not align to any of the above priorities, consider if they are needed as a measure at all.

Current Local Only Performance Indicators

Current Local KPI for 2024/25	Council	Trend or Targeted Performance	Current Target	Latest Performance	Average over past year	Trend or Target for next year	Proposed Target for next year (if applicable)	Objective it feeds into from above

Proposed New Local Only Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. (If none, leave blank)

New Local KPI for 2025/26	Council	Trend Only or Performance Target (inc. target)	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Proposition to Remove a Performance Indicators

If there are Performance Indicators that you no longer wish to record and monitor, list them below along with a brief reason for their consideration for removal. Removal of existing PIs will need to be approved by Portfolio Holders and the Council. (If none, leave blank)

PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal
Percentage of Ombudsman complaints upheld	Trend	The delay between decision and the complaint creates a meaningless figure.
Number of upheld Ombudsman complaints per 100,000 population	Trend	The delay between decision and the complaint creates a meaningless figure.
Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches	Trend	The area will be better reported outside the PI monitoring system with a designated member receiving information directly.



PERFORMANCE MANAGEMENT FRAMEWORK PERFORMANCE INDICATOR DOCUMENT FOR GROWTH

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

The purpose of this document is to set out the key decision-making processes for the department in the coming year, and to assign performance measures to assess the departments delivery against those processes. The main focus will be on aligning the performance measures against the wider set of corporate aims and objectives to ensure that the department is helping the council delivery on its goals in the coming year.

Shared Corporate Objectives

1. **Growth and Prosperity** - We are committed to working with partners and stakeholders across the Sub-region to stimulate growth and enhance our places and the environment by attracting investment, engaging with our communities and supporting businesses. Deliver Towns' Fund, levelling Up, UKSPF and ACE programmes. Deliver green & sustainable economic growth and improve infrastructure. Inward investment, destination management, cultural framework and housing growth.
2. **Healthy Lives** - We are working with partners to collectively address health-related matters within the Sub-region and to improve health and wellbeing outcomes for our communities. Reduce health inequalities, access to health services, improved leisure and cultural access and better housing standards. Reduce rough sleeping and homelessness.
3. **Safe and Resilient Communities** - We are working with partners and local communities to ensure the Sub-region is a place where people feel safe, secure and welcome, driving forward improvements to community engagement and empowerment. Deliver the Community Safety Strategy, reduce fear of crime, address domestic abuse, ensure licensing policies support crime reduction, and promote pride of place.
4. **Environment** - We are working with partners to play our role in addressing climate change and environmental responsibilities, and to encourage others to follow our example. Deliver the Climate Change Strategy, increase biodiversity, implement environment act and EPR, discourage fly tipping and improve environmental cleanliness and green spaces. Protect and enhance built heritage and environment, including green homes grants.
5. **Corporate Objectives** - In order to deliver our outward facing priorities, we also need to ensure that the Partnership itself is strong and developing. Deliver Partnership business case and prepare for future local government changes. Improve customer experience and use of digital services. Deliver the workforce development strategy and improve employee skills and retention. Improve income and efficiency & efficacy of services.

Key considerations for your department in the coming year

Set out below, briefly, the key considerations for your area and service delivery that are expected in the coming year based on corporate objectives, key delivery programmes or changes to legislation that will drive the focus of your service area(s).

Implement the growth and prosperity plan to drive growth within the subregional area, to deliver: Vibrant town centres and regeneration. Supporting priority sectors and businesses, including culture and agri-food industry. Supporting skills, learning and employment opportunities, enabling growth and housing, attracting investment.

Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

Performance indicators should be linked to key priorities and service delivery. List which Objective from the list above the PI is related to or feeds into. It can be linked to more than one. If it is not linked to any Objective, consider whether it is needed as a KPI. If there are current performance indicators that you consider no longer valid or wish to remove from the KPI Performance Reports, there is a section at the end of this document to list these indicators along with a space to list the reason(s) for their removal.

Current Partnership Wide Targeted Performance Indicators

Current KPI for 2024/25	Current Target	Latest Figure (ELDC)	Latest Figure (BBC)	Latest Figure (SHDC)	Average over past year (ELDC)	Average over past year (BBC)	Average over past year (SHDC)	Proposed Target for next year	Objective it feeds into from above

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Value of Grants awarded via Grants4growth	£163,344	£63,168	0	Keep as Trend	1
Number of Grants awarded via Grants4growth	22	8	£91,051	Keep as Trend	1
Number of Grants awarded via Grants4growth	16	8	11	Keep as Trend	1
Number of Businesses assisted via Grants4growth	36	18	17	Keep as Trend	1
Number of Business registered via Grants4growth	£857.49m	£111.14m	N/A	Keep as Trend	1
Visitor and Tourism Number increase or decrease from previous year	4,574,000	1,404,00	N/A	Keep as Trend	1
External funding bids submitted by the growth directorate	0	0	0	Keep as Trend	1
External Funding bids secured by the growth directorate	0	0	0	Keep as Trend	1
Average monthly high street footfall count per key town	2,621,578	697,866	N/A	Keep as Trend	1
High street/town centre occupancy rates – reported per annum	Annual	Annual	Annual	Keep as Trend	1

Proposed New Partnership Wide Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. This is only for indicators that will be reflected across the partnership, with all three councils reporting. (If none, leave blank)

New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above
Matched funding achieved through local growth programmes (towns deal, LUF, UKSPF)	Trend	Trend	Higher	Quarterly	1
Matched funding through Grants4Growth scheme	Trend	Trend	Higher	Quarterly	1
Economic value of the visitor and tourism economy	Trend	Trend	Higher	Quarterly	1
Number of successful compete/non-compete grants applied for/awarded	Trend	Trend	Higher	Quarterly	1
Strategic Growth Project Specific Outcomes	Trend	Trend	Higher	Quarterly	1

Local Priorities and Local Performance Indicators

East Lindsey District Council Priorities

- E1. Encourage and facilitate more town centre development for housing in the district.
- E2. Develop an ambitious future Investment Plan for the Coast (looking at the future implications associated with flood risk, mitigation and water management).
- E3. Work with local communities to deliver art and leisure projects in the local area in line with the objectives in the adopted cultural framework.
- E4. Work with local communities to develop green spaces and play areas for health and wellbeing in the local area.
- E6. Address health inequalities as a consequence of the growth in numbers of caravans in the area.
- E5. Deliver local carbon and energy reduction projects.
- E7. Repair and maintain existing Council assets.

Boston Borough Council Priorities

- B1. Encourage a felling of civic pride in the Borough of Boston and support community cohesion through active community engagement within the parishes, villages and town.
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- B7. Efficiently manage the budget and utilise the asset register.
- B7. Ensure local resources are targeted towards community safety.

South Holland District Council Priorities

- S1. Deliver good quality core services.
- S2. Support Improvements to the town centres in the district.
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Current Local Only Performance Indicators

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Proposed New Local Only Performance Indicators

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New Local KPI for 2025/26	Council	Trend Only or Performance Target (inc. target)	Higher or lower is better	Reporting Frequency	Objective it feeds into from above
Percentage of BID levy revenue received against forecast	SHDC	Trend Only	Higher	Annual	1
Percentage of businesses that have paid the levy against those due	SHDC	Trend Only	Higher	Annual	1

Proposition to Remove a Performance Indicators

If there are Performance Indicators that you no longer wish to record and monitor, list them below along with a brief reason for their consideration for removal. Removal of existing PIs will need to be approved by Portfolio Holders and the Council. (If none, leave blank)

PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal
Level of Private Sector Investment achieved	Trend	Reworked into new PIs that better reflect the work of the department
Visitor and Tourism Economic Impact	Trend	Reworked into new PIs that better explain economic value



PERFORMANCE MANAGEMENT FRAMEWORK
PERFORMANCE INDICATOR DOCUMENT
FOR HOUSING REVENUE ACCOUNT

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

The purpose of this document is to set out the key decision-making processes for the department in the coming year, and to assign performance measures to assess the departments delivery against those processes. The main focus will be on aligning the performance measures against the wider set of corporate aims and objectives to ensure that the department is helping the council delivery on its goals in the coming year.

Shared Corporate Objectives

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Key considerations for your department in the coming year

Set out below, briefly, the key considerations for your area and service delivery that are expected in the coming year based on corporate objectives, key delivery programmes or changes to legislation that will drive the focus of your service area(s).

2025/26 will see the start of the second year of the Regulator of Social Housings proactive inspections. The Council may well be inspected during this year. Therefore, the continued focus of the Transformation Programme is the delivery of outcomes against the Consumer Standards. This will see improvements in oversight of Safety & Quality, Tenant Engagement and services that impact tenants the most.

Work on the HRA's Business Plan and Asset Management Strategy is also progressing. This will run alongside delivery of Green Homes work which will enable the Council to continue to prepare for all homes being EPC 'C' by 2030 and the introduction of Awaabs Law.

Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

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Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above

Proposed New Partnership Wide Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. This is only for indicators that will be reflected across the partnership, with all three councils reporting. (If none, leave blank)

New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Local Priorities and Local Performance Indicators

East Lindsey District Council Priorities

- E1. Encourage and facilitate more town centre development for housing in the district.
- E2. Develop an ambitious future Investment Plan for the Coast (looking at the future implications associated with flood risk, mitigation and water management).
- E3. Work with local communities to deliver art and leisure projects in the local area in line with the objectives in the adopted cultural framework.
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- E7. Repair and maintain existing Council assets.

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- B1. Encourage a felling of civic pride in the Borough of Boston and support community cohesion through active community engagement within the parishes, villages and town.
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- B6. Explore the opportunity to improve our local infrastructure.
- B7. Efficiently manage the budget and utilise the asset register.
- B7. Ensure local resources are targeted towards community safety.

South Holland District Council Priorities

- S1. Deliver good quality core services.
- S2. Support Improvements to the town centres in the district.
- S3. Promote the markets and events across the district.
- S4. Engage with housing tenants to help shape service delivery in the district.
- S5. Facilitate the development of infrastructure in the local area.

In the following section, review the existing Performance Indicators that are council specific. Review if you wish to keep them as is, change to trend or target or adjust the targets for the coming year. Also assess which local priority or priorities they are to measure against in order to ensure they are measuring against that council's objectives. If they do not align to any of the above priorities, consider if they are needed as a measure at all.

Current Local Only Performance Indicators

Current Local KPI for 2024/25	Council	Trend or Targeted Performance	Current Target	Latest Performance	Average over past year	Trend or Target for next year	Proposed Target for next year (if applicable)	Objective it feeds into from above
Proportion of homes for which all required gas safety checks have been carried out	SHDC	Targeted	100.00%	100.00%	100.00%	Target	100.00%	1
Proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out	SHDC	Targeted	100.00%	99.16%	99.23%	Target	100.00%	1
Proportion of homes for which all required fire risk assessments have been carried out	SHDC	Targeted	100.00%	100.00%	100.00%	Target	100.00%	1
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	SHDC	Targeted	100.00%	100.00%	100.00%	Target	100.00%	1
Proportion of homes for which all required legionella risk assessments have been carried out.	SHDC	Targeted	100.00%	100.00%	100.00%	Target	100.00%	1
Average time to re-let a property excluding major works (days) all letting types – Running total	SHDC	Targeted	<28	25.44	25.50	Target	<28	1
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.	SHDC	Targeted	<4.00%	2.00%	2.13%	Target	<4.00%	1
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	SHDC	Targeted	100.00%	100.00%	100.00%	Target	100.00%	1
Proportion of homes that do not meet the Decent Homes Standard.	SHDC	Targeted	<2.00%	1.77%	2.00%	Target	<2.00%	1
Proportion of non-emergency responsive repairs completed within the landlord's target timescale - 28 days.	SHDC	Targeted	90.00%	91.10%	90.65%	Target	90.00%	1
Proportion of emergency responsive repairs completed within the landlord's target timescale	SHDC	Targeted	100.00%	100.00%	100.00%	Target	100.00%	1

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	SHDC	Targeted	95.00%	96.92%	98.46%	Target	95.00%	1
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	SHDC	Targeted	95.00%	100.00%	100.00%	Target	95.00%	1
Number of damp, condensation and mould cases reported in the last quarter	SHDC	Trend	Trend	38	48	Trend	Trend	1
Number of households evicted in the last quarter	SHDC	Trend	Trend	0	0	Trend	Trend	1
Number of Right to Buy sales completed in the last quarter	SHDC	Trend	Trend	3	2	Trend	Trend	1
Number of new properties completed in the last quarter	SHDC	Trend	Trend	9	7	Trend	Trend	1
Number of stage one complaints received per 1,000 homes.	SHDC	Trend	Trend	22.54	16	Trend	Trend	1
Number of stage two complaints received per 1,000 homes.	SHDC	Trend	Trend	2.88	2	Trend	Trend	1
Number of anti-social behaviour cases opened per 1,000 homes.	SHDC	Trend	Trend	12.84	9	Trend	Trend	1
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	SHDC	Trend	Trend	0.00	0	Trend	Trend	1

Proposed New Local Only Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. (If none, leave blank)

New Local KPI for 2025/26	Council	Trend Only or Performance Target (inc. target)	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Proposition to Remove a Performance Indicators

If there are Performance Indicators that you no longer wish to record and monitor, list them below along with a brief reason for their consideration for removal. Removal of existing PIs will need to be approved by Portfolio Holders and the Council. (If none, leave blank)

PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal



PERFORMANCE MANAGEMENT FRAMEWORK PERFORMANCE INDICATOR DOCUMENT FOR LEISURE AND CULTURE

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

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Shared Corporate Objectives

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Key considerations for your department in the coming year

Set out below, briefly, the key considerations for your area and service delivery that are expected in the coming year based on corporate objectives, key delivery programmes or changes to legislation that will drive the focus of your service area(s).

SELCP – Leisure Operator Procurement
 Martyn's Law – Change in law to enhance public safety by ensuring there is better preparedness for, and protection from, terrorist attacks.
 Service restructuring across the Partnership.
 Markets review across the Partnership.
 Leisure Strategy.
 Playing fields and playgrounds Strategy.
 South Holland Centre Market Testing.

Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

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Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Council run stall occupancy level (Markets)	37.20%	59.00%	41%	Keep as Trend	1
Visitor numbers / number of tickets sold, for leisure venues	199,176	65,934	92,281	Keep as Trend	2
Number of gym members	62,210	28,123	1,431	Keep as Trend	2
Number of swims	26,074	12,321	21,843	Keep as Trend	2
Number of swimming lessons	5,685	1,903	17,147	Keep as Trend	2

Proposed New Partnership Wide Performance Indicators

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New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Local Priorities and Local Performance Indicators

East Lindsey District Council Priorities

- E1. Encourage and facilitate more town centre development for housing in the district.
- E2. Develop an ambitious future Investment Plan for the Coast (looking at the future implications associated with flood risk, mitigation and water management).
- E3. Work with local communities to deliver art and leisure projects in the local area in line with the objectives in the adopted cultural framework.
- E4. Work with local communities to develop green spaces and play areas for health and wellbeing in the local area.
- E6. Address health inequalities as a consequence of the growth in numbers of caravans in the area.
- E5. Deliver local carbon and energy reduction projects.
- E7. Repair and maintain existing Council assets.

Boston Borough Council Priorities

- B1. Encourage a felling of civic pride in the Borough of Boston and support community cohesion through active community engagement within the parishes, villages and town.
- B2. Support improvements to Boston Town Centre, Markets and Events – the Town Strategy, including the PE21 projects.
- B3. Improve street cleanliness and work to reduce fly tipping across the borough.
- B4. Support local businesses and work to enhance the business offer and employment opportunities.
- B4. Promote our Arts, Culture and Heritage offer and associated projects.
- B5. Promote Tourism to both a domestic and internal audience.
- B6. Explore the opportunity to improve our local infrastructure.
- B7. Efficiently manage the budget and utilise the asset register.
- B7. Ensure local resources are targeted towards community safety.

South Holland District Council Priorities

- S1. Deliver good quality core services.
- S2. Support Improvements to the town centres in the district.
- S3. Promote the markets and events across the district.
- S4. Engage with housing tenants to help shape service delivery in the district.
- S5. Facilitate the development of infrastructure in the local area.

In the following section, review the existing Performance Indicators that are council specific. Review if you wish to keep them as is, change to trend or target or adjust the targets for the coming year. Also assess which local priority or priorities they are to measure against in order to ensure they are measuring against that council's objectives. If they do not align to any of the above priorities, consider if they are needed as a measure at all.

Current Local Only Performance Indicators

Current Local KPI for 2024/25	Council	Trend or Targeted Performance	Current Target	Latest Performance	Average over past year	Trend or Target for next year	Proposed Target for next year (if applicable)	Objective it feeds into from above
Visitor numbers / number of tickets sold, by venue (Embassy Theatre)	ELDC	Trend	Trend	22,718	18262.40	Trend	Trend	2
Visitor numbers / number of tickets sold, by venue (Altitude 44)	ELDC	Trend	Trend	893	491.00	Trend	Trend	2
Visitors to Ayscoughfee Hall Museum	SHDC	Trend	Trend	6,939	6939	Trend	Trend	2
South Holland Centre Ticket sales	SHDC	Trend	Trend	5,573	18258	Trend	Trend	2

Proposed New Local Only Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. (If none, leave blank)

New Local KPI for 2025/26	Council	Trend Only or Performance Target (inc. target)	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Proposition to Remove a Performance Indicators

If there are Performance Indicators that you no longer wish to record and monitor, list them below along with a brief reason for their consideration for removal. Removal of existing PIs will need to be approved by Portfolio Holders and the Council. (If none, leave blank)

PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal



PERFORMANCE MANAGEMENT FRAMEWORK PERFORMANCE INDICATOR DOCUMENT FOR NEIGHBOURHOODS

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

The purpose of this document is to set out the key decision-making processes for the department in the coming year, and to assign performance measures to assess the departments delivery against those processes. The main focus will be on aligning the performance measures against the wider set of corporate aims and objectives to ensure that the department is helping the council delivery on its goals in the coming year.

Shared Corporate Objectives

1. **Growth and Prosperity** - We are committed to working with partners and stakeholders across the Sub-region to stimulate growth and enhance our places and the environment by attracting investment, engaging with our communities and supporting businesses. Deliver Towns' Fund, levelling Up, UKSPF and ACE programmes. Deliver green & sustainable economic growth and improve infrastructure. Inward investment, destination management, cultural framework and housing growth.
2. **Healthy Lives** - We are working with partners to collectively address health-related matters within the Sub-region and to improve health and wellbeing outcomes for our communities. Reduce health inequalities, access to health services, improved leisure and cultural access and better housing standards. Reduce rough sleeping and homelessness.
3. **Safe and Resilient Communities** - We are working with partners and local communities to ensure the Sub-region is a place where people feel safe, secure and welcome, driving forward improvements to community engagement and empowerment. Deliver the Community Safety Strategy, reduce fear of crime, address domestic abuse, ensure licensing policies support crime reduction, and promote pride of place.
4. **Environment** - We are working with partners to play our role in addressing climate change and environmental responsibilities, and to encourage others to follow our example. Deliver the Climate Change Strategy, increase biodiversity, implement environment act and EPR, discourage fly tipping and improve environmental cleanliness and green spaces. Protect and enhance built heritage and environment, including green homes grants.
5. **Corporate Objectives** - In order to deliver our outward facing priorities, we also need to ensure that the Partnership itself is strong and developing. Deliver Partnership business case and prepare for future local government changes. Improve customer experience and use of digital services. Deliver the workforce development strategy and improve employee skills and retention. Improve income and efficiency & efficacy of services.

Key considerations for your department in the coming year

Set out below, briefly, the key considerations for your area and service delivery that are expected in the coming year based on corporate objectives, key delivery programmes or changes to legislation that will drive the focus of your service area(s).

Food waste collections due to begin in 2026, this will be a key delivery programme for all three councils. This will involve new vehicles and new ways of working, especially for SHDC.

Monitoring of total waste tonnage collected will begin again in 2025/26 in order to create a benchmark before food waste collections begin. This will allow a more comprehensive view of what impact the food waste collection service has had on total amount of waste generated and collected in the region.

Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

Performance indicators should be linked to key priorities and service delivery. List which Objective from the list above the PI is related to or feeds into. It can be linked to more than one. If it is not linked to any Objective, consider whether it is needed as a KPI. If there are current performance indicators that you consider no longer valid or wish to remove from the KPI Performance Reports, there is a section at the end of this document to list these indicators along with a space to list the reason(s) for their removal.

Current Partnership Wide Targeted Performance Indicators

Current KPI for 2024/25	Current Target	Latest Figure (ELDC)	Latest Figure (BBC)	Latest Figure (SHDC)	Average over past year (ELDC)	Average over past year (BBC)	Average over past year (SHDC)	Proposed Target for next year	Objective it feeds into from above
Percentage of household waste collected for recycling and composting	45%	46.06%	35.14%	31.40%	41.51%	33.23%	31.40%	45%	4
Percentage of recycling collected that is unable to be recycled (contamination)	<14%	9.81%	13.54%	18.21%	11.95%	14.35%	23.25%	<14%	4
Percentage of waste collections that were successful first time	99.80%	99.97%	99.96%	99.89%	99.88%	99.95%	99.88%	99.80%	4

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above

Proposed New Partnership Wide Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. This is only for indicators that will be reflected across the partnership, with all three councils reporting. (If none, leave blank)

New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above
KG of total waste collected per household	Trend	N/A	Lower	Quarterly	4
Percentage of fly-tips collected within 5 working days of being reported	Target	95%	Higher	Quarterly	4

Local Priorities and Local Performance Indicators

East Lindsey District Council Priorities

- E1. Encourage and facilitate more town centre development for housing in the district.
- E2. Develop an ambitious future Investment Plan for the Coast (looking at the future implications associated with flood risk, mitigation and water management).
- E3. Work with local communities to deliver art and leisure projects in the local area in line with the objectives in the adopted cultural framework.
- E4. Work with local communities to develop green spaces and play areas for health and wellbeing in the local area.
- E6. Address health inequalities as a consequence of the growth in numbers of caravans in the area.
- E5. Deliver local carbon and energy reduction projects.
- E7. Repair and maintain existing Council assets.

Boston Borough Council Priorities

- B1. Encourage a felling of civic pride in the Borough of Boston and support community cohesion through active community engagement within the parishes, villages and town.
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- B5. Promote Tourism to both a domestic and internal audience.
- B6. Explore the opportunity to improve our local infrastructure.
- B7. Efficiently manage the budget and utilise the asset register.
- B7. Ensure local resources are targeted towards community safety.

South Holland District Council Priorities

- S1. Deliver good quality core services.
- S2. Support Improvements to the town centres in the district.
- S3. Promote the markets and events across the district.
- S4. Engage with housing tenants to help shape service delivery in the district.
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In the following section, review the existing Performance Indicators that are council specific. Review if you wish to keep them as is, change to trend or target or adjust the targets for the coming year. Also assess which local priority or priorities they are to measure against in order to ensure they are measuring against that council's objectives. If they do not align to any of the above priorities, consider if they are needed as a measure at all.

Current Local Only Performance Indicators

Current Local KPI for 2024/25	Council	Trend or Targeted Performance	Current Target	Latest Performance	Average over past year	Trend or Target for next year	Proposed Target for next year (if applicable)	Objective it feeds into from above
Percentage of streets graded b and above - litter	ELDC	Targeted	95%	97.35%	98.39%	Target	97%	4
Percentage of streets grading b and above - detritus	ELDC	Targeted	90%	93.75%	94.25%	Target	90%	4

Proposed New Local Only Performance Indicators

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New Local KPI for 2025/26	Council	Trend Only or Performance Target (inc. target)	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Proposition to Remove a Performance Indicators

If there are Performance Indicators that you no longer wish to record and monitor, list them below along with a brief reason for their consideration for removal. Removal of existing PIs will need to be approved by Portfolio Holders and the Council. (If none, leave blank)

PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal
Percentage of fly-tips collected within 10 working days of being reported	Target	Target level to be aligned across all three councils to 5 days
Percentage of fly-tips collected within 3 working days of being reported	Target	Target level to be aligned across all three councils to 5 days



PERFORMANCE MANAGEMENT FRAMEWORK
PERFORMANCE INDICATOR DOCUMENT
FOR PLANNING AND STRATEGIC
INFRASTRUCTURE

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

The purpose of this document is to set out the key decision-making processes for the department in the coming year, and to assign performance measures to assess the departments delivery against those processes. The main focus will be on aligning the performance measures against the wider set of corporate aims and objectives to ensure that the department is helping the council delivery on its goals in the coming year.

Shared Corporate Objectives

1. **Growth and Prosperity** - We are committed to working with partners and stakeholders across the Sub-region to stimulate growth and enhance our places and the environment by attracting investment, engaging with our communities and supporting businesses. Deliver Towns' Fund, levelling Up, UKSPF and ACE programmes. Deliver green & sustainable economic growth and improve infrastructure. Inward investment, destination management, cultural framework and housing growth.
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3. **Safe and Resilient Communities** - We are working with partners and local communities to ensure the Sub-region is a place where people feel safe, secure and welcome, driving forward improvements to community engagement and empowerment. Deliver the Community Safety Strategy, reduce fear of crime, address domestic abuse, ensure licensing policies support crime reduction, and promote pride of place.
4. **Environment** - We are working with partners to play our role in addressing climate change and environmental responsibilities, and to encourage others to follow our example. Deliver the Climate Change Strategy, increase biodiversity, implement environment act and EPR, discourage fly tipping and improve environmental cleanliness and green spaces. Protect and enhance built heritage and environment, including green homes grants.
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Key considerations for your department in the coming year

Set out below, briefly, the key considerations for your area and service delivery that are expected in the coming year based on corporate objectives, key delivery programmes or changes to legislation that will drive the focus of your service area(s).

To deliver a high performing planning service; issuing timely and quality decisions.
 Responding appropriately to legislation changes
 Supporting growth local and national priorities.

Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

Performance indicators should be linked to key priorities and service delivery. List which Objective from the list above the PI is related to or feeds into. It can be linked to more than one. If it is not linked to any Objective, consider whether it is needed as a KPI. If there are current performance indicators that you consider no longer valid or wish to remove from the KPI Performance Reports, there is a section at the end of this document to list these indicators along with a space to list the reason(s) for their removal.

Current Partnership Wide Targeted Performance Indicators

Current KPI for 2024/25	Current Target	Latest Figure (ELDC)	Latest Figure (BBC)	Latest Figure (SHDC)	Average over past year (ELDC)	Average over past year (BBC)	Average over past year (SHDC)	Proposed Target for next year	Objective it feeds into from above
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period)	65%	100.00%	88.89%	94.12%	83.30%	89.65%	92.95%	65%	1
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	<10%	0.56%	0.00%	0.94%	0.44%	0.00%	1.02%	<10%	1
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined (OFLOG)	<10%	0.23%	0.18%	0.97%	0.24%	0.20%	0.80%	<10%	1

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Percentage of decisions (major / minor / others) taken under delegation within period	95.11%	92.22%	89.29%	Keep as Trend	1

Proposed New Partnership Wide Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. This is only for indicators that will be reflected across the partnership, with all three councils reporting. (If none, leave blank)

New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above
Percentage of non-major planning applications determined within 8 weeks (or agreed extended period)	Target	75%	Higher	Quarterly	1

Local Priorities and Local Performance Indicators

East Lindsey District Council Priorities

- E1. Encourage and facilitate more town centre development for housing in the district.
- E2. Develop an ambitious future Investment Plan for the Coast (looking at the future implications associated with flood risk, mitigation and water management).
- E3. Work with local communities to deliver art and leisure projects in the local area in line with the objectives in the adopted cultural framework.
- E4. Work with local communities to develop green spaces and play areas for health and wellbeing in the local area.
- E6. Address health inequalities as a consequence of the growth in numbers of caravans in the area.
- E5. Deliver local carbon and energy reduction projects.
- E7. Repair and maintain existing Council assets.

Boston Borough Council Priorities

- B1. Encourage a felling of civic pride in the Borough of Boston and support community cohesion through active community engagement within the parishes, villages and town.
- B2. Support improvements to Boston Town Centre, Markets and Events – the Town Strategy, including the PE21 projects.
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South Holland District Council Priorities

- S1. Deliver good quality core services.
- S2. Support Improvements to the town centres in the district.
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- S4. Engage with housing tenants to help shape service delivery in the district.
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In the following section, review the existing Performance Indicators that are council specific. Review if you wish to keep them as is, change to trend or target or adjust the targets for the coming year. Also assess which local priority or priorities they are to measure against in order to ensure they are measuring against that council's objectives. If they do not align to any of the above priorities, consider if they are needed as a measure at all.

Current Local Only Performance Indicators

Current Local KPI for 2024/25	Council	Trend or Targeted Performance	Current Target	Latest Performance	Average over past year	Trend or Target for next year	Proposed Target for next year (if applicable)	Objective it feeds into from above

Proposed New Local Only Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. (If none, leave blank)

New Local KPI for 2025/26	Council	Trend Only or Performance Target (inc. target)	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Proposition to Remove a Performance Indicators

If there are Performance Indicators that you no longer wish to record and monitor, list them below along with a brief reason for their consideration for removal. Removal of existing PIs will need to be approved by Portfolio Holders and the Council. (If none, leave blank)

PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal
Percentage of minor planning applications determined within 8 weeks (or agreed extended period)	Target	To be combined into one “non-majors” PI in line with DHCLG performance monitoring.
Percentage of other planning applications determined within 8 weeks (or agreed extended period)	Target	



PERFORMANCE MANAGEMENT FRAMEWORK PERFORMANCE INDICATOR DOCUMENT FOR REGULATORY

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

The purpose of this document is to set out the key decision-making processes for the department in the coming year, and to assign performance measures to assess the departments delivery against those processes. The main focus will be on aligning the performance measures against the wider set of corporate aims and objectives to ensure that the department is helping the council delivery on its goals in the coming year.

Shared Corporate Objectives

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Key considerations for your department in the coming year

Set out below, briefly, the key considerations for your area and service delivery that are expected in the coming year based on corporate objectives, key delivery programmes or changes to legislation that will drive the focus of your service area(s).

Income from Building Control will be a key focus for the department in the coming year, as high interest rates are affecting the appetite for builders in the region. Maintaining market share is always a key priority for Building Control as well as maintaining compliance with BSR standards. OSR's and retention of Registered Building Inspectors. This year sees the implementation of the Building Safety Levy. Building Control must ensure there is capacity and suitable IT provision to deliver. ICT alignment project across environmental health, BC and licensing across the partnership. Increased oversight from the Food Standards Agency and changes to the delivery framework may be implemented this year. Improving capture of carbon reduction work across the three councils. Focusing on the improvement to homes through energy efficiency and retrofit works.

Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

Performance indicators should be linked to key priorities and service delivery. List which Objective from the list above the PI is related to or feeds into. It can be linked to more than one. If it is not linked to any Objective, consider whether it is needed as a KPI. If there are current performance indicators that you consider no longer valid or wish to remove from the KPI Performance Reports, there is a section at the end of this document to list these indicators along with a space to list the reason(s) for their removal.

Current Partnership Wide Targeted Performance Indicators

Current KPI for 2024/25	Current Target	Latest Figure (ELDC)	Latest Figure (BBC)	Latest Figure (SHDC)	Average over past year (ELDC)	Average over past year (BBC)	Average over past year (SHDC)	Proposed Target for next year	Objective it feeds into from above
Land Charges - Average number of days taken to process Local Authority searches (working days)	<8	13.99	7.45	3.15	6.80	5.94	3.48	<8	5
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.	98%	98.34%	98.00%	99.35%	98.08%	97.85%	99.35%	Trend	3

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	278	183	124	Keep as Trend	4
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	3	16	17	Keep as Trend	4
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	50	4	3	Keep as Trend	4
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	0	30	37	Keep as Trend	4
Building Control market share	83.00%	84.00%	82.00%	Keep as Trend	1

Proposed New Partnership Wide Performance Indicators

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New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above
Number of homes improved through green home/warm home grants	Target	TBC subject to funding	Higher	Quarterly	4

Local Priorities and Local Performance Indicators

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South Holland District Council Priorities

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Current Local Only Performance Indicators

Current Local KPI for 2024/25	Council	Trend or Targeted Performance	Current Target	Latest Performance	Average over past year	Trend or Target for next year	Proposed Target for next year (if applicable)	Objective it feeds into from above

Proposed New Local Only Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. (If none, leave blank)

New Local KPI for 2025/26	Council	Trend Only or Performance Target (inc. target)	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Proposition to Remove a Performance Indicators

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PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal
Kingdom Contract: Number FPNs paid (In quarter)	Trend	Performance in considered confusing and not conducive to the work carried out by the department.
Kingdom Contract: Number FPNs Outstanding payment (In quarter)	Trend	
Kingdom Contract: Percentage payment rate (In quarter)	Trend	



PERFORMANCE MANAGEMENT FRAMEWORK
PERFORMANCE INDICATOR DOCUMENT
FOR WELLBEING AND COMMUNITY
LEADERSHIP

2025/26

Baldwin, Richard
Strategic Performance Analyst

Service Planning and Performance Indicator Setting

The purpose of this document is to set out the key decision-making processes for the department in the coming year, and to assign performance measures to assess the departments delivery against those processes. The main focus will be on aligning the performance measures against the wider set of corporate aims and objectives to ensure that the department is helping the council delivery on its goals in the coming year.

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2. **Healthy Lives** - We are working with partners to collectively address health-related matters within the Sub-region and to improve health and wellbeing outcomes for our communities. Reduce health inequalities, access to health services, improved leisure and cultural access and better housing standards. Reduce rough sleeping and homelessness.
3. **Safe and Resilient Communities** - We are working with partners and local communities to ensure the Sub-region is a place where people feel safe, secure and welcome, driving forward improvements to community engagement and empowerment. Deliver the Community Safety Strategy, reduce fear of crime, address domestic abuse, ensure licensing policies support crime reduction, and promote pride of place.
4. **Environment** - We are working with partners to play our role in addressing climate change and environmental responsibilities, and to encourage others to follow our example. Deliver the Climate Change Strategy, increase biodiversity, implement environment act and EPR, discourage fly tipping and improve environmental cleanliness and green spaces. Protect and enhance built heritage and environment, including green homes grants.
5. **Corporate Objectives** - In order to deliver our outward facing priorities, we also need to ensure that the Partnership itself is strong and developing. Deliver Partnership business case and prepare for future local government changes. Improve customer experience and use of digital services. Deliver the workforce development strategy and improve employee skills and retention. Improve income and efficiency & efficacy of services.

Key considerations for your department in the coming year

Set out below, briefly, the key considerations for your area and service delivery that are expected in the coming year based on corporate objectives, key delivery programmes or changes to legislation that will drive the focus of your service area(s).

For the next year, the W&CL division will further focus on wider determinants of health including reducing homelessness, community leadership, preventing and providing early intervention for good health outcomes and improving the safety of the local community.

Key Note On Completing the Performance Management Framework and Assigned Performance Indicators

Performance indicators should be linked to key priorities and service delivery. List which Objective from the list above the PI is related to or feeds into. It can be linked to more than one. If it is not linked to any Objective, consider whether it is needed as a KPI. If there are current performance indicators that you consider no longer valid or wish to remove from the KPI Performance Reports, there is a section at the end of this document to list these indicators along with a space to list the reason(s) for their removal.

Current Partnership Wide Targeted Performance Indicators

Current KPI for 2024/25	Current Target	Latest Figure (ELDC)	Latest Figure (BBC)	Latest Figure (SHDC)	Average over past year (ELDC)	Average over past year (BBC)	Average over past year (SHDC)	Proposed Target for next year	Objective it feeds into from above
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	50%	55.33%	53.09%	39.53%	58.77%	65.63%	42.54%	50%	4
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	50%	65.52%	58.00%	97.06%	69.94%	70.60%	85.88%	50%	4
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	0	0	0	0	0	0	0	0	4
Percentage of contacts resolved at first contact – targeted. (PSPS)	80%	82.32%	83.88%	85.11%	82.47%	83.66%	84.00%	80%	5
Average answer rate – Customer Contact (PSPS)	80-90-90-80%	86.51%	82.37%	85.42%	89.70%	86.93%	87.63%	TBC in SLA	5

Current Partnership Wide Trend Only Performance Indicators

Current KPI for 2024/25	Latest ELDC Performance	Latest BBC Performance	Latest SHDC Performance	Keep as Trend or become Target (add target)	Objective it feeds into from above
Number of organisations supported with accessing funding	0	0	2	Keep as Trend	4
Number of verified rough sleepers	42	31	17	Keep as Trend	4
Number of properties improved through Council intervention	30	3	3	Keep as Trend	3
Call volumes (PSPS)	31,882	22,705	23,430	Keep as Trend	5
Average Call Duration - Customer Contact (Seconds) (PSPS)	298	341	323	Keep as Trend	5
Average Call Duration - Revenue and Benefits (Seconds) (PSPS)	460	438	469	Keep as Trend	5
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	191	164	196	Keep as Trend	5
Number of Callbacks (PSPS)	3,484	1,525	1,984	Keep as Trend	5
Digital services take up (services accessed online) (PSPS)	3,543	103	961	Keep as Trend	5
Website visitors (accessing website information) (PSPS)	234,192	45,494	160,707	Keep as Trend	5
Number of customers using webchat (PSPS)	2,478	1,403	1,783	Keep as Trend	5

Customer Contact Centre visits (PSPS)	1,163	4,185	3,416	Keep as Trend	5
Enquiries via email and social media (PSPS)	4,236	1,331	2,679	Keep as Trend	5

Proposed New Partnership Wide Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. This is only for indicators that will be reflected across the partnership, with all three councils reporting. (If none, leave blank)

New Partnership Wide KPI for 2025/26	Target or Trend Only	Performance Target	Higher or lower is better	Reporting Frequency	Objective it feeds into from above
Number of days to complete a stage 2 DFG	Trend	Trend	Lower	Quarterly	2
Number of days to complete a stage 3 DFG	Trend	Trend	Lower	Quarterly	2
Number of days to complete a stage 4 DFG	Trend	Trend	Lower	Quarterly	2
Percentage of decisions issued on an applicant's initial homelessness application within target timescale of 33 working days	Target	75%	Higher	Quarterly	3
The percentage of main duty assessments to be completed within 56 days of the commencement of a relief duty	Target	90%	Higher	Quarterly	3
The number of lets into the private rented sector against the target set target	Trend	Trend	Higher	Quarterly	3
Number of DFG referrals received	Trend	Trend	Higher	Quarterly	2
Number of DFG grants approved	Trend	Trend	Higher	Quarterly	2
Number of DFG grants completed	Trend	Trend	Higher	Quarterly	2

Local Priorities and Local Performance Indicators

East Lindsey District Council Priorities

- E1. Encourage and facilitate more town centre development for housing in the district.
- E2. Develop an ambitious future Investment Plan for the Coast (looking at the future implications associated with flood risk, mitigation and water management).
- E3. Work with local communities to deliver art and leisure projects in the local area in line with the objectives in the adopted cultural framework.
- E4. Work with local communities to develop green spaces and play areas for health and wellbeing in the local area.
- E6. Address health inequalities as a consequence of the growth in numbers of caravans in the area.
- E5. Deliver local carbon and energy reduction projects.
- E7. Repair and maintain existing Council assets.

Boston Borough Council Priorities

- B1. Encourage a felling of civic pride in the Borough of Boston and support community cohesion through active community engagement within the parishes, villages and town.
- B2. Support improvements to Boston Town Centre, Markets and Events – the Town Strategy, including the PE21 projects.
- B3. Improve street cleanliness and work to reduce fly tipping across the borough.
- B4. Support local businesses and work to enhance the business offer and employment opportunities.
- B4. Promote our Arts, Culture and Heritage offer and associated projects.
- B5. Promote Tourism to both a domestic and internal audience.
- B6. Explore the opportunity to improve our local infrastructure.
- B7. Efficiently manage the budget and utilise the asset register.
- B7. Ensure local resources are targeted towards community safety.

South Holland District Council Priorities

- S1. Deliver good quality core services.
- S2. Support Improvements to the town centres in the district.
- S3. Promote the markets and events across the district.
- S4. Engage with housing tenants to help shape service delivery in the district.
- S5. Facilitate the development of infrastructure in the local area.

In the following section, review the existing Performance Indicators that are council specific. Review if you wish to keep them as is, change to trend or target or adjust the targets for the coming year. Also assess which local priority or priorities they are to measure against in order to ensure they are measuring against that council's objectives. If they do not align to any of the above priorities, consider if they are needed as a measure at all.

Current Local Only Performance Indicators

Current Local KPI for 2024/25	Council	Trend or Targeted Performance	Current Target	Latest Performance	Average over past year	Trend or Target for next year	Proposed Target for next year (if applicable)	Objective it feeds into from above
Wellbeing Lincs contractual - Service users supported to achieve an overall improvement across their outcomes	ELDC	Target	98.00%	99.40%	99.00%	Target	95%	2
Wellbeing Lincs contractual – Delaying and reducing the need for adult care support	ELDC	Target	5%	Annual		Target	5%	2

Proposed New Local Only Performance Indicators

If there are areas where your department or service area contributes to the Corporate Objectives, but is not captured by the current Performance Indicators, consider adding a PI below. (If none, leave blank)

New Local KPI for 2025/26	Council	Trend Only or Performance Target (inc. target)	Higher or lower is better	Reporting Frequency	Objective it feeds into from above

Proposition to Remove a Performance Indicators

If there are Performance Indicators that you no longer wish to record and monitor, list them below along with a brief reason for their consideration for removal. Removal of existing PIs will need to be approved by Portfolio Holders and the Council. (If none, leave blank)

PI to be removed in 2025/26	Is it a Targeted or Trend Only Measure?	Reason for removal
Wellbeing Lincs contractual - Overall improvement in all outcome scores across all service users leaving the service	Target	Removed from contract with Wellbeing Lincs.
Number of Community Protection Notices for PSPO (alcohol) (Community Safety)	Trend	These are workflow PIs that do not reflect the work of the department, only number of tasks completed. They are entirely dependent on external factors that are outside the control of the team.
Number of Community Protection Notices for PSPO (alcohol) (Community Safety)	Trend	
No of Council Anti-Social Behaviour cases opened	Trend	
No of Council Anti-Social Behaviour cases closed	Trend	
No of Community Triggers	Trend	

Number of Acceptable Behaviour Agreements (Community Safety)	Trend	These are workflow PIs that do not reflect the work of the department, only number of tasks completed. They are entirely dependent on external factors that are outside the control of the team.
Community Protection Notice Warnings (Community Safety)	Trend	
Community Protection Notices (Community Safety)	Trend	
Number of injunctive actions/enforcement orders Number of civil injunctions / criminal behaviour orders (Community Safety)	Trend	
Average Speed of Answer - Revenue and Benefits (Seconds) (PSPS)	Trend	Moved to Finance
Average answer rate – Revenues & Benefits (PSPS) (moving to corporate/finance)	Target	Moved to Finance