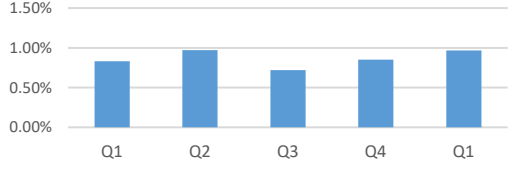
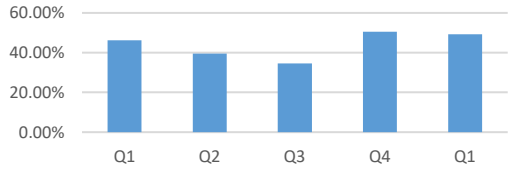
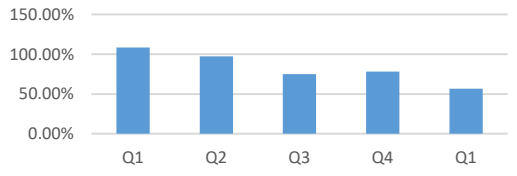
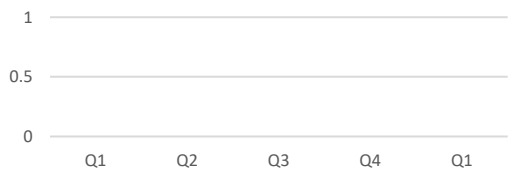


Performance Indicators with Targeted Performance Levels
Growth and Prosperity

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Target	RAG													
Occupancy Rate at end of Quarter: Industrial Units	Andy Fisher	100.00%	100.00%	100.00%	98.08%	98.00%	97.00%		<table border="1"> <caption>Occupancy Rate at end of Quarter: Industrial Units</caption> <thead> <tr><th>Quarter</th><th>Rate</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>98.08%</td></tr> <tr><td>Q1</td><td>98.00%</td></tr> </tbody> </table>	Quarter	Rate	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	98.08%	Q1	98.00%
Quarter	Rate																				
Q1	100.00%																				
Q2	100.00%																				
Q3	100.00%																				
Q4	98.08%																				
Q1	98.00%																				
Commentary	We have one vacant unit currently which is waiting to be cleared after a tenant left it in arrears (Unit 11 Railway Lane).																				
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period)	Phil Norman	94.38%	94.34%	100.00%	100.00%	96.97%	65.00%		<table border="1"> <caption>Percentage of major planning applications determined within 13/16 weeks</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>94.38%</td></tr> <tr><td>Q2</td><td>94.34%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>96.97%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	94.38%	Q2	94.34%	Q3	100.00%	Q4	100.00%	Q1	96.97%
Quarter	Percentage																				
Q1	94.38%																				
Q2	94.34%																				
Q3	100.00%																				
Q4	100.00%																				
Q1	96.97%																				
Commentary	Good performance on Major applications over all - well above Government and KPI target figure. Team continuing to monitor live tables and manage timeliness of decision making.																				
Percentage of non-major planning applications determined within 8 weeks (or agreed extended period)	Phil Norman	Not Previously Reported	Not Previously Reported	94.74%	94.64%	95.08%	75%		<table border="1"> <caption>Percentage of non-major planning applications determined within 8 weeks</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>Not Previously Reported</td></tr> <tr><td>Q2</td><td>Not Previously Reported</td></tr> <tr><td>Q3</td><td>94.74%</td></tr> <tr><td>Q4</td><td>94.64%</td></tr> <tr><td>Q1</td><td>95.08%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	Not Previously Reported	Q2	Not Previously Reported	Q3	94.74%	Q4	94.64%	Q1	95.08%
Quarter	Percentage																				
Q1	Not Previously Reported																				
Q2	Not Previously Reported																				
Q3	94.74%																				
Q4	94.64%																				
Q1	95.08%																				
Commentary	Good performance on Non-Major applications - well above Government and KPI target figure. Team continuing to monitor live tables and manage timeliness of decision making.																				
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	Phil Norman	1.01%	0.94%	3.19%	2.94%	2.91%	10%		<table border="1"> <caption>Percentage of major planning appeals allowed within the last 2 years</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>1.01%</td></tr> <tr><td>Q2</td><td>0.94%</td></tr> <tr><td>Q3</td><td>3.19%</td></tr> <tr><td>Q4</td><td>2.94%</td></tr> <tr><td>Q1</td><td>2.91%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	1.01%	Q2	0.94%	Q3	3.19%	Q4	2.94%	Q1	2.91%
Quarter	Percentage																				
Q1	1.01%																				
Q2	0.94%																				
Q3	3.19%																				
Q4	2.94%																				
Q1	2.91%																				

Commentary	Percentage of allowed appeals has increased slightly, but generally still remains comfortably below the threshold set by MHCLG - gives the service confidence in decision making. Continue to monitor.								
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined (OFLOG)	Phil Norman	0.83%	0.97%	0.72%	0.85%	0.97%	10%		
Commentary	Appeals performance is very good - gives the service confidence in sound decision making.								

Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Target	RAG	
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Emily Spicer	46.15%	39.53%	34.62%	50.46%	49.21%	50.00%		
Commentary	Performance is just below target but continues to improve. This is even with a much larger total case load. We have also had more individuals at risk of homelessness with more complex challenges (e.g., mental health, substance use), making prevention harder.								
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	Emily Spicer	108.33%	97.06%	75.00%	78.18%	56.45%	50.00%		
Commentary	The total number of households prevented from becoming homeless is above the target.								
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	Emily Spicer	0	0	0	0	0	0		

Commentary

No households with children were in B&B for more than 6 weeks.

Percentage of decisions issued on an applicant's initial homelessness application within target timescale of 33 working days	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	80.00%	75.00%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>75.00</td> <td>100.00</td> </tr> </tbody> </table>	Quarter	Performance (%)	Target (%)	Q1	75.00	100.00
Quarter	Performance (%)	Target (%)													
Q1	75.00	100.00													
Commentary	This is a new performance indicator which will be closely monitored to ensure performance improves with the aim of being above target.														

Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Target	RAG																
Number of homes improved through green home/warm home grants	Christian Allen	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	No Data Provided			<table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>No Data</td> <td>100.00</td> </tr> </tbody> </table>	Quarter	Performance (%)	Target (%)	Q1	No Data	100.00									
Quarter	Performance (%)	Target (%)																						
Q1	No Data	100.00																						
Percentage of household waste collected for recycling and composting	Victoria Burgess	36.52%	34.90%	28.79%	24.80%		45.00%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>36.52</td> <td>45.00</td> </tr> <tr> <td>Q2</td> <td>34.90</td> <td>45.00</td> </tr> <tr> <td>Q3</td> <td>28.79</td> <td>45.00</td> </tr> <tr> <td>Q4</td> <td>24.80</td> <td>45.00</td> </tr> </tbody> </table>	Quarter	Performance (%)	Target (%)	Q1	36.52	45.00	Q2	34.90	45.00	Q3	28.79	45.00	Q4	24.80	45.00
Quarter	Performance (%)	Target (%)																						
Q1	36.52	45.00																						
Q2	34.90	45.00																						
Q3	28.79	45.00																						
Q4	24.80	45.00																						
Commentary	Data is reported one quarter in arrears. The end of year figure for 24/25 came in at 24.8%.																							
Percentage of recycling collected that is unable to be recycled (contamination)	Victoria Burgess	22.22%	18.21%	17.36%	No Data Provided	No Data Provided	14.00%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>22.22</td> <td>14.00</td> </tr> <tr> <td>Q2</td> <td>18.21</td> <td>14.00</td> </tr> <tr> <td>Q3</td> <td>17.36</td> <td>14.00</td> </tr> </tbody> </table>	Quarter	Performance (%)	Target (%)	Q1	22.22	14.00	Q2	18.21	14.00	Q3	17.36	14.00			
Quarter	Performance (%)	Target (%)																						
Q1	22.22	14.00																						
Q2	18.21	14.00																						
Q3	17.36	14.00																						

Percentage of waste collections that were successful first time	Victoria Burgess	99.89%	99.89%	99.96%	99.82%	99.91%	99.80%		<table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>99.89%</td> </tr> <tr> <td>Q2</td> <td>99.89%</td> </tr> <tr> <td>Q3</td> <td>99.96%</td> </tr> <tr> <td>Q4</td> <td>99.82%</td> </tr> <tr> <td>Q1</td> <td>99.91%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	99.89%	Q2	99.89%	Q3	99.96%	Q4	99.82%	Q1	99.91%
Quarter	Percentage																				
Q1	99.89%																				
Q2	99.89%																				
Q3	99.96%																				
Q4	99.82%																				
Q1	99.91%																				

Percentage of fly-tips collected within 5 working days of being reported	Victoria Burgess	96.98%	97.02%	95.47%	97.79%	95.40%	95.00%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>97.0%</td> </tr> <tr> <td>Q2</td> <td>97.0%</td> </tr> <tr> <td>Q3</td> <td>95.5%</td> </tr> <tr> <td>Q4</td> <td>97.8%</td> </tr> <tr> <td>Q1</td> <td>95.0%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	97.0%	Q2	97.0%	Q3	95.5%	Q4	97.8%	Q1	95.0%
Quarter	Percentage																				
Q1	97.0%																				
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Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Target	RAG													
Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	91.66%	91.67%	100.00%	100.00%	100.00%	97.00%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>91.7%</td> </tr> <tr> <td>Q2</td> <td>91.7%</td> </tr> <tr> <td>Q3</td> <td>100.0%</td> </tr> <tr> <td>Q4</td> <td>100.0%</td> </tr> <tr> <td>Q1</td> <td>100.0%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	91.7%	Q2	91.7%	Q3	100.0%	Q4	100.0%	Q1	100.0%
Quarter	Percentage																				
Q1	91.7%																				
Q2	91.7%																				
Q3	100.0%																				
Q4	100.0%																				
Q1	100.0%																				
Commentary	No 'other investment property' was vacant at the end of Q1.																				
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	Andy Fisher	106.00%	107.16%	103.97%	104.66%	105.68%	100.00%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>106.0%</td> </tr> <tr> <td>Q2</td> <td>107.2%</td> </tr> <tr> <td>Q3</td> <td>104.0%</td> </tr> <tr> <td>Q4</td> <td>104.7%</td> </tr> <tr> <td>Q1</td> <td>105.7%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	106.0%	Q2	107.2%	Q3	104.0%	Q4	104.7%	Q1	105.7%
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Q1	106.0%																				
Q2	107.2%																				
Q3	104.0%																				
Q4	104.7%																				
Q1	105.7%																				
Commentary	At the end of Q1, the Council had taken £5,534.64 more than its equally split quarterly budget target.																				
LA Error rate (measured against estimated annual expenditure) (PSPS)	Brendan Arnold	0.02%	0.05%	0.08%	0.11%	0.16%	0.42%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.02%</td> </tr> <tr> <td>Q2</td> <td>0.05%</td> </tr> <tr> <td>Q3</td> <td>0.08%</td> </tr> <tr> <td>Q4</td> <td>0.11%</td> </tr> <tr> <td>Q1</td> <td>0.16%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	0.02%	Q2	0.05%	Q3	0.08%	Q4	0.11%	Q1	0.16%
Quarter	Percentage																				
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Business Rates in-year collection rate	Brendan Arnold	28.43%	55.61%	80.56%	97.30%	30.14%	28.00%		<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>28.4%</td> </tr> <tr> <td>Q2</td> <td>55.6%</td> </tr> <tr> <td>Q3</td> <td>80.6%</td> </tr> <tr> <td>Q4</td> <td>97.3%</td> </tr> <tr> <td>Q1</td> <td>30.1%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	28.4%	Q2	55.6%	Q3	80.6%	Q4	97.3%	Q1	30.1%
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Q1	28.4%																				
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Council Tax in-year collection rate	Brendan Arnold	28.63%	55.80%	82.56%	96.32%	28.65%	28.50%	
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	Brendan Arnold	31.00	25.50	24.00	23.50	16.00	25	
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	Brendan Arnold	10.00	9.50	12.67	10.00	12.00	12	
Housing Benefit Overpayment Recovery rate (PSPS)	Brendan Arnold	87.87%	98.99%	100.86%	113.05%	111.56%	85.00%	
Land Charges - Average number of days taken to process Local Authority searches (working days)	Christian Allen	3.61	3.16	3.19	3.32	4.20	8	
Commentary	The Cadline / MapThat outage in the latter half of June impacted on overall response times, as there was a period covering a number of days where there was no access to the data sources.							

Percentage of corporate complaints responded to within corporately set timescales	John Medler	81.82%	92.31%	53.85%	58.82%	85.00%	95.00%		<table border="1"> <caption>Percentage of corporate complaints responded to within corporately set timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>81.82%</td> </tr> <tr> <td>Q2</td> <td>92.31%</td> </tr> <tr> <td>Q3</td> <td>53.85%</td> </tr> <tr> <td>Q4</td> <td>58.82%</td> </tr> <tr> <td>Q1</td> <td>85.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	81.82%	Q2	92.31%	Q3	53.85%	Q4	58.82%	Q1	85.00%
Quarter	Percentage																				
Q1	81.82%																				
Q2	92.31%																				
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Q1	85.00%																				
Commentary	Year on year improvement despite the deadline reduction of 20 to 10. There have been additional processes implemented with Neighbourhoods to reduce burden. Complaints Clinic project is underway to formalise learning - and further improve figures. There were an additional 6 complaints withdrawn after engagement. 34 out of 40 complaints were responded to within timescales.																				
Percentage of subject requests responded to within statutory timescales	John Medler	80.00%	100.00%	100.00%	66.67%	66.67%	95.00%		<table border="1"> <caption>Percentage of subject requests responded to within statutory timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>80.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>66.67%</td> </tr> <tr> <td>Q1</td> <td>66.67%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	80.00%	Q2	100.00%	Q3	100.00%	Q4	66.67%	Q1	66.67%
Quarter	Percentage																				
Q1	80.00%																				
Q2	100.00%																				
Q3	100.00%																				
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Q1	66.67%																				
Commentary	Generally DSAR's that arrive with the IG team in a timely manner are responded to on time. In some cases the volume of information generate impacts the IG team and results in delays to slot into other work. There are a low volume of DSAR's and missing a 2 out of 6 impacts the percentage significantly.																				
Percentage of information requests responded to within statutory timescales	John Medler	94.17%	100.00%	97.79%	96.97%	97.10%	95.00%		<table border="1"> <caption>Percentage of information requests responded to within statutory timescales</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>94.17%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>97.79%</td> </tr> <tr> <td>Q4</td> <td>96.97%</td> </tr> <tr> <td>Q1</td> <td>97.10%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	94.17%	Q2	100.00%	Q3	97.79%	Q4	96.97%	Q1	97.10%
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Q1	94.17%																				
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Q1	97.10%																				
Commentary	The focus on delivery of FOIA as the largest and most complex transactional element of the IG work has resulted in the improvement year on year. This is above the ICO good guideline figure of 95%. FOIA's are becoming more complex - and we have started to see the use of AI to write these requests.																				
Percentage of contacts resolved at first contact – targeted. (PSPS)	Phil Perry	82.89%	85.11%	85.65%	87.75%	89.56%	80.00%		<table border="1"> <caption>Percentage of contacts resolved at first contact – targeted. (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>82.89%</td> </tr> <tr> <td>Q2</td> <td>85.11%</td> </tr> <tr> <td>Q3</td> <td>85.65%</td> </tr> <tr> <td>Q4</td> <td>87.75%</td> </tr> <tr> <td>Q1</td> <td>89.56%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	82.89%	Q2	85.11%	Q3	85.65%	Q4	87.75%	Q1	89.56%
Quarter	Percentage																				
Q1	82.89%																				
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Q3	85.65%																				
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Q1	89.56%																				

Commentary	Quarterly Target Exceed by 9.56% improvement of 6.67% vs Q1 24/25 Total contacts - 32,533 Cases logged - 19,232 Service Requests - 9,906 Transfer & Message - 3,395 - Council Tax (46.39%), Housing (23.70%), Benefits (11.58%) Levels of chase enquiry remains high at 11.94%, with service answer rate 26.35%, driving up transfer and message enquiries.
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Average answer rate – Customer Contact (PSPS)	Phil Perry	86.84%	85.42%	91.71%	87.32%	83.87%	80.00%		<table border="1"> <caption>Average Answer Rate – Customer Contact (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Answer Rate</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>86.84%</td> </tr> <tr> <td>Q2</td> <td>85.42%</td> </tr> <tr> <td>Q3</td> <td>91.71%</td> </tr> <tr> <td>Q4</td> <td>87.32%</td> </tr> <tr> <td>Q1</td> <td>80.00%</td> </tr> </tbody> </table>	Quarter	Answer Rate	Q1	86.84%	Q2	85.42%	Q3	91.71%	Q4	87.32%	Q1	80.00%
Quarter	Answer Rate																				
Q1	86.84%																				
Q2	85.42%																				
Q3	91.71%																				
Q4	87.32%																				
Q1	80.00%																				

Commentary	In Quarter Target Exceeded by 3.78%. Calls Received (16,851), 3.29% increase, Call Backs (1,577). Q1 has seen 4,084 visits, 14.53%
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HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Target	RAG													
Proportion of homes for which all required gas safety checks have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		<table border="1"> <caption>Gas Safety Checks Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion %</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%
Quarter	Completion %																				
Q1	100.00%																				
Q2	100.00%																				
Q3	100.00%																				
Q4	100.00%																				
Q1	100.00%																				
Commentary	No gas safety checks are outstanding.																				
Proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out	Vicky Cherry	99.30%	99.16%	99.07%	99.53%	99.78%	100.00%		<table border="1"> <caption>EICR Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion %</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>99.30%</td></tr> <tr><td>Q2</td><td>99.16%</td></tr> <tr><td>Q3</td><td>99.07%</td></tr> <tr><td>Q4</td><td>99.53%</td></tr> <tr><td>Q1</td><td>99.78%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	99.30%	Q2	99.16%	Q3	99.07%	Q4	99.53%	Q1	99.78%
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Q3	99.07%																				
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Q1	99.78%																				
Commentary	There was 8 homes where an EICR report was due, all 8 are currently going through our no access process, up to and including seeking an injunction for access.																				
Proportion of homes for which all required fire risk assessments have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		<table border="1"> <caption>Fire Risk Assessments Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion %</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%
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Q1	100.00%																				
Q2	100.00%																				
Q3	100.00%																				
Q4	100.00%																				
Q1	100.00%																				
Commentary	No Fire risk assessments were overdue at period end.																				
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		<table border="1"> <caption>Asbestos Management Surveys Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion %</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	100.00%
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Q2	100.00%																				
Q3	100.00%																				
Q4	100.00%																				
Q1	100.00%																				
Commentary	There are no asbestos management surveys outstanding at period end.																				

Proportion of homes for which all required legionella risk assessments have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
Commentary	No legionella risk assessments are outstanding at period end.								
Average time to re-let a property excluding major works (days) all letting types – Running total	Vicky Cherry	25.55	25.44	25.23	24.94	26.18	28		
Commentary	Performance remains ahead of target.								
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	Vicky Cherry	2.25%	2.00%	2.81%	2.29%	2.14%	4%		
Commentary	Performance remains ahead of target.								
Proportion of homes for which all required communal passenger lift safety checks have been carried out	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
Commentary	All checks completed.								
Proportion of homes that do not meet the Decent Homes Standard	Vicky Cherry	2.23%	1.77%	1.77%	1.60%	1.74%	2.00%		
Commentary	Presently there are 64 homes classed as not meeting our decent homes standard, 10 of these due to kitchen capacity and the								

Proportion of non-emergency responsive repairs completed within the landlord's target timescale - 28 days	Vicky Cherry	90.20%	91.10%	91.40%	91.30%	90.69%	90.00%		<table border="1"> <caption>Quarterly Performance - Non-emergency repairs</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>90.20%</td> </tr> <tr> <td>Q2</td> <td>91.10%</td> </tr> <tr> <td>Q3</td> <td>91.40%</td> </tr> <tr> <td>Q4</td> <td>91.30%</td> </tr> <tr> <td>Q1</td> <td>90.69%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1	90.20%	Q2	91.10%	Q3	91.40%	Q4	91.30%	Q1	90.69%
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Q1	90.20%																				
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Q1	90.69%																				
Commentary	Performance in this area remains on target - with monthly and annual performance consistently being around the 90%-91% level.																				
Proportion of emergency responsive repairs completed within the landlord's target timescale	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	99.28%	100.00%		<table border="1"> <caption>Quarterly Performance - Emergency repairs</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>99.28%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	99.28%
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Q1	100.00%																				
Q2	100.00%																				
Q3	100.00%																				
Q4	100.00%																				
Q1	99.28%																				
Commentary	For the first time in over 5 years an emergency repair was not completed within the target timescale, this was from an out of hours																				
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	Vicky Cherry	100.00%	96.92%	97.37%	94.84%	95.83%	95.00%		<table border="1"> <caption>Quarterly Performance - Stage one complaints</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>96.92%</td> </tr> <tr> <td>Q3</td> <td>97.37%</td> </tr> <tr> <td>Q4</td> <td>94.84%</td> </tr> <tr> <td>Q1</td> <td>95.83%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1	100.00%	Q2	96.92%	Q3	97.37%	Q4	94.84%	Q1	95.83%
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Q3	97.37%																				
Q4	94.84%																				
Q1	95.83%																				
Commentary	2 Stage 1 Complaints were non-compliant during the period.																				
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Vicky Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%		<table border="1"> <caption>Quarterly Performance - Stage two complaints</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>95.00%</td> </tr> </tbody> </table>	Quarter	Performance (%)	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	95.00%
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Q3	100.00%																				
Q4	100.00%																				
Q1	95.00%																				
Commentary	2 Stage 2 Complaints responded to, both within ombudsman's timescale.																				
Average number of days to fix damp and mould issues	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	21.33	56		<table border="1"> <caption>Quarterly Performance - Average number of days to fix damp and mould issues</caption> <thead> <tr> <th>Quarter</th> <th>Average number of days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>21.33</td> </tr> </tbody> </table>	Quarter	Average number of days	Q1	0	Q2	0	Q3	0	Q4	0	Q1	21.33
Quarter	Average number of days																				
Q1	0																				
Q2	0																				
Q3	0																				
Q4	0																				
Q1	21.33																				
Commentary	The vast majority of our routine cases are now undertaken by the internal DCM or housing repairs team with only either major or specialist works being contracted externally, this enables us to keep performance in check.																				

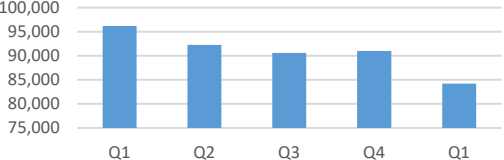

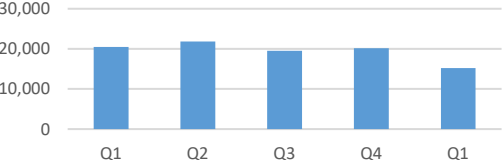
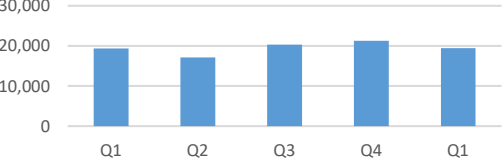
Performance Indicators with Trend Only Performance Levels
Growth and Prosperity

PI Name	AD	Q1	Q2	Q3	Q4	Q1													
Building Control market share	Christian Allen	92.00%	82.00%	89.00%	88.00%	84.00%	<table border="1"> <caption>Building Control market share Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>92.00%</td> </tr> <tr> <td>Q2</td> <td>82.00%</td> </tr> <tr> <td>Q3</td> <td>89.00%</td> </tr> <tr> <td>Q4</td> <td>88.00%</td> </tr> <tr> <td>Q1</td> <td>84.00%</td> </tr> </tbody> </table>	Quarter	Performance Level (%)	Q1	92.00%	Q2	82.00%	Q3	89.00%	Q4	88.00%	Q1	84.00%
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Q2	82.00%																		
Q3	89.00%																		
Q4	88.00%																		
Q1	84.00%																		
Percentage of decisions (major / minor / others) taken under delegation within period	Phil Norman	92.72%	89.29%	98.42%	94.53%	93.10%	<table border="1"> <caption>Percentage of decisions taken under delegation Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>92.72%</td> </tr> <tr> <td>Q2</td> <td>89.29%</td> </tr> <tr> <td>Q3</td> <td>98.42%</td> </tr> <tr> <td>Q4</td> <td>94.53%</td> </tr> <tr> <td>Q1</td> <td>93.10%</td> </tr> </tbody> </table>	Quarter	Performance Level (%)	Q1	92.72%	Q2	89.29%	Q3	98.42%	Q4	94.53%	Q1	93.10%
Quarter	Performance Level (%)																		
Q1	92.72%																		
Q2	89.29%																		
Q3	98.42%																		
Q4	94.53%																		
Q1	93.10%																		
Commentary	High % of applications being determined through delegated powers - showing an effective scheme of delegation and support and trust in officer recommendations.																		
Council run stall occupancy level (Markets)	Phil Perry	46.80%	41.00%	55.00%	50.00%	62.00%	<table border="1"> <caption>Council run stall occupancy level (Markets) Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>46.80%</td> </tr> <tr> <td>Q2</td> <td>41.00%</td> </tr> <tr> <td>Q3</td> <td>55.00%</td> </tr> <tr> <td>Q4</td> <td>50.00%</td> </tr> <tr> <td>Q1</td> <td>62.00%</td> </tr> </tbody> </table>	Quarter	Performance Level (%)	Q1	46.80%	Q2	41.00%	Q3	55.00%	Q4	50.00%	Q1	62.00%
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Q1	46.80%																		
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Q3	55.00%																		
Q4	50.00%																		
Q1	62.00%																		
Commentary	912 pitches occupied of possible 1466.																		

Healthy Lives

PI Name	AD	Q1	Q2	Q3	Q4	Q1											
Number of days to complete a stage 2 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	128	<table border="1"> <caption>Stage 2 DFG Data</caption> <thead> <tr><th>Quarter</th><th>Days</th></tr> </thead> <tbody> <tr><td>Q1</td><td>128</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> </tbody> </table>	Quarter	Days	Q1	128	Q2	0	Q3	0	Q4	0
Quarter	Days																
Q1	128																
Q2	0																
Q3	0																
Q4	0																
Commentary	Stage 2 is from receipt of referral to submission of a full grant application. This includes design and costing of the works and all appropriate agreements and can vary considerably on the works required.																
Number of days to complete a stage 3 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	5	<table border="1"> <caption>Stage 3 DFG Data</caption> <thead> <tr><th>Quarter</th><th>Days</th></tr> </thead> <tbody> <tr><td>Q1</td><td>5</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> </tbody> </table>	Quarter	Days	Q1	5	Q2	0	Q3	0	Q4	0
Quarter	Days																
Q1	5																
Q2	0																
Q3	0																
Q4	0																
Commentary	Stage 3 is from submission of a full and complete grant application to issue of a grant approval letter.																
Number of days to complete a stage 4 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	45	<table border="1"> <caption>Stage 4 DFG Data</caption> <thead> <tr><th>Quarter</th><th>Days</th></tr> </thead> <tbody> <tr><td>Q1</td><td>45</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> </tbody> </table>	Quarter	Days	Q1	45	Q2	0	Q3	0	Q4	0
Quarter	Days																
Q1	45																
Q2	0																
Q3	0																
Q4	0																
Commentary	Stage 4 is from approval of the grant to works being completed satisfactorily with payment made. This is dependent on contractor availability.																
Number of DFG referrals received	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	20	<table border="1"> <caption>DFG Referrals Data</caption> <thead> <tr><th>Quarter</th><th>Referrals</th></tr> </thead> <tbody> <tr><td>Q1</td><td>20</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> </tbody> </table>	Quarter	Referrals	Q1	20	Q2	0	Q3	0	Q4	0
Quarter	Referrals																
Q1	20																
Q2	0																
Q3	0																
Q4	0																

Number of DFG grants approved	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	16	
Commentary		Increased resources to reduce timescales and deliver adaptations to clients quicker.					
Number of DFG grants completed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	8	
For a successful prevention outcome at least 32% should be achieved through keeping the household in the home presented from	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	31.00%	
Commentary		The service has been focused on keeping more households in their current home and this is clearly working because performance is around the target.					
Percentage of not in priority need decisions should reflect at least the regional average for the East Midlands (32%)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	43.00%	
Commentary		Due to recent history of high temporary accommodation spend this is slightly above the target. We will monitor closely over the next few months as restructure beds in.					
Percentage of intentional homelessness (IH) decisions should reflect at least the regional average for the East Midlands (5%)	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	11.00%	
Commentary		3 IH decisions out of 28. We will review cases to ensure that these decisions are correct.					

Visitor numbers / number of tickets sold, for leisure venues	Phil Perry	96,186	92,281	90,588	91,001	84,226	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Visitor Numbers</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>96,186</td> </tr> <tr> <td>Q2</td> <td>92,281</td> </tr> <tr> <td>Q3</td> <td>90,588</td> </tr> <tr> <td>Q4</td> <td>91,001</td> </tr> <tr> <td>Q1</td> <td>84,226</td> </tr> </tbody> </table>	Quarter	Visitor Numbers	Q1	96,186	Q2	92,281	Q3	90,588	Q4	91,001	Q1	84,226
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Q1	96,186																		
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Q4	91,001																		
Q1	84,226																		
Commentary	Many regular sports hall users have relocated due to the scheduled building works at the Castle Sports Centre causing a decline in usage figures. Many sought alternative venues to ensure continuity until the completion of the works. Additionally, gym attendance has decreased because of uncertainty regarding alternative provisions during the construction period and the opening of a nearby budget gym with free parking.																		
Number of gym members	Phil Perry	1,485	1,431	1,376	982	962	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Gym Members</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1,485</td> </tr> <tr> <td>Q2</td> <td>1,431</td> </tr> <tr> <td>Q3</td> <td>1,376</td> </tr> <tr> <td>Q4</td> <td>982</td> </tr> <tr> <td>Q1</td> <td>962</td> </tr> </tbody> </table>	Quarter	Gym Members	Q1	1,485	Q2	1,431	Q3	1,376	Q4	982	Q1	962
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Q1	962																		
Number of swims	Phil Perry	20,482	21,843	19,498	20,174	15,190	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Swims</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>20,482</td> </tr> <tr> <td>Q2</td> <td>21,843</td> </tr> <tr> <td>Q3</td> <td>19,498</td> </tr> <tr> <td>Q4</td> <td>20,174</td> </tr> <tr> <td>Q1</td> <td>15,190</td> </tr> </tbody> </table>	Quarter	Number of Swims	Q1	20,482	Q2	21,843	Q3	19,498	Q4	20,174	Q1	15,190
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Q1	15,190																		
Commentary	Swim Numbers reduced as the diving pool has been out of action for some time due to pump failure.																		
Number of swimming lessons	Phil Perry	19,399	17,147	20,330	21,256	19,409	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Swimming Lessons</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>19,399</td> </tr> <tr> <td>Q2</td> <td>17,147</td> </tr> <tr> <td>Q3</td> <td>20,330</td> </tr> <tr> <td>Q4</td> <td>21,256</td> </tr> <tr> <td>Q1</td> <td>19,409</td> </tr> </tbody> </table>	Quarter	Number of Swimming Lessons	Q1	19,399	Q2	17,147	Q3	20,330	Q4	21,256	Q1	19,409
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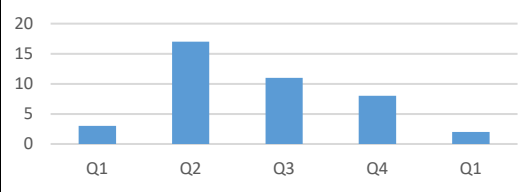
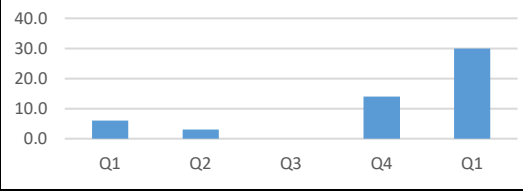
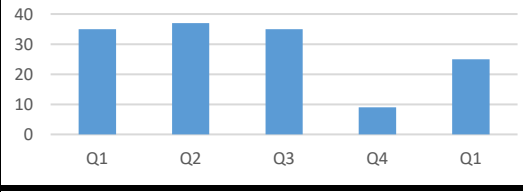
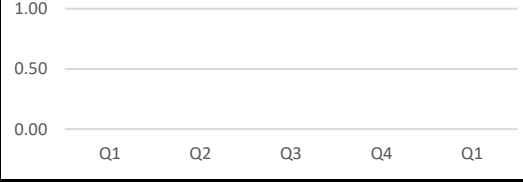
Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1													
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.	Christian Allen	99.14%	99.14%	99.28%	98.99%	99.10%	<table border="1"> <caption>Food Safety Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>99.14%</td> </tr> <tr> <td>Q2</td> <td>99.14%</td> </tr> <tr> <td>Q3</td> <td>99.28%</td> </tr> <tr> <td>Q4</td> <td>98.99%</td> </tr> <tr> <td>Q1</td> <td>99.10%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	99.14%	Q2	99.14%	Q3	99.28%	Q4	98.99%	Q1	99.10%
Quarter	Percentage																		
Q1	99.14%																		
Q2	99.14%																		
Q3	99.28%																		
Q4	98.99%																		
Q1	99.10%																		
Number of organisations supported with accessing funding	Emily Spicer	0	2	8	0	0	<table border="1"> <caption>Organisations Supported Data</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>2</td> </tr> <tr> <td>Q3</td> <td>8</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>0</td> </tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	2	Q3	8	Q4	0	Q1	0
Quarter	Count																		
Q1	0																		
Q2	2																		
Q3	8																		
Q4	0																		
Q1	0																		
Commentary	Latest Crowdfunding window opened 27th April and completed pitches will be reported on in Quarter 2. 97 community groups across the partnership supported via Community Lottery scheme.																		
Number of verified rough sleepers during the month	Emily Spicer	16	17	24	11	11	<table border="1"> <caption>Rough Sleepers Data</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>16</td> </tr> <tr> <td>Q2</td> <td>17</td> </tr> <tr> <td>Q3</td> <td>24</td> </tr> <tr> <td>Q4</td> <td>11</td> </tr> <tr> <td>Q1</td> <td>11</td> </tr> </tbody> </table>	Quarter	Count	Q1	16	Q2	17	Q3	24	Q4	11	Q1	11
Quarter	Count																		
Q1	16																		
Q2	17																		
Q3	24																		
Q4	11																		
Q1	11																		
Commentary	We have recently moved 6 rough sleepers into Lansdowne court which has reduced our numbers drastically. We have are continuing to work through our case load now with 2 new Rough Sleeper Case Officers.																		
Number of properties improved through Council intervention	Emily Spicer	10	3	10	1	2	<table border="1"> <caption>Properties Improved Data</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>10</td> </tr> <tr> <td>Q2</td> <td>3</td> </tr> <tr> <td>Q3</td> <td>10</td> </tr> <tr> <td>Q4</td> <td>1</td> </tr> <tr> <td>Q1</td> <td>2</td> </tr> </tbody> </table>	Quarter	Count	Q1	10	Q2	3	Q3	10	Q4	1	Q1	2
Quarter	Count																		
Q1	10																		
Q2	3																		
Q3	10																		
Q4	1																		
Q1	2																		

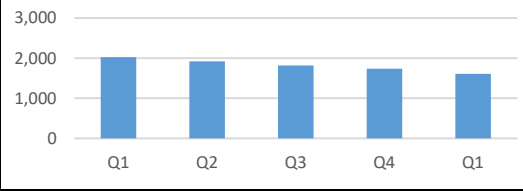
Commentary	With the retirement of 2 highly experienced officers, experience within the team has taken a hit. Two new officers have been recruited and have just passed their first training course which enables them to utilise the HHSRS. Performance should increase as both new officers become established within their roles.										
The percentage of main duty decisions made within 5 working days of the end of the relief duty	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	67.00%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>67.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	67.00%
Quarter	Percentage										
Q1	67.00%										
Commentary	This performance indicator will be closely monitored with the aim of improving performance but mainly in relation to households who are in temporary accommodation. This is because if officers are not making quick decisions, the length of time in temporary accommodation increases which increases the cost of providing temporary accommodation.										
Number of lets into the private rented sector	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	32	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Lets</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>32</td> </tr> </tbody> </table>	Quarter	Number of Lets	Q1	32
Quarter	Number of Lets										
Q1	32										
Commentary	Performance should improve following the restructure because there will be additional posts targeted at getting more homeless households rehoused into the private rented sector. This then frees up more social homes for non homeless applicants.										

Environment

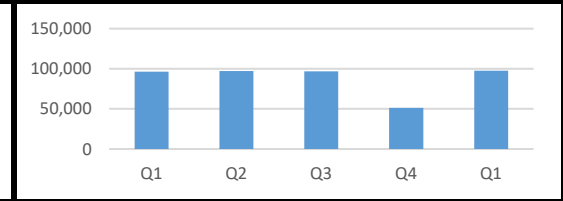
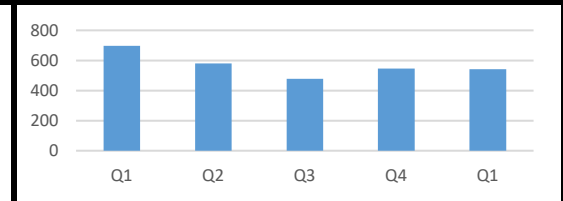
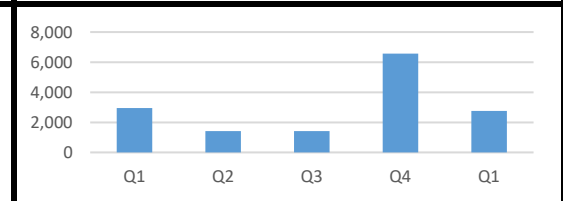
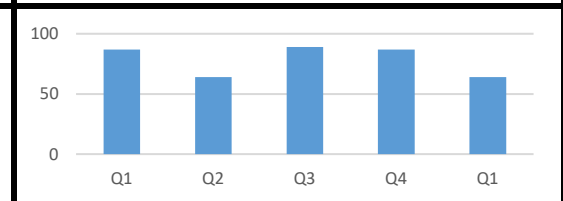
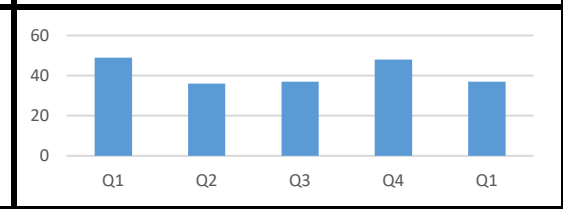
PI Name	AD	Q1	Q2	Q3	Q4	Q1													
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	154	124	371	435	183	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of FPNs</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>154</td> </tr> <tr> <td>Q2</td> <td>124</td> </tr> <tr> <td>Q3</td> <td>371</td> </tr> <tr> <td>Q4</td> <td>435</td> </tr> <tr> <td>Q1</td> <td>183</td> </tr> </tbody> </table>	Quarter	Number of FPNs	Q1	154	Q2	124	Q3	371	Q4	435	Q1	183
Quarter	Number of FPNs																		
Q1	154																		
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Q4	435																		
Q1	183																		

Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	3	17	11	8	2	
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	Christian Allen	6.0	3.0	0.0	14.0	30.0	
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	35	37	35	9	25	
KG of total waste collected per household	Victoria Burgess	0.00	0.00	0.00	0.00	0.00	

Efficiencies and Efficacies

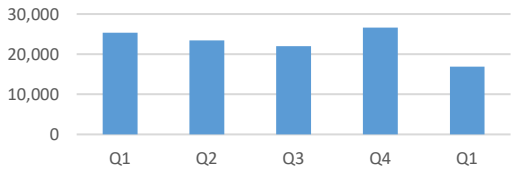
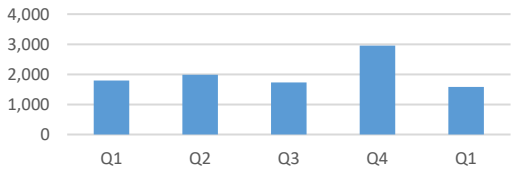
PI Name	AD	Q1	Q2	Q3	Q4	Q1	
Repairs & Maintenance: Percentage committed spend against budget – cumulative	Andy Fisher	22.55%	47.91%	93.12%	108.04%	25.57%	
Commentary	Total R&M spend (actual plus commitments) in Q1 = 20010 - £37,089.85 + £6,477.08 + 20020 - £34,514.40 + £6,367.20 = £84,448.53. Commitment spend is £330,300.						

Housing Benefit Caseload	Brendan Arnold	2,023	1,917	1,816	1,734	1,608	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Caseload</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,023</td> </tr> <tr> <td>Q2</td> <td>1,917</td> </tr> <tr> <td>Q3</td> <td>1,816</td> </tr> <tr> <td>Q4</td> <td>1,734</td> </tr> <tr> <td>Q1</td> <td>1,608</td> </tr> </tbody> </table>	Quarter	Caseload	Q1	2,023	Q2	1,917	Q3	1,816	Q4	1,734	Q1	1,608
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Council Tax Support Caseload	Brendan Arnold	3,124	3,237	3,299	3,395	3,517	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Caseload</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>3,124</td> </tr> <tr> <td>Q2</td> <td>3,237</td> </tr> <tr> <td>Q3</td> <td>3,299</td> </tr> <tr> <td>Q4</td> <td>3,395</td> </tr> <tr> <td>Q1</td> <td>3,517</td> </tr> </tbody> </table>	Quarter	Caseload	Q1	3,124	Q2	3,237	Q3	3,299	Q4	3,395	Q1	3,517
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Business Rates RV	Brendan Arnold	£65,834,876	£65,994,656	£66,449,454	£66,422,129	£66,898,329	<table border="1"> <thead> <tr> <th>Quarter</th> <th>RV</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>£65,834,876</td> </tr> <tr> <td>Q2</td> <td>£65,994,656</td> </tr> <tr> <td>Q3</td> <td>£66,449,454</td> </tr> <tr> <td>Q4</td> <td>£66,422,129</td> </tr> <tr> <td>Q1</td> <td>£66,898,329</td> </tr> </tbody> </table>	Quarter	RV	Q1	£65,834,876	Q2	£65,994,656	Q3	£66,449,454	Q4	£66,422,129	Q1	£66,898,329
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Business Rates Hereditaments	Brendan Arnold	2,954	2,953	2,971	2,979	2,978	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Hereditaments</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,954</td> </tr> <tr> <td>Q2</td> <td>2,953</td> </tr> <tr> <td>Q3</td> <td>2,971</td> </tr> <tr> <td>Q4</td> <td>2,979</td> </tr> <tr> <td>Q1</td> <td>2,978</td> </tr> </tbody> </table>	Quarter	Hereditaments	Q1	2,954	Q2	2,953	Q3	2,971	Q4	2,979	Q1	2,978
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Q1	2,978																		
Council Tax Banded Dwellings	Brendan Arnold	44,401	44,522	44,743	44,791	44,859	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Dwellings</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>44,401</td> </tr> <tr> <td>Q2</td> <td>44,522</td> </tr> <tr> <td>Q3</td> <td>44,743</td> </tr> <tr> <td>Q4</td> <td>44,791</td> </tr> <tr> <td>Q1</td> <td>44,859</td> </tr> </tbody> </table>	Quarter	Dwellings	Q1	44,401	Q2	44,522	Q3	44,743	Q4	44,791	Q1	44,859
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Digital Services Take-Up	Brendan Arnold	763	707	746	1,248	1,583	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Take-Up</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>763</td> </tr> <tr> <td>Q2</td> <td>707</td> </tr> <tr> <td>Q3</td> <td>746</td> </tr> <tr> <td>Q4</td> <td>1,248</td> </tr> <tr> <td>Q1</td> <td>1,583</td> </tr> </tbody> </table>	Quarter	Take-Up	Q1	763	Q2	707	Q3	746	Q4	1,248	Q1	1,583
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<p>Commentary</p>	<p>Change of Address for Council Tax = 283. Create Profile = 801. Direct Debit sign up = 346. eBilling sign up for Council Tax = 39. eBilling sign up for Business Rates = 1 PIN. Requests = 90. Arrangements for Council Tax = 23</p>																		
<p>Direct Debit Payments</p>	<p>Brendan Arnold</p>	<p>96,499</p>	<p>97,044</p>	<p>96,985</p>	<p>51,213</p>	<p>97,427</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Payments</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>96,499</td> </tr> <tr> <td>Q2</td> <td>97,044</td> </tr> <tr> <td>Q3</td> <td>96,985</td> </tr> <tr> <td>Q4</td> <td>51,213</td> </tr> <tr> <td>Q1</td> <td>97,427</td> </tr> </tbody> </table>	Quarter	Payments	Q1	96,499	Q2	97,044	Q3	96,985	Q4	51,213	Q1	97,427
Quarter	Payments																		
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<p>CTS New Claims – Number of Decisions Made</p>	<p>Brendan Arnold</p>	<p>697</p>	<p>581</p>	<p>479</p>	<p>547</p>	<p>542</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Decisions Made</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>697</td> </tr> <tr> <td>Q2</td> <td>581</td> </tr> <tr> <td>Q3</td> <td>479</td> </tr> <tr> <td>Q4</td> <td>547</td> </tr> <tr> <td>Q1</td> <td>542</td> </tr> </tbody> </table>	Quarter	Decisions Made	Q1	697	Q2	581	Q3	479	Q4	547	Q1	542
Quarter	Decisions Made																		
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Q1	542																		
<p>CTS Changes – Number of Decisions Made</p>	<p>Brendan Arnold</p>	<p>2,941</p>	<p>1,425</p>	<p>1,424</p>	<p>6,574</p>	<p>2,759</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Decisions Made</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,941</td> </tr> <tr> <td>Q2</td> <td>1,425</td> </tr> <tr> <td>Q3</td> <td>1,424</td> </tr> <tr> <td>Q4</td> <td>6,574</td> </tr> <tr> <td>Q1</td> <td>2,759</td> </tr> </tbody> </table>	Quarter	Decisions Made	Q1	2,941	Q2	1,425	Q3	1,424	Q4	6,574	Q1	2,759
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<p>Discretionary Housing Payments (DHP) number of applications</p>	<p>Brendan Arnold</p>	<p>87</p>	<p>64</p>	<p>89</p>	<p>87</p>	<p>64</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Applications</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>87</td> </tr> <tr> <td>Q2</td> <td>64</td> </tr> <tr> <td>Q3</td> <td>89</td> </tr> <tr> <td>Q4</td> <td>87</td> </tr> <tr> <td>Q1</td> <td>64</td> </tr> </tbody> </table>	Quarter	Applications	Q1	87	Q2	64	Q3	89	Q4	87	Q1	64
Quarter	Applications																		
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<p>Discretionary Housing Payments (DHP) number of awards</p>	<p>Brendan Arnold</p>	<p>49</p>	<p>36</p>	<p>37</p>	<p>48</p>	<p>37</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Awards</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>49</td> </tr> <tr> <td>Q2</td> <td>36</td> </tr> <tr> <td>Q3</td> <td>37</td> </tr> <tr> <td>Q4</td> <td>48</td> </tr> <tr> <td>Q1</td> <td>37</td> </tr> </tbody> </table>	Quarter	Awards	Q1	49	Q2	36	Q3	37	Q4	48	Q1	37
Quarter	Awards																		
Q1	49																		
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Discretionary Housing Payments (DHP) spend against Budget	Brendan Arnold	33.98%	54.63%	79.48%	100.00%	29.46%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Spend (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>33.98%</td> </tr> <tr> <td>Q2</td> <td>54.63%</td> </tr> <tr> <td>Q3</td> <td>79.48%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>29.46%</td> </tr> </tbody> </table>	Quarter	Spend (%)	Q1	33.98%	Q2	54.63%	Q3	79.48%	Q4	100.00%	Q1	29.46%
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Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Brendan Arnold	£13,925	£1,500	£8,300	£5,500	£0	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Savings (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>£13,925</td> </tr> <tr> <td>Q2</td> <td>£1,500</td> </tr> <tr> <td>Q3</td> <td>£8,300</td> </tr> <tr> <td>Q4</td> <td>£5,500</td> </tr> <tr> <td>Q1</td> <td>£0</td> </tr> </tbody> </table>	Quarter	Savings (£)	Q1	£13,925	Q2	£1,500	Q3	£8,300	Q4	£5,500	Q1	£0
Quarter	Savings (£)																		
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Digital services take up (services accessed online) (PSPS)	Brendan Arnold	319	961	1,790	3,033	6,816	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Take up</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>319</td> </tr> <tr> <td>Q2</td> <td>961</td> </tr> <tr> <td>Q3</td> <td>1,790</td> </tr> <tr> <td>Q4</td> <td>3,033</td> </tr> <tr> <td>Q1</td> <td>6,816</td> </tr> </tbody> </table>	Quarter	Take up	Q1	319	Q2	961	Q3	1,790	Q4	3,033	Q1	6,816
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Website visitors (accessing website information) (PSPS)	Brendan Arnold	152,970	160,707	85,037	193,000	155,991	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Visitors</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>152,970</td> </tr> <tr> <td>Q2</td> <td>160,707</td> </tr> <tr> <td>Q3</td> <td>85,037</td> </tr> <tr> <td>Q4</td> <td>193,000</td> </tr> <tr> <td>Q1</td> <td>155,991</td> </tr> </tbody> </table>	Quarter	Visitors	Q1	152,970	Q2	160,707	Q3	85,037	Q4	193,000	Q1	155,991
Quarter	Visitors																		
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Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Customers</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>241</td> </tr> <tr> <td>Q2</td> <td>1,783</td> </tr> <tr> <td>Q3</td> <td>1,711</td> </tr> <tr> <td>Q4</td> <td>2,375</td> </tr> <tr> <td>Q1</td> <td>1,544</td> </tr> </tbody> </table>	Quarter	Customers	Q1	241	Q2	1,783	Q3	1,711	Q4	2,375	Q1	1,544
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Q4	2,375																		
Q1	1,544																		
Percentage of Partnership workforce (surveyed collectively) who said 'Yes' when asked if they felt valued at work	James Gilbert	Half Yearly	79.00%	Half Yearly	84.80%	Half Yearly	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>79.00%</td> </tr> <tr> <td>Q2</td> <td>84.80%</td> </tr> <tr> <td>Q3</td> <td>79.00%</td> </tr> <tr> <td>Q4</td> <td>84.80%</td> </tr> <tr> <td>Q1</td> <td>79.00%</td> </tr> </tbody> </table>	Quarter	Percentage (%)	Q1	79.00%	Q2	84.80%	Q3	79.00%	Q4	84.80%	Q1	79.00%
Quarter	Percentage (%)																		
Q1	79.00%																		
Q2	84.80%																		
Q3	79.00%																		
Q4	84.80%																		
Q1	79.00%																		

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	James Gilbert	Half Yearly	86.00%	Half Yearly	85.50%	Half Yearly	<table border="1"> <caption>Percentage of workforce with opportunities</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0.00%</td></tr> <tr><td>Q2</td><td>86.00%</td></tr> <tr><td>Q3</td><td>0.00%</td></tr> <tr><td>Q4</td><td>85.50%</td></tr> <tr><td>Q1</td><td>0.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	0.00%	Q2	86.00%	Q3	0.00%	Q4	85.50%	Q1	0.00%
Quarter	Percentage																		
Q1	0.00%																		
Q2	86.00%																		
Q3	0.00%																		
Q4	85.50%																		
Q1	0.00%																		
Percentage of the Partnership workforce (surveyed collectively) who feel informed about the Partnership and what decisions it is making	James Gilbert	Half Yearly	87.00%	Half Yearly	86.30%	Half Yearly	<table border="1"> <caption>Percentage of workforce feeling informed</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0.00%</td></tr> <tr><td>Q2</td><td>87.00%</td></tr> <tr><td>Q3</td><td>0.00%</td></tr> <tr><td>Q4</td><td>86.30%</td></tr> <tr><td>Q1</td><td>0.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	0.00%	Q2	87.00%	Q3	0.00%	Q4	86.30%	Q1	0.00%
Quarter	Percentage																		
Q1	0.00%																		
Q2	87.00%																		
Q3	0.00%																		
Q4	86.30%																		
Q1	0.00%																		
Percentage of the Partnership workforce (surveyed collectively) who said 'yes' they feel the Partnership recognises and supports positive mental health in the workplace	James Gilbert	Half Yearly	87.00%	Half Yearly	86.30%	Half Yearly	<table border="1"> <caption>Percentage of workforce recognizing mental health support</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0.00%</td></tr> <tr><td>Q2</td><td>87.00%</td></tr> <tr><td>Q3</td><td>0.00%</td></tr> <tr><td>Q4</td><td>86.30%</td></tr> <tr><td>Q1</td><td>0.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	0.00%	Q2	87.00%	Q3	0.00%	Q4	86.30%	Q1	0.00%
Quarter	Percentage																		
Q1	0.00%																		
Q2	87.00%																		
Q3	0.00%																		
Q4	86.30%																		
Q1	0.00%																		
Staff Turnover Cumulative	James Gilbert	3.75%	8.60%	11.72%	17.05%	3.51%	<table border="1"> <caption>Cumulative Staff Turnover</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>3.75%</td></tr> <tr><td>Q2</td><td>8.60%</td></tr> <tr><td>Q3</td><td>11.72%</td></tr> <tr><td>Q4</td><td>17.05%</td></tr> <tr><td>Q1</td><td>3.51%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	3.75%	Q2	8.60%	Q3	11.72%	Q4	17.05%	Q1	3.51%
Quarter	Percentage																		
Q1	3.75%																		
Q2	8.60%																		
Q3	11.72%																		
Q4	17.05%																		
Q1	3.51%																		
Commentary	A 1.49% reduction in turnover compared to the previous																		
Voluntary Staff Turnover	James Gilbert	3.10%	3.30%	3.50%	3.90%	3.51%	<table border="1"> <caption>Voluntary Staff Turnover</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>3.10%</td></tr> <tr><td>Q2</td><td>3.30%</td></tr> <tr><td>Q3</td><td>3.50%</td></tr> <tr><td>Q4</td><td>3.90%</td></tr> <tr><td>Q1</td><td>3.51%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	3.10%	Q2	3.30%	Q3	3.50%	Q4	3.90%	Q1	3.51%
Quarter	Percentage																		
Q1	3.10%																		
Q2	3.30%																		
Q3	3.50%																		
Q4	3.90%																		
Q1	3.51%																		
Number of working days lost to sickness per Full Time Equivalent (FTE) (Cumulative)	James Gilbert	3.24	7.56	11.18	14.19	2.20	<table border="1"> <caption>Cumulative Working Days Lost to Sickness</caption> <thead> <tr><th>Quarter</th><th>Days Lost</th></tr> </thead> <tbody> <tr><td>Q1</td><td>3.24</td></tr> <tr><td>Q2</td><td>7.56</td></tr> <tr><td>Q3</td><td>11.18</td></tr> <tr><td>Q4</td><td>14.19</td></tr> <tr><td>Q1</td><td>2.20</td></tr> </tbody> </table>	Quarter	Days Lost	Q1	3.24	Q2	7.56	Q3	11.18	Q4	14.19	Q1	2.20
Quarter	Days Lost																		
Q1	3.24																		
Q2	7.56																		
Q3	11.18																		
Q4	14.19																		
Q1	2.20																		
Commentary	A 0.81 reduction in days lost per FTE to sickness																		

External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	James Gilbert	£1,121,638	£335,000	£503,734	£73,235	£5,738,470	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Funding (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1,121,638</td> </tr> <tr> <td>Q2</td> <td>335,000</td> </tr> <tr> <td>Q3</td> <td>503,734</td> </tr> <tr> <td>Q4</td> <td>73,235</td> </tr> <tr> <td>Q1</td> <td>5,738,470</td> </tr> </tbody> </table>	Quarter	Funding (£)	Q1	1,121,638	Q2	335,000	Q3	503,734	Q4	73,235	Q1	5,738,470
Quarter	Funding (£)																		
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Q3	503,734																		
Q4	73,235																		
Q1	5,738,470																		
Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	0	2	0	5	0	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Reports</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>2</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>5</td> </tr> <tr> <td>Q1</td> <td>0</td> </tr> </tbody> </table>	Quarter	Number of Reports	Q1	0	Q2	2	Q3	0	Q4	5	Q1	0
Quarter	Number of Reports																		
Q1	0																		
Q2	2																		
Q3	0																		
Q4	5																		
Q1	0																		
Call volumes (PSPS)	Phil Perry	25,315	23,430	22,003	26,656	16,851	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Call Volume</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>25,315</td> </tr> <tr> <td>Q2</td> <td>23,430</td> </tr> <tr> <td>Q3</td> <td>22,003</td> </tr> <tr> <td>Q4</td> <td>26,656</td> </tr> <tr> <td>Q1</td> <td>16,851</td> </tr> </tbody> </table>	Quarter	Call Volume	Q1	25,315	Q2	23,430	Q3	22,003	Q4	26,656	Q1	16,851
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Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	312	323	293	294	349	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Average Duration (Seconds)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>312</td> </tr> <tr> <td>Q2</td> <td>323</td> </tr> <tr> <td>Q3</td> <td>293</td> </tr> <tr> <td>Q4</td> <td>294</td> </tr> <tr> <td>Q1</td> <td>349</td> </tr> </tbody> </table>	Quarter	Average Duration (Seconds)	Q1	312	Q2	323	Q3	293	Q4	294	Q1	349
Quarter	Average Duration (Seconds)																		
Q1	312																		
Q2	323																		
Q3	293																		
Q4	294																		
Q1	349																		
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	173	196	107	155	258	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Average Speed (Seconds)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>173</td> </tr> <tr> <td>Q2</td> <td>196</td> </tr> <tr> <td>Q3</td> <td>107</td> </tr> <tr> <td>Q4</td> <td>155</td> </tr> <tr> <td>Q1</td> <td>258</td> </tr> </tbody> </table>	Quarter	Average Speed (Seconds)	Q1	173	Q2	196	Q3	107	Q4	155	Q1	258
Quarter	Average Speed (Seconds)																		
Q1	173																		
Q2	196																		
Q3	107																		
Q4	155																		
Q1	258																		
Number of Callbacks (PSPS)	Phil Perry	1,789	1,984	1,726	2,955	1,577	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Callbacks</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1,789</td> </tr> <tr> <td>Q2</td> <td>1,984</td> </tr> <tr> <td>Q3</td> <td>1,726</td> </tr> <tr> <td>Q4</td> <td>2,955</td> </tr> <tr> <td>Q1</td> <td>1,577</td> </tr> </tbody> </table>	Quarter	Number of Callbacks	Q1	1,789	Q2	1,984	Q3	1,726	Q4	2,955	Q1	1,577
Quarter	Number of Callbacks																		
Q1	1,789																		
Q2	1,984																		
Q3	1,726																		
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Q1	1,577																		

Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>241</td> </tr> <tr> <td>Q2</td> <td>1,783</td> </tr> <tr> <td>Q3</td> <td>1,711</td> </tr> <tr> <td>Q4</td> <td>2,375</td> </tr> <tr> <td>Q1</td> <td>1,544</td> </tr> </tbody> </table>	Quarter	Value	Q1	241	Q2	1,783	Q3	1,711	Q4	2,375	Q1	1,544
Quarter	Value																		
Q1	241																		
Q2	1,783																		
Q3	1,711																		
Q4	2,375																		
Q1	1,544																		
Customer Contact Centre visits (PSPS)	Phil Perry	3,566	3,416	3,566	3,489	4,084	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>3,566</td> </tr> <tr> <td>Q2</td> <td>3,416</td> </tr> <tr> <td>Q3</td> <td>3,566</td> </tr> <tr> <td>Q4</td> <td>3,489</td> </tr> <tr> <td>Q1</td> <td>4,084</td> </tr> </tbody> </table>	Quarter	Value	Q1	3,566	Q2	3,416	Q3	3,566	Q4	3,489	Q1	4,084
Quarter	Value																		
Q1	3,566																		
Q2	3,416																		
Q3	3,566																		
Q4	3,489																		
Q1	4,084																		
Enquiries via email and social media (PSPS)	Phil Perry	2,960	2,679	2,470	2,480	2,931	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>2,960</td> </tr> <tr> <td>Q2</td> <td>2,679</td> </tr> <tr> <td>Q3</td> <td>2,470</td> </tr> <tr> <td>Q4</td> <td>2,480</td> </tr> <tr> <td>Q1</td> <td>2,931</td> </tr> </tbody> </table>	Quarter	Value	Q1	2,960	Q2	2,679	Q3	2,470	Q4	2,480	Q1	2,931
Quarter	Value																		
Q1	2,960																		
Q2	2,679																		
Q3	2,470																		
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Q1	2,931																		

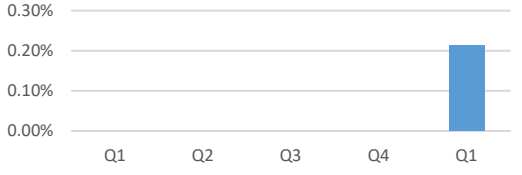
Local Only Indicators

PI Name	AD	Q1	Q2	Q3	Q4	Q1													
South Holland Centre Ticket sales	Emily Spicer	7,075	5,573	18,414	8,595	0	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>7,075</td> </tr> <tr> <td>Q2</td> <td>5,573</td> </tr> <tr> <td>Q3</td> <td>18,414</td> </tr> <tr> <td>Q4</td> <td>8,595</td> </tr> <tr> <td>Q1</td> <td>0</td> </tr> </tbody> </table>	Quarter	Value	Q1	7,075	Q2	5,573	Q3	18,414	Q4	8,595	Q1	0
Quarter	Value																		
Q1	7,075																		
Q2	5,573																		
Q3	18,414																		
Q4	8,595																		
Q1	0																		
Visitors to Ayscoughfee Hall Museum	Emily Spicer	3,713	6,939	2,430	5,129	5,069	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>3,713</td> </tr> <tr> <td>Q2</td> <td>6,939</td> </tr> <tr> <td>Q3</td> <td>2,430</td> </tr> <tr> <td>Q4</td> <td>5,129</td> </tr> <tr> <td>Q1</td> <td>5,069</td> </tr> </tbody> </table>	Quarter	Value	Q1	3,713	Q2	6,939	Q3	2,430	Q4	5,129	Q1	5,069
Quarter	Value																		
Q1	3,713																		
Q2	6,939																		
Q3	2,430																		
Q4	5,129																		
Q1	5,069																		
Commentary	Popular half term trail, Medieval weekend, theatre production and increased group visits.																		

HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1													
Number and percentage of inspections arranged within 14 working days	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	25	<table border="1"> <caption>Inspections within 14 working days</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>25</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> <tr><td>Q1</td><td>25</td></tr> </tbody> </table>	Quarter	Count	Q1	25	Q2	0	Q3	0	Q4	0	Q1	25
Quarter	Count																		
Q1	25																		
Q2	0																		
Q3	0																		
Q4	0																		
Q1	25																		
Commentary	Presently the majority of inspections are being undertaken by an external contractor, we are seeking to bring																		
Number and percentage of inspections arranged within 14 working days	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	30.49%	<table border="1"> <caption>Percentage of inspections within 14 working days</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>30.49%</td></tr> <tr><td>Q2</td><td>0%</td></tr> <tr><td>Q3</td><td>0%</td></tr> <tr><td>Q4</td><td>0%</td></tr> <tr><td>Q1</td><td>30.49%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	30.49%	Q2	0%	Q3	0%	Q4	0%	Q1	30.49%
Quarter	Percentage																		
Q1	30.49%																		
Q2	0%																		
Q3	0%																		
Q4	0%																		
Q1	30.49%																		
Commentary	Presently the majority of inspections are being undertaken by an external contractor, we are seeking to bring																		
Number of damp, condensation and mould cases reported in the last quarter	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	82	<table border="1"> <caption>Damp, condensation and mould cases</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>82</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> <tr><td>Q4</td><td>0</td></tr> <tr><td>Q1</td><td>82</td></tr> </tbody> </table>	Quarter	Count	Q1	82	Q2	0	Q3	0	Q4	0	Q1	82
Quarter	Count																		
Q1	82																		
Q2	0																		
Q3	0																		
Q4	0																		
Q1	82																		
Commentary	As this is a new KPI the trends will be more informative as the year progresses, however, contextually 82																		
Number of households evicted in the last quarter	Vicky Cherry	3	0	1	0	1	<table border="1"> <caption>Households evicted</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>3</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>1</td></tr> <tr><td>Q4</td><td>0</td></tr> <tr><td>Q1</td><td>1</td></tr> </tbody> </table>	Quarter	Count	Q1	3	Q2	0	Q3	1	Q4	0	Q1	1
Quarter	Count																		
Q1	3																		
Q2	0																		
Q3	1																		
Q4	0																		
Q1	1																		
Commentary	Quarter 1 - total of one eviction for rent arrears																		

Number of Right to Buy sales completed in the last quarter	Vicky Cherry	1	3	4	2	7	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Sales</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1</td> </tr> <tr> <td>Q2</td> <td>3</td> </tr> <tr> <td>Q3</td> <td>4</td> </tr> <tr> <td>Q4</td> <td>2</td> </tr> <tr> <td>Q1</td> <td>7</td> </tr> </tbody> </table>	Quarter	Sales	Q1	1	Q2	3	Q3	4	Q4	2	Q1	7
Quarter	Sales																		
Q1	1																		
Q2	3																		
Q3	4																		
Q4	2																		
Q1	7																		
Number of new properties completed in the last quarter	Vicky Cherry	5	9	8	6	1	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Properties</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5</td> </tr> <tr> <td>Q2</td> <td>9</td> </tr> <tr> <td>Q3</td> <td>8</td> </tr> <tr> <td>Q4</td> <td>6</td> </tr> <tr> <td>Q1</td> <td>1</td> </tr> </tbody> </table>	Quarter	Properties	Q1	5	Q2	9	Q3	8	Q4	6	Q1	1
Quarter	Properties																		
Q1	5																		
Q2	9																		
Q3	8																		
Q4	6																		
Q1	1																		
Number of stage one complaints received per 1,000 homes	Vicky Cherry	9.96	22.54	39.84	55.64	12.74	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>9.96</td> </tr> <tr> <td>Q2</td> <td>22.54</td> </tr> <tr> <td>Q3</td> <td>39.84</td> </tr> <tr> <td>Q4</td> <td>55.64</td> </tr> <tr> <td>Q1</td> <td>12.74</td> </tr> </tbody> </table>	Quarter	Complaints	Q1	9.96	Q2	22.54	Q3	39.84	Q4	55.64	Q1	12.74
Quarter	Complaints																		
Q1	9.96																		
Q2	22.54																		
Q3	39.84																		
Q4	55.64																		
Q1	12.74																		
Commentary	A total of 48 Stage 1 complaints have been received during Quarter 1.																		
Number of stage two complaints received per 1,000 homes	Vicky Cherry	1.57	2.88	4.72	7.58	0.53	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1.57</td> </tr> <tr> <td>Q2</td> <td>2.88</td> </tr> <tr> <td>Q3</td> <td>4.72</td> </tr> <tr> <td>Q4</td> <td>7.58</td> </tr> <tr> <td>Q1</td> <td>0.53</td> </tr> </tbody> </table>	Quarter	Complaints	Q1	1.57	Q2	2.88	Q3	4.72	Q4	7.58	Q1	0.53
Quarter	Complaints																		
Q1	1.57																		
Q2	2.88																		
Q3	4.72																		
Q4	7.58																		
Q1	0.53																		
Commentary	A total of 2 Stage 2 Complaints have been received during the first quarter.																		
Number of anti-social behaviour cases opened per 1,000 homes	Vicky Cherry	5.50	12.84	24.64	26.85	4.45	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Cases</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5.50</td> </tr> <tr> <td>Q2</td> <td>12.84</td> </tr> <tr> <td>Q3</td> <td>24.64</td> </tr> <tr> <td>Q4</td> <td>26.85</td> </tr> <tr> <td>Q1</td> <td>4.45</td> </tr> </tbody> </table>	Quarter	Cases	Q1	5.50	Q2	12.84	Q3	24.64	Q4	26.85	Q1	4.45
Quarter	Cases																		
Q1	5.50																		
Q2	12.84																		
Q3	24.64																		
Q4	26.85																		
Q1	4.45																		
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	Vicky Cherry	0.00	0.00	0.26	0.26	0.00	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Cases</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.00</td> </tr> <tr> <td>Q2</td> <td>0.00</td> </tr> <tr> <td>Q3</td> <td>0.26</td> </tr> <tr> <td>Q4</td> <td>0.26</td> </tr> <tr> <td>Q1</td> <td>0.00</td> </tr> </tbody> </table>	Quarter	Cases	Q1	0.00	Q2	0.00	Q3	0.26	Q4	0.26	Q1	0.00
Quarter	Cases																		
Q1	0.00																		
Q2	0.00																		
Q3	0.26																		
Q4	0.26																		
Q1	0.00																		

Number of live cases (as a percentage of stock)	Vicky Cherry	0.00%	0.00%	0.00%	0.00%	0.21%	 <table border="1"> <caption>Live cases as a percentage of stock for Vicky Cherry</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.00%</td> </tr> <tr> <td>Q2</td> <td>0.00%</td> </tr> <tr> <td>Q3</td> <td>0.00%</td> </tr> <tr> <td>Q4</td> <td>0.00%</td> </tr> <tr> <td>Q1</td> <td>0.21%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	0.00%	Q2	0.00%	Q3	0.00%	Q4	0.00%	Q1	0.21%
Quarter	Percentage																		
Q1	0.00%																		
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Q4	0.00%																		
Q1	0.21%																		
Commentary	There were a total of 8 live cases across the total housing stock of 3,767 at period end.																		