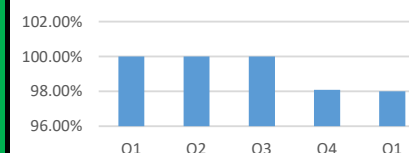
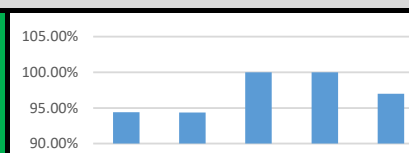
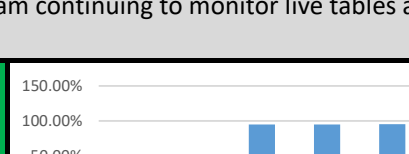
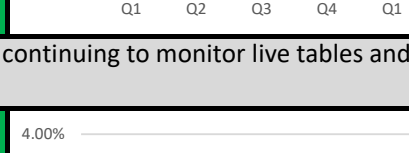
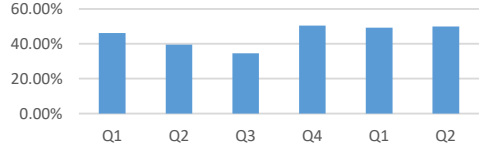
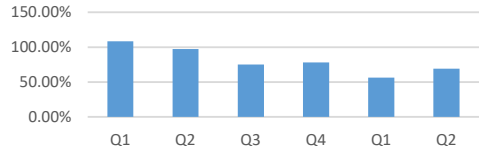


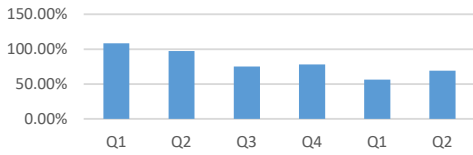
Performance Indicators with Targeted Performance Levels

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Target	RAG	
Occupancy Rate at end of Quarter: Industrial Units	Andy Fisher	100.00%	100.00%	100.00%	98.08%	98.00%	98.21%	97.00%		
Commentary	There was one vacant unit a the end of quarter.									
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%	97.56%	65.00%		
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%	96.00%	75%		
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%	2.83%	10%		
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%	1.00%	10%		<table><caption>Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined (OFLOG)</caption><tr><th>Period</th><th>Percentage</th></tr><tr><td>Q1</td><td>0.83%</td></tr><tr><td>Q2</td><td>0.97%</td></tr><tr><td>Q3</td><td>0.72%</td></tr><tr><td>Q4</td><td>0.85%</td></tr><tr><td>Q1</td><td>0.97%</td></tr><tr><td>Q2</td><td>1.00%</td></tr></table>	Period	Percentage	Q1	0.83%	Q2	0.97%	Q3	0.72%	Q4	0.85%	Q1	0.97%	Q2	1.00%
Period	Percentage																							
Q1	0.83%																							
Q2	0.97%																							
Q3	0.72%																							
Q4	0.85%																							
Q1	0.97%																							
Q2	1.00%																							
Commentary	Appeals performance is very good - gives the service confidence in sound decision making.																							

Safe and Resilient Communities

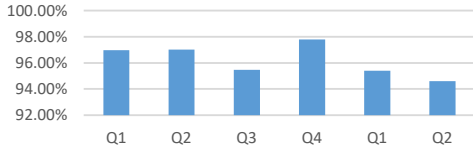
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Target	RAG	
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Emily Spicer	46.15%	39.53%	34.62%	50.46%	49.21%	50.00%	50.00%		
Commentary	The number of cases started before people become homeless is now on target. Further guidance is to be provided by the SELCP Homelessness Team Leader to try and further improve performance.									
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%	69.12%	50.00%		
Commentary	The total number of households prevented from becoming homeless is above the target and performance has improved since the last quarter.									
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	Emily Spicer	0	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	90.43%	92.56%	75.00%		<
--	--------------	-------------------------	-------------------------	-------------------------	-------------------------	--------	--------	--------	------------------------	---

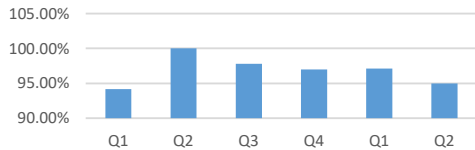
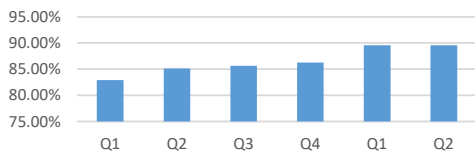
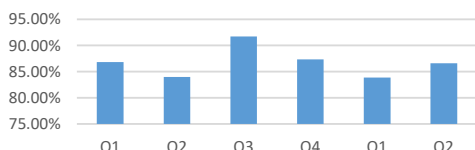
Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	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	0	0	0		<table><caption>Performance Data for Christian Allen</caption><thead><tr><th>Quarter</th><th>Performance (%)</th></tr></thead><tbody><tr><td>Q1</td><td>0.00%</td></tr><tr><td>Q2</td><td>0.00%</td></tr></tbody></table>	Quarter	Performance (%)	Q1	0.00%	Q2	0.00%								
Quarter	Performance (%)																							
Q1	0.00%																							
Q2	0.00%																							
Percentage of household waste collected for recycling and composting	Victoria Burgess	36.52%	34.90%	28.79%	24.80%	40.67%		45.00%	Annual Target Only	<table><caption>Performance Data for Victoria Burgess</caption><thead><tr><th>Quarter</th><th>Performance (%)</th></tr></thead><tbody><tr><td>Q1</td><td>36.52%</td></tr><tr><td>Q2</td><td>34.90%</td></tr><tr><td>Q3</td><td>28.79%</td></tr><tr><td>Q4</td><td>24.80%</td></tr><tr><td>Q1</td><td>40.67%</td></tr><tr><td>Q2</td><td>40.67%</td></tr></tbody></table>	Quarter	Performance (%)	Q1	36.52%	Q2	34.90%	Q3	28.79%	Q4	24.80%	Q1	40.67%	Q2	40.67%
Quarter	Performance (%)																							
Q1	36.52%																							
Q2	34.90%																							
Q3	28.79%																							
Q4	24.80%																							
Q1	40.67%																							
Q2	40.67%																							
Commentary	Recycling rates for dry recycling and garden waste follow similar patterns over the 4 quatrres of any given year, and comparisons should only ever be on a like for like basis and not by comparing different quatrres other than to understand seasonal trend i.e. main growing season against when plants are dormant, or the influence of major sporting events.																							
Percentage of recycling collected that is unable to be recycled (contamination)	Victoria Burgess	22.22%	18.21%	17.36%	No Data Provided	9.14%		14.00%		<table><caption>Performance Data for Victoria Burgess</caption><thead><tr><th>Quarter</th><th>Performance (%)</th></tr></thead><tbody><tr><td>Q1</td><td>22.22%</td></tr><tr><td>Q2</td><td>18.21%</td></tr><tr><td>Q3</td><td>17.36%</td></tr><tr><td>Q4</td><td>No Data</td></tr><tr><td>Q1</td><td>9.14%</td></tr><tr><td>Q2</td><td>9.14%</td></tr></tbody></table>	Quarter	Performance (%)	Q1	22.22%	Q2	18.21%	Q3	17.36%	Q4	No Data	Q1	9.14%	Q2	9.14%
Quarter	Performance (%)																							
Q1	22.22%																							
Q2	18.21%																							
Q3	17.36%																							
Q4	No Data																							
Q1	9.14%																							
Q2	9.14%																							
Commentary	Q2 data is not available on WDF. Review required to determine the use of LCC data or WDF.																							
Percentage of waste collections that were successful first time	Victoria Burgess	99.89%	99.89%	99.96%	99.82%	99.91%	99.85%	99.80%		<table><caption>Performance Data for Victoria Burgess</caption><thead><tr><th>Quarter</th><th>Performance (%)</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><tr><td>Q2</td><td>99.85%</td></tr></tbody></table>	Quarter	Performance (%)	Q1	99.89%	Q2	99.89%	Q3	99.96%	Q4	99.82%	Q1	99.91%	Q2	99.85%
Quarter	Performance (%)																							
Q1	99.89%																							
Q2	99.89%																							
Q3	99.96%																							
Q4	99.82%																							
Q1	99.91%																							
Q2	99.85%																							

Percentage of fly-tips collected within 5 working days of being reported	Victoria Burgess	96.98%	97.02%	95.47%	97.79%	95.40%	94.59%	95.00%		 <table><tr><th>Quarter</th><th>Percentage</th></tr><tr><td>Q1</td><td>97.02%</td></tr><tr><td>Q2</td><td>97.02%</td></tr><tr><td>Q3</td><td>95.47%</td></tr><tr><td>Q4</td><td>97.79%</td></tr><tr><td>Q1</td><td>95.40%</td></tr><tr><td>Q2</td><td>94.59%</td></tr></table>	Quarter	Percentage	Q1	97.02%	Q2	97.02%	Q3	95.47%	Q4	97.79%	Q1	95.40%	Q2	94.59%
Quarter	Percentage																							
Q1	97.02%																							
Q2	97.02%																							
Q3	95.47%																							
Q4	97.79%																							
Q1	95.40%																							
Q2	94.59%																							

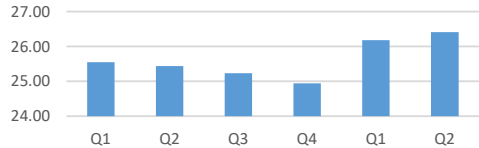
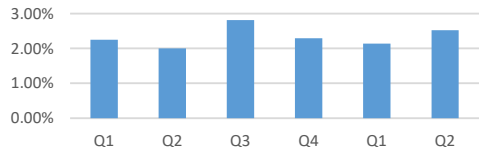
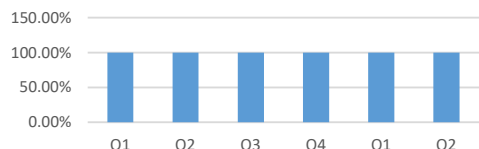
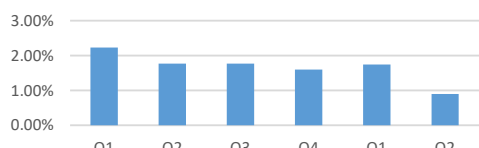
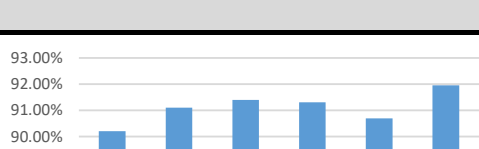
Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Target	RAG	
Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	91.66%	91.67%	100.00%	100.00%	100.00%	100.00%	97.00%		
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%	103.01%	100.00%		
Commentary	Vine Street car park is free to park on Wednesdays and Saturdays currently due to the BID town forum's request - we will be putting in an invoice to reclaim fees once calculated.									
LA Error rate (measured against estimated annual expenditure) (PSPS)	Russell Stone	0.02%	0.07%	0.08%	0.11%	0.16%	0.32%	0.42%		
Business Rates in-year collection rate	Russell Stone	28.43%	55.61%	80.56%	97.30%	30.14%	55.28%	55.50%		
Commentary	The current climate for businesses is challenging, and the reduction in relief this year has impacted collection. A robust programme of recovery is in place. £270k is outstanding as a combined result of a large new hereditament, a business subject to a restructuring, and a Proposed Voluntary Arrangement.									
Council Tax in-year collection rate	Russell Stone	28.63%	55.80%	82.56%	96.32%	28.65%	55.55%	55.50%		

Percentage of information requests responded to within statutory timescales	John Medler	94.17%	100.00%	97.79%	96.97%	97.10%	95.00%	95.00%	
Commentary	The FOIA performance for Q2 has decreased very slightly compared to Q1 - however there has also been a 30% uplift in FOIA's during this period. we remain above the ICO good guilnce figure of 95%.								
Percentage of contacts resolved at first contact – targeted. (PSPS)	Phil Perry	82.89%	85.11%	85.65%	86.27%	89.56%	89.57%	80.00%	
Commentary	Quarterly Target Exceed by 9.57% Total contacts - 31,337 Cases logged - 18,758 Service Requests - 9,313 Transfer & Message - 3,266 - Council Tax (43.15%), Housing (24.48%), Benefits (11.08%) Levels of chase enquiry remains high at 11.09%, with service answer rate 34.09% , driving up transfer and message enquiries.								
Average answer rate – Customer Contact (PSPS)	Phil Perry	86.84%	84.00%	91.71%	87.32%	83.87%	86.58%	80.00%	

HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	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%	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%	99.89%	100.00%		
Commentary	There are 4 properties out of 3673 outstanding an EICR report. Tenants of these properties are refusing access and are being pursued through the 'No Access Working Group' including seeking injunctions for access. National average is 99.59%.									
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%	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%	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%	100.00%		
Commentary	No legionella risk assessments are outstanding at period end.									

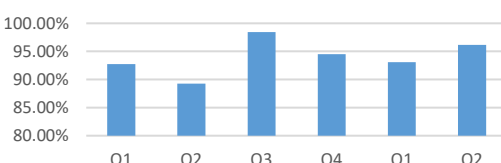
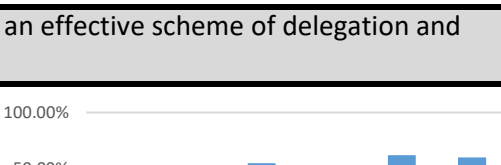
Average time to re-let a property excluding major works (days) all letting types – Running total	Vicky Cherry	25.55	25.44	25.23	24.94	26.18	26.41	28		
Commentary	Year-to-date we now have had 127 voids, slightly higher than the 116 at the same point last year.									
Gross rent arrears (including service 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	Vicky Cherry	2.25%	2.00%	2.81%	2.29%	2.14%	2.52%	4%		
Commentary	Year-to-date we now have had 127 voids, slightly higher than the 116 at the same point last year.									
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%	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%	0.90%	2.00%		
Commentary	Currently have 33 properties classed as not meeting the decent homes standard. 10 properties will never be able to meet the standard due to kitchen capacity.									
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%	91.95%	90.00%		
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%	100.00%		
Commentary	100% of emergency repairs attended to within timescales.									
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%	97.62%	95.00%		
Commentary	2 Stage 1 Complaints were non-compliant during Q1 (cumulative figure reported).									
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%	100.00%	95.00%		
Commentary	2 stage 2 complaints received in Q2 and total of 4 year to date; all responded to within 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	34.27	56		
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.									

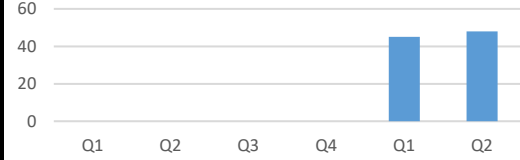
Performance Indicators with Trend Only Performance Levels

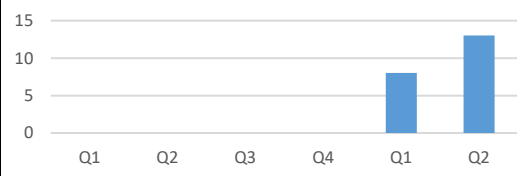
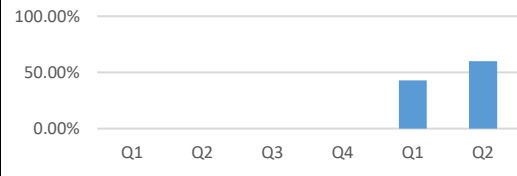
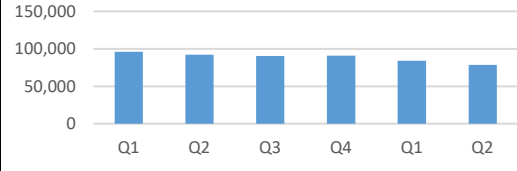
Growth and Prosperity

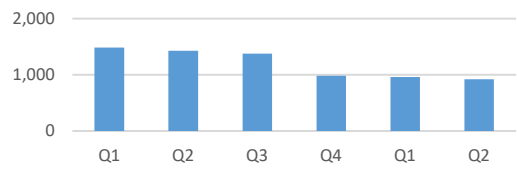
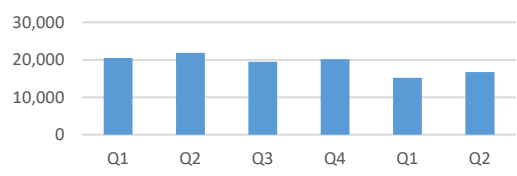
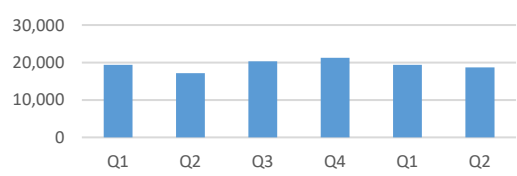
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2															
Building Control market share	Christian Allen	92.00%	82.00%	89.00%	88.00%	84.00%	87.00%	<table><caption>Building Control market share Trend</caption><tr><th>Quarter</th><th>Value (%)</th></tr><tr><td>Q1</td><td>92.00%</td></tr><tr><td>Q2</td><td>82.00%</td></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><tr><td>Q2</td><td>87.00%</td></tr></table>	Quarter	Value (%)	Q1	92.00%	Q2	82.00%	Q3	89.00%	Q4	88.00%	Q1	84.00%	Q2	87.00%
Quarter	Value (%)																					
Q1	92.00%																					
Q2	82.00%																					
Q3	89.00%																					
Q4	88.00%																					
Q1	84.00%																					
Q2	87.00%																					
Value of Grants awarded via Grants4growth	Growth	£176,339	£91,051	£64,427	No Data Provided	No Data Provided	£89,813	<table><caption>Value of Grants awarded via Grants4growth Trend</caption><tr><th>Quarter</th><th>Value (£)</th></tr><tr><td>Q1</td><td>£176,339</td></tr><tr><td>Q2</td><td>£91,051</td></tr><tr><td>Q3</td><td>£64,427</td></tr><tr><td>Q4</td><td>No Data Provided</td></tr><tr><td>Q1</td><td>No Data Provided</td></tr><tr><td>Q2</td><td>£89,813</td></tr></table>	Quarter	Value (£)	Q1	£176,339	Q2	£91,051	Q3	£64,427	Q4	No Data Provided	Q1	No Data Provided	Q2	£89,813
Quarter	Value (£)																					
Q1	£176,339																					
Q2	£91,051																					
Q3	£64,427																					
Q4	No Data Provided																					
Q1	No Data Provided																					
Q2	£89,813																					
Number of Grants awarded via Grants4growth	Growth	13	11	11	No Data Provided	No Data Provided	12	<table><caption>Number of Grants awarded via Grants4growth Trend</caption><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>13</td></tr><tr><td>Q2</td><td>11</td></tr><tr><td>Q3</td><td>11</td></tr><tr><td>Q4</td><td>No Data Provided</td></tr><tr><td>Q1</td><td>No Data Provided</td></tr><tr><td>Q2</td><td>12</td></tr></table>	Quarter	Value	Q1	13	Q2	11	Q3	11	Q4	No Data Provided	Q1	No Data Provided	Q2	12
Quarter	Value																					
Q1	13																					
Q2	11																					
Q3	11																					
Q4	No Data Provided																					
Q1	No Data Provided																					
Q2	12																					
Number of Businesses assisted via Grants4growth	Growth	19	17	7	No Data Provided	No Data Provided	25	<table><caption>Number of Businesses assisted via Grants4growth Trend</caption><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>19</td></tr><tr><td>Q2</td><td>17</td></tr><tr><td>Q3</td><td>7</td></tr><tr><td>Q4</td><td>No Data Provided</td></tr><tr><td>Q1</td><td>No Data Provided</td></tr><tr><td>Q2</td><td>25</td></tr></table>	Quarter	Value	Q1	19	Q2	17	Q3	7	Q4	No Data Provided	Q1	No Data Provided	Q2	25
Quarter	Value																					
Q1	19																					
Q2	17																					
Q3	7																					
Q4	No Data Provided																					
Q1	No Data Provided																					
Q2	25																					
Number of Business registered via Grants4growth	Growth	19	No Data Provided	No Data Provided	No Data Provided	No Data Provided	25	<table><caption>Number of Business registered via Grants4growth Trend</caption><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>19</td></tr><tr><td>Q2</td><td>No Data Provided</td></tr><tr><td>Q3</td><td>No Data Provided</td></tr><tr><td>Q4</td><td>No Data Provided</td></tr><tr><td>Q1</td><td>No Data Provided</td></tr><tr><td>Q2</td><td>25</td></tr></table>	Quarter	Value	Q1	19	Q2	No Data Provided	Q3	No Data Provided	Q4	No Data Provided	Q1	No Data Provided	Q2	25
Quarter	Value																					
Q1	19																					
Q2	No Data Provided																					
Q3	No Data Provided																					
Q4	No Data Provided																					
Q1	No Data Provided																					
Q2	25																					

Matched funding through Grants4Growth scheme	Growth	No Data Provided	No Data Provided	No Data Provided	No Data Provided	No Data Provided	£136,353	
Percentage of decisions (major / minor / others) taken under delegation within period	Phil Norman	92.72%	89.29%	98.42%	94.53%	93.10%	96.15%	
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%	60.00%	
Commentary	914 pitches occupied of possible 1518. New Makers and Farmers Market held at Spalding on 16th August.							

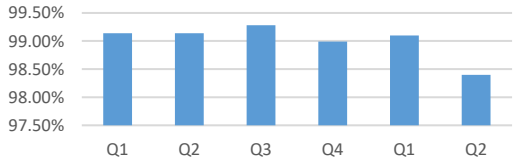
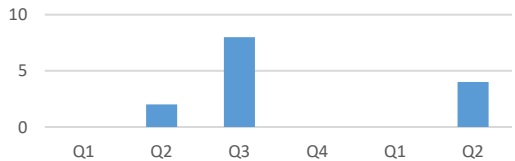
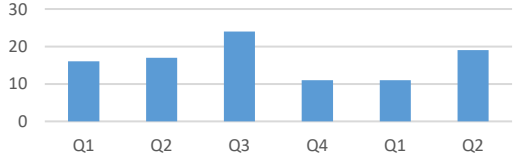
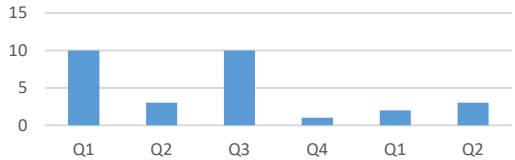
Healthy Lives

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2							
Number of days to complete a stage 2 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	128	167	 <table><tr><th>Quarter</th><th>Days</th></tr><tr><td>Q1</td><td>128</td></tr><tr><td>Q2</td><td>167</td></tr></table>	Quarter	Days	Q1	128	Q2	167
Quarter	Days													
Q1	128													
Q2	167													
Number of days to complete a stage 3 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	5	2	 <table><tr><th>Quarter</th><th>Days</th></tr><tr><td>Q1</td><td>5</td></tr><tr><td>Q2</td><td>2</td></tr></table>	Quarter	Days	Q1	5	Q2	2
Quarter	Days													
Q1	5													
Q2	2													
Number of days to complete a stage 4 DFG	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	45	48	 <table><tr><th>Quarter</th><th>Days</th></tr><tr><td>Q1</td><td>45</td></tr><tr><td>Q2</td><td>48</td></tr></table>	Quarter	Days	Q1	45	Q2	48
Quarter	Days													
Q1	45													
Q2	48													
Number of DFG referrals received	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	20	31	 <table><tr><th>Quarter</th><th>Referrals</th></tr><tr><td>Q1</td><td>20</td></tr><tr><td>Q2</td><td>31</td></tr></table>	Quarter	Referrals	Q1	20	Q2	31
Quarter	Referrals													
Q1	20													
Q2	31													
Number of DFG grants approved	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	16	10	 <table><tr><th>Quarter</th><th>Grants</th></tr><tr><td>Q1</td><td>16</td></tr><tr><td>Q2</td><td>10</td></tr></table>	Quarter	Grants	Q1	16	Q2	10
Quarter	Grants													
Q1	16													
Q2	10													

Number of DFG grants completed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	8	13	
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%	19.10%	
Commentary	Performance has fallen this month. The new Senior Officer will be tasked with supporting the officers to improve the performance where possible. Keeping people in their own home is reliant on the excluder being willing to work with the Council and the cost of preventing the homelessness.							
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%	60.00%	
Commentary	This is significantly higher than the East Midlands average. Cases will be reviewed to check Officers are not setting the priority need threshold too high.							
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%	4.00%	
Commentary	There was only 1 our of 25 cases classed as intentionally homeless. Applicants can only be classed as intentionally homeless if they have become homeless as a result of a deliberate act such as non-payment of rent when they had the means to pay it or giving up a property that was reasonable for their occupation.							
Visitor numbers / number of tickets sold, for leisure venues	Phil Perry	96,186	92,281	90,588	91,001	84,226	78,384	

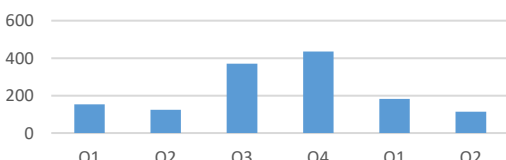
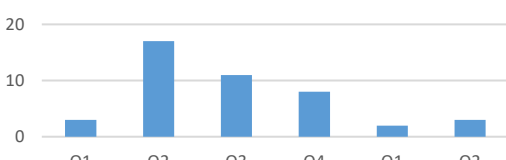
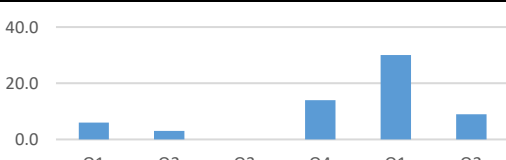
Number of gym members	Phil Perry	1,485	1,431	1,376	982	962	921	
Number of swims	Phil Perry	20,482	21,843	19,498	20,174	15,190	16,753	
Number of swimming lessons	Phil Perry	19,399	17,147	20,330	21,256	19,409	18,660	

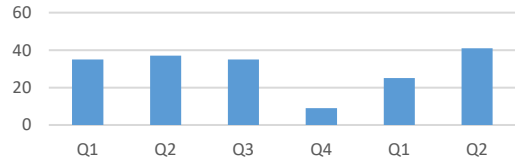
Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	
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%	98.40%	
Number of organisations supported with accessing funding	Emily Spicer	0	2	8	0	0	4	
Commentary	Crowdfunding has seen 4 projects successful in the South Holland District.							
Number of verified rough sleepers during the month	Emily Spicer	16	17	24	11	11	19	
Commentary	We have seen an increase in rough sleepers in the SHDC area although 5 are close to being resolved. Individuals with complex needs may choose to remain outdoors, especially if previous interventions have felt restrictive and warmer weather can reinforce this choice, reducing engagement with support services. Warmer temperatures reduce							
Number of properties improved through Council intervention	Emily Spicer	10	3	10	1	2	3	
Commentary	The ongoing enforcement work that has generated (although not received) over £190,000 of financial penalties has been both slow to resolve due to legislative constraints as well as pending appeals. The ongoing work with the development of policies has naturally taken up some resource as well as the time of year playing into the fact that service requests naturally tend to drop off and pick back up within the next quarter as winter approaches.							

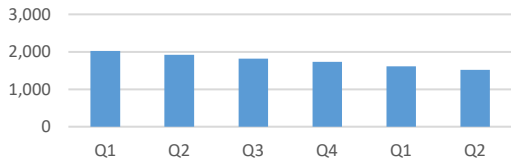
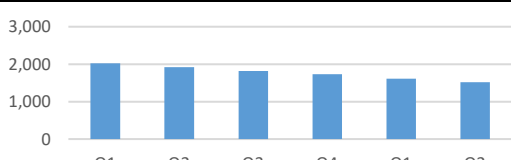
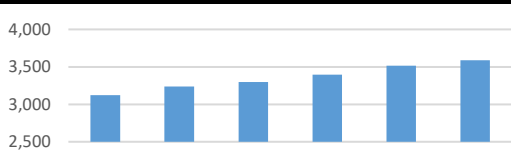
The percentage of main duty decisions made within 5 working days of the end of the relief duty	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	70.97%	84.00%	 <table><caption>Performance Data (Percentage)</caption><tr><th>Quarter</th><th>Performance (%)</th></tr><tr><td>Q1</td><td>70.97%</td></tr><tr><td>Q2</td><td>84.00%</td></tr></table>	Quarter	Performance (%)	Q1	70.97%	Q2	84.00%
Quarter	Performance (%)													
Q1	70.97%													
Q2	84.00%													
Commentary	Performance is above target and also improved since the last quarter.													
Number of lets into the private rented sector	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	26	24	 <table><caption>Performance Data (Number of lets)</caption><tr><th>Quarter</th><th>Number of lets</th></tr><tr><td>Q1</td><td>26</td></tr><tr><td>Q2</td><td>24</td></tr></table>	Quarter	Number of lets	Q1	26	Q2	24
Quarter	Number of lets													
Q1	26													
Q2	24													
Commentary	Performance remains consistent. Recruitment is now complete which should result in performance improving.													

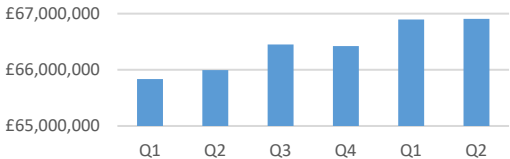
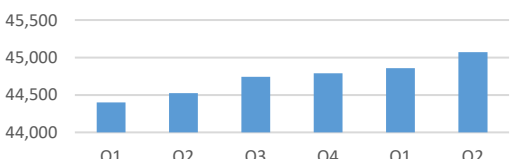
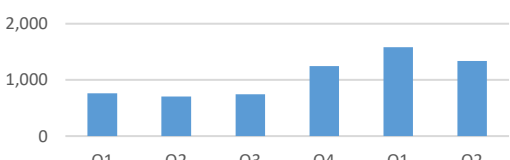
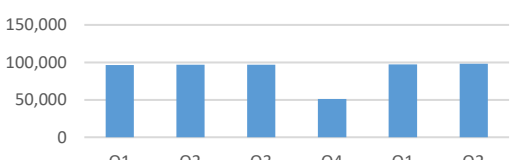
Environment

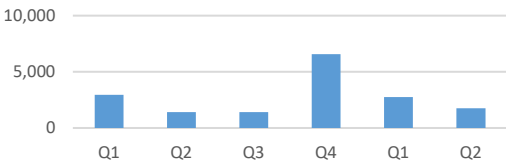
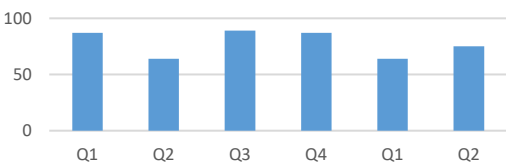
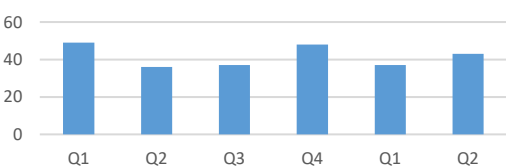
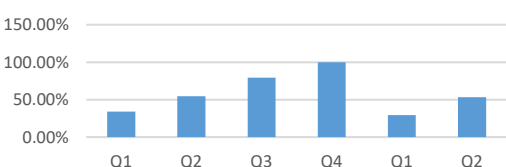
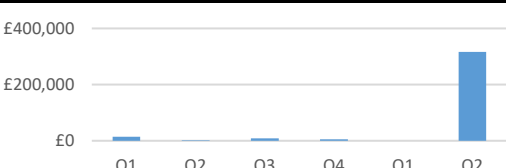
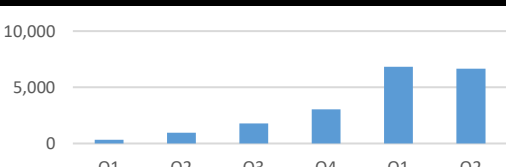
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2															
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	154	124	371	435	183	114	 <table><caption>Performance Data (Number of FPNs Issued - Litter)</caption><thead><tr><th>Quarter</th><th>Number of FPNs</th></tr></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><tr><td>Q2</td><td>114</td></tr></tbody></table>	Quarter	Number of FPNs	Q1	154	Q2	124	Q3	371	Q4	435	Q1	183	Q2	114
Quarter	Number of FPNs																					
Q1	154																					
Q2	124																					
Q3	371																					
Q4	435																					
Q1	183																					
Q2	114																					
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	3	17	11	8	2	3	 <table><caption>Performance Data (Number of FPNs Issued - Fly Tipping)</caption><thead><tr><th>Quarter</th><th>Number of FPNs</th></tr></thead><tbody><tr><td>Q1</td><td>3</td></tr><tr><td>Q2</td><td>17</td></tr><tr><td>Q3</td><td>11</td></tr><tr><td>Q4</td><td>8</td></tr><tr><td>Q1</td><td>2</td></tr><tr><td>Q2</td><td>3</td></tr></tbody></table>	Quarter	Number of FPNs	Q1	3	Q2	17	Q3	11	Q4	8	Q1	2	Q2	3
Quarter	Number of FPNs																					
Q1	3																					
Q2	17																					
Q3	11																					
Q4	8																					
Q1	2																					
Q2	3																					
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	9.0	 <table><caption>Performance Data (Number of FPNs Issued - other)</caption><thead><tr><th>Quarter</th><th>Number of FPNs</th></tr></thead><tbody><tr><td>Q1</td><td>6.0</td></tr><tr><td>Q2</td><td>3.0</td></tr><tr><td>Q3</td><td>0.0</td></tr><tr><td>Q4</td><td>14.0</td></tr><tr><td>Q1</td><td>30.0</td></tr><tr><td>Q2</td><td>9.0</td></tr></tbody></table>	Quarter	Number of FPNs	Q1	6.0	Q2	3.0	Q3	0.0	Q4	14.0	Q1	30.0	Q2	9.0
Quarter	Number of FPNs																					
Q1	6.0																					
Q2	3.0																					
Q3	0.0																					
Q4	14.0																					
Q1	30.0																					
Q2	9.0																					

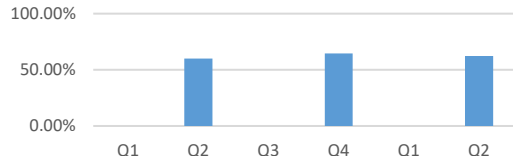
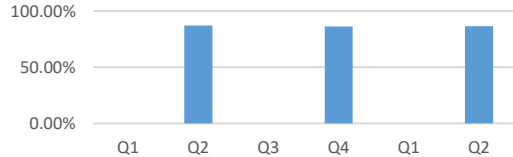
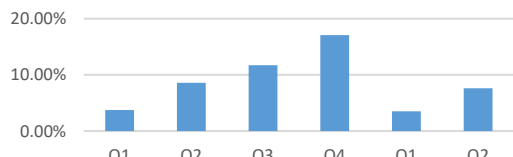
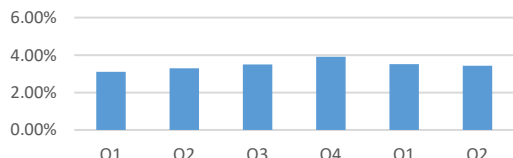
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	35	37	35	9	25	41	
KG of total waste collected per household	Victoria Burgess	0.00	0.00	0.00	0.00	0.00	0.00	

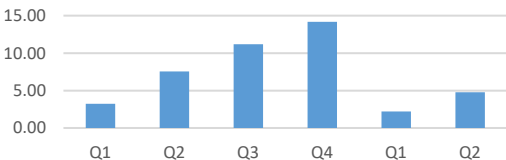
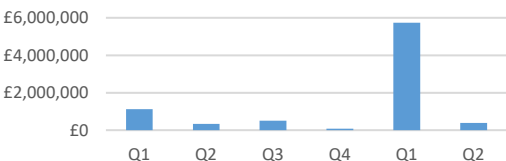
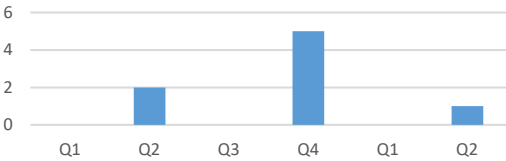
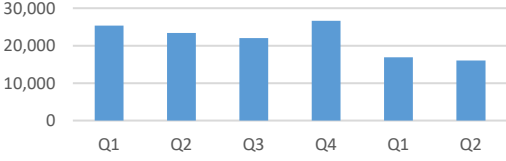
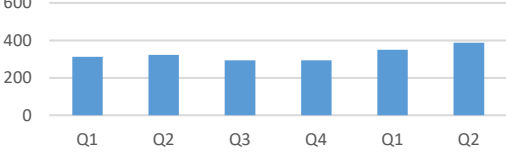
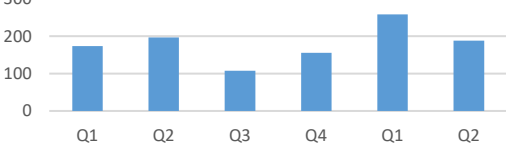
Efficiencies and Efficacies

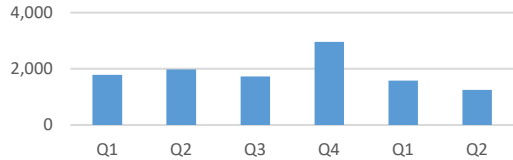
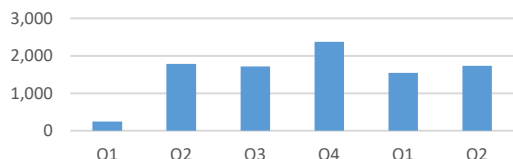
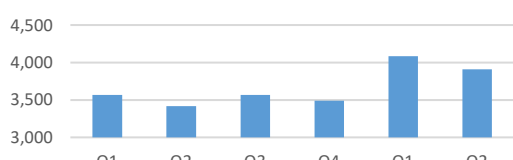
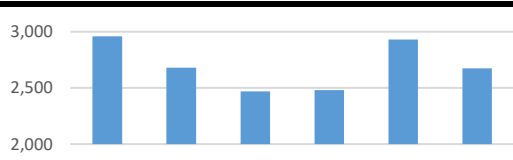
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	
Repairs & Maintenance: Percentage committed spend against budget – cumulative	Andy Fisher	22.55%	47.91%	93.12%	108.04%	25.57%	46.78%	
Commentary	£154,373.24 spend to Q2							
Housing Benefit Caseload	Russell Stone	2,023	1,917	1,816	1,734	1,608	1,521	
Council Tax Support Caseload	Russell Stone	3,124	3,237	3,299	3,395	3,517	3,590	

Business Rates RV	Russell Stone	£65,834,876	£65,994,656	£66,449,454	£66,422,129	£66,898,329	£66,904,080	
Business Rates Hereditaments	Russell Stone	2,954	2,953	2,971	2,979	2,978	2,994	
Council Tax Banded Dwellings	Russell Stone	44,401	44,522	44,743	44,791	44,859	45,070	
Digital Services Take-Up	Russell Stone	763	707	746	1,248	1,583	1,339	
Commentary	Change of Address for Council Tax = 268. Create Profile = 674. Direct Debit sign up = 262. eBilling sign up for Council Tax = 49. eBilling sign up for Business Rates = 1. PIN Requests = 71. Arrangements for Council Tax = 14.							
Direct Debit Payments	Russell Stone	96,499	97,044	96,985	51,213	97,427	97,950	
CTS New Claims – Number of Decisions Made	Russell Stone	697	581	479	547	542	541	

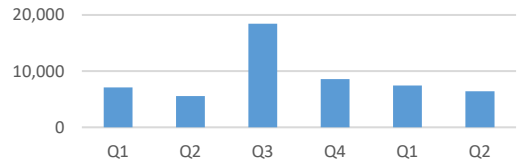
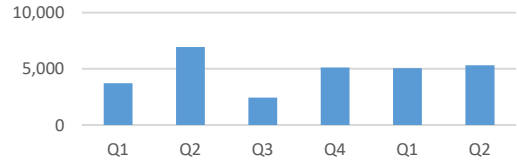
CTS Changes – Number of Decisions Made	Russell Stone	2,941	1,425	1,424	6,574	2,759	1,756	
Discretionary Housing Payments (DHP) number of applications	Russell Stone	87	64	89	87	64	75	
Discretionary Housing Payments (DHP) number of awards	Russell Stone	49	36	37	48	37	43	
Discretionary Housing Payments (DHP) spend against Budget	Russell Stone	33.98%	54.63%	79.48%	100.00%	29.46%	53.44%	
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Russell Stone	£13,925	£1,500	£8,300	£5,500	£0	£316,689	
Digital services take up (services accessed online) (PSPS)	Russell Stone	319	961	1,790	3,033	6,816	6,649	

Percentage of the Partnership workforce (surveyed collectively) who feel informed about the Partnership and what decisions it is making	James Gilbert	Half Yearly	60.00%	Half Yearly	64.70%	Half Yearly	62.20%	
Commentary	This is a Partnership average. The SHDC only data is 65%. Periods of change often brings uncertainty, and this can impact how informed and valued employees feel. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments. Positive feedback is included from employees in the commentary in relation to the level of communication provided particularly in relation to Local Government Reorganisation.							
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	86.60%	
Commentary	This is a Partnership average. Encouragingly, perceptions of how the Partnership supports positive mental health have remained stable, with a slight increase. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments. The SHDC only data is 92.5%.							
Staff Turnover Cumulative	James Gilbert	3.75%	8.60%	11.72%	17.05%	3.51%	7.61%	
Commentary	An increase of 4.1% in total turnover and the voluntary turnover is 3.43% compared to 3.51% in the previous quarter. Resignations to take up appointments in another Partnership Council accounted for over a third of the voluntary leavers this quarter.							
Voluntary Staff Turnover	James Gilbert	3.10%	3.30%	3.50%	3.90%	3.51%	3.43%	

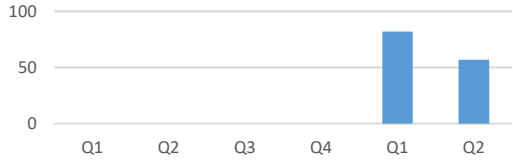
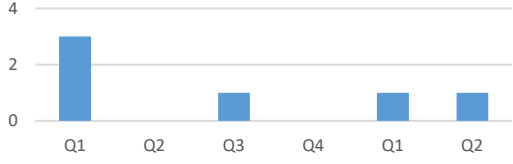
Number of working days lost to sickness per Full Time Equivalent (FTE) (Cumulative)	James Gilbert	3.24	7.56	11.18	14.19	2.20	5	
Commentary	An increase of 0.36 days lost per FTE, however days lost per FTE in this quarter are lower than throughout 2024/25.							
External funding – a calculation of external 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	£392,959	
Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	0	2	0	5	0	1	
Call volumes (PSPS)	Phil Perry	25,315	23,430	22,003	26,656	16,851	16,031	
Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	312	323	293	294	349	387	
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	173	196	107	155	258	188	

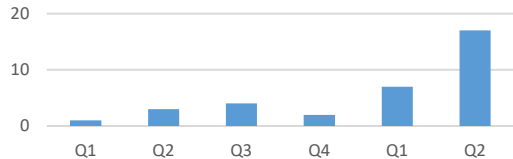
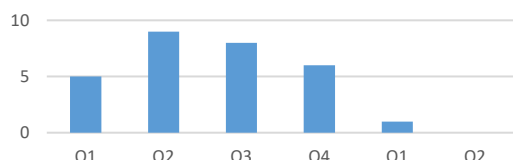
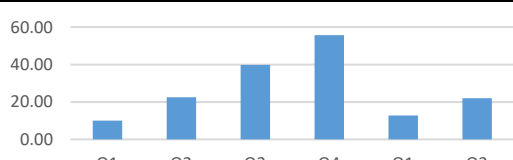
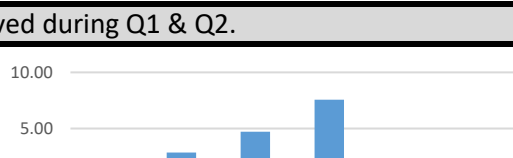
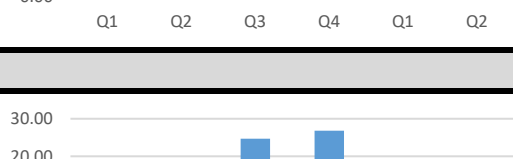
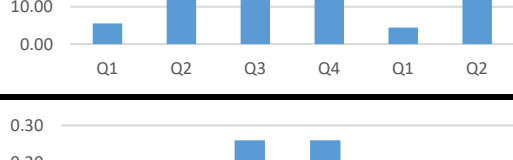
Number of Callbacks (PSPS)	Phil Perry	1,789	1,984	1,726	2,955	1,577	1,253	 <table><caption>Number of Callbacks (PSPS)</caption><tr><th>Quarter</th><th>Value</th></tr><tr><td>Q1</td><td>1,789</td></tr><tr><td>Q2</td><td>1,984</td></tr><tr><td>Q3</td><td>1,726</td></tr><tr><td>Q4</td><td>2,955</td></tr><tr><td>Q1</td><td>1,577</td></tr><tr><td>Q2</td><td>1,253</td></tr></table>	Quarter	Value	Q1	1,789	Q2	1,984	Q3	1,726	Q4	2,955	Q1	1,577	Q2	1,253
Quarter	Value																					
Q1	1,789																					
Q2	1,984																					
Q3	1,726																					
Q4	2,955																					
Q1	1,577																					
Q2	1,253																					
Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	 <table><caption>Number of customers using webchat (PSPS)</caption><tr><th>Quarter</th><th>Value</th></tr><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><tr><td>Q2</td><td>1,731</td></tr></table>	Quarter	Value	Q1	241	Q2	1,783	Q3	1,711	Q4	2,375	Q1	1,544	Q2	1,731
Quarter	Value																					
Q1	241																					
Q2	1,783																					
Q3	1,711																					
Q4	2,375																					
Q1	1,544																					
Q2	1,731																					
Customer Contact Centre visits (PSPS)	Phil Perry	3,566	3,416	3,566	3,489	4,084	3,909	 <table><caption>Customer Contact Centre visits (PSPS)</caption><tr><th>Quarter</th><th>Value</th></tr><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><tr><td>Q2</td><td>3,909</td></tr></table>	Quarter	Value	Q1	3,566	Q2	3,416	Q3	3,566	Q4	3,489	Q1	4,084	Q2	3,909
Quarter	Value																					
Q1	3,566																					
Q2	3,416																					
Q3	3,566																					
Q4	3,489																					
Q1	4,084																					
Q2	3,909																					
Enquiries via email and social media (PSPS)	Phil Perry	2,960	2,679	2,470	2,480	2,931	2,675	 <table><caption>Enquiries via email and social media (PSPS)</caption><tr><th>Quarter</th><th>Value</th></tr><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><tr><td>Q2</td><td>2,675</td></tr></table>	Quarter	Value	Q1	2,960	Q2	2,679	Q3	2,470	Q4	2,480	Q1	2,931	Q2	2,675
Quarter	Value																					
Q1	2,960																					
Q2	2,679																					
Q3	2,470																					
Q4	2,480																					
Q1	2,931																					
Q2	2,675																					

Local Only Indicators

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	
South Holland Centre Ticket sales	Emily Spicer	7,075	5,573	18,414	8,595	7,425	6,392	
Visitors to Ayscoughfee Hall Museum	Emily Spicer	3,713	6,939	2,430	5,129	5,069	5,316	

HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	
Number and percentage of damp inspections arranged within 14 working days	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	25	91	
Commentary	91 Inspections (YTD) were undertaken within 14 working days of being reported. We are currently recruiting to bring this service in house.							
Number and percentage of damp inspections arranged within 14 working days	Vicky Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	30.49%	65.47%	
Commentary	91 Inspections (YTD) were undertaken within 14 working days of being reported. We are currently recruiting to bring this service in house.							
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	57	
Commentary	There was 57 new DCM cases reported during quarter 2, with the majority reported in July following tenant engagement sessions.							
Number of households evicted in the last quarter	Vicky Cherry	3	0	1	0	1	1	
Commentary	2 evictions to date.							

Number of Right to Buy sales completed in the last quarter	Vicky Cherry	1	3	4	2	7	17	
Number of new properties completed in the last quarter	Vicky Cherry	5	9	8	6	1	0	
Number of stage one complaints received per 1,000 homes	Vicky Cherry	9.96	22.54	39.84	55.64	12.74	22.03	
Commentary	Cumulatively 84 stage 1 complaints (including MP enquiries) have been received during Q1 & Q2.							
Number of stage two complaints received per 1,000 homes	Vicky Cherry	1.57	2.88	4.72	7.58	0.53	1.05	
Commentary	4 Stage 2 complaints have been received during the first two quarters.							
Number of anti-social behaviour cases opened per 1,000 homes	Vicky Cherry	5.50	12.84	24.64	26.85	4.45	11.81	
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	0.00	

Number of live ASB cases (as a percentage of stock)	Vicky Cherry	0.00%	0.00%	0.00%	0.00%	0.21%	0.90%	<table><caption>Live ASB cases (as a percentage of stock) - Vicky Cherry</caption><thead><tr><th>Period</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><tr><td>Q2</td><td>0.90%</td></tr></tbody></table>	Period	Percentage	Q1	0.00%	Q2	0.00%	Q3	0.00%	Q4	0.00%	Q1	0.21%	Q2	0.90%
Period	Percentage																					
Q1	0.00%																					
Q2	0.00%																					
Q3	0.00%																					
Q4	0.00%																					
Q1	0.21%																					
Q2	0.90%																					
Commentary	As at 30 September there was 34 live cases open across the housing stock of 3,761 at the period end.																					