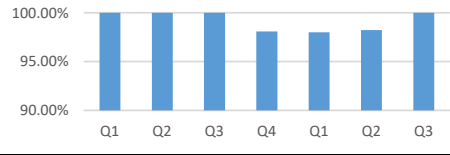
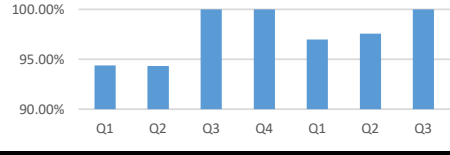
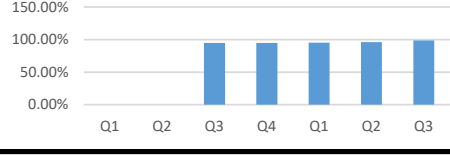
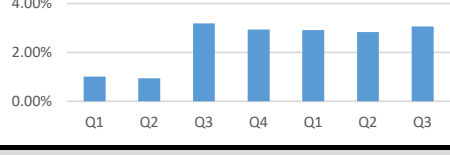
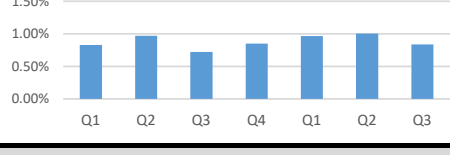


**Performance Indicators with Targeted Performance Levels**  
**Growth and Prosperity**

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG	
Occupancy Rate at end of Quarter: Industrial Units	Andy Fisher	100.00%	100.00%	100.00%	98.08%	98.00%	98.21%	100.00%	97.00%		
Commentary	Full occupation at the end of Q3.										
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%	100.00%	65.00%		
Commentary	Continued strong performance for Major decisions - officers and service leads continue to monitor and manage timely 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%	98.50%	75%		
Commentary	Continued strong performance for Non-Major decisions - officers and service leads continue to monitor and manage timely 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%	3.06%	10%		
Commentary	Appeals % remains comfortably below the MHCLG threshold. Officers continue to review/monitor live tables when data is released to ensure no concerns.										
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%	0.84%	10%		
Commentary	Appeals performance is very good - gives the service confidence in sound decision making.										

## Safe and Resilient Communities

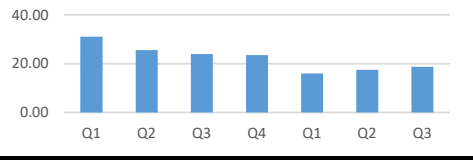
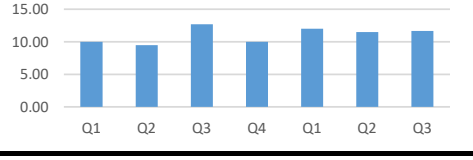
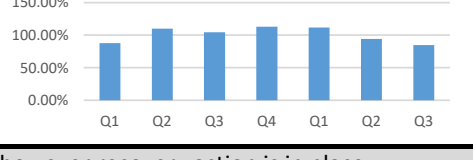
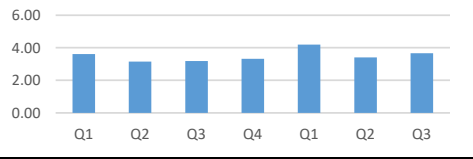
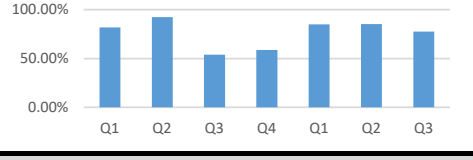
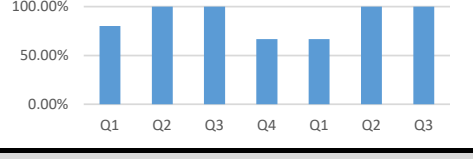
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG																	
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Emily Spicer	46.15%	39.53%	34.62%	50.46%	49.21%	50.00%	51.96%	50.00%		<table border="1"> <caption>Percentage of cases opened at homelessness prevention stage</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>46.15%</td></tr> <tr><td>Q2</td><td>39.53%</td></tr> <tr><td>Q3</td><td>34.62%</td></tr> <tr><td>Q4</td><td>50.46%</td></tr> <tr><td>Q1</td><td>49.21%</td></tr> <tr><td>Q2</td><td>50.00%</td></tr> <tr><td>Q3</td><td>51.96%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	46.15%	Q2	39.53%	Q3	34.62%	Q4	50.46%	Q1	49.21%	Q2	50.00%	Q3	51.96%
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Commentary	The number of cases started before people became homeless remains on target. Process mapping work is to be completed to check whether there are any missed opportunities to assist people before they become homeless.																										
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%	64.44%	50.00%		<table border="1"> <caption>Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>108.33%</td></tr> <tr><td>Q2</td><td>97.06%</td></tr> <tr><td>Q3</td><td>75.00%</td></tr> <tr><td>Q4</td><td>78.18%</td></tr> <tr><td>Q1</td><td>56.45%</td></tr> <tr><td>Q2</td><td>69.12%</td></tr> <tr><td>Q3</td><td>64.44%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	108.33%	Q2	97.06%	Q3	75.00%	Q4	78.18%	Q1	56.45%	Q2	69.12%	Q3	64.44%
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Q3	64.44%																										
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	0	0		<table border="1"> <caption>Number of families with children placed into Bed &amp; Breakfast (B&amp;B) for more than 6 weeks</caption> <thead> <tr><th>Quarter</th><th>Number</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>0</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Number	Q1	0	Q2	0	Q3	0	Q4	0	Q1	0	Q2	0	Q3	0
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Q3	0																										
Commentary	No households with children were in B&B for more than 6 weeks remains at zero.																										
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%	83.51%	75.00%		<table border="1"> <caption>Percentage of decisions issued on an applicant's initial homelessness application within target timescale of 33 working days</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>Not Previously Reported</td></tr> <tr><td>Q4</td><td>Not Previously Reported</td></tr> <tr><td>Q1</td><td>90.43%</td></tr> <tr><td>Q2</td><td>92.56%</td></tr> <tr><td>Q3</td><td>83.51%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	Not Previously Reported	Q2	Not Previously Reported	Q3	Not Previously Reported	Q4	Not Previously Reported	Q1	90.43%	Q2	92.56%	Q3	83.51%
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Commentary	Performance has reduced this quarter but remains above target.																										

## Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG																	
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 border="1"> <caption>Percentage of recycling collected that is unable to be recycled (contamination)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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 Provided</td></tr> <tr><td>Q1</td><td>9.14%</td></tr> <tr><td>Q2</td><td></td></tr> <tr><td>Q3</td><td></td></tr> </tbody> </table>	Quarter	Percentage	Q1	22.22%	Q2	18.21%	Q3	17.36%	Q4	No Data Provided	Q1	9.14%	Q2		Q3	
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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%	99.91%	99.80%		<table border="1"> <caption>Percentage of waste collections that were successful first time</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> <tr><td>Q2</td><td>99.85%</td></tr> <tr><td>Q3</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%	Q2	99.85%	Q3	99.91%
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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%	94.40%	95.00%		<table border="1"> <caption>Percentage of fly-tips collected within 5 working days of being reported</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>96.98%</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> <tr><td>Q3</td><td>94.40%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	96.98%	Q2	97.02%	Q3	95.47%	Q4	97.79%	Q1	95.40%	Q2	94.59%	Q3	94.40%
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## Efficiencies and Efficacies

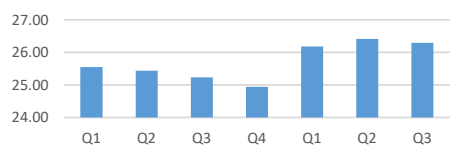
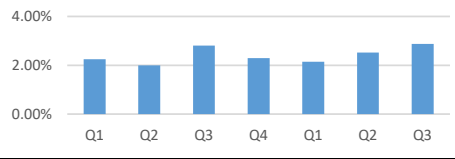
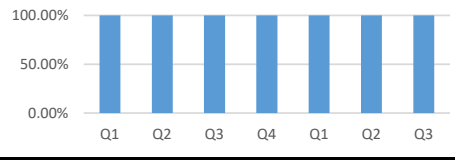
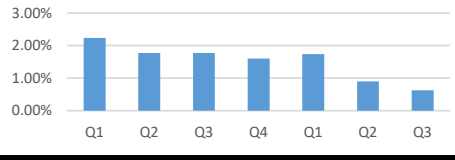
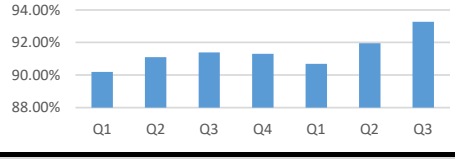
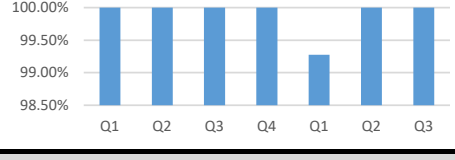
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Target	RAG	
Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	91.66%	91.67%	100.00%	100.00%	100.00%	100.00%	100.00%	97.00%		
Commentary	Running at a full level with turnover of vacant units being quickly relet; the estate remained stable despite in Q3 challenging economic times with the economy.										
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%	102.98%	100.00%		
Commentary	The Q3 outturn remains slightly above target, however, the percentage above target has reduced slightly since Q1.										
LA Error rate (measured against estimated annual expenditure) (PSPS)	Russell Stone	0.02%	0.07%	0.08%	0.11%	0.16%	0.32%	0.40%	0.42%		
Business Rates in-year collection rate	Russell Stone	28.43%	55.61%	80.56%	97.30%	30.14%	55.28%	80.83%	80.50%		
Council Tax in-year collection rate	Russell Stone	28.63%	55.80%	82.56%	96.32%	28.65%	55.55%	82.19%	82.50%		
Commentary	Collection rate is slightly below target at the end of Q3, however there is a robust recovery program in place through Q4 and, at this time, it is expected that performance will be on target for the end of the year.										

Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	Russell Stone	31.00	25.50	24.00	23.50	16.00	17.50	18.67	25		
Housing Benefit Changes speed of processing (Year to Date) (PSPS)	Russell Stone	10.00	9.50	12.67	10.00	12.00	11.50	11.67	12		
Housing Benefit Overpayment Recovery rate (PSPS)	Russell Stone	87.87%	110.11%	104.59%	113.05%	111.56%	94.16%	84.97%	85.00%		
Commentary	Recovery rate has dropped slightly under target due to several large Overpayment Invoices raised in November, however recovery action is in place.										
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	3.41	3.67	8		
Percentage of corporate complaints responded to within corporately set timescales	John Medler	81.82%	92.31%	53.85%	58.82%	85.00%	85.19%	77.50%	95.00%		
Commentary	The number of complaints over the Christmas period has not increased as such but the focus and burden on neighbourhoods and housing is clear. Changes to the way complaints are handled will address and highlight potential delays going forward.										
Percentage of subject requests responded to within statutory timescales	John Medler	80.00%	100.00%	100.00%	66.67%	66.67%	100.00%	100.00%	95.00%		
Commentary	6 more are due but within statutory response period.										

Percentage of information requests responded to within statutory timescales	John Medler	94.17%	100.00%	97.79%	96.97%	97.10%	95.00%	96.50%	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>95.00%</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> <tr><td>Q2</td><td>95.00%</td></tr> <tr><td>Q3</td><td>96.50%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	95.00%	Q2	100.00%	Q3	97.79%	Q4	96.97%	Q1	97.10%	Q2	95.00%	Q3	96.50%
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Commentary	FOI and EIR response where missing deadlines are primarily planning related where the request is particularly complex. Invariably these are only missed by a couple of days.																										
Percentage of contacts resolved at first contact – targeted. (PSPS)	Phil Perry	82.89%	85.11%	85.65%	86.27%	89.56%	89.57%	89.68%	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>86.27%</td></tr> <tr><td>Q1</td><td>89.56%</td></tr> <tr><td>Q2</td><td>89.57%</td></tr> <tr><td>Q3</td><td>89.68%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	82.89%	Q2	85.11%	Q3	85.65%	Q4	86.27%	Q1	89.56%	Q2	89.57%	Q3	89.68%
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Commentary	Total contacts - 28,803 Cases logged - 17,952 Service Requests - 7,949 Transfer & Message - 2902 - Council Tax (36.96%), Housing (26.20%), Benefits (12.04%) Levels of chase enquiry 8.88%, with service answer rate 25.41%, 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%	91.92%	80.00%		<table border="1"> <caption>Average answer rate – Customer Contact (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>86.84%</td></tr> <tr><td>Q2</td><td>84.00%</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>83.87%</td></tr> <tr><td>Q2</td><td>86.58%</td></tr> <tr><td>Q3</td><td>91.92%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	86.84%	Q2	84.00%	Q3	91.71%	Q4	87.32%	Q1	83.87%	Q2	86.58%	Q3	91.92%
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## HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	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%	100.00%		<table border="1"> <caption>Gas Safety Checks Completion</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> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</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%	Q2	100.00%	Q3	100.00%
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Q3	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%	99.92%	100.00%		<table border="1"> <caption>EICR Completion Rates</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> <tr><td>Q2</td><td>99.89%</td></tr> <tr><td>Q3</td><td>99.92%</td></tr> </tbody> </table>	Quarter	Completion %	Q1	99.30%	Q2	99.16%	Q3	99.07%	Q4	99.53%	Q1	99.78%	Q2	99.89%	Q3	99.92%
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Q3	99.92%																										
Commentary	There are now three properties with outstanding EICRs, all three are in the no access process, two of which at the time of reporting have confirmed appointments booked in Jan 2026.																										
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%	100.00%		<table border="1"> <caption>Fire Risk Assessments Completion</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> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</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%	Q2	100.00%	Q3	100.00%
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Q3	100.00%																										
Commentary	No fire risk assessments are overdue.																										
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%	100.00%		<table border="1"> <caption>Asbestos Management Surveys Completion</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> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</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%	Q2	100.00%	Q3	100.00%
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Q3	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%	100.00%		<table border="1"> <caption>Legionella Risk Assessments Completion</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> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</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%	Q2	100.00%	Q3	100.00%
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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	26.29	28		
Commentary	At the end of Q3 we have processed 197 voids, compared to 189 for the same period 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%	2.87%	4%		
Commentary	Rent arrears has fluctuated between 2.78% in October; 2.67% in November to 2.87% at end of quarter in December. The arrears performance is still good compared to target rate of 4.00%.										
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%	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%	0.63%	2.00%		
Commentary	Currently have 23 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%	93.28%	90.00%		
Commentary	Performance in this area remains on target, slight increase in overall volume but this is a seasonal trend.										
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%	100.00%		
Commentary	All emergency repairs carried out within timeframes.										

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%	98.45%	95.00%		
Commentary	The 2 stage 1 complaints non compliant in Q1 remain the only ones non compliant to date (cumulative figures 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%	100.00%	95.00%		
Commentary	6 stage 2 complaints received in Q3, total of 10 year to date, but Dec Stage 2 complaints not due to be responded to until Jan 26, so 2 still open. So out of 8 responded to S2 complaints all responded to in timescales.										
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	18.43	56		
Commentary	The vast majority of cases continue to be carried out by the internal team, plus the introduction of the DCM team having a significant impact on response times.										

**Performance Indicators with Trend Only Performance Levels**  
**Growth and Prosperity**

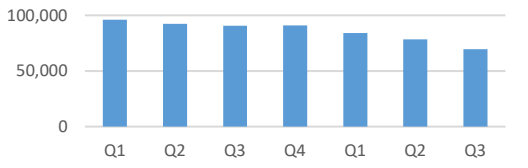
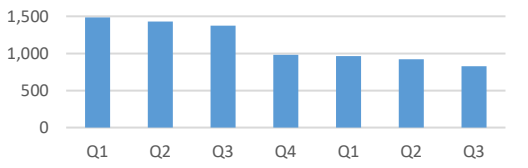
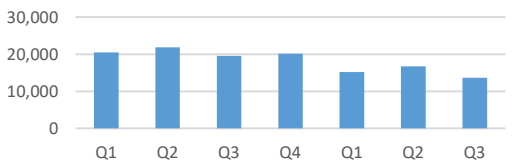
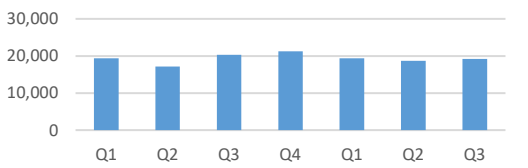
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3																	
Building Control market share	Christian Allen	92.00%	82.00%	89.00%	88.00%	84.00%	87.00%	87.00%	<table border="1"> <caption>Building Control market share</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>92.00%</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> <tr><td>Q2</td><td>87.00%</td></tr> <tr><td>Q3</td><td>87.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	92.00%	Q2	82.00%	Q3	89.00%	Q4	88.00%	Q1	84.00%	Q2	87.00%	Q3	87.00%
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Value of Grants awarded via Grants4growth	Matthew Hogan	£176,339	£91,051	£64,427	No Data Provided	£41,034	£89,813	£108,784	<table border="1"> <caption>Value of Grants awarded via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <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>£41,034</td></tr> <tr><td>Q2</td><td>£89,813</td></tr> <tr><td>Q3</td><td>£108,784</td></tr> </tbody> </table>	Quarter	Value	Q1	£176,339	Q2	£91,051	Q3	£64,427	Q4	No Data Provided	Q1	£41,034	Q2	£89,813	Q3	£108,784
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Number of Businesses assisted via Grants4growth	Matthew Hogan	19	17	7	No Data Provided	44	25	0	<table border="1"> <caption>Number of Businesses assisted via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <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>44</td></tr> <tr><td>Q2</td><td>25</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1	19	Q2	17	Q3	7	Q4	No Data Provided	Q1	44	Q2	25	Q3	0
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Number of Business registered via Grants4growth	Matthew Hogan	19	No Data Provided	No Data Provided	No Data Provided	44	25	0	<table border="1"> <caption>Number of Business registered via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <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>44</td></tr> <tr><td>Q2</td><td>25</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1	19	Q2	No Data Provided	Q3	No Data Provided	Q4	No Data Provided	Q1	44	Q2	25	Q3	0
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Matched funding through Grants4Growth scheme	Matthew Hogan	No Data Provided	No Data Provided	No Data Provided	No Data Provided	£46,610	£136,353	£307,863	
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%	91.12%	
Commentary	Continued trend of >90% application decisions through delegated process. Shows effective Scheme of Delegation 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%	55.00%	
Commentary	728 pitches from 1326 available								

## Healthy Lives

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3									
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	116	<table border="1"> <caption>Days to complete a stage 2 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>128</td> </tr> <tr> <td>Q2</td> <td>167</td> </tr> <tr> <td>Q3</td> <td>116</td> </tr> </tbody> </table>	Quarter	Value	Q1	128	Q2	167	Q3	116
Quarter	Value																
Q1	128																
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Q3	116																
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	4	<table border="1"> <caption>Days to complete a stage 3 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5</td> </tr> <tr> <td>Q2</td> <td>2</td> </tr> <tr> <td>Q3</td> <td>4</td> </tr> </tbody> </table>	Quarter	Value	Q1	5	Q2	2	Q3	4
Quarter	Value																
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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	82	<table border="1"> <caption>Days to complete a stage 4 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>45</td> </tr> <tr> <td>Q2</td> <td>48</td> </tr> <tr> <td>Q3</td> <td>82</td> </tr> </tbody> </table>	Quarter	Value	Q1	45	Q2	48	Q3	82
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Number of DFG referrals received	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	20	31	16	<table border="1"> <caption>Number of DFG referrals received</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>20</td> </tr> <tr> <td>Q2</td> <td>31</td> </tr> <tr> <td>Q3</td> <td>16</td> </tr> </tbody> </table>	Quarter	Value	Q1	20	Q2	31	Q3	16
Quarter	Value																
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Number of DFG grants approved	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	16	10	7	<table border="1"> <caption>Number of DFG grants approved</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>16</td> </tr> <tr> <td>Q2</td> <td>10</td> </tr> <tr> <td>Q3</td> <td>7</td> </tr> </tbody> </table>	Quarter	Value	Q1	16	Q2	10	Q3	7
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Number of DFG grants completed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	8	13	6	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of DFG grants completed</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>8</td> </tr> <tr> <td>Q2</td> <td>13</td> </tr> <tr> <td>Q3</td> <td>6</td> </tr> </tbody> </table>	Quarter	Number of DFG grants completed	Q1	8	Q2	13	Q3	6
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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%	20.69%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage of successful prevention outcomes</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>31.00%</td> </tr> <tr> <td>Q2</td> <td>19.10%</td> </tr> <tr> <td>Q3</td> <td>20.69%</td> </tr> </tbody> </table>	Quarter	Percentage of successful prevention outcomes	Q1	31.00%	Q2	19.10%	Q3	20.69%
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Commentary	Performance has increased slightly. Further work is required to improve performance including contacting high performing Councils.																
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%	48.27%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage of not in priority need decisions</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>43.00%</td> </tr> <tr> <td>Q2</td> <td>60.00%</td> </tr> <tr> <td>Q3</td> <td>48.27%</td> </tr> </tbody> </table>	Quarter	Percentage of not in priority need decisions	Q1	43.00%	Q2	60.00%	Q3	48.27%
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Commentary	This is still higher than the East Midlands average. Cases are being 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%	13.79%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage of intentional homelessness (IH) decisions</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>11.00%</td> </tr> <tr> <td>Q2</td> <td>4.00%</td> </tr> <tr> <td>Q3</td> <td>13.79%</td> </tr> </tbody> </table>	Quarter	Percentage of intentional homelessness (IH) decisions	Q1	11.00%	Q2	4.00%	Q3	13.79%
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Commentary	This is higher than the East Midlands average. Case decisions are checked by a Senior Officer.																

Visitor numbers / number of tickets sold, for leisure venues	Phil Perry	96,186	92,281	90,588	91,001	84,226	78,384	69,651	 <table border="1"> <caption>Visitor numbers for leisure venues</caption> <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> <tr><td>Q2</td><td>78,384</td></tr> <tr><td>Q3</td><td>69,651</td></tr> </tbody> </table>	Quarter	Visitor numbers	Q1	96,186	Q2	92,281	Q3	90,588	Q4	91,001	Q1	84,226	Q2	78,384	Q3	69,651
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Q3	69,651																								
Commentary	<p>Gym related usage experienced significant declines across Q3, driven largely by the closure of the Albion Street Sports Centre and the move to the smaller temporary facility at the Red Lion Quarter. Gym capacity was halved from 70 to 35 stations, group exercise classes dropped from an average capacity of 30 to 15, and the loss of dedicated space combined with parking challenges and winter weather suppressed overall attendance. These factors, alongside competition from a new local gym, led to a reduced membership base and a noticeable drop in both gym and group exercise participation compared with the previous year.</p>																								
Number of gym members	Phil Perry	1,485	1,431	1,376	982	962	921	825	 <table border="1"> <caption>Number of gym members</caption> <thead> <tr> <th>Quarter</th> <th>Number of 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> <tr><td>Q2</td><td>921</td></tr> <tr><td>Q3</td><td>825</td></tr> </tbody> </table>	Quarter	Number of gym members	Q1	1,485	Q2	1,431	Q3	1,376	Q4	982	Q1	962	Q2	921	Q3	825
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Number of swims	Phil Perry	20,482	21,843	19,498	20,174	15,190	16,753	13,667	 <table border="1"> <caption>Number of swims</caption> <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> <tr><td>Q2</td><td>16,753</td></tr> <tr><td>Q3</td><td>13,667</td></tr> </tbody> </table>	Quarter	Number of swims	Q1	20,482	Q2	21,843	Q3	19,498	Q4	20,174	Q1	15,190	Q2	16,753	Q3	13,667
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Number of swimming lessons	Phil Perry	19,399	17,147	20,330	21,256	19,409	18,660	19,166	 <table border="1"> <caption>Number of swimming lessons</caption> <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> <tr><td>Q2</td><td>18,660</td></tr> <tr><td>Q3</td><td>19,166</td></tr> </tbody> </table>	Quarter	Number of swimming lessons	Q1	19,399	Q2	17,147	Q3	20,330	Q4	21,256	Q1	19,409	Q2	18,660	Q3	19,166
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## Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a Percentage of the total number of rateable food businesses.	Christian Allen	99.14%	99.14%	99.28%	98.99%	99.10%	98.40%	98.40%	
Number of organisations supported with accessing funding	Emily Spicer	0	2	8	0	0	4	3	
Commentary	3 projects have been supported via Crowdfunding and a further project continues to crowdfund.								
Number of verified rough sleepers during the month	Emily Spicer	16	17	24	11	11	19	14	
Commentary	The number of people sleeping rough during December is 10 lower than a year ago and 5 lower than the end of quarter 2. This could be as a result of increased capacity within the Rough Sleeper team.								
Number of properties improved through Council intervention	Emily Spicer	10	3	10	1	2	3	8	
Commentary	The team continues to develop under the supervision of the senior officer. The team continues to work on a number of complex enforcement cases along side cases that are being resolved through landlord engagement.								

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%	72.41%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>70.97%</td> </tr> <tr> <td>Q2</td> <td>84.00%</td> </tr> <tr> <td>Q3</td> <td>72.41%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	70.97%	Q2	84.00%	Q3	72.41%
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Q1	70.97%																
Q2	84.00%																
Q3	72.41%																
Commentary	Performance has reduced this quarter but remains at an acceptable standard.																
Number of lets into the private rented sector	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	26	24	24	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Lets</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>26</td> </tr> <tr> <td>Q2</td> <td>24</td> </tr> <tr> <td>Q3</td> <td>24</td> </tr> </tbody> </table>	Quarter	Number of Lets	Q1	26	Q2	24	Q3	24
Quarter	Number of Lets																
Q1	26																
Q2	24																
Q3	24																
Commentary	Performance remains consistent. However this needs to increase to evidence the value of the Housing Access and Partnerships role.																

## Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3									
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	10	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Homes</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>10</td> </tr> </tbody> </table>	Quarter	Number of Homes	Q1	0	Q2	0	Q3	10
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Q1	0																
Q2	0																
Q3	10																
Commentary	No data was reported in Q1 and Q2 due to the lag in the pipeline of properties coming through the programme. Due to technical issues related to solar PV panels and batteries, this is delaying completion numbers. This issue lies with the Department for Energy Security and Net Zero and is out of our control.																
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	154	124	371	435	183	114	279	<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> </tbody> </table>	Quarter	Number of FPNs	Q1	154	Q2	124	Q3	371
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Q1	154																
Q2	124																
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Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	3	17	11	8	2	3	3	<table border="1"> <caption>Kingdom Contract: 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> <tr><td>Q3</td><td>3</td></tr> </tbody> </table>	Quarter	Number of FPNs	Q1	3	Q2	17	Q3	11	Q4	8	Q1	2	Q2	3	Q3	3
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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	19.0	<table border="1"> <caption>Kingdom Contract: 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> <tr><td>Q3</td><td>19.0</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	Q3	19.0
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Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	35	37	35	9	25	41	22	<table border="1"> <caption>Kingdom Contract: Number of prosecutions completed to sentencing</caption> <thead> <tr> <th>Quarter</th> <th>Number of Prosecutions</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>35</td></tr> <tr><td>Q2</td><td>37</td></tr> <tr><td>Q3</td><td>35</td></tr> <tr><td>Q4</td><td>9</td></tr> <tr><td>Q1</td><td>25</td></tr> <tr><td>Q2</td><td>41</td></tr> <tr><td>Q3</td><td>22</td></tr> </tbody> </table>	Quarter	Number of Prosecutions	Q1	35	Q2	37	Q3	35	Q4	9	Q1	25	Q2	41	Q3	22
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KG of total waste collected per household	Victoria Burgess	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	No Data Provided	No Data Provided	No Data Provided	<table border="1"> <caption>KG of total waste collected per household</caption> <thead> <tr> <th>Quarter</th> <th>KG of Waste</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>0.00</td></tr> <tr><td>Q2</td><td>0.00</td></tr> <tr><td>Q3</td><td>0.00</td></tr> </tbody> </table>	Quarter	KG of Waste	Q1	0.00	Q2	0.00	Q3	0.00	Q4	0.00	Q1	0.00	Q2	0.00	Q3	0.00
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## Efficiencies and Efficacies

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
Repairs & Maintenance: Percentage committed spend against budget – cumulative	Andy Fisher	22.55%	47.91%	93.12%	108.04%	25.57%	46.78%	64.50%	
Commentary	Total R&M spend in Q3 = 20010 £128,343.96 – 20020 – £84,496.68 - £212,840.64 = 64.5% of the total £330,000 budget - PO commitments need to be added in but the report template had developed an error at 15 January 2026.								
Housing Benefit Caseload	Russell Stone	2,023	1,917	1,816	1,734	1,608	1,521	1,443	
Council Tax Support Caseload	Russell Stone	3,124	3,237	3,299	3,395	3,517	3,590	3,667	
Business Rates RV	Russell Stone	£65,834,876	£65,994,656	£66,449,454	£66,422,129	£66,898,329	£66,904,080	£67,062,107	
Business Rates Hereditaments	Russell Stone	2,954	2,953	2,971	2,979	2,978	2,994	3,000	

Council Tax Banded Dwellings	Russell Stone	44,401	44,522	44,743	44,791	44,859	45,070	45,425	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>44,401</td> <td>44,522</td> <td>44,743</td> </tr> <tr> <td>Year 2</td> <td>44,791</td> <td>44,859</td> <td>45,070</td> </tr> <tr> <td>Year 3</td> <td>45,425</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	44,401	44,522	44,743	Year 2	44,791	44,859	45,070	Year 3	45,425		
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Digital Services Take-Up	Russell Stone	763	707	746	1,248	1,583	1,339	1,211	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>763</td> <td>707</td> <td>746</td> </tr> <tr> <td>Year 2</td> <td>1,248</td> <td>1,583</td> <td>1,339</td> </tr> <tr> <td>Year 3</td> <td>1,211</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	763	707	746	Year 2	1,248	1,583	1,339	Year 3	1,211		
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Commentary	Change of Address for Council Tax = 226. Create Profile = 604. Direct Debit sign up = 246. eBilling sign up for Council Tax = 42. PIN Requests = 77.																								
Direct Debit Payments	Russell Stone	96,499	97,044	96,985	51,213	97,427	97,950	98,267	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>96,499</td> <td>97,044</td> <td>96,985</td> </tr> <tr> <td>Year 2</td> <td>51,213</td> <td>97,427</td> <td>97,950</td> </tr> <tr> <td>Year 3</td> <td>98,267</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	96,499	97,044	96,985	Year 2	51,213	97,427	97,950	Year 3	98,267		
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CTS New Claims – Number of Decisions Made	Russell Stone	697	581	479	547	542	541	520	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>697</td> <td>581</td> <td>479</td> </tr> <tr> <td>Year 2</td> <td>547</td> <td>542</td> <td>541</td> </tr> <tr> <td>Year 3</td> <td>520</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	697	581	479	Year 2	547	542	541	Year 3	520		
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CTS Changes – Number of Decisions Made	Russell Stone	2,941	1,425	1,424	6,574	2,759	1,756	1,452	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>2,941</td> <td>1,425</td> <td>1,424</td> </tr> <tr> <td>Year 2</td> <td>6,574</td> <td>2,759</td> <td>1,756</td> </tr> <tr> <td>Year 3</td> <td>1,452</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	2,941	1,425	1,424	Year 2	6,574	2,759	1,756	Year 3	1,452		
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Discretionary Housing Payments (DHP) number of applications	Russell Stone	87	64	89	87	64	75	45	<table border="1"> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>87</td> <td>64</td> <td>89</td> </tr> <tr> <td>Year 2</td> <td>87</td> <td>64</td> <td>75</td> </tr> <tr> <td>Year 3</td> <td>45</td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Year 1	87	64	89	Year 2	87	64	75	Year 3	45		
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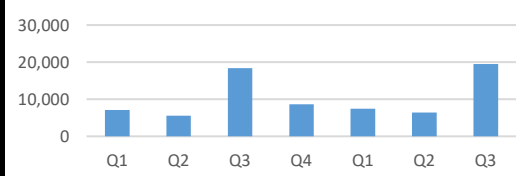
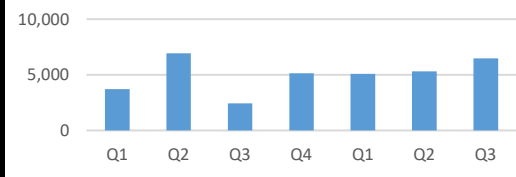
Discretionary Housing Payments (DHP) number of awards	Russell Stone	49	36	37	48	37	43	10	<table border="1"> <caption>DHP number of awards</caption> <thead> <tr><th>Quarter</th><th>Awards</th></tr> </thead> <tbody> <tr><td>Q1</td><td>49</td></tr> <tr><td>Q2</td><td>36</td></tr> <tr><td>Q3</td><td>37</td></tr> <tr><td>Q4</td><td>48</td></tr> <tr><td>Q1</td><td>37</td></tr> <tr><td>Q2</td><td>43</td></tr> <tr><td>Q3</td><td>10</td></tr> </tbody> </table>	Quarter	Awards	Q1	49	Q2	36	Q3	37	Q4	48	Q1	37	Q2	43	Q3	10
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Discretionary Housing Payments (DHP) spend against Budget	Russell Stone	33.98%	54.63%	79.48%	100.00%	29.46%	53.44%	79.08%	<table border="1"> <caption>DHP spend against Budget</caption> <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> <tr><td>Q2</td><td>53.44%</td></tr> <tr><td>Q3</td><td>79.08%</td></tr> </tbody> </table>	Quarter	Spend (%)	Q1	33.98%	Q2	54.63%	Q3	79.48%	Q4	100.00%	Q1	29.46%	Q2	53.44%	Q3	79.08%
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Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Russell Stone	£13,925	£1,500	£8,300	£5,500	£0	£316,689	£6,914	<table border="1"> <caption>Procurement savings / benefits achieved</caption> <thead> <tr><th>Quarter</th><th>Amount (£)</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> <tr><td>Q2</td><td>£316,689</td></tr> <tr><td>Q3</td><td>£6,914</td></tr> </tbody> </table>	Quarter	Amount (£)	Q1	£13,925	Q2	£1,500	Q3	£8,300	Q4	£5,500	Q1	£0	Q2	£316,689	Q3	£6,914
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Digital services take up (services accessed online) (PSPS)	Russell Stone	319	961	1,790	3,033	6,816	6,649	4,535	<table border="1"> <caption>Digital services take up</caption> <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> <tr><td>Q2</td><td>6,649</td></tr> <tr><td>Q3</td><td>4,535</td></tr> </tbody> </table>	Quarter	Take up	Q1	319	Q2	961	Q3	1,790	Q4	3,033	Q1	6,816	Q2	6,649	Q3	4,535
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Website visitors (accessing website information) (PSPS)	Russell Stone	152,970	160,707	85,037	193,000	155,991	149,751	437,802	<table border="1"> <caption>Website visitors</caption> <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> <tr><td>Q2</td><td>149,751</td></tr> <tr><td>Q3</td><td>437,802</td></tr> </tbody> </table>	Quarter	Visitors	Q1	152,970	Q2	160,707	Q3	85,037	Q4	193,000	Q1	155,991	Q2	149,751	Q3	437,802
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Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	1,315	<table border="1"> <caption>Number of customers using webchat</caption> <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> <tr><td>Q2</td><td>1,731</td></tr> <tr><td>Q3</td><td>1,315</td></tr> </tbody> </table>	Quarter	Customers	Q1	241	Q2	1,783	Q3	1,711	Q4	2,375	Q1	1,544	Q2	1,731	Q3	1,315
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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	76.30%	Half Yearly	
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	80.90%	Half Yearly	
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%	Half Yearly	
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%	Half Yearly	
Staff Turnover Cumulative	James Gilbert	3.75%	8.60%	11.72%	17.05%	3.51%	7.61%	10.68%	
Commentary	A reduction of 1.09% compared to the previous quarter with a voluntary turnover of 2.03%.								
Voluntary Staff Turnover	James Gilbert	3.10%	3.30%	3.50%	3.90%	3.51%	3.43%	2.03%	

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	7	<table border="1"> <caption>Number of working days lost to sickness per FTE (Cumulative)</caption> <thead> <tr><th>Quarter</th><th>Value</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> <tr><td>Q2</td><td>5</td></tr> <tr><td>Q3</td><td>7</td></tr> </tbody> </table>	Quarter	Value	Q1	3.24	Q2	7.56	Q3	11.18	Q4	14.19	Q1	2.20	Q2	5	Q3	7
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Q1	2.20																								
Q2	5																								
Q3	7																								
Commentary	A reduction of 0.29 days lost per FTE compared to the previous quarter, the top sickness absence reasons were Mental health - Non Work Related, Accident at Work and Heart, Blood and Circulation issues.																								
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	£1,231,000	<table border="1"> <caption>External Partnership Funding Received</caption> <thead> <tr><th>Quarter</th><th>Value</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> <tr><td>Q2</td><td>£392,959</td></tr> <tr><td>Q3</td><td>£1,231,000</td></tr> </tbody> </table>	Quarter	Value	Q1	£1,121,638	Q2	£335,000	Q3	£503,734	Q4	£73,235	Q1	£5,738,470	Q2	£392,959	Q3	£1,231,000
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Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	0	2	0	5	0	1	1	<table border="1"> <caption>Number of late reports not made available</caption> <thead> <tr><th>Quarter</th><th>Value</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> <tr><td>Q2</td><td>1</td></tr> <tr><td>Q3</td><td>1</td></tr> </tbody> </table>	Quarter	Value	Q1	0	Q2	2	Q3	0	Q4	5	Q1	0	Q2	1	Q3	1
Quarter	Value																								
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Call volumes (PSPS)	Phil Perry	25,315	23,430	22,003	26,656	16,851	16,031	12,698	<table border="1"> <caption>Call volumes (PSPS)</caption> <thead> <tr><th>Quarter</th><th>Value</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> <tr><td>Q2</td><td>16,031</td></tr> <tr><td>Q3</td><td>12,698</td></tr> </tbody> </table>	Quarter	Value	Q1	25,315	Q2	23,430	Q3	22,003	Q4	26,656	Q1	16,851	Q2	16,031	Q3	12,698
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Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	312	323	293	294	349	387	352	<table border="1"> <caption>Average Call Duration - Customer Contact (Seconds)</caption> <thead> <tr><th>Quarter</th><th>Value</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> <tr><td>Q2</td><td>387</td></tr> <tr><td>Q3</td><td>352</td></tr> </tbody> </table>	Quarter	Value	Q1	312	Q2	323	Q3	293	Q4	294	Q1	349	Q2	387	Q3	352
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Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	173	196	107	155	258	188	115	<table border="1"> <caption>Average Speed of Answer - Customer Contact (Seconds)</caption> <thead> <tr><th>Quarter</th><th>Value</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> <tr><td>Q2</td><td>188</td></tr> <tr><td>Q3</td><td>115</td></tr> </tbody> </table>	Quarter	Value	Q1	173	Q2	196	Q3	107	Q4	155	Q1	258	Q2	188	Q3	115
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Number of Callbacks (PSPS)	Phil Perry	1,789	1,984	1,726	2,955	1,577	1,253	706	<table border="1"> <caption>Number of Callbacks (PSPS) by Quarter</caption> <thead> <tr> <th>Quarter</th> <th>Value</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> <tr><td>Q2</td><td>1,253</td></tr> <tr><td>Q3</td><td>706</td></tr> </tbody> </table>	Quarter	Value	Q1	1,789	Q2	1,984	Q3	1,726	Q4	2,955	Q1	1,577	Q2	1,253	Q3	706
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Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	1,315	<table border="1"> <caption>Number of customers using webchat (PSPS) by Quarter</caption> <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> <tr><td>Q2</td><td>1,731</td></tr> <tr><td>Q3</td><td>1,315</td></tr> </tbody> </table>	Quarter	Value	Q1	241	Q2	1,783	Q3	1,711	Q4	2,375	Q1	1,544	Q2	1,731	Q3	1,315
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Customer Contact Centre visits (PSPS)	Phil Perry	3,566	3,416	3,566	3,489	4,084	3,909	4,032	<table border="1"> <caption>Customer Contact Centre visits (PSPS) by Quarter</caption> <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> <tr><td>Q2</td><td>3,909</td></tr> <tr><td>Q3</td><td>4,032</td></tr> </tbody> </table>	Quarter	Value	Q1	3,566	Q2	3,416	Q3	3,566	Q4	3,489	Q1	4,084	Q2	3,909	Q3	4,032
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Q3	4,032																								
Enquiries via email and social media (PSPS)	Phil Perry	2,960	2,679	2,470	2,480	2,931	2,675	2,250	<table border="1"> <caption>Enquiries via email and social media (PSPS) by Quarter</caption> <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> <tr><td>Q2</td><td>2,675</td></tr> <tr><td>Q3</td><td>2,250</td></tr> </tbody> </table>	Quarter	Value	Q1	2,960	Q2	2,679	Q3	2,470	Q4	2,480	Q1	2,931	Q2	2,675	Q3	2,250
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## Local Only Indicators

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
South Holland Centre Ticket sales	Emily Spicer	7,075	5,573	18,414	8,595	7,425	6,392	19,470	
Commentary	Good numbers mainly due to Dec panto figures.								
Visitors to Ayscoughfee Hall Museum	Emily Spicer	3,713	6,939	2,430	5,129	5,069	5,316	6,490	
Commentary	Increase in events and activities during this quarter, such as Pumpkin Festival and Remembrance brought increased footfall.								

## HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3									
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	185	<table border="1"> <caption>Damp Inspections (Count)</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>91</td></tr> <tr><td>Q3</td><td>185</td></tr> </tbody> </table>	Quarter	Count	Q1	25	Q2	91	Q3	185
Quarter	Count																
Q1	25																
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Q3	185																
Commentary	Service is now in house, so all inspections for Q3 were carried out in time, impacting positively on the overall figures for the year as reported.																
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%	79.40%	<table border="1"> <caption>Damp Inspections (Percentage)</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>65.47%</td></tr> <tr><td>Q3</td><td>79.40%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	30.49%	Q2	65.47%	Q3	79.40%
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Commentary	Service is now in house, so all inspections for Q3 were carried out in time, impacting positively on the overall figures for the year as reported.																
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	94	<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>57</td></tr> <tr><td>Q3</td><td>94</td></tr> </tbody> </table>	Quarter	Count	Q1	82	Q2	57	Q3	94
Quarter	Count																
Q1	82																
Q2	57																
Q3	94																
Commentary	A further 94 cases reported in Q3.																
Number of households evicted in the last quarter	Vicky Cherry	3	0	1	0	1	1	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> </tbody> </table>	Quarter	Count	Q1	3	Q2	0	Q3	1
Quarter	Count																
Q1	3																
Q2	0																
Q3	1																
Commentary	1 eviction in Q3 due to rent arrears.																

Number of Right to Buy sales completed in the last quarter	Vicky Cherry	1	3	4	2	7	17	5	<table border="1"> <caption>Right to Buy Sales Data</caption> <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> <tr><td>Q2</td><td>17</td></tr> <tr><td>Q3</td><td>5</td></tr> </tbody> </table>	Quarter	Sales	Q1	1	Q2	3	Q3	4	Q4	2	Q1	7	Q2	17	Q3	5
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Q2	3																								
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Q3	5																								
Number of new properties completed in the last quarter	Vicky Cherry	5	9	8	6	1	0	0	<table border="1"> <caption>New Properties Completed Data</caption> <thead> <tr><th>Quarter</th><th>Count</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> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Count	Q1	5	Q2	9	Q3	8	Q4	6	Q1	1	Q2	0	Q3	0
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Q3	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	36.54	<table border="1"> <caption>Stage One Complaints per 1,000 Homes Data</caption> <thead> <tr><th>Quarter</th><th>Rate</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> <tr><td>Q2</td><td>22.03</td></tr> <tr><td>Q3</td><td>36.54</td></tr> </tbody> </table>	Quarter	Rate	Q1	9.96	Q2	22.54	Q3	39.84	Q4	55.64	Q1	12.74	Q2	22.03	Q3	36.54
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Q3	36.54																								
Commentary	Monthly Totals for stage 1 complaints were 12, 18 & 19 for the months of October, November and December respectively. MP enquiries were 0, 2 and 4 respectively. Cumulatively there have been 139 stage one complaints (including MP enquiries) to date during 2025/26.																								
Number of stage two complaints received per 1,000 homes	Vicky Cherry	1.57	2.88	4.72	7.58	0.53	1.05	2.63	<table border="1"> <caption>Stage Two Complaints per 1,000 Homes Data</caption> <thead> <tr><th>Quarter</th><th>Rate</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> <tr><td>Q2</td><td>1.05</td></tr> <tr><td>Q3</td><td>2.63</td></tr> </tbody> </table>	Quarter	Rate	Q1	1.57	Q2	2.88	Q3	4.72	Q4	7.58	Q1	0.53	Q2	1.05	Q3	2.63
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Q2	1.05																								
Q3	2.63																								
Commentary	There have been a further 6 Stage 2 complaints received between October and December, with 10 cumulatively for the year to date.																								
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	4.60	<table border="1"> <caption>Anti-Social Behaviour Cases per 1,000 Homes Data</caption> <thead> <tr><th>Quarter</th><th>Rate</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> <tr><td>Q2</td><td>11.81</td></tr> <tr><td>Q3</td><td>4.60</td></tr> </tbody> </table>	Quarter	Rate	Q1	5.50	Q2	12.84	Q3	24.64	Q4	26.85	Q1	4.45	Q2	11.81	Q3	4.60
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Q2	11.81																								
Q3	4.60																								

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	0.00	<table border="1"> <caption>Anti-social behaviour cases per 1,000 homes</caption> <thead> <tr> <th>Quarter</th> <th>Value</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> </tbody> </table>	Quarter	Value	Q1	0.00	Q2	0.00	Q3	0.26	Q4	0.26
Quarter	Value																		
Q1	0.00																		
Q2	0.00																		
Q3	0.26																		
Q4	0.26																		
Number of live ASB cases (as a percentage of stock)	Vicky Cherry	0.00%	0.00%	0.00%	0.00%	0.21%	0.90%	0.46%	<table border="1"> <caption>Live ASB cases as a percentage of stock</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.21%</td> </tr> <tr> <td>Q2</td> <td>0.90%</td> </tr> <tr> <td>Q3</td> <td>0.46%</td> </tr> </tbody> </table>	Quarter	Value	Q1	0.21%	Q2	0.90%	Q3	0.46%		
Quarter	Value																		
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Commentary	As of the 31st December there were 18 live cases open across the housing stock.																		