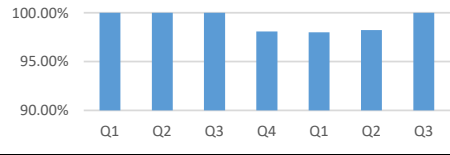
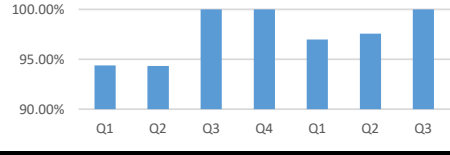
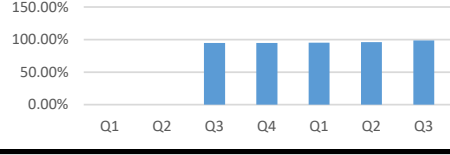
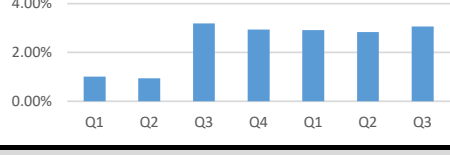
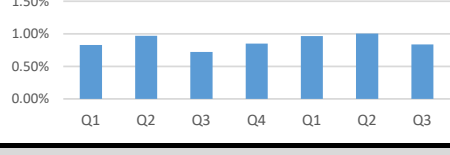


Performance Indicators with Targeted Performance Levels
Growth and Prosperity

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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Q3	51.96%																										
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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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 & Breakfast (B&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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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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Q3	83.51%																										
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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Q3																											
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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Q1	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.										

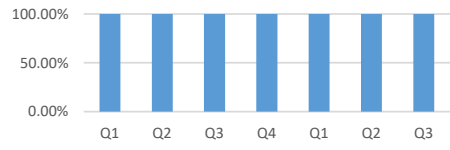
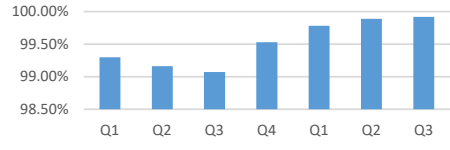
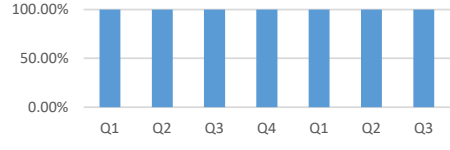
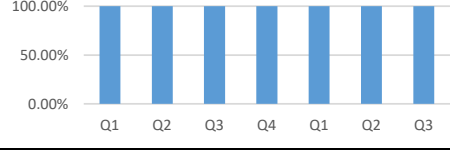
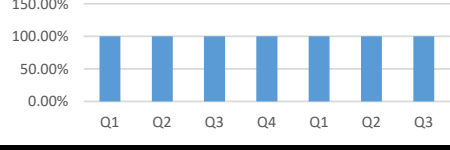
Appendix A

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.										

Appendix A

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 (John Medler)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>94.17%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>97.79%</td></tr> <tr><td>Q4</td><td>96.97%</td></tr> <tr><td>Q1</td><td>97.10%</td></tr> <tr><td>Q2</td><td>95.00%</td></tr> <tr><td>Q3</td><td>96.50%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	94.17%	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 (Phil Perry)</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 (Phil Perry)</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%	Green	 <table border="1"> <caption>Gas Safety Checks Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion Rate</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>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 Rate	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%	Yellow	 <table border="1"> <caption>EICR Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion Rate</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 Rate	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%	Green	 <table border="1"> <caption>Fire Risk Assessments Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion Rate</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>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 Rate	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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Q4	100.00%																										
Q1	100.00%																										
Q2	100.00%																										
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%	Green	 <table border="1"> <caption>Asbestos Management Surveys Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion Rate</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>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 Rate	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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Q4	100.00%																										
Q1	100.00%																										
Q2	100.00%																										
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%	Green	 <table border="1"> <caption>Legionella Risk Assessments Completion Data</caption> <thead> <tr> <th>Quarter</th> <th>Completion Rate</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>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 Rate	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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Q1	100.00%																										
Q2	100.00%																										
Q3	100.00%																										
Commentary	No legionella risk assessments are outstanding at period end.																										

Appendix A

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		<table border="1"> <caption>Average time to re-let a property (days)</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>25.55</td></tr> <tr><td>Q2</td><td>25.44</td></tr> <tr><td>Q3</td><td>25.23</td></tr> <tr><td>Q4</td><td>24.94</td></tr> <tr><td>Q1</td><td>26.18</td></tr> <tr><td>Q2</td><td>26.41</td></tr> <tr><td>Q3</td><td>26.29</td></tr> <tr><td>Q4</td><td>28</td></tr> </tbody> </table>	Quarter	Value	Q1	25.55	Q2	25.44	Q3	25.23	Q4	24.94	Q1	26.18	Q2	26.41	Q3	26.29	Q4	28
Quarter	Value																												
Q1	25.55																												
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Q3	25.23																												
Q4	24.94																												
Q1	26.18																												
Q2	26.41																												
Q3	26.29																												
Q4	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%		<table border="1"> <caption>Gross rent arrears as a percentage of rent due</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>2.25%</td></tr> <tr><td>Q2</td><td>2.00%</td></tr> <tr><td>Q3</td><td>2.81%</td></tr> <tr><td>Q4</td><td>2.29%</td></tr> <tr><td>Q1</td><td>2.14%</td></tr> <tr><td>Q2</td><td>2.52%</td></tr> <tr><td>Q3</td><td>2.87%</td></tr> <tr><td>Q4</td><td>4%</td></tr> </tbody> </table>	Quarter	Value	Q1	2.25%	Q2	2.00%	Q3	2.81%	Q4	2.29%	Q1	2.14%	Q2	2.52%	Q3	2.87%	Q4	4%
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Q3	2.87%																												
Q4	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%		<table border="1"> <caption>Proportion of homes for which all required communal passenger lift safety checks have been carried out</caption> <thead> <tr><th>Quarter</th><th>Value</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	Value	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		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%		<table border="1"> <caption>Proportion of homes that do not meet the Decent Homes Standard</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>2.23%</td></tr> <tr><td>Q2</td><td>1.77%</td></tr> <tr><td>Q3</td><td>1.77%</td></tr> <tr><td>Q4</td><td>1.60%</td></tr> <tr><td>Q1</td><td>1.74%</td></tr> <tr><td>Q2</td><td>0.90%</td></tr> <tr><td>Q3</td><td>0.63%</td></tr> <tr><td>Q4</td><td>2.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	2.23%	Q2	1.77%	Q3	1.77%	Q4	1.60%	Q1	1.74%	Q2	0.90%	Q3	0.63%	Q4	2.00%
Quarter	Value																												
Q1	2.23%																												
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Q4	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%		<table border="1"> <caption>Proportion of non-emergency responsive repairs completed within the landlord's target timescale - 28 days</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>90.20%</td></tr> <tr><td>Q2</td><td>91.10%</td></tr> <tr><td>Q3</td><td>91.40%</td></tr> <tr><td>Q4</td><td>91.30%</td></tr> <tr><td>Q1</td><td>90.69%</td></tr> <tr><td>Q2</td><td>91.95%</td></tr> <tr><td>Q3</td><td>93.28%</td></tr> <tr><td>Q4</td><td>90.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	90.20%	Q2	91.10%	Q3	91.40%	Q4	91.30%	Q1	90.69%	Q2	91.95%	Q3	93.28%	Q4	90.00%
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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%		<table border="1"> <caption>Proportion of emergency responsive repairs completed within the landlord's target timescale</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>100.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>99.28%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Value	Q1	100.00%	Q2	100.00%	Q3	100.00%	Q4	100.00%	Q1	99.28%	Q2	100.00%	Q3	100.00%		
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Commentary		All emergency repairs carried out within timeframes.																											

Appendix A

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 Grants awarded via Grants4growth	Matthew Hogan	13	11	11	No Data Provided	4	12	14	<table border="1"> <caption>Number of Grants awarded via Grants4growth</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <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>4</td></tr> <tr><td>Q2</td><td>12</td></tr> <tr><td>Q3</td><td>14</td></tr> </tbody> </table>	Quarter	Value	Q1	13	Q2	11	Q3	11	Q4	No Data Provided	Q1	4	Q2	12	Q3	14
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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
Quarter	Value																								
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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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Appendix A

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	<table border="1"> <caption>Matched funding through Grants4Growth scheme</caption> <thead> <tr> <th>Quarter</th> <th>Funding (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>46,610</td> </tr> <tr> <td>Q2</td> <td>136,353</td> </tr> <tr> <td>Q3</td> <td>307,863</td> </tr> </tbody> </table>	Quarter	Funding (£)	Q1	46,610	Q2	136,353	Q3	307,863								
Quarter	Funding (£)																								
Q1	46,610																								
Q2	136,353																								
Q3	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%	<table border="1"> <caption>Percentage of decisions taken under delegation</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>92.72%</td> </tr> <tr> <td>Q2</td> <td>89.29%</td> </tr> <tr> <td>Q3</td> <td>98.42%</td> </tr> <tr> <td>Q4</td> <td>94.53%</td> </tr> <tr> <td>Q1</td> <td>93.10%</td> </tr> <tr> <td>Q2</td> <td>96.15%</td> </tr> <tr> <td>Q3</td> <td>91.12%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	92.72%	Q2	89.29%	Q3	98.42%	Q4	94.53%	Q1	93.10%	Q2	96.15%	Q3	91.12%
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Q3	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%	<table border="1"> <caption>Council run stall occupancy level (Markets)</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>46.80%</td> </tr> <tr> <td>Q2</td> <td>41.00%</td> </tr> <tr> <td>Q3</td> <td>55.00%</td> </tr> <tr> <td>Q4</td> <td>50.00%</td> </tr> <tr> <td>Q1</td> <td>62.00%</td> </tr> <tr> <td>Q2</td> <td>60.00%</td> </tr> <tr> <td>Q3</td> <td>55.00%</td> </tr> </tbody> </table>	Quarter	Occupancy Level (%)	Q1	46.80%	Q2	41.00%	Q3	55.00%	Q4	50.00%	Q1	62.00%	Q2	60.00%	Q3	55.00%
Quarter	Occupancy Level (%)																								
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Q3	55.00%																								
Q4	50.00%																								
Q1	62.00%																								
Q2	60.00%																								
Q3	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																
Q2	167																
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																
Q1	5																
Q2	2																
Q3	4																
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
Quarter	Value																
Q1	45																
Q2	48																
Q3	82																
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																
Q1	20																
Q2	31																
Q3	16																
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
Quarter	Value																
Q1	16																
Q2	10																
Q3	7																

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"> <caption>Number of DFG grants completed</caption> <thead> <tr> <th>Quarter</th> <th>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	Grants Completed	Q1	8	Q2	13	Q3	6
Quarter	Grants Completed																
Q1	8																
Q2	13																
Q3	6																
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"> <caption>Successful prevention outcomes percentage</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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	Q1	31.00%	Q2	19.10%	Q3	20.69%
Quarter	Percentage																
Q1	31.00%																
Q2	19.10%																
Q3	20.69%																
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"> <caption>Not in priority need decisions percentage</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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	Q1	43.00%	Q2	60.00%	Q3	48.27%
Quarter	Percentage																
Q1	43.00%																
Q2	60.00%																
Q3	48.27%																
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"> <caption>Intentional homelessness (IH) decisions percentage</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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	Q1	11.00%	Q2	4.00%	Q3	13.79%
Quarter	Percentage																
Q1	11.00%																
Q2	4.00%																
Q3	13.79%																
Commentary	This is higher than the East Midlands average. Case decisions are checked by a Senior Officer.																

Appendix A

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	
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.									
Number of gym members	Phil Perry	1,485	1,431	1,376	982	962	921	825	
Number of swims	Phil Perry	20,482	21,843	19,498	20,174	15,190	16,753	13,667	
Number of swimming lessons	Phil Perry	19,399	17,147	20,330	21,256	19,409	18,660	19,166	

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%	<table border="1"> <caption>Food Safety Percentage Data</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>99.14%</td></tr> <tr><td>Q2</td><td>99.14%</td></tr> <tr><td>Q3</td><td>99.28%</td></tr> <tr><td>Q4</td><td>98.99%</td></tr> <tr><td>Q1</td><td>99.10%</td></tr> <tr><td>Q2</td><td>98.40%</td></tr> <tr><td>Q3</td><td>98.40%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	99.14%	Q2	99.14%	Q3	99.28%	Q4	98.99%	Q1	99.10%	Q2	98.40%	Q3	98.40%
Quarter	Percentage																								
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Q3	99.28%																								
Q4	98.99%																								
Q1	99.10%																								
Q2	98.40%																								
Q3	98.40%																								
Number of organisations supported with accessing funding	Emily Spicer	0	2	8	0	0	4	3	<table border="1"> <caption>Number of organisations supported with accessing funding Data</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>2</td></tr> <tr><td>Q3</td><td>8</td></tr> <tr><td>Q4</td><td>0</td></tr> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>4</td></tr> <tr><td>Q3</td><td>3</td></tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	2	Q3	8	Q4	0	Q1	0	Q2	4	Q3	3
Quarter	Count																								
Q1	0																								
Q2	2																								
Q3	8																								
Q4	0																								
Q1	0																								
Q2	4																								
Q3	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	<table border="1"> <caption>Number of verified rough sleepers during the month Data</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>16</td></tr> <tr><td>Q2</td><td>17</td></tr> <tr><td>Q3</td><td>24</td></tr> <tr><td>Q4</td><td>11</td></tr> <tr><td>Q1</td><td>11</td></tr> <tr><td>Q2</td><td>19</td></tr> <tr><td>Q3</td><td>14</td></tr> </tbody> </table>	Quarter	Count	Q1	16	Q2	17	Q3	24	Q4	11	Q1	11	Q2	19	Q3	14
Quarter	Count																								
Q1	16																								
Q2	17																								
Q3	24																								
Q4	11																								
Q1	11																								
Q2	19																								
Q3	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	<table border="1"> <caption>Number of properties improved through Council intervention Data</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>10</td></tr> <tr><td>Q2</td><td>3</td></tr> <tr><td>Q3</td><td>10</td></tr> <tr><td>Q4</td><td>1</td></tr> <tr><td>Q1</td><td>2</td></tr> <tr><td>Q2</td><td>3</td></tr> <tr><td>Q3</td><td>8</td></tr> </tbody> </table>	Quarter	Count	Q1	10	Q2	3	Q3	10	Q4	1	Q1	2	Q2	3	Q3	8
Quarter	Count																								
Q1	10																								
Q2	3																								
Q3	10																								
Q4	1																								
Q1	2																								
Q2	3																								
Q3	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%
Quarter	Percentage																
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
Quarter	Number of Homes																
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
Quarter	Number of FPNs																
Q1	154																
Q2	124																
Q3	371																

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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"> <thead> <tr> <th>Quarter</th> <th>Value</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	Value	Q1	3	Q2	17	Q3	11	Q4	8	Q1	2	Q2	3	Q3	3
Quarter	Value																								
Q1	3																								
Q2	17																								
Q3	11																								
Q4	8																								
Q1	2																								
Q2	3																								
Q3	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	19.0	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</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	Value	Q1	6.0	Q2	3.0	Q3	0.0	Q4	14.0	Q1	30.0	Q2	9.0	Q3	19.0
Quarter	Value																								
Q1	6.0																								
Q2	3.0																								
Q3	0.0																								
Q4	14.0																								
Q1	30.0																								
Q2	9.0																								
Q3	19.0																								
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	35	37	35	9	25	41	22	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</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	Value	Q1	35	Q2	37	Q3	35	Q4	9	Q1	25	Q2	41	Q3	22
Quarter	Value																								
Q1	35																								
Q2	37																								
Q3	35																								
Q4	9																								
Q1	25																								
Q2	41																								
Q3	22																								
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"> <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>0.00</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	Value	Q1	0.00	Q2	0.00	Q3	0.00	Q4	0.00	Q1	0.00	Q2	0.00	Q3	0.00
Quarter	Value																								
Q1	0.00																								
Q2	0.00																								
Q3	0.00																								
Q4	0.00																								
Q1	0.00																								
Q2	0.00																								
Q3	0.00																								

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	

Appendix A

Council Tax Banded Dwellings	Russell Stone	44,401	44,522	44,743	44,791	44,859	45,070	45,425	<table border="1"> <caption>Council Tax Banded Dwellings</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>44,401</td></tr> <tr><td>Q2</td><td>44,522</td></tr> <tr><td>Q3</td><td>44,743</td></tr> <tr><td>Q4</td><td>44,791</td></tr> <tr><td>Q1</td><td>44,859</td></tr> <tr><td>Q2</td><td>45,070</td></tr> <tr><td>Q3</td><td>45,425</td></tr> </tbody> </table>	Quarter	Value	Q1	44,401	Q2	44,522	Q3	44,743	Q4	44,791	Q1	44,859	Q2	45,070	Q3	45,425
Quarter	Value																								
Q1	44,401																								
Q2	44,522																								
Q3	44,743																								
Q4	44,791																								
Q1	44,859																								
Q2	45,070																								
Q3	45,425																								
Digital Services Take-Up	Russell Stone	763	707	746	1,248	1,583	1,339	1,211	<table border="1"> <caption>Digital Services Take-Up</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>763</td></tr> <tr><td>Q2</td><td>707</td></tr> <tr><td>Q3</td><td>746</td></tr> <tr><td>Q4</td><td>1,248</td></tr> <tr><td>Q1</td><td>1,583</td></tr> <tr><td>Q2</td><td>1,339</td></tr> <tr><td>Q3</td><td>1,211</td></tr> </tbody> </table>	Quarter	Value	Q1	763	Q2	707	Q3	746	Q4	1,248	Q1	1,583	Q2	1,339	Q3	1,211
Quarter	Value																								
Q1	763																								
Q2	707																								
Q3	746																								
Q4	1,248																								
Q1	1,583																								
Q2	1,339																								
Q3	1,211																								
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"> <caption>Direct Debit Payments</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>96,499</td></tr> <tr><td>Q2</td><td>97,044</td></tr> <tr><td>Q3</td><td>96,985</td></tr> <tr><td>Q4</td><td>51,213</td></tr> <tr><td>Q1</td><td>97,427</td></tr> <tr><td>Q2</td><td>97,950</td></tr> <tr><td>Q3</td><td>98,267</td></tr> </tbody> </table>	Quarter	Value	Q1	96,499	Q2	97,044	Q3	96,985	Q4	51,213	Q1	97,427	Q2	97,950	Q3	98,267
Quarter	Value																								
Q1	96,499																								
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Q4	51,213																								
Q1	97,427																								
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Q3	98,267																								
CTS New Claims – Number of Decisions Made	Russell Stone	697	581	479	547	542	541	520	<table border="1"> <caption>CTS New Claims – Number of Decisions Made</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>697</td></tr> <tr><td>Q2</td><td>581</td></tr> <tr><td>Q3</td><td>479</td></tr> <tr><td>Q4</td><td>547</td></tr> <tr><td>Q1</td><td>542</td></tr> <tr><td>Q2</td><td>541</td></tr> <tr><td>Q3</td><td>520</td></tr> </tbody> </table>	Quarter	Value	Q1	697	Q2	581	Q3	479	Q4	547	Q1	542	Q2	541	Q3	520
Quarter	Value																								
Q1	697																								
Q2	581																								
Q3	479																								
Q4	547																								
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Q2	541																								
Q3	520																								
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"> <caption>CTS Changes – Number of Decisions Made</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>2,941</td></tr> <tr><td>Q2</td><td>1,425</td></tr> <tr><td>Q3</td><td>1,424</td></tr> <tr><td>Q4</td><td>6,574</td></tr> <tr><td>Q1</td><td>2,759</td></tr> <tr><td>Q2</td><td>1,756</td></tr> <tr><td>Q3</td><td>1,452</td></tr> </tbody> </table>	Quarter	Value	Q1	2,941	Q2	1,425	Q3	1,424	Q4	6,574	Q1	2,759	Q2	1,756	Q3	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"> <caption>Discretionary Housing Payments (DHP) number of applications</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>87</td></tr> <tr><td>Q2</td><td>64</td></tr> <tr><td>Q3</td><td>89</td></tr> <tr><td>Q4</td><td>87</td></tr> <tr><td>Q1</td><td>64</td></tr> <tr><td>Q2</td><td>75</td></tr> <tr><td>Q3</td><td>45</td></tr> </tbody> </table>	Quarter	Value	Q1	87	Q2	64	Q3	89	Q4	87	Q1	64	Q2	75	Q3	45
Quarter	Value																								
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Discretionary Housing Payments (DHP) number of awards	Russell Stone	49	36	37	48	37	43	10	
Discretionary Housing Payments (DHP) spend against Budget	Russell Stone	33.98%	54.63%	79.48%	100.00%	29.46%	53.44%	79.08%	
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	
Digital services take up (services accessed online) (PSPS)	Russell Stone	319	961	1,790	3,033	6,816	6,649	4,535	
Website visitors (accessing website information) (PSPS)	Russell Stone	152,970	160,707	85,037	193,000	155,991	149,751	437,802	
Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	1,315	

Appendix A

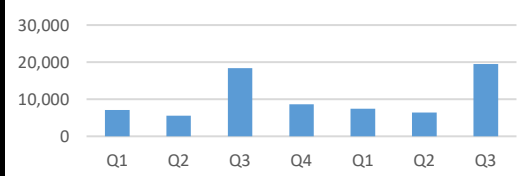
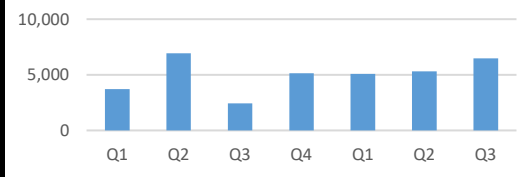
<p>Percentage of Partnership workforce (surveyed collectively) who said 'Yes' when asked if they felt valued at work</p>	<p>James Gilbert</p>	<p>Half Yearly</p>	<p>79.00%</p>	<p>Half Yearly</p>	<p>84.80%</p>	<p>Half Yearly</p>	<p>76.30%</p>	<p>Half Yearly</p>	
<p>Percentage of the Partnership workforce (surveyed collectively) who said 'Yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise</p>	<p>James Gilbert</p>	<p>Half Yearly</p>	<p>86.00%</p>	<p>Half Yearly</p>	<p>85.50%</p>	<p>Half Yearly</p>	<p>80.90%</p>	<p>Half Yearly</p>	
<p>Percentage of the Partnership workforce (surveyed collectively) who feel informed about the Partnership and what decisions it is making</p>	<p>James Gilbert</p>	<p>Half Yearly</p>	<p>60.00%</p>	<p>Half Yearly</p>	<p>64.70%</p>	<p>Half Yearly</p>	<p>62.20%</p>	<p>Half Yearly</p>	
<p>Percentage of the Partnership workforce (surveyed collectively) who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace</p>	<p>James Gilbert</p>	<p>Half Yearly</p>	<p>87.00%</p>	<p>Half Yearly</p>	<p>86.30%</p>	<p>Half Yearly</p>	<p>86.60%</p>	<p>Half Yearly</p>	
<p>Staff Turnover Cumulative</p>	<p>James Gilbert</p>	<p>3.75%</p>	<p>8.60%</p>	<p>11.72%</p>	<p>17.05%</p>	<p>3.51%</p>	<p>7.61%</p>	<p>10.68%</p>	
<p>Commentary</p>	<p>A reduction of 1.09% compared to the previous quarter with a voluntary turnover of 2.03%.</p>								
<p>Voluntary Staff Turnover</p>	<p>James Gilbert</p>	<p>3.10%</p>	<p>3.30%</p>	<p>3.50%</p>	<p>3.90%</p>	<p>3.51%</p>	<p>3.43%</p>	<p>2.03%</p>	

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	
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	
Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	0	2	0	5	0	1	1	
Call volumes (PSPS)	Phil Perry	25,315	23,430	22,003	26,656	16,851	16,031	12,698	
Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	312	323	293	294	349	387	352	
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	173	196	107	155	258	188	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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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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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.																

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Number of Right to Buy sales completed in the last quarter	Vicky Cherry	1	3	4	2	7	17	5	
Number of new properties completed in the last quarter	Vicky Cherry	5	9	8	6	1	0	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	
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	
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	

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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>Cases</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0.00</td> </tr> <tr> <td>Q2</td> <td>0.00</td> </tr> <tr> <td>Q3</td> <td>0.26</td> </tr> <tr> <td>Q4</td> <td>0.26</td> </tr> </tbody> </table>	Quarter	Cases	Q1	0.00	Q2	0.00	Q3	0.26	Q4	0.26
Quarter	Cases																		
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>Percentage</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	Percentage	Q1	0.21%	Q2	0.90%	Q3	0.46%		
Quarter	Percentage																		
Q1	0.21%																		
Q2	0.90%																		
Q3	0.46%																		
Commentary	As of the 31st December there were 18 live cases open across the housing stock.																		