

**Performance Indicators with Targeted Performance Levels**

**Growth and Prosperity**

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	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%	100.00%	97.00%		<table border="1"> <caption>Occupancy Rate Data for Andy Fisher</caption> <thead> <tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Value</td><td>100.00%</td><td>100.00%</td><td>100.00%</td><td>98.08%</td><td>98.00%</td><td>98.21%</td><td>100.00%</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Value	100.00%	100.00%	100.00%	98.08%	98.00%	98.21%	100.00%	100.00%
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																						
Value	100.00%	100.00%	100.00%	98.08%	98.00%	98.21%	100.00%	100.00%																						
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%	100.00%	65.00%		<table border="1"> <caption>Major Planning Applications Data for Phil Norman</caption> <thead> <tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Value</td><td>94.38%</td><td>94.34%</td><td>100.00%</td><td>100.00%</td><td>96.97%</td><td>97.56%</td><td>100.00%</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Value	94.38%	94.34%	100.00%	100.00%	96.97%	97.56%	100.00%	100.00%
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																						
Value	94.38%	94.34%	100.00%	100.00%	96.97%	97.56%	100.00%	100.00%																						
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%	100.00%	75%		<table border="1"> <caption>Non-Major Planning Applications Data for Phil Norman</caption> <thead> <tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Value</td><td>Not Reported</td><td>Not Reported</td><td>94.74%</td><td>94.64%</td><td>95.08%</td><td>96.00%</td><td>98.50%</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Value	Not Reported	Not Reported	94.74%	94.64%	95.08%	96.00%	98.50%	100.00%
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																						
Value	Not Reported	Not Reported	94.74%	94.64%	95.08%	96.00%	98.50%	100.00%																						
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%	3.26%	10%		<table border="1"> <caption>Major Planning Appeals Data for Phil Norman</caption> <thead> <tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Value</td><td>1.01%</td><td>0.94%</td><td>3.19%</td><td>2.94%</td><td>2.91%</td><td>2.83%</td><td>3.06%</td><td>3.26%</td></tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Value	1.01%	0.94%	3.19%	2.94%	2.91%	2.83%	3.06%	3.26%
Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																						
Value	1.01%	0.94%	3.19%	2.94%	2.91%	2.83%	3.06%	3.26%																						
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%	1.13%	10%		<table border="1"> <caption>Minor &amp; Other Planning Appeals Data for Phil Norman</caption> <thead> <tr><th>Quarter</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Value</td><td>0.83%</td><td>0.97%</td><td>0.72%</td><td>0.85%</td><td>0.97%</td><td>1.00%</td><td>0.84%</td><td>1.13%</td></tr> </tbody> </table>	Quarter	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Value	0.83%	0.97%	0.72%	0.85%	0.97%	1.00%	0.84%	1.13%
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## Safe and Resilient Communities

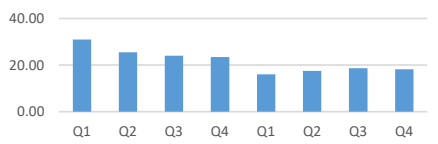
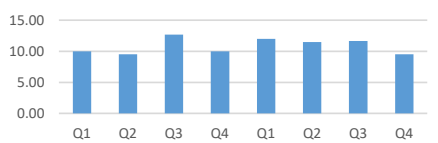
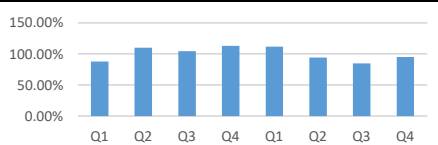
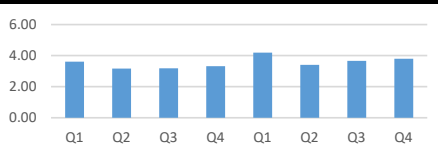
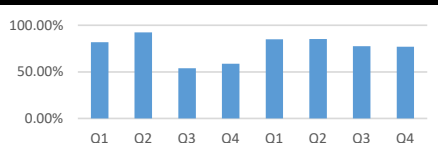
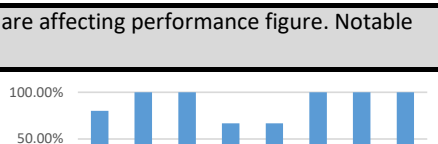
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Target	RAG																
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Emily Spicer	46.15%	39.53%	34.62%	50.46%	49.21%	50.00%	51.96%	65.42%	50.00%		<table border="1"> <caption>Percentage of cases opened at homelessness prevention stage</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>46.15%</td><td>39.53%</td><td>34.62%</td><td>50.46%</td></tr> <tr><td>Year 2</td><td>49.21%</td><td>50.00%</td><td>51.96%</td><td>65.42%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	46.15%	39.53%	34.62%	50.46%	Year 2	49.21%	50.00%	51.96%	65.42%
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Year 1	46.15%	39.53%	34.62%	50.46%																							
Year 2	49.21%	50.00%	51.96%	65.42%																							
Commentary	The number of cases started at prevention stage has increased significantly. This is following a review of this indicator undertaken by the team to identify areas of improvement and opportunity to help customers sooner.																										
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%	46.67%	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>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>108.33%</td><td>97.06%</td><td>75.00%</td><td>78.18%</td></tr> <tr><td>Year 2</td><td>56.45%</td><td>69.12%</td><td>64.44%</td><td>46.67%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	108.33%	97.06%	75.00%	78.18%	Year 2	56.45%	69.12%	64.44%	46.67%
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Year 1	108.33%	97.06%	75.00%	78.18%																							
Year 2	56.45%	69.12%	64.44%	46.67%																							
Commentary	Of the 60 cases, 13 were closed due to loss of contact, refusal of a suitable offer, withdrawal of the application, or ineligibility, compared to six in the previous quarter. A further nine cases were closed compared to one the previous quarter where an initial threat of homelessness did not progress, allowing applicants to remain in their homes, although this might be for less than the six months which is required to count as a successful prevention. Overall, the number of households prevented from becoming homeless remained similar to the previous quarter.																										
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	Emily Spicer	0	0	0	0	0	0	0	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>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>Year 2</td><td>0</td><td>0</td><td>0</td><td>0</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	0	0	0	0	Year 2	0	0	0	0
Year	Q1	Q2	Q3	Q4																							
Year 1	0	0	0	0																							
Year 2	0	0	0	0																							
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%	90.38%	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>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>Not Previously Reported</td><td>Not Previously Reported</td><td>Not Previously Reported</td><td>Not Previously Reported</td></tr> <tr><td>Year 2</td><td>90.43%</td><td>92.56%</td><td>83.51%</td><td>90.38%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	Year 2	90.43%	92.56%	83.51%	90.38%
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## Environment

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Target	RAG																
Percentage of household waste collected for recycling and composting	Victoria Burgess	36.52%	34.90%	28.79%	24.80%	40.67%	35.47%	32.29%		45.00%	Annual Target Only	<table border="1"> <caption>Household Waste Recycling and Composting Rates</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>36.52%</td> <td>34.90%</td> <td>28.79%</td> <td>24.80%</td> </tr> <tr> <td>Year 2</td> <td>40.67%</td> <td>35.47%</td> <td>32.29%</td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	36.52%	34.90%	28.79%	24.80%	Year 2	40.67%	35.47%	32.29%	
Year	Q1	Q2	Q3	Q4																							
Year 1	36.52%	34.90%	28.79%	24.80%																							
Year 2	40.67%	35.47%	32.29%																								
Commentary	Data is provided by LCC in arrears and Q3 has been updated here. Q4 will not be available for several weeks. Recycling and composting rate is impacted by seasonality, this can reduce recycling rates. The introduction of food waste will have a positive impact on recycling performance.																										
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>Recycling Contamination Rates</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>22.22%</td> <td>18.21%</td> <td>17.36%</td> <td>No Data Provided</td> </tr> <tr> <td>Year 2</td> <td>9.14%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	22.22%	18.21%	17.36%	No Data Provided	Year 2	9.14%			
Year	Q1	Q2	Q3	Q4																							
Year 1	22.22%	18.21%	17.36%	No Data Provided																							
Year 2	9.14%																										
Commentary	This 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%	99.86%	99.80%		<table border="1"> <caption>Successful First Time Waste Collection Rates</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>99.89%</td> <td>99.89%</td> <td>99.96%</td> <td>99.82%</td> </tr> <tr> <td>Year 2</td> <td>99.91%</td> <td>99.85%</td> <td>99.91%</td> <td>99.86%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	99.89%	99.89%	99.96%	99.82%	Year 2	99.91%	99.85%	99.91%	99.86%
Year	Q1	Q2	Q3	Q4																							
Year 1	99.89%	99.89%	99.96%	99.82%																							
Year 2	99.91%	99.85%	99.91%	99.86%																							
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%	93.15%	95.00%		<table border="1"> <caption>Fly-tip Collection Rates</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>96.98%</td> <td>97.02%</td> <td>95.47%</td> <td>97.79%</td> </tr> <tr> <td>Year 2</td> <td>95.40%</td> <td>94.59%</td> <td>94.40%</td> <td>93.15%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	96.98%	97.02%	95.47%	97.79%	Year 2	95.40%	94.59%	94.40%	93.15%
Year	Q1	Q2	Q3	Q4																							
Year 1	96.98%	97.02%	95.47%	97.79%																							
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## Efficiencies and Efficacies

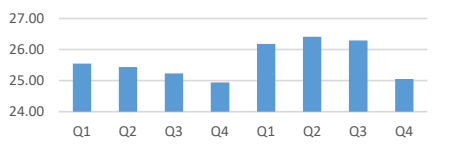
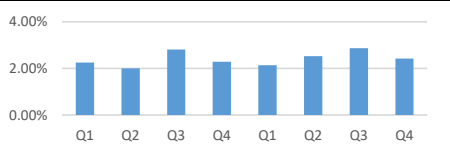
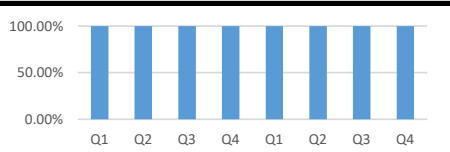
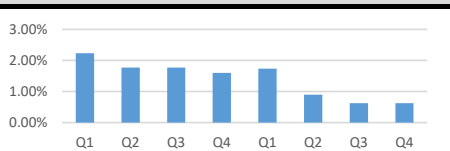

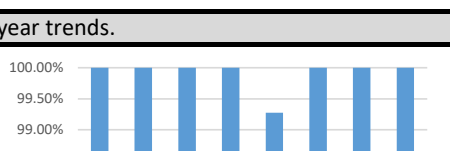
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Target	RAG													
Occupancy Rate at end of Quarter: Other investment property	Andy Fisher	91.66%	91.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.00%		<table border="1"> <caption>Occupancy Rate Data</caption> <thead> <tr><th>Quarter</th><th>Rate</th></tr> </thead> <tbody> <tr><td>Q1</td><td>91.66%</td></tr> <tr><td>Q2</td><td>91.67%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Target</td><td>97.00%</td></tr> </tbody> </table>	Quarter	Rate	Q1	91.66%	Q2	91.67%	Q3	100.00%	Q4	100.00%	Target	97.00%
Quarter	Rate																							
Q1	91.66%																							
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Q3	100.00%																							
Q4	100.00%																							
Target	97.00%																							
Commentary		Full occupancy at end of Q4.																						
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%	103.11%	100.00%		<table border="1"> <caption>Percentage of Car Parking Income Data</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q1</td><td>106.00%</td></tr> <tr><td>Q2</td><td>107.16%</td></tr> <tr><td>Q3</td><td>103.97%</td></tr> <tr><td>Q4</td><td>104.66%</td></tr> <tr><td>Target</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	106.00%	Q2	107.16%	Q3	103.97%	Q4	104.66%	Target	100.00%
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Q4	104.66%																							
Target	100.00%																							
Commentary		Awaiting Q4 figures for MER charger income at the close of data entry which will see a small addition to income.																						
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%	0.38%	0.42%		<table border="1"> <caption>LA Error Rate Data</caption> <thead> <tr><th>Quarter</th><th>Rate</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0.02%</td></tr> <tr><td>Q2</td><td>0.07%</td></tr> <tr><td>Q3</td><td>0.08%</td></tr> <tr><td>Q4</td><td>0.11%</td></tr> <tr><td>Target</td><td>0.42%</td></tr> </tbody> </table>	Quarter	Rate	Q1	0.02%	Q2	0.07%	Q3	0.08%	Q4	0.11%	Target	0.42%
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Target	0.42%																							
Business Rates in-year collection rate	Russell Stone	28.43%	55.61%	80.56%	97.30%	30.14%	55.28%	80.83%	96.67%	95.20%		<table border="1"> <caption>Business Rates in-year Collection Rate Data</caption> <thead> <tr><th>Quarter</th><th>Rate</th></tr> </thead> <tbody> <tr><td>Q1</td><td>28.43%</td></tr> <tr><td>Q2</td><td>55.61%</td></tr> <tr><td>Q3</td><td>80.56%</td></tr> <tr><td>Q4</td><td>97.30%</td></tr> <tr><td>Target</td><td>95.20%</td></tr> </tbody> </table>	Quarter	Rate	Q1	28.43%	Q2	55.61%	Q3	80.56%	Q4	97.30%	Target	95.20%
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Council Tax in-year collection rate	Russell Stone	28.63%	55.80%	82.56%	96.32%	28.65%	55.55%	82.19%	96.10%	96.30%		<table border="1"> <caption>Council Tax in-year Collection Rate Data</caption> <thead> <tr><th>Quarter</th><th>Rate</th></tr> </thead> <tbody> <tr><td>Q1</td><td>28.63%</td></tr> <tr><td>Q2</td><td>55.80%</td></tr> <tr><td>Q3</td><td>82.56%</td></tr> <tr><td>Q4</td><td>96.32%</td></tr> <tr><td>Target</td><td>96.30%</td></tr> </tbody> </table>	Quarter	Rate	Q1	28.63%	Q2	55.80%	Q3	82.56%	Q4	96.32%	Target	96.30%
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Q4	96.32%																							
Target	96.30%																							
Commentary		Performance finished just 0.2% below target. The majority of this shortfall is attributable to additional collectable debit raised in March, which will be payable and collectable in April and additional collectable debit due following the introduction of Second Home Premium.																						

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	18.25	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	9.50	12		
Housing Benefit Overpayment Recovery rate (PSPS)	Russell Stone	87.87%	110.11%	104.59%	113.05%	111.56%	94.16%	84.97%	95.18%	85.00%		
Land Charges - Average number of days taken to process Local Authority searches (working days)	Christian Allen	3.61	3.16	3.19	3.32	4.20	3.41	3.67	3.80	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%	76.92%	95.00%		
Commentary	Ongoing intervention support from Organisational Development and the transformation team is routing out pain points that are affecting performance figure. Notable increase in the written complexity of incoming complaints.											
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%	100.00%	95.00%		

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%	95.56%	95.00%		
Commentary	5 were late by 1 day - with 1 late due to difficulties obtaining information from the service. We have implemented a extra escalation step to prevent recurrence.											
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%	90.14%	80.00%		
Commentary	Total contacts - 34,767 Cases logged - 19,611 Service Requests - 12,157 Transfer & Message -2,999 - Council Tax (35.21%),Housing (29.64%),Benefits (11.80%) Levels of chase enquiry 5.39%, with service answer rate 33.77%, creating transfer and message enquiries Year End Target Met at 90.14%.											
Average answer rate – Customer Contact (PSPS)	Phil Perry	86.84%	84.00%	91.71%	87.32%	83.87%	86.58%	91.92%	91.42%	80.00%		

## HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Target	RAG																			
Proportion of homes for which all required gas safety checks have been carried out	Vikki Cherry	100.00%	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> <tr><td>Q4</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%	Q4	100.00%
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Q3	100.00%																													
Q4	100.00%																													
Commentary		No gas safety checks are outstanding.																												
Proportion of homes for which an Electrical Installation Condition Report (EICR) has been carried out	Vikki Cherry	99.30%	99.16%	99.07%	99.53%	99.78%	99.89%	99.92%	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> <tr><td>Q4</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%	Q4	99.92%
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Commentary		We have four homes where we are working on access issues, three of which are where tenants are positively engaging following work from teams across housing, and one where we are seeking possession.																												
Proportion of homes for which all required fire risk assessments have been carried out	Vikki Cherry	100.00%	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> <tr><td>Q4</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%	Q4	100.00%
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Q4	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	Vikki Cherry	100.00%	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> <tr><td>Q4</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%	Q4	100.00%
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Q4	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	Vikki Cherry	100.00%	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> <tr><td>Q4</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%	Q4	100.00%
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Q4	100.00%																													
Commentary		No legionella risk assessments are outstanding at period end.																												

Average time to re-let a property excluding major works (days) all letting types – Running total	Vikki Cherry	25.55	25.44	25.23	24.94	26.18	26.41	26.29	25.05	28		
Commentary	at the end of the year we have turned around 251 void properties (compared to 250 for 24/25).											
Gross rent arrears (including service charges) as a percentage of rent due for the reporting year. Note the following tenures are reported by exception on request: supported accommodation, garages, temporary accommodation and short tenancies	Vikki Cherry	2.25%	2.00%	2.81%	2.29%	2.14%	2.52%	2.87%	2.42%	4%		
Commentary	Rent arrears continues to fluctuate between 2%-3%, comfortably below the target rate.											
Proportion of homes for which all required communal passenger lift safety checks have been carried out	Vikki Cherry	100.00%	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	Vikki Cherry	2.23%	1.77%	1.77%	1.60%	1.74%	0.90%	0.63%	0.62%	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	Vikki Cherry	90.20%	91.10%	91.40%	91.30%	90.69%	91.95%	93.28%	95.64%	90.00%		
Commentary	Performance in this area remains on target, trends through the year in terms of repairs volumes are consistent with year on year trends.											
Proportion of emergency responsive repairs completed within the landlord's target timescale	Vikki Cherry	100.00%	100.00%	100.00%	100.00%	99.28%	100.00%	100.00%	100.00%	100.00%		
Commentary	In Q4 we reclassified drain and boiler repairs to bring them under our internal classification of "emergencies" - this accounts for the significant increase in volume of											

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	Vikki Cherry	100.00%	96.92%	97.37%	94.84%	95.83%	97.62%	98.45%	97.79%	95.00%		
Commentary	2 further stage 1 complaints were responded to outside of timescale during March 2026, bringing the total for year to date to 4 outside of timescale.											
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Vikki Cherry	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.00%	
Commentary	12 Stage 2 complaints have been received during the year; all were responded to and closed within timescale and before year end.											
Average number of days to fix damp and mould issues	Vikki Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	21.33	34.27	18.43	24.45	56		
Commentary	The vast majority of cases continue to be carried out by our internal DCM team, some more major cases involving replastering and ground works have had an impact on the overall figure for the quarter, but this still remains on target.											

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

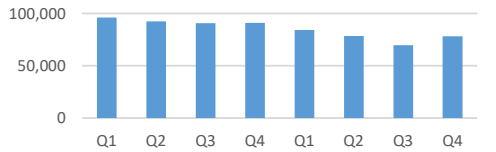
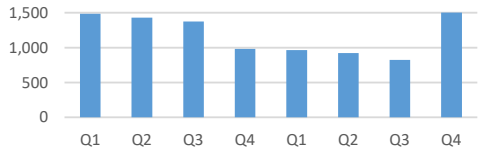
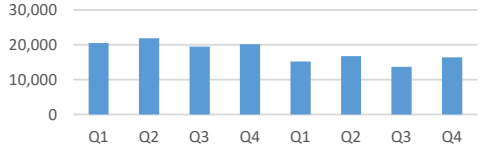
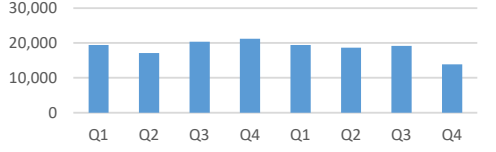
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																
Building Control market share	Christian Allen	92.00%	82.00%	89.00%	88.00%	84.00%	87.00%	87.00%	84.00%	<table border="1"> <caption>Building Control market share</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>92.00%</td><td>82.00%</td><td>89.00%</td><td>88.00%</td></tr> <tr><td>Year 2</td><td>84.00%</td><td>87.00%</td><td>87.00%</td><td>84.00%</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	92.00%	82.00%	89.00%	88.00%	Year 2	84.00%	87.00%	87.00%	84.00%
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Year 2	84.00%	87.00%	87.00%	84.00%																					
Value of Grants awarded via Grants4growth	Matthew Hogan	£176,339	£91,051	£64,427	£0	£41,034	£89,813	£108,784	£0	<table border="1"> <caption>Value of Grants awarded via Grants4growth</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>£176,339</td><td>£91,051</td><td>£64,427</td><td>£0</td></tr> <tr><td>Year 2</td><td>£41,034</td><td>£89,813</td><td>£108,784</td><td>£0</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	£176,339	£91,051	£64,427	£0	Year 2	£41,034	£89,813	£108,784	£0
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Commentary	Grants for Growth ends in Q3.																								
Number of Grants awarded via Grants4growth	Matthew Hogan	13	11	11	0	4	12	14	0	<table border="1"> <caption>Number of Grants awarded via Grants4growth</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>13</td><td>11</td><td>11</td><td>0</td></tr> <tr><td>Year 2</td><td>4</td><td>12</td><td>14</td><td>0</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	13	11	11	0	Year 2	4	12	14	0
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Number of Businesses assisted via Grants4growth	Matthew Hogan	19	17	7	0	44	25	0	7	<table border="1"> <caption>Number of Businesses assisted via Grants4growth</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>19</td><td>17</td><td>7</td><td>0</td></tr> <tr><td>Year 2</td><td>44</td><td>25</td><td>0</td><td>7</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	19	17	7	0	Year 2	44	25	0	7
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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	7	<table border="1"> <caption>Number of Business registered via Grants4growth</caption> <thead> <tr><th>Year</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th></tr> </thead> <tbody> <tr><td>Year 1</td><td>19</td><td>No Data Provided</td><td>No Data Provided</td><td>No Data Provided</td></tr> <tr><td>Year 2</td><td>44</td><td>25</td><td>0</td><td>7</td></tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	19	No Data Provided	No Data Provided	No Data Provided	Year 2	44	25	0	7
Year	Q1	Q2	Q3	Q4																					
Year 1	19	No Data Provided	No Data Provided	No Data Provided																					
Year 2	44	25	0	7																					

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	£457,268	<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> <tr> <td>Q4</td> <td>£457,268</td> </tr> </tbody> </table>	Quarter	Funding (£)	Q1	£46,610	Q2	£136,353	Q3	£307,863	Q4	£457,268
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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%	81.98%	<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> </tbody> </table>	Quarter	Percentage	Q1	92.72%	Q2	89.29%	Q3	98.42%	Q4	94.53%
Quarter	Percentage																			
Q1	92.72%																			
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Council run stall occupancy level (Markets)	Phil Perry	46.80%	41.00%	55.00%	50.00%	62.00%	60.00%	55.00%	44.00%	<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> </tbody> </table>	Quarter	Occupancy Level (%)	Q1	46.80%	Q2	41.00%	Q3	55.00%	Q4	50.00%
Quarter	Occupancy Level (%)																			
Q1	46.80%																			
Q2	41.00%																			
Q3	55.00%																			
Q4	50.00%																			
Commentary	606 pitches from 1378 available. A very wet quarter and with no gazebos/stalls provided, the markets saw a decrease in pitches occupied.																			

## Healthy Lives

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4											
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	147	<table border="1"> <caption>Number of days to complete a stage 2 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>128</td> </tr> <tr> <td>Q2</td> <td>167</td> </tr> <tr> <td>Q3</td> <td>116</td> </tr> <tr> <td>Q4</td> <td>147</td> </tr> </tbody> </table>	Quarter	Days	Q1	128	Q2	167	Q3	116	Q4	147
Quarter	Days																			
Q1	128																			
Q2	167																			
Q3	116																			
Q4	147																			
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	3	<table border="1"> <caption>Number of days to complete a stage 3 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5</td> </tr> <tr> <td>Q2</td> <td>2</td> </tr> <tr> <td>Q3</td> <td>4</td> </tr> <tr> <td>Q4</td> <td>3</td> </tr> </tbody> </table>	Quarter	Days	Q1	5	Q2	2	Q3	4	Q4	3
Quarter	Days																			
Q1	5																			
Q2	2																			
Q3	4																			
Q4	3																			
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	73	<table border="1"> <caption>Number of days to complete a stage 4 DFG</caption> <thead> <tr> <th>Quarter</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>45</td> </tr> <tr> <td>Q2</td> <td>48</td> </tr> <tr> <td>Q3</td> <td>82</td> </tr> <tr> <td>Q4</td> <td>73</td> </tr> </tbody> </table>	Quarter	Days	Q1	45	Q2	48	Q3	82	Q4	73
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Q3	82																			
Q4	73																			
Number of DFG referrals received	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	20	31	16	20	<table border="1"> <caption>Number of DFG referrals received</caption> <thead> <tr> <th>Quarter</th> <th>Referrals</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>20</td> </tr> <tr> <td>Q2</td> <td>31</td> </tr> <tr> <td>Q3</td> <td>16</td> </tr> <tr> <td>Q4</td> <td>20</td> </tr> </tbody> </table>	Quarter	Referrals	Q1	20	Q2	31	Q3	16	Q4	20
Quarter	Referrals																			
Q1	20																			
Q2	31																			
Q3	16																			
Q4	20																			
Number of DFG grants approved	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	16	10	7	4	<table border="1"> <caption>Number of DFG grants approved</caption> <thead> <tr> <th>Quarter</th> <th>Grants</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> <tr> <td>Q4</td> <td>4</td> </tr> </tbody> </table>	Quarter	Grants	Q1	16	Q2	10	Q3	7	Q4	4
Quarter	Grants																			
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Q2	10																			
Q3	7																			
Q4	4																			
Number of DFG grants completed	Emily Spicer	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	8	13	6	4	<table border="1"> <caption>Number of DFG grants completed</caption> <thead> <tr> <th>Quarter</th> <th>Grants</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> <tr> <td>Q4</td> <td>4</td> </tr> </tbody> </table>	Quarter	Grants	Q1	8	Q2	13	Q3	6	Q4	4
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Q3	6																			
Q4	4																			

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%	25.00%	<table border="1"> <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> <tr> <td>Q4</td> <td>25.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	31.00%	Q2	19.10%	Q3	20.69%	Q4	25.00%
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Q4	25.00%																			
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%	50.00%	<table border="1"> <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> <tr> <td>Q4</td> <td>50.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	43.00%	Q2	60.00%	Q3	48.27%	Q4	50.00%
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Q4	50.00%																			
Commentary	The number of cases classed as not being in priority need is still above the regional average.																			
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%	20.00%	<table border="1"> <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> <tr> <td>Q4</td> <td>20.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1	11.00%	Q2	4.00%	Q3	13.79%	Q4	20.00%
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Commentary	The number of cases classed as being intentionally homeless has increased. The target is outside of an officers control because if an applicant hasn't become homeless intentionally, they can't legally be classed as intentionally homeless. Indicator has been removed for 26/27.																			

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	78,295	 <table border="1"> <caption>Visitor numbers per quarter</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> <tr><td>Q4</td><td>78,295</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	Q4	78,295
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Commentary	<p>The Sports Centre closure in September 2025 significantly impacted dryside services. Gym usage declined as members relying solely on gym access cancelled due to restricted facilities and reduced equipment range. Class capacity dropped by around 50%, though additional sessions were introduced to meet demand, with most classes fully booked and regular waiting lists forming. All dryside hall activities ceased, including sports such as basketball and badminton, and Bowls activity halted entirely due to the loss of dedicated space. Parkwood’s Net Promoter Score (NPS) was largely influenced by the disruption and loss of the Sports Centre during the redevelopment period.</p>																											
Number of gym members	Phil Perry	1,485	1,431	1,376	982	962	921	825	14,602	 <table border="1"> <caption>Number of gym members per quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number of 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> <tr><td>Q4</td><td>14,602</td></tr> </tbody> </table>	Quarter	Number of Members	Q1	1,485	Q2	1,431	Q3	1,376	Q4	982	Q1	962	Q2	921	Q3	825	Q4	14,602
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Number of swimming lessons	Phil Perry	19,399	17,147	20,330	21,256	19,409	18,660	19,166	13,845	 <table border="1"> <caption>Number of swimming lessons per quarter</caption> <thead> <tr> <th>Quarter</th> <th>Number of 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> <tr><td>Q4</td><td>13,845</td></tr> </tbody> </table>	Quarter	Number of Lessons	Q1	19,399	Q2	17,147	Q3	20,330	Q4	21,256	Q1	19,409	Q2	18,660	Q3	19,166	Q4	13,845
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## Safe and Resilient Communities

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																			
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%	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> <tr><td>Q4</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%	Q4	98.40%
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Number of organisations supported with accessing funding	Emily Spicer	0	2	8	0	0	4	3	1	<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> <tr><td>Q4</td><td>1</td></tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	2	Q3	8	Q4	0	Q1	0	Q2	4	Q3	3	Q4	1
Quarter	Count																											
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Q3	3																											
Q4	1																											
Commentary	1 project has been supported via crowdfunding - spring round has now opened.																											
Number of verified rough sleepers during the month	Emily Spicer	16	17	24	11	11	19	14	8	<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> <tr><td>Q4</td><td>8</td></tr> </tbody> </table>	Quarter	Count	Q1	16	Q2	17	Q3	24	Q4	11	Q1	11	Q2	19	Q3	14	Q4	8
Quarter	Count																											
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Commentary	The number of people sleeping rough during March has decreased compared to December and also compared to March 2025																											
Number of properties improved through Council intervention	Emily Spicer	10	3	10	1	2	3	8	7	<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> <tr><td>Q4</td><td>7</td></tr> </tbody> </table>	Quarter	Count	Q1	10	Q2	3	Q3	10	Q4	1	Q1	2	Q2	3	Q3	8	Q4	7
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Q3	8																											
Q4	7																											
Commentary	Preparation for the Renters' Rights Act has been the team's main focus along with implementing the 3 new policies that came into force 01/04/26.																											
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%	66.66%	<table border="1"> <caption>The percentage of main duty decisions made within 5 working days of the end of the relief duty Data</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>70.97%</td></tr> <tr><td>Q2</td><td>84.00%</td></tr> <tr><td>Q3</td><td>72.41%</td></tr> <tr><td>Q4</td><td>66.66%</td></tr> </tbody> </table>	Quarter	Percentage	Q1	Not Previously Reported	Q2	Not Previously Reported	Q3	Not Previously Reported	Q4	Not Previously Reported	Q1	70.97%	Q2	84.00%	Q3	72.41%	Q4	66.66%
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Commentary	Performance has decreased this quarter. Three cases took 6 days. Had the decisions been made in 5 days performance would have been 76%																											

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	18	
Commentary		The number of households assisted into the private rented sector has fallen this quarter. There is no specific reason for this other than accessing								

## Environment

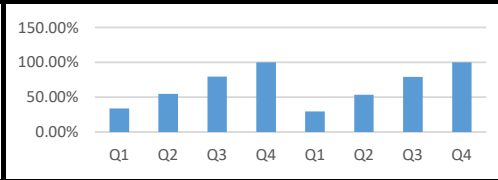
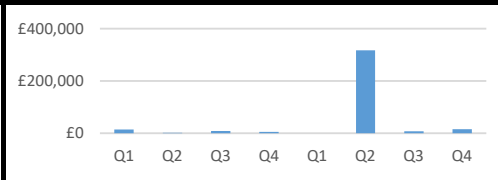
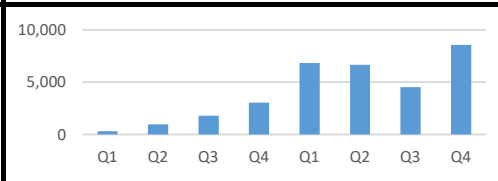
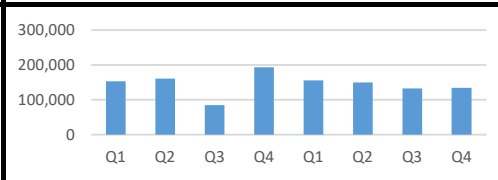
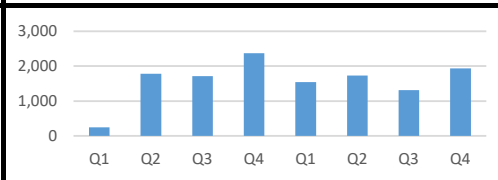
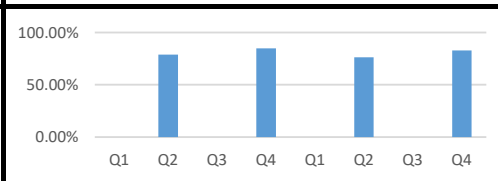
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Number of homes improved through green home/warm home grants	Christian Allen	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	0	0	10	17	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	Christian Allen	154	124	371	435	183	114	279	116	
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	Christian Allen	3	17	11	8	2	3	3	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	6.0	
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	Christian Allen	35	37	35	9	25	41	22	4	

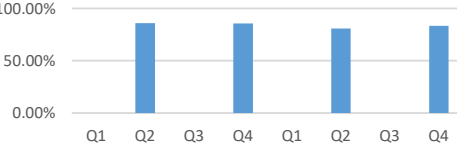
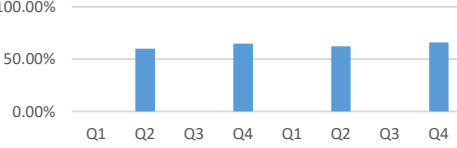
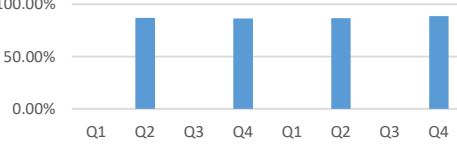
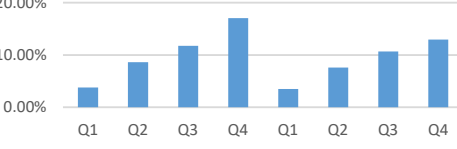
KG of total waste collected per household	Victoria Burgess	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	No Data Provided	No Data Provided	No Data Provided	0.00	
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## Efficiencies and Efficacies

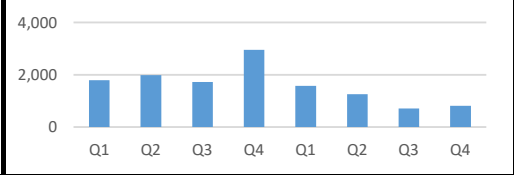
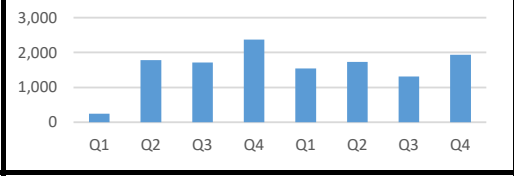
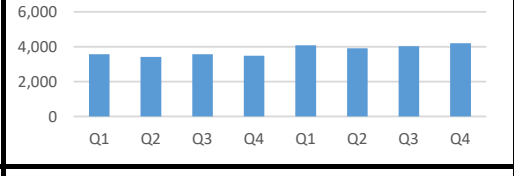
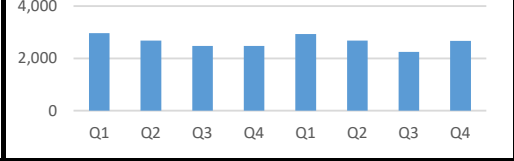
PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Repairs & Maintenance: Percentage committed spend against budget – cumulative	Andy Fisher	22.55%	47.91%	93.12%	108.04%	25.57%	46.78%	64.50%	92.31%	
Commentary	Total R&M spend in Q4 = 20010 £162,769.60 – 20020 – £142,159.03 - £304,928.63 = 92.31% of the total £330,000 budget - PO commitments need to be added in but the UNIT 4 report template continued to contain a fault as at 14 April 2026 that the system provider continued to work									
Housing Benefit Caseload	Russell Stone	2,023	1,917	1,816	1,734	1,608	1,521	1,443	1,434	
Council Tax Support Caseload	Russell Stone	3,124	3,237	3,299	3,395	3,517	3,590	3,667	3,713	
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	£67,142,037	
Business Rates Hereditaments	Russell Stone	2,954	2,953	2,971	2,979	2,978	2,994	3,000	3,000	

Council Tax Banded Dwellings	Russell Stone	44,401	44,522	44,743	44,791	44,859	45,070	45,425	45,668	
Digital Services Take-Up	Russell Stone	763	707	746	1,248	1,583	1,339	1,211	1,439	
Direct Debit Payments	Russell Stone	96,499	97,044	96,985	51,213	97,427	97,950	98,267	52,841	
CTS New Claims – Number of Decisions Made	Russell Stone	697	581	479	547	542	541	520	598	
CTS Changes – Number of Decisions Made	Russell Stone	2,941	1,425	1,424	6,574	2,759	1,756	1,452	6,604	
Discretionary Housing Payments (DHP) number of applications	Russell Stone	87	64	89	87	64	75	45	127	
Discretionary Housing Payments (DHP) number of awards	Russell Stone	49	36	37	48	37	43	10	77	

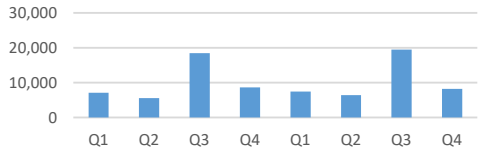
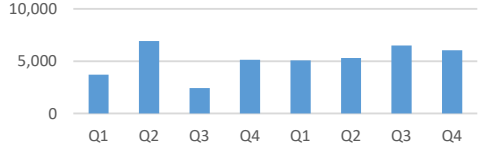
Discretionary Housing Payments (DHP) spend against Budget	Russell Stone	33.98%	54.63%	79.48%	100.00%	29.46%	53.44%	79.08%	100.00%	
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	Russell Stone	£13,925	£1,500	£8,300	£5,500	£0	£316,689	£6,914	£15,530	
Digital services take up (services accessed online) (PSPS)	Russell Stone	319	961	1,790	3,033	6,816	6,649	4,535	8,570	
Website visitors (accessing website information) (PSPS)	Russell Stone	152,970	160,707	85,037	193,000	155,991	149,751	132,243	134,544	
Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	1,315	1,934	
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	82.73%	
Commentary	This is a Partnership average figure. The SHDC Only data shows a slightly positive increase in comparison to the Partnership average figure at 83.02%. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments.									

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	83.33%	 <table border="1"> <caption>Partnership Average Figure: Opportunities in the Partnership</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>0.00%</td> <td>~80.00%</td> <td>0.00%</td> <td>~80.00%</td> </tr> <tr> <td>Year 2</td> <td>0.00%</td> <td>~75.00%</td> <td>0.00%</td> <td>~75.00%</td> </tr> <tr> <td>Current Period</td> <td colspan="4">83.33%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	0.00%	~80.00%	0.00%	~80.00%	Year 2	0.00%	~75.00%	0.00%	~75.00%	Current Period	83.33%			
Year	Q1	Q2	Q3	Q4																										
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Commentary	This is a Partnership average figure. The SHDC Only data shows a positive increase in comparison to the Partnership average figure at 90.70%. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments.																													
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	66.07%	 <table border="1"> <caption>Partnership Average Figure: Feeling Informed</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>0.00%</td> <td>~55.00%</td> <td>0.00%</td> <td>~60.00%</td> </tr> <tr> <td>Year 2</td> <td>0.00%</td> <td>~55.00%</td> <td>0.00%</td> <td>~60.00%</td> </tr> <tr> <td>Current Period</td> <td colspan="4">66.07%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	0.00%	~55.00%	0.00%	~60.00%	Year 2	0.00%	~55.00%	0.00%	~60.00%	Current Period	66.07%			
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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	88.69%	 <table border="1"> <caption>Partnership Average Figure: Positive Mental Health</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>0.00%</td> <td>~85.00%</td> <td>0.00%</td> <td>~85.00%</td> </tr> <tr> <td>Year 2</td> <td>0.00%</td> <td>~85.00%</td> <td>0.00%</td> <td>~85.00%</td> </tr> <tr> <td>Current Period</td> <td colspan="4">88.69%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	0.00%	~85.00%	0.00%	~85.00%	Year 2	0.00%	~85.00%	0.00%	~85.00%	Current Period	88.69%			
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Commentary	This is a Partnership average figure. The SHDC Only data shows a positive increase in comparison to the Partnership average figure at 90.57%. The staff poll is designed to be a periodic litmus test of employee sentiment. It is not unusual for figures to ebb and flow between periods, particularly in dynamic organisational environments.																													
Staff Turnover Cumulative	James Gilbert	3.75%	8.60%	11.72%	17.05%	3.51%	7.61%	10.68%	12.93%	 <table border="1"> <caption>Staff Turnover Cumulative</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Year 1</td> <td>~3.00%</td> <td>~8.00%</td> <td>~11.00%</td> <td>~16.00%</td> </tr> <tr> <td>Year 2</td> <td>~3.51%</td> <td>~7.61%</td> <td>~10.68%</td> <td>~12.93%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	Year 1	~3.00%	~8.00%	~11.00%	~16.00%	Year 2	~3.51%	~7.61%	~10.68%	~12.93%					
Year	Q1	Q2	Q3	Q4																										
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Year 2	~3.51%	~7.61%	~10.68%	~12.93%																										
Commentary	Total turnover is the lowest it has been since Q4 2023/24, however the voluntary turnover (which accounts for all turnover this quarter) is 2.25% an increase of 0.22% since Q3.																													

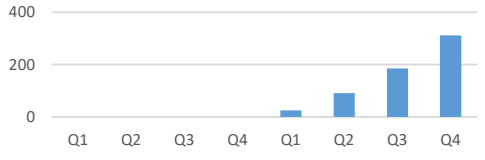
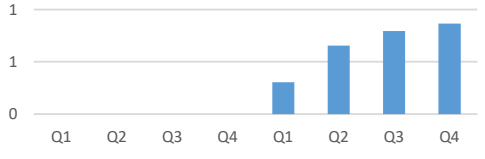
Voluntary Staff Turnover	James Gilbert	3.10%	3.30%	3.50%	3.90%	3.51%	3.43%	2.03%	2.25%	
Number of working days lost to sickness per Full Time Equivalent (FTE) (Cumulative)	James Gilbert	3.24	7.56	11.18	14.19	2.20	5	7	10	
External funding – a calculation of external Partnership funding received as a trend – 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	£40,000	
Number of late reports not made available to the Democratic Services teams at agenda publication	John Medler	0	2	0	5	0	1	1	2	
Call volumes (PSPS)	Phil Perry	25,315	23,430	22,003	26,656	16,851	16,031	12,698	14,835	
Average Call Duration - Customer Contact (Seconds) (PSPS)	Phil Perry	312	323	293	294	349	387	352	354	
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	Phil Perry	173	196	107	155	258	188	115	137	

Number of Callbacks (PSPS)	Phil Perry	1,789	1,984	1,726	2,955	1,577	1,253	706	812	
Number of customers using webchat (PSPS)	Phil Perry	241	1,783	1,711	2,375	1,544	1,731	1,315	1,934	
Customer Contact Centre visits (PSPS)	Phil Perry	3,566	3,416	3,566	3,489	4,084	3,909	4,032	4,206	
Enquiries via email and social media (PSPS)	Phil Perry	2,960	2,679	2,470	2,480	2,931	2,675	2,250	2,670	

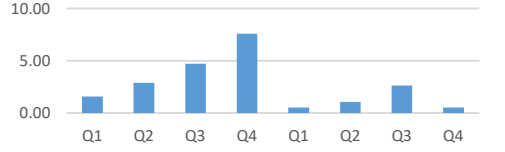
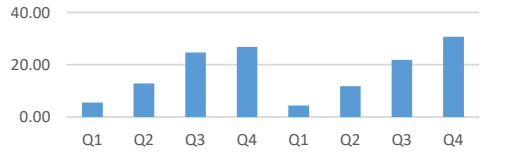
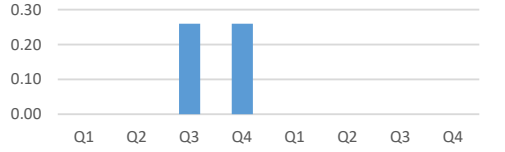
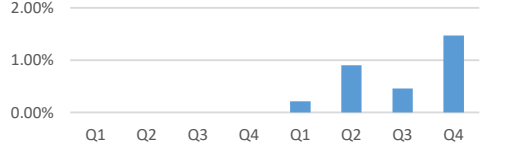
### Local Only Indicators

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
South Holland Centre Ticket sales	Emily Spicer	7,075	5,573	18,414	8,595	7,425	6,392	19,470	8,163	
Commentary	Slightly lower figure this year is to extended Jan closure for refurbishment									
Visitors to Ayscoughfee Hall Museum	Emily Spicer	3,713	6,939	2,430	5,129	5,069	5,316	6,490	6,049	
Commentary	Includes a successful Light Night event in March									

### HRA

PI Name	AD	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Number and percentage of damp inspections arranged within 14 working days	Vikki Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	25	91	185	312	
Commentary	Service continues to be delivered in house so all inspections for Q4 were carried out in time, maintaining our performance levels in this area.									
Number and percentage of damp inspections arranged within 14 working days	Vikki Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	30.49%	65.47%	79.40%	86.67%	
Commentary	Service continues to be delivered in house so all inspections for Q4 were carried out in time, maintaining our performance levels in this area.									

Number of damp, condensation and mould cases reported in the last quarter	Vikki Cherry	Not Previously Reported	Not Previously Reported	Not Previously Reported	Not Previously Reported	82	57	94	127	
Commentary	127 cases reported in Q4.									
Number of households evicted in the last quarter	Vikki Cherry	3	0	1	0	1	1	1	2	
Commentary	There were 2 evictions during qtr 4, both due do rent arrears.									
Number of Right to Buy sales completed in the last quarter	Vikki Cherry	1	3	4	2	7	17	5	4	
Commentary	4 Right To Buys this last quarter, reflects position for q4 24/25 supporting continued decline.									
Number of new properties completed in the last quarter	Vikki Cherry	5	9	8	6	1	0	0	8	
Number of stage one complaints received per 1,000 homes	Vikki Cherry	9.96	22.54	39.84	55.64	12.74	22.03	36.54	43.19	
Commentary	Monthly totals for Stage 1 complaints were 14, 20, 12 for the months of January, February and March 26 respectively. Cumulatively there have been 185 Stage 1 Complaints received (including MP enquiries) to date in the year. Promotion, training and refining how we receive complaints from all areas in on-going.									

Number of stage two complaints received per 1,000 homes	Vikki Cherry	1.57	2.88	4.72	7.58	0.53	1.05	2.63	0.53	
Commentary		There were 2 Stage 2 complaints received in January 26, with 0 in February and March. There have been 12 Stage 2 complaints received in total								
Number of anti-social behaviour cases opened per 1,000 homes	Vikki Cherry	5.50	12.84	24.64	26.85	4.45	11.81	21.82	30.72	
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	Vikki Cherry	0.00	0.00	0.26	0.26	0.00	0.00	0.00	0.00	
Number of live ASB cases (as a percentage of stock)	Vikki Cherry	0.00%	0.00%	0.00%	0.00%	0.21%	0.90%	0.46%	1.47%	
Commentary		As of 31 March there was 56 live ASB cases open.								