

Priority service measures					Freq.		2017-18		Target 2017/18		Target 2018-19		Quarterly splits for cumulative targets									
Priority	Portfolio	DIR.	AD	Service	Code	Measure description by Priority		Ytd - Q4	Best	Least	Best	Least	Q1U	Q1L	Q2U	Q2L	Q3U	Q3L	Q4U	Q4L	Comments on targets and tolerances	
nb: where a measure has the same target each quarter or one target for YTD figure just complete the main column. Where a measure is cumulative and thus has a new target each quarter - complete the 4 quarters. Need a max target (your aim) and a minimum target (the lowest/highest you consider acceptable for this measure)																						
CMT suggested: 1) targets should not be less than last years outturn 2) tolerances should normally sit between 10 and 15% of the target																						
Let's drive economic growth	Planning Policy & Economic Regeneration	DCE	KM	Development Management	DM 16	Percentage of planning applications approved	Q	96%	97%	85%	97%	85%									Same as last year	
		DCE	KM	Development Management	DM 21	Percentage of Non-Major Planning Applications determined within target time	Q	95.00%	85%	70%	90%	70%									Increased target and left the lower target at the government minimum	
		DCE	KM	Development Management	DM 22	Percentage of Major Planning Applications determined within target time	Q	100.00%	80%	60%	90%	60%									Increased target and left the lower target at the government minimum	
Let's reduce inequality	Corporate Management & Customer Services	CX	CW	Work Based Learning	WBL7	Number of apprentices moving into Education, Employment or Training	Q	75%	100%	90%	100%	90%									Same as last year	
		CX	JG	Housing Benefit Administration	BE4	Average (YTD) days to process new housing benefit claims from date received	Q	24.29%	24 days	26 days	24 days	26 days									Impacts of wider rollout of UC may impact demands on team through provision of additional support to UC claimants	
		CX	JG	Housing Benefit Administration	BE5	Average (YTD) days to process housing benefit claim changes of circumstances from date received	Q	4	5 days	6 days	5 days	6 days	11.5	14	9	11	9	11	5	6	Impacts of wider rollout of UC may impact demands on team through provision of additional support to UC claimants	
		CX	JG	Housing Benefit Administration	BE7	Percentage of risk-based quality checks made where Benefit entitlement is correct	Q	92%	90.0%	85%	91.5%	86.50%									Small stretch in target as it was met in 2017/18	
Let's deliver quality Housing	Housing	DHR	YF	Rent Collection	RC3	Rent collected as a proportion of rent owed	Q	99.68%	100%	99%	96.5%	95.0%	96.5%	93%	96.5%	94%	96.5%	94.50%	96.5%	95.0%	These targets have been amended (by DHR) to reflect the expected drop when UC comes into full force	
		DHR	YF	Rent Collection	RC4	Current tenant arrears as a percentage of the annual rent debit	Q	2.11%	2.15%	2.32%	3.5%	5.0%	3.5%	5.60%	3.5%	5.40%	3.5%	5.20%	3.5%	5.0%	These targets have been amended (by DHR) to reflect the expected drop when UC comes into full force	
		DHR	YF	Housing Voids	HV9	The average re-let time for all dwellings (including major works) - calendar days	Q	26.77	25 days	28 days	25 days	28 days									Staying the same as not sure how the new builds will affect the performance.	
		DHR	YF	Housing Solutions	HS7	Percentage of households approaching the council considering themselves as homeless, where housing advice intervention resolved the situation.	Q	Q3: 27.48%	65.0%	56.0%	Remove	Remove									Remove this measure and await the introduction of the new Homelessness Reduction Act, review its impact and look to introduce more meaningful measures once the impact is clearer.	
		DHR	YF	Housing Maintenance	HM3	Percentage of reactive repairs completed within target time	Q	97.49%	95%	92%	97.5%	95.0%									Target is higher as performance has been improving.	
		DCE	SC	Private Housing		Number of empty homes brought back into use		18	30	20	50	25									The target of 50 matches the Housing Strategy aspiration. Review collection in light of the Empty Homes Strategy - to be based on a wider intervention definition - include all those cases where we have a smaller role, but results in bringing homes back into use	
		DCE	KM	Affordable Housing	AH8	The percentage of eligible sites where the full Affordable Housing requirement was negotiated at or above the current target	A	—	100%	75%	100%	75%									Same as last year	
		DCE	KM	Affordable Housing	AH4	Cumulative number of affordable homes delivered to date this year	A	21	59	45	172	150									Set at the number that is expected in the Housing Strategy	
Let's enhance our remarkable place	Environmental Services and Public Protection	DCE	SC	Public Protection and ASB Team	AB5	Satisfaction of complainants relating to how the ASB complaint was handled	Q	87.00%	87.50%	85%	87.50%	85%									Target retained - maintain a careful watch through the new data capture process (Customer Services)	
		DCE	SB	Parking Services	PS6	Overall percentage utilisation of all car parks	Q	45%	75%	60%	70%	60%									The target has been reduced to 70% because the new spaces will all be available shortly and will take considerable time to build fill	
		DCE	SC	Food and Health & Safety Enforcement	FHS4	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	Q	98.00%	97%	95.00%	97.00%	95.00%									Same as last year	
		DCE	SC	Food and Health & Safety Enforcement	FHS6	Percentage of official FHS controls that should have been completed and have been in that time period (cumulative data)	Q	94.00%	97%	90%	97%	90%	97%	75%	97%	90%	97%	75%	97%	90%	Regular resource issues in Q1 and Q3 mean that we are proposing the same target overall but differing lower targets in these periods	
		DCE	SB	Waste & Recycling	WM5	Percentage of waste recycled or composted	Q	33.73%	45%	35%	45%	35%									Same as last year	
Professional high performing service delivery	Customer experience and review	CX	CW	Democratic Services	DEM8	The number of individuals registered on the electoral register	A	61,635	62500	60000	62500	60000									Change to an annual measure in Q3 as this represents the final completed register after the autumn push	
		CX	DT	All directorates	Corp.	Average time taken to respond to complaints YTD	Q	6.2 days	6	10	6	10									No Change recommended	
		CX	DT	Customer Services	CS8	Average time taken to answer a call to customer services	Q	104 secs	40 secs	50 secs	40 secs	50 secs									Same as last year	
	Our People and resources	CX	JG	Revenues Administration	REV4	Council Tax - in year collection rate for Lincoln	Q	97.17%	97.10%	96.60%	97.11%	96.61%	27.14%	26.73%	53.19%	52.39%	79.76%	78.56%	97.11%	96.61%	Slight target improvement (0.01%)	
		CX	JG	Revenues Administration	REV5	Business Tax - in year collection rate for Lincoln	Q	98.87%	99.10%	98.50%	99.15%	98.65%	30.53%	30.07%	58.69%	57.81%	84.82%	83.55%	99.15%	98.65%	0.05% target improvement	
		CX	CW	Procurement	PRO4	Percentage spend on contracts that have been awarded to local contractors	A	—	45%	43%	45%	43%									Same as last year	
		CX	CW	All directorates	Corp.	Year to date sickness per FTE	Q	13.62 days	9	10.5	9	10.5	3	6	5	7.5	7	9	9	10.5	Same as last year - although this target is greater than the target currently in the Health & Wellbeing Strategy	
		CX	CW	All directorates	Corp.	Percentage of establishment currently vacant	A	10.9%	5%	10%	5%	10%									Same as last year	