

**APPENDIX B - DCE Strategic Measures**

**DCE Quarterly Measures**

Service Area	Measure	Unit	Cumulative or Quarterly	High / Low is Good	Volumetric	Low Target (Worst)	On target	High Target (Best)	Portfolio Holder	Service Manager	Assistant Director/Director
Food and Health & Safety Enforcement	FHS 4 - Percentage of premises fully or broadly compliant with Food Health & Safety inspection	%	Quarterly	High is good	No	95.00%	<->	97.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Food and Health & Safety Enforcement	FHS 5 - Average time from actual date of inspection to achieving compliance	Days	Quarterly	Low is good	No	13.00	<->	8.00	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Food and Health & Safety Enforcement	FHS 6 - Percentage of food inspections that should have been completed and have been in that time period	%	Quarterly	High is good	No	85.00%	<->	97.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Development Management (Planning)	DM 8 - Number of applications in the quarter	Number	Quarterly	N/A	Yes	N/A	<->	N/A	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Planning Manager	Simon Walters - Director of Communities and Environment
Development Management (Planning)	DM 11 - End to end time to determine a planning application (Days)	Days	Quarterly	Low is good	No	85.00	<->	65.00	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Planning Manager	Simon Walters - Director of Communities and Environment
Development Management (Planning)	DM 13 - Number of live planning applications open	Number	Quarterly	Low is good	No	180	<->	120	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Planning Manager	Simon Walters - Director of Communities and Environment
Development Management (Planning)	DM 16 - Percentage of applications approved	%	Quarterly	High is good	No	85.00%	<->	97.00%	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Planning Manager	Simon Walters - Director of Communities and Environment
Development Management (Planning)	DM - Percentage of decisions on planning applications that are subsequently overturned on appeal (New measure)	%	Quarterly	Low is good	No	10.00%	<->	5.00%	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Planning Manager	Simon Walters - Director of Communities and Environment
Development Management (Planning)	DM 21 - Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis	%	Quarterly	High is good	No	70.00%	<->	90.00%	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Planning Manager	Simon Walters - Director of Communities and Environment
Development Management (Planning)	DM 22 - Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis	%	Quarterly	High is good	No	60.00%	<->	90.00%	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Planning Manager	Simon Walters - Director of Communities and Environment
Private Housing	PH - Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions) (New measure)	Weeks	Quarterly	Low is good	No	26	<->	19	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Food and Health and Safety Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Private Housing	PH - Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level (New measure)	Weeks	Quarterly	N/A	Yes	Volumetric for one year to allow time to collect back data as currently have no indication of outturn.			Clr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Food and Health and Safety Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Private Housing	PH 4 - Number of empty homes brought back into use	Number	Quarterly (Collected 6 monthly)	High is good	No	Q2 - 12 Q4 - 25	<->	Q2 - 25 Q4 - 50	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Food and Health and Safety Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Public Protection & Anti-Social Behaviour	ASB - no. of cases received in the quarter (ASB) (New measure)	Number	Quarterly	N/A	Yes	N/A	<->	N/A	Clr Rosanne Kirk - Portfolio Holder for Reducing Inequalities	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Public Protection & Anti-Social Behaviour	ASB - No. of cases closed in the quarter (New measure)	Number	Quarterly	N/A	Yes	N/A	<->	N/A	Clr Rosanne Kirk - Portfolio Holder for Reducing Inequalities	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Public Protection & Anti-Social Behaviour	ASB - Number of live cases open at the end of the quarter (New measure)	Number	Quarterly	Low is good	No	260	<->	220	Clr Rosanne Kirk - Portfolio Holder for Reducing Inequalities	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Public Protection & Anti-Social Behaviour	ASB 5 - Satisfaction of complainants relating to how the complaint was handled	%	Quarterly	High is good	No	75.00%	<->	85.00%	Clr Rosanne Kirk - Portfolio Holder for Reducing Inequalities	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Sport & Leisure	SP - Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	Number	Quarterly	High is good	No	Minimum increase of 0.7% each quarter = 213,355 (based on Q3 18/19 outturn)	<->	Increase of 1% each quarter (Sport England Target) = 213,991 (based on Q3 18/19 outturn)	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	Simon Colburn - Assistant Director of Health & Environmental Services

Service Area	Measure	Unit	Cumulative or Quarterly	High / Low is Good	Volumetric	Low Target (Worst)	On target	High Target (Best)	Portfolio Holder	Service Manager	Assistant Director/Director
Sport & Leisure	SP - Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre (New measure)	Hours	Quarterly	High is good	No	520 hrs per quarter	<->	650 hrs per quarter	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	Simon Colburn - Assistant Director of Health & Environmental Services
CCTV	CCTV 6 - Total number of incidents handled by CCTV operators	Number	Quarterly	N/A	Yes	N/A	<->	N/A	CLlr Rosanne Kirk - Portfolio Holder for Reducing Inequality	Caroline Bird - Community Services Manager	Steve Bird - Assistant Director of Communities and Street Scene
Waste & Recycling	WM 5 - Percentage of waste recycled or composted	%	Quarterly	High is good	No	35.00%	<->	38.00%	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manger	Steve Bird - Assistant Director of Communities and Street Scene
Waste & Recycling	WM - Contractor points achieved against target standards specified in contract - Waste Management (New measure)	Number	Quarterly	Low is good	No	999	<->	501	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manger	Steve Bird - Assistant Director of Communities and Street Scene
Street Cleansing	SC - Contractor points achieved against target standards specified in contract - Street Cleansing (New measure)	Number	Quarterly	Low is good	No	999	<->	501	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manger	Steve Bird - Assistant Director of Communities and Street Scene
Grounds Maintenance	GM - Contractor points achieved against target standards specified in contract - Grounds Maintenance (New measure)	Number	Quarterly	Low is good	No	999	<->	501	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manger	Steve Bird - Assistant Director of Communities and Street Scene
Allotments	AM 8 - Percentage occupancy of allotment plots	%	Quarterly	High is good	No	80.00%	<->	88.00%	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	Steve Bird - Assistant Director of Communities and Street Scene
Parking Services	PS 6 - Overall percentage utilisation of all car parks (P8)	%	Quarterly	High is good	No	60.00%	<->	70.00%	CLlr Neil Murray - Portfolio Holder for Economic Growth	Steve Bird - Assistant Director of Communities and Street Scene	Steve Bird - Assistant Director of Communities and Street Scene
Parking Services	PS 7 - Number of off street charged parking spaces	Number	Quarterly	N/A	Yes	N/A	<->	N/A	CLlr Neil Murray - Portfolio Holder for Economic Growth	Steve Bird - Assistant Director of Communities and Street Scene	Steve Bird - Assistant Director of Communities and Street Scene
Licensing	LIC - Total number of committee referrals (for all licensing functions) (New measure)	Number	Quarterly	N/A	Yes	N/A	<->	N/A	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Licensing	LIC - Total number of enforcement actions (revocations, suspensions and prosecutions) (New measure)	Number	Quarterly	N/A	Yes	N/A	<->	N/A	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Simon Colburn - Assistant Director of Health & Environmental Services

Service Area	Measure	Unit	Collection Frequency	High / Low is Good	Volumetric	Low Target (Worst)	On target	High Target (Best)	Portfolio Holder	Service Manager	Assistant Director
Contaminated Land	CON 1 - Area of sites of potential concern (in m2) made suitable for use in the year.	Number	Annual Q4	N/A	Yes	N/A	<->	N/A	CLlr Neil Murray - Portfolio Holder for Economic Growth	Sara Boothright - Food and Health and Safety Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Affordable Housing	AH 4 - Cumulative number of affordable homes delivered to date this year	Number	Annual Q4	High is good	No	150	<->	172	CLlr Donald Nannestad - Portfolio Holder for Quality Housing	Kieron Manning - Planning Manager	Simon Walters - Director of Communities and Environment
Sport & Leisure	SP - Percentage of respondents to satisfaction survey who would recommend Birchwood Leisure Centre and/or Yarborough Leisure Centre to others (New measure)	%	Annual Q4	High is good	No	62.00%	<->	70.00%	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	Simon Colburn - Assistant Director of Health & Environmental Services
Waste & Recycling	WM 6 - Satisfaction with refuse service (collected via Citizens' Panel)	%	Annual Q3	High is good	No	90.00%	<->	96.00%	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manger	Steve Bird - Assistant Director of Communities and Street Scene
Waste & Recycling	WM 7 - Satisfaction with recycling service (collected via Citizens' Panel)	%	Annual Q3	High is good	No	90.00%	<->	94.00%	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manger	Steve Bird - Assistant Director of Communities and Street Scene
Grounds Maintenance	GM - Satisfaction with play areas, parks and open spaces (collected via Citizens' Panel)	%	Annual Q2	High is good	No	85.00%	<->	90.00%	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manger	Steve Bird - Assistant Director of Communities and Street Scene
Street Cleansing	SC 8 - Satisfaction that public land and public highways are kept clear of litter and refuse (Street Cleansing) (collected via Citizens' Panel)	%	Annual Q2	High is good	No	70.00%	<->	80.00%	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manger	Steve Bird - Assistant Director of Communities and Street Scene
Food and Health & Safety Enforcement	FHS 9 - Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in restaurants/cafes/ shops and takeaways in Lincoln	%	Annual Q3	High is good	No	80.00%	<->	85.00%	CLlr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	Simon Colburn - Assistant Director of Health & Environmental Services