

Annual Measures at Q3

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Year	Current Value	Unit	Status	Commentary	
CX	Democratic Services	DEM 1	The number of individuals registered on the electoral register (local elections)	N/A	Volumetric	Volumetric	2019/20	67,919	2020/21	68,203	Number	V	As you will see we have had a significant increase in registration since last reported.
DCE	Waste & Recycling	WM 3	Satisfaction with refuse service (collected via Citizens' Panel)	High is good	90.00	96.00	2019/20	97.00	2020/21	96.30	%	G	Citizen Panel respondents were recorded as 96.3% being satisfied or very satisfied with the refuse collection service.
	Waste & Recycling	WM 4	Satisfaction with recycling service (collected via Citizens' Panel)	High is good	90.00	94.00	2019/20	97.00	2020/21	94.80	%	G	94.8% of Citizen Panel respondents reported being satisfied or very satisfied with the recycling collection service overall
	Food and Health & Safety Enforcement	FHS 4	Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in restaurants/cafes/ shops and takeaways in Lincoln	High is good	80.00	85.00	2019/20	88.00	2020/21	91	%	G	64.% of residents were satisfied with the standard of hygiene in restaurants, cafes takeaways and shops whilst 26.6% were very satisfied.

Annual Measures at Q4

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Year	Current Value	Unit	Status	Commentary	
CX	Debtors & Creditors	DCT 1	Percentage of invoices paid within 30 days	High is good	95.00	97.00	2019/20	96.22	2020/21	98.92	%	G	Figures are calculated on all invoices & credit notes (not refunds or grants) paid 01/04/2020 to 31/03/2021. Figures are adjusted based on certain assumptions as below: - 1) No invoice collected for payment by supplier from CoLC by Direct Debit or standing order classified as late. 2) No credit note taken by CoLC outside of the 30 days classified as late. 3) Assumption that 0.5% of those invoices paid after 30 days were held in dispute at some point, hence paid later after dispute was resolved and not classified as late 4) 1.0% of those invoice paid after 30 days were held back from payment because the overall balance with the supplier was in credit.
	Debtors & Creditors	DCT 2	Percentage of invoices that have a Purchase Order completed	High is good	40.00	50.00	2019/20	45.60	2020/21	45.40	%	A	Based on supplier expenditure only. 15,323 GL lines in total representing all supplier expenditure. Of these 6,948 lines were linked to either an Agresso or UH order number.
DCE	Sport & Leisure	SP 3	Percentage of respondents to satisfaction survey who would recommend Birchwood Leisure Centre and/or Yarborough Leisure Centre to others	High is good	62.00	70.00	2019/20	0.00	2020/21	Data not available due to impact of COVID-19 stopping collection of satisfaction data			
	Affordable Housing	AH1	Cumulative number of affordable homes delivered	High is good	150	172	2018/19	231	2020/21	Date Due	Number	Data Due	