

Portfolio Holder for Our People and Resources

NB: Changes are highlighted in blue. It should be noted that the impact of Covid-19 has meant that in some cases it has been difficult to forecast what a realistic target might be. Depending on the service area, some services have therefore changed to volumetric measures, some have changed targets to reflect expected performance, and in some cases because expected performance is not known and not within our control targets have been retained as in previous years.

| Service Area | Measure | Unit | Cumulative or Quarterly | High / Low is Good | Volumetric | 2020-2021 | | | | | | 2021-2022 | | | Portfolio Holder | Owner | Comments (if required) | | | |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------|--------------------|------------|----------------------------------------------------------|-----------|----------------------------------------------------------|--------------------------------------|------------------|------------------|------------------|------------------|----------------------------------------------------------|------------------|----------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | | | Low Target (Worst) | On target | High Target (Best) | Q2/19/20 Outturn | Q3/19/20 Outturn | Q4/19/20 Outturn | Q1/20/21 Outturn | Q2/20/21 Outturn | Q3/20/21 Outturn | | | | Low Target (Worst) | On target | High Target (Best) |
| Quarterly Measures | | | | | | | | | | | | | | | | | | | | |
| Communications | COM 1 - Percentage of media enquiries responded to within four working hours | % | Quarterly | High is good | No | 70.00% | <-> | 85.00% | 72 | 54 | 76 | 89 | 86 | 70.00% | <-> | 85.00% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Steve Welsby - Communications Manager | Retain 2020/21 targets | |
| Communications | COM 2 - Number of proactive communications issued that help maintain or enhance our reputation | Number | Quarterly | High is good | No | 25 | <-> | 40 | 38 | 21 | 37 | 46 | 38 | 25 | <-> | 40 | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Steve Welsby - Communications Manager | Retain 2020/21 targets | |
| Work Based Learning | WBL 1 - Percentage of apprentices completing their qualification on time | % | Quarterly | High is good | No | 92.00% | <-> | 95.00% | 100.00% | 100.00% | 12.00% | 100.00% | 100.00% | 92.00% | <-> | 95.00% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Sharon Hylton - Work Based Learning Team Leader | Retain 2020/21 targets | |
| Work Based Learning | WBL 2 - Number of new starters on the apprenticeship scheme | Number | Cumulative | High is good | No | Q1 - 3 Q2 - 8 Q3 - 13 Q4 - 18 | <-> | Q1 - 5 Q2 - 10 Q3 - 15 Q4 - 20 | 13 | 19 | 29 | 3 | 2 | Volumetric | <-> | Volumetric | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Sharon Hylton - Work Based Learning Team Leader | Retain 2020/21 figures and change to volumetric | |
| Work Based Learning | WBL 3 - Percentage of apprentices moving into Education, Employment or Training | % | Quarterly | High is good | No | 92.00% | <-> | 95.00% | 100.00% | 100.00% | 85.00% | 100.00% | 100.00% | Volumetric | <-> | Volumetric | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Sharon Hylton - Work Based Learning Team Leader | Retain 2020/21 figures and change to volumetric | |
| Accountancy | ACC 1 - Average return on investment portfolio | % | Quarterly | High is good | No | 0.75% | <-> | 0.85% | 0.86% | 0.85% | 0.80% | 0.45% | 0.18% | 0.12% | <-> | 0.18% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Sarah Hardy - Principal Finance Business Partner | 0.18% is probably towards the high side of the likely interest receivable (given the base rate issues currently) | |
| Accountancy | ACC 2 - Average interest rate on external borrowing | % | Quarterly | Low is good | No | 4.75% | <-> | 3.75% | 3.38% | 3.60% | 3.69% | No data | 3.69% | 4.75% | <-> | 3.75% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Sarah Hardy - Principal Finance Business Partner | Retain 2020/21 targets | |
| Revenues Administration | REV 1 - Council Tax - in year collection rate for Lincoln | % | Cumulative | High is good | No | Q1 - 26.50% Q2 - 52.50% Q3 - 78.50% Q4 - 96.75% | <-> | Q1 - 27.00% Q2 - 53.00% Q3 - 79.00% Q4 - 97.00% | 52.87% | 79.03% | 96.77% | 25.90% | 50.53% | Q1 - 25.00% Q2 - 50.00% Q3 - 75.00% Q4 - 95.00% | <-> | Q1 - 27.00% Q2 - 53.00% Q3 - 79.00% Q4 - 96.75% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Martin Walmsley - Head of Shared Revenues and Benefits | Targets updated | |
| Revenues Administration | REV 2 - Business Rates - in year collection rate for Lincoln | % | Volumetric | High is good | No | Q1 - 33.00% Q2 - 58.00% Q3 - 82.50% Q4 - 98.60% | <-> | Q1 - 34.50% Q2 - 59.50% Q3 - 84.50% Q4 - 99.00% | 59.58% | 83.39% | 99.46% | 41.31% | 65.15% | Volumetric | <-> | Volumetric | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Martin Walmsley - Head of Shared Revenues and Benefits | Change to volumetric | |
| Revenues Administration | REV 3 - Number of outstanding customer changes in the Revenues Team | Number | Quarterly | Low is good | No | Q1 - 750 Q2 - 750 Q3 - 600 Q4 - 450 | <-> | Q1 - 600 Q2 - 600 Q3 - 450 Q4 - 300 | 1177 | 550 | 371 | 249 | 685 | Q1 - 800 Q2 - 750 Q3 - 700 Q4 - 650 | <-> | Q1 - 700 Q2 - 650 Q3 - 550 Q4 - 450 | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Martin Walmsley - Head of Shared Revenues and Benefits | Targets updated | |
| Annual Measures | | | | | | | | | | | | | | | | | | | | |
| Debtors & Creditors | DCT 1 - Percentage of invoices paid within 30 days | % | Annual Q4 | High is good | No | 95% | <-> | 97% | 95.38% | 97.03% | 95.17% | 97.79% | 96.22% | 95% | <-> | 97% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Sarah Hardy - Principal Finance Business Partner | Retain 2020/21 targets | |
| Debtors & Creditors | DCT 2 - Percentage of invoices that have a Purchase Order completed | % | Annual Q4 | High is good | No | 55% | <-> | 65% | 43.10% | 40.76% | 41.60% | 46.00% | 45.60% | 55% | <-> | 65% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Sarah Hardy - Principal Finance Business Partner | Retain 2020/21 targets | |
| Procurement Services | PRO 1 - Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor) | % | Annual Q2 | High is good | No | 20% | <-> | 45% | Data will be input from Q3 2020/2021 | | | | | | 20% | <-> | 45% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Heather Carmichael - Client Procurement Officer | Retain 2020/21 targets |
| Procurement Services | PRO 2 - Percentage value of the top 10 spend contracts that have been sub-contracted (wholly or partly) to "local" suppliers to deliver | % | Annual Q2 | High is good | No | 70% | <-> | 90% | Data will be input from Q3 2020/2021 | | | | | | 70% | <-> | 90% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Heather Carmichael - Client Procurement Officer | Retain 2020/21 targets |
| Procurement Services | PRO 3 - Percentage of total contract spend that is with an SME | % | Annual Q2 | High is good | No | 20% | <-> | 40% | Data will be input from Q3 2020/2021 | | | | | | 20% | <-> | 40% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Heather Carmichael - Client Procurement Officer | Retain 2020/21 targets |
| Procurement Services | PRO 4 - Percentage of total contract spend that is with an SME who meets the "local" definition | % | Annual Q2 | High is good | No | 20% | <-> | 40% | Data will be input from Q3 2020/2021 | | | | | | 20% | <-> | 40% | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Heather Carmichael - Client Procurement Officer | Retain 2020/21 targets |
| Property Services | PRS 1 - Return on new commercial investments - (Annual rental yield = Net Income/Purchase Price plus initial purchase costs) | % | Annual Q2 | High is good | No | 5% | <-> | 7% | Data will be input from Q3 2020/2025 | | | | | | | | | Clr Ric Metcalfe - Portfolio Holder for Our People and Resources | Property Services | Needs to cease being a performance measure as we are no longer pursuing any commercial property purchases, it no longer part of our strategy so we wouldn't have any data to report each year. |