## Porfolio Holder for Remarkable Place

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 have 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.

known and not within d	within our control targets have been retained as in previous years.				2020-20						2021-2022							
			Cumulative or	High / Low is	Low Target On	High Target	Q2/19/20 C	03/19/20	04/19/20	1/20/21	Q2/20/21	03/20/21	Low Target	On	High Target			
Service Area	Measure	Unit		Good Volumetric						-			(Worst)	target	•	Portfolio Holder	Owner	Comments (if required)
Quarterly Measures		1				<u> </u>	I I			ollection	Collection		<u> </u>				Sara Boothright -	
Food and Health &	FHS 1 - Percentage of premises fully or broadly										not possible	-				Cllr Bob Bushell - Portfolio	Environmental Health &	This can be reported on from first
Safety Enforcement	compliant with Food Health & Safety inspection	%	Quarterly	High is good No	96% <->	98%	98.20%	98.40%	99.00% C	OVID	COVID Collection		96%	% <->	98%	Holder for Remarkable Place	Corporate Safety Manager Sara Boothright -	quarter 2021
Food and Health &	FHS 2 - Average time from actual date of										not possible					Cllr Bob Bushell - Portfolio	Environmental Health &	This can be reported on from first
Safety Enforcement	inspection to achieving compliance	Days	Quarterly	Low is good No	13 <->	8	15.90	17.50	17.00	16.5	COVID		13	3 <->	8	Holder for Remarkable Place	Corporate Safety Manager	quarter 2021 This can be reported on from first
																		quarter 2021, however the
																		programme that is expected to be
	FHS 3 - Percentage of food inspections that should								C	ollection	Collection						Sara Boothright -	delivered has been adjusted by the Food Standards Agency and will only
Food and Health &	have been completed and have been in that time									•	not possible	-				Cllr Bob Bushell - Portfolio	Environmental Health &	included prioritised inspections and
Safety Enforcement	period	%	Quarterly	High is good No	85% <->	97.00% Increase of	88.00%	93.80%	91.90% <mark>C</mark>	OVID	COVID		85%	% <->	97.00% Increase of	Holder for Remarkable Place	Corporate Safety Manager	interventions.
						1% each Q									1% each Q			
					Min increase	(Sport England							Min increase		(Sport England			
					of 0.7% each	Target) =							of 0.7% each		Target) =			
					Q = 233,197	233,892							Q = 233,197		233,892		Steve Lockwood - Leisure,	
Sport & Leisure	SP 1 - Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres		r Quarterly	High is good No	(based on Q3 19/20) <->	(based on Q3 19/20)	247,189	231,576	213,990	N/Δ	37,412		(based on Q3 19/20)		•	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Sport and City Services	Retain as 2020/21
Sport & Leisure	raibolough Leisure Centres	Numbe	Quarterly	High is good ino	19/20)	19/20)	247,109	231,370	213,990  1	N/A	37,412		19/20)	\-\/	19/20)	Holder for Kerriarkable Flace	livianagei	Retain as 2020/21
	SP 3a - Percentage of respondents to satisfaction															Cilia Dala Decahali - Dantalia	Steve Lockwood - Leisure,	
Sport & Leisure	survey who would recommend Birchwood Leisure Centre (new measure for 20/21)	?  %	Quarterly	High is good No	62% <->	70%							629	% <->		Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Sport and City Services  Manager	Retain as 2020/21
			- Constitution of the Cons					Me	easure not yet	being colle	cted							
	SP 3b - Percentage of respondents to satisfaction survey who would recommend Yarborough															Cllr Bob Bushell - Portfolio	Steve Lockwood - Leisure, Sport and City Services	
Sport & Leisure	Leisure Centre (new measure for 20/21)	%	Quarterly	High is good No	62%	70%							62%	%		Holder for Remarkable Place	1'	Retain as 2020/21
	SP 2 - Artificial Grass Pitch usage at Yarborough Leisure Centre (exp. to open July 19) & Birchwood	1															Steve Lockwood - Leisure,	
	Leisure Centre (exp. to open June 19) (New															Cllr Bob Bushell - Portfolio	Sport and City Services	
Sport & Leisure	measure)	Hours	Quarterly	High is good No	520 <->	650	555	612	649	649	315		520	0 <->	650	Holder for Remarkable Place	Manager	Retain as 2020/21
	WM 1 - Percentage of waste recycled or															Cllr Bob Bushell - Portfolio	Caroline Bird - Community	
Waste & Recycling	composted	%	Quarterly	High is good No	33.50% <->	41.00%	37.13%	37.75%	32.47%	28.70%	38.07%		28%	% <->		Holder for Remarkable Place	,	
	WM 2 - Contractor points achieved against target standards specified in contract - Waste															Cllr Bob Bushell - Portfolio	Caroline Bird - Community	
Waste & Recycling	Management	Numbe	r Quarterly	Low is good No	501 <->	50	55	120	145	115	100		50:	1 <->		Holder for Remarkable Place	,	Retain as 2020/21
	SC 1 - Contractor points achieved against target															Cllr Bob Bushell - Portfolio	Caroline Bird - Community	
Street Cleansing	standards specified in contract - Street Cleansing	Numbe	r Quarterly	Low is good No	501 <->	25	85	50	85	45	90	)	50:	1 <->		Holder for Remarkable Place	,	Retain as 2020/21
	GM 1 - Contractor points achieved against target		,								No points							
Grounds Maintenance	standards specified in contract - Grounds  Maintenance	Numbe	r Quarterly	Low is good No	501 <->	15	5	15	5	15	recorded in Q2		50:	1 <->		Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	Retain as 2020/21
			- Color Collin														, , ,	
Allotments	AM 1 - Percentage occupancy of allotment plots	%	Quarterly	High is good No	84.00% <->	92.00%	89.00%	87.00%	85.00%	92.00%	95.00%		84.00%	% <->		Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Lee George - Open Spaces	Retain as 2020/21
Anotherts	AW 1 - Percentage occupancy of anotherit piots	70	Quarterry	riigii is good ivo	84.0070 <->	32.0070	83.00%	87.0070	85.0070	92.0070	33.00%	'	04.007	70	32.0070	Tiolder for Kernarkable Flace	Francesca Bell - Public	Netain as 2020/21
Licensina	LIC 1 - Total number of committee referrals (for al		m Occambonly	Valum atria Vas	NI/A	NI/A										Cllr Bob Bushell - Portfolio	Protection, ASB and	No change required
Licensing	licensing functions)	Numbe	r Quarterly	Volumetric Yes	N/A <->	N/A										Holder for Remarkable Place	Licensing Service Manager Francesca Bell - Public	No change required
	LIC 2 - Total number of enforcement actions	N		Wall and day Was	21/2	21/2										Cllr Bob Bushell - Portfolio	Protection, ASB and	No also assessed to all
Licensing  Annual Measures	(revocations, suspensions and prosecutions)	Numbe	r  Quarterly	Volumetric Yes	N/A <->	N/A										Holder for Remarkable Place	Licensing Service Manager	No change required
Waste & Recycling	WM 3 - Satisfaction with refuse service (collected via Citizens' Panel)	%	Annual Q3	High is good No	90.00% <->	96.00%	95.30%	93.85%	96.00%	96.00%	97.00%		90.00%	% <->		Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	Retain as 2020/22
vuste a necycling	<u> </u>	70	71111441 Q3	Trigit is good live	30.0070	30.0070	33.3070	33.0370	30.0070	30.0070	37.0070	<u>'</u>	30.007	70 17			Ţ.	Notalii us 2020/22
Wasta & Basysling	WM 4 - Satisfaction with recycling service	0/	Annual O2	High is good No	90.00% <->	96.00%	95.70%	02.76%	94.00%	96.00%	97.00%		90.00%	2/ / >		Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community	Retain as 2020/23
Waste & Recycling	(collected via Citizens' Panel)	/0	Annual Q3	High is good No	90.00% <->	30.00%	33.70%	92.76%	34.00%	30.00%	37.00%	,	30.00%	% <->	30.00%	TIOIGET TOT NEITHALKADIE PIACE	, Joei vices ividilagei	inclain as 2020/25
Cyanada 84-tota	GM 2 - Satisfaction with play areas, parks and	0/	Amm1 02	High is good Mr.	05.000/	00.000	00.000/	07.000	00.0004	07.000	00.000		05.000	2/		Cllr Bob Bushell - Portfolio	Caroline Bird - Community	Retain as 2020/24
Grounds Maintenance	open spaces (collected via Citizens' Panel)	%	Annual Q2	High is good No	85.00% <->	90.00%	88.00%	87.90%	86.08%	87.00%	90.00%		85.00%	% <->	90.00%	Holder for Remarkable Place	e  Services ivianager	Retain as 2020/24
	SC 2 - Satisfaction that public land and public															au		
Street Cleansing	highways are kept clear of litter and refuse (Street Cleansing) (collected via Citizens' Panel)	:   %	Annual Q2	High is good No	68.00% <->	80.00%	82.80%	82.76%	74.76%	66.89%	69.00%		68.00%	% <->		Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	Retain as 2020/25
on cer cicunsing		7.5	, amadi Q2	<sub>6</sub>	30.00/0 32	30.00/0	02.00/0	32.70/0	, 4.70/0	30.0370	. 05.00/6		00.007	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	55.50/6			
Food and Health &	FHS 4 - Percentage of Citizens' Panel respondents who are satisfied with the standard of hygiene in															Cllr Bob Bushell - Portfolio	Sara Boothright - Environmental Health &	
Safety Enforcement	restaurants/cafes/ shops and takeaways in Lincolr	n %	Annual Q3	High is good No	80.00% <->	85.00%	86.00%	81.00%	88.00%	91.00%	Data due		80.00%	% <->			Corporate Safety Manager	Remain as 2020/21
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