

DCE Strategic Measures
 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					PH	Owner	Comments		
						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)
Food and Health & Safety Enforcement	FHS 1 - Percentage of premises fully or broadly compliant with Food Health & Safety Inspection	%	Quarterly	High is good	No	96%	<>	98%	98.20%	98.40%	99.00%	Collection not possible - COVID	Collection not possible - COVID		96%	<>	98%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Sara Boothright - Environmental Health & Corporate Safety Manager	This can be reported on from first quarter 2021	
Food and Health & Safety Enforcement	FHS 2 - Average time from actual date of inspection to achieving compliance	Days	Quarterly	Low is good	No	13	<>	8	15.90	17.50	17.00	Collection not possible - COVID	Collection not possible - COVID	16.5	13	<>	8	Clr Bob Bushell - Portfolio Holder for Remarkable Place Sara Boothright - Environmental Health & Corporate Safety Manager	This can be reported on from first quarter 2021	
Food and Health & Safety Enforcement	FHS 3 - Percentage of food inspections that should have been completed and have been in that time period	%	Quarterly	High is good	No	85%	<>	97.00%	88.00%	93.80%	91.90%	Collection not possible - COVID	Collection not possible - COVID		85%	<>	97.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Sara Boothright - Environmental Health & Corporate Safety Manager	This can be reported on from first quarter 2021, however the programme that is expected to be delivered has been adjusted by the Food Standards Agency and will only include prioritised inspections and interventions.	
Development Management (Planning)	DM 1 - Number of applications in the quarter	Number	Quarterly	Volumetric	Yes	N/A	<>	N/A										Clr Neil Murray - Portfolio Holder for Economic Growth Kieron Manning - Assistant Director for Planning	Retain as 2020/21	
Development Management (Planning)	DM 2 - End to end time to determine a planning application (Days)	Days	Quarterly	Low is good	No	85	<>	65.00	55.01	67.25	53.57			80	74.91	85	<>	65.00	Clr Neil Murray - Portfolio Holder for Economic Growth Kieron Manning - Assistant Director for Planning	Retain as 2020/21
Development Management (Planning)	DM 3 - Number of live planning applications open	Number	Quarterly	Low is good	No	180	<>	120.00	84	95	70			140	105	180	<>	120.00	Clr Neil Murray - Portfolio Holder for Economic Growth Kieron Manning - Assistant Director for Planning	Retain as 2020/21
Development Management (Planning)	DM 4 - Percentage of applications approved	%	Quarterly	High is good	No	85%	<>	97%	98.00%	95.00%	97.00%			90.00%	93.06%	85%	<>	97%	Clr Neil Murray - Portfolio Holder for Economic Growth Kieron Manning - Assistant Director for Planning	Retain as 2020/21
Development Management (Planning)	DM 5 - Percentage of decisions on planning applications that are subsequently overturned on appeal	%	Quarterly	Low is good	No	10%	<>	5%	88.37%	96.00%	105.00%			74.91%	233.00%	10%	<>	5%	Clr Neil Murray - Portfolio Holder for Economic Growth Kieron Manning - Assistant Director for Planning	Retain as 2020/21
Development Management (Planning)	DM 6 - 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%	<>	90%	94.65%	93.67%	94.78%			80.00%	96.00%	70%	<>	90%	Clr Neil Murray - Portfolio Holder for Economic Growth Kieron Manning - Assistant Director for Planning	Retain as 2020/21
Development Management (Planning)	DM 7 - Percentage of Major Planning Applications determined within the government target (80% in 13 weeks) measured on a 2 year rolling basis	%	Quarterly	High is good	No	60%	<>	90%	95.45%	93.02%	89.74%			70.00%	88.37%	60%	<>	90%	Clr Neil Murray - Portfolio Holder for Economic Growth Kieron Manning - Assistant Director for Planning	Retain as 2020/21
Private Housing	PH 1 - Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's etc. extensions)	Weeks	Quarterly	Low is good	No	26	<>	19	21	28	8			27	Collection not possible - COVID	26	<>	19	Clr Donald Nannestad - Portfolio Holder for Quality Housing Sara Boothright - Environmental Health & Corporate Safety Manager	This can be reported on from first quarter 2021
Private Housing	PH 2 - Average time (weeks) from receiving to processing a complaint about housing standards in private rented accommodation (updated measure)	Weeks	Quarterly	Low is good	No	12	<>	20	16.00	6.00	2.80			7.40	Collection not possible - COVID	12	<>	20	Clr Donald Nannestad - Portfolio Holder for Quality Housing Sara Boothright - Environmental Health & Corporate Safety Manager	This can be reported on from first quarter 2021
Private Housing	PH 3 - Number of empty homes brought back into use	Number	Quarterly (Collected 6 monthly)	High is good	No	Q2 11 Q4 25	<>	Q2 25 Q4 50	17	37	54			7	Collection not possible - COVID	Q2 7 Q4 13	<>	Q2 13 Q4 25	Clr Donald Nannestad - Portfolio Holder for Quality Housing Sara Boothright - Environmental Health & Corporate Safety Manager	High and low target has been reduced as it is unlikely that actively targeting empty homes will begin until September 2021
Public Protection & Anti-Social Behaviour	ASB 1 - no. of cases received in the quarter (ASB)	Number	Quarterly	Volumetric	Yes	N/A	<>	N/A											Clr Rosanne Kirk - Portfolio Holder for Reducing Inequalities Francesca Bell - Public Protection, ASB and Licensing Service Manager	No change required
Public Protection & Anti-Social Behaviour	ASB 2 - No. of cases closed in the quarter	Number	Quarterly	Volumetric	Yes	N/A	<>	N/A											Clr Rosanne Kirk - Portfolio Holder for Reducing Inequalities Francesca Bell - Public Protection, ASB and Licensing Service Manager	No change required
Public Protection & Anti-Social Behaviour	ASB 3 - Number of live cases open at the end of the quarter	Number	Quarterly	Low is good	No	260	<>	220	778	610	645			226	201	260	<>	220	Clr Rosanne Kirk - Portfolio Holder for Reducing Inequalities Francesca Bell - Public Protection, ASB and Licensing Service Manager	No change required
Public Protection & Anti-Social Behaviour	ASB 4 - Satisfaction of complainants relating to how the complaint was handled	%	Quarterly	High is good	No	75.00%	<>	85.00%	83.30%	98.00%	91.00%			Collection not possible - COVID	Collection not possible - COVID	75.00%	<>	85.00%	Clr Rosanne Kirk - Portfolio Holder for Reducing Inequalities Francesca Bell - Public Protection, ASB and Licensing Service Manager	No change required
Sport & Leisure	SP 1 - Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	Number	Quarterly	High is good	No	Min increase of 0.7% each Q = 233,197 (based on Q3 19/20)	<>	Increase of 1% each Q (Sport England Target) = 233,892 (based on Q3 19/20)	247,189	231,576	213,990			N/A	37,412	Min increase of 0.7% each Q = 233,197 (based on Q3 19/20)	Increase of 1% each Q (Sport England Target) = 233,892 (based on Q3 19/20)	Clr Bob Bushell - Portfolio Holder for Remarkable Place Steve Lockwood - Leisure, Sport and City Services Manager	Retain as 2020/21	
Sport & Leisure	SP 3a - Percentage of respondents to satisfaction survey who would recommend Birchwood Leisure Centre (new measure for 20/21)	%	Quarterly	High is good	No	62%	<>	70%	Measure not yet being collected					62%	<>	70%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Steve Lockwood - Leisure, Sport and City Services Manager	Retain as 2020/21		
Sport & Leisure	SP 3b - Percentage of respondents to satisfaction survey who would recommend Yarborough Leisure Centre (new measure for 20/21)	%	Quarterly	High is good	No	62%	<>	70%	Measure not yet being collected					62%	<>	70%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Steve Lockwood - Leisure, Sport and City Services Manager	Retain as 2020/21		
Sport & Leisure	SP 2 - Artificial Grass Pitch usage at Yarborough Leisure Centre (exp. to open July 19) & Birchwood Leisure Centre (exp. to open June 19) (New measure)	Hours	Quarterly	High is good	No	520	<>	650	555	612	649			649	315	520	<>	650	Clr Bob Bushell - Portfolio Holder for Remarkable Place Clr Rosanne Kirk - Portfolio Holder for Reducing Inequality	Retain as 2020/21
CCTV	CCTV 1 - Total number of incidents handled by CCTV operators	Number	Quarterly	Volumetric	Yes	N/A	<>	N/A											Clr Rosanne Kirk - Portfolio Holder for Reducing Inequality Caroline Bird - Community Services Manager	Retain as 2020/21
Waste & Recycling	WM 1 - Percentage of waste recycled or composted	%	Quarterly	High is good	No	33.50%	<>	41.00%	37.13%	37.75%	32.47%			28.70%	38.07%	Qtr 1 low = 36 Qtr 2 low = 34.5 Qtr 3 low = 39.5 Qtr 4 low = 26	Qtr 1 high = 39 Qtr 2 high = 39 Qtr 3 high = 31 Qtr 4 high = 30	Clr Bob Bushell - Portfolio Holder for Remarkable Place Caroline Bird - Community Services Manager	Quarterly targets proposed to provide a better indication of performance because of the seasonal differences in performance.	
Waste & Recycling	WM 2 - Contractor points achieved against target standards specified in contract - Waste Management	Number	Quarterly	Low is good	No	501	<>	50	55	120	145			115	100	501	<>	50	Clr Bob Bushell - Portfolio Holder for Remarkable Place Caroline Bird - Community Services Manager	Retain as 2020/21
Street Cleansing	SC 1 - Contractor points achieved against target standards specified in contract - Street Cleansing	Number	Quarterly	Low is good	No	501	<>	25	85	50	85			45	90	501	<>	25	Clr Bob Bushell - Portfolio Holder for Remarkable Place Caroline Bird - Community Services Manager	Retain as 2020/21
Grounds Maintenance	GM 1 - Contractor points achieved against target standards specified in contract - Grounds Maintenance	Number	Quarterly	Low is good	No	501	<>	15	5	15	5			15	No points recorded in Q2	501	<>	15	Clr Bob Bushell - Portfolio Holder for Remarkable Place Caroline Bird - Community Services Manager	Retain as 2020/21
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%	<>	92.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Lee George - Open Spaces Officer	Retain as 2020/21
Parking Services	PS 1 - Overall percentage utilisation of all car parks (PS)	%	Quarterly	High is good	No	50.00%	<>	60.00%	46.00%	51.00%	56.00%			0.00%	37.00%	50.00%	<>	60.00%	Clr Neil Murray - Portfolio Holder for Economic Growth Rod Williamson - City Services Team Leader	Remain as 2020/21
Parking Services	PS 2 - Number of off street charged parking spaces	Number	Quarterly	Volumetric	Yes	N/A	<>	N/A											Clr Neil Murray - Portfolio Holder for Economic Growth Rod Williamson - City Services Team Leader	Remain as 2020/22
Licensing	LIC 1 - Total number of committee referrals (for all licensing functions)	Number	Quarterly	Volumetric	Yes	N/A	<>	N/A											Clr Bob Bushell - Portfolio Holder for Remarkable Place Francesca Bell - Public Protection, ASB and Licensing Service Manager	No change required
Licensing	LIC 2 - Total number of enforcement actions (revocations, suspensions and prosecutions)	Number	Quarterly	Volumetric	Yes	N/A	<>	N/A											Clr Bob Bushell - Portfolio Holder for Remarkable Place Francesca Bell - Public Protection, ASB and Licensing Service Manager	No change required

DCE Annual Strategic Measures

Service Area	Measure	Unit	Collection Frequency	High / Low is Good	Volumetric	Low Target (Worst)	On target	High Target (Best)	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	Low Target (Worst)	On target	High Target (Best)	Portfolio Holder	Owner	Comments
Contaminated Land	CDN 1 - Area of sites of potential concern (in m2) made suitable for use in the year	Number	Annual Q4	Volumetric	Yes	N/A	<>	N/A	Measure not yet being collected									Clr Neil Murray - Portfolio Holder for Economic Growth Clr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Environmental Health & Corporate Safety Manager	Retain as 2020/21
Affordable Housing	AH 1 - Cumulative number of affordable homes delivered to date this year	Number	Annual Q4	High is good	No	25	<>	125	11	21	231			7	25	<>	125	Clr Donald Nannestad - Portfolio Holder for Quality Housing Kieron Manning - Assistant Director for Planning	Retain as 2020/21	
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%	90.00%	<>	96.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Caroline Bird - Community Services Manager	Retain as 2020/22	
Waste & Recycling	WM 4 - Satisfaction with recycling service (collected via Citizens' Panel)	%	Annual Q3	High is good	No	90.00%	<>	96.00%	95.70%	92.76%	94.00%			96.00%	90.00%	<>	96.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Caroline Bird - Community Services Manager	Retain as 2020/23	
Grounds Maintenance	GM 2 - Satisfaction with play areas, parks and open spaces (collected via Citizens' Panel)	%	Annual Q2	High is good	No	85.00%	<>	90.00%	88.00%	87.90%	86.08%			87.00%	85.00%	<>	90.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Caroline Bird - Community Services Manager	Retain as 2020/24	
Street Cleansing	SC 2 - 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	68.00%	<>	80.00%	82.80%	82.76%	74.76%			66.89%	69.00%	68.00%	<>	80.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Caroline Bird - Community Services Manager	Retain as 2020/25
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	%	Annual Q3	High is good	No	80.00%	<>	85.00%	86.00%	81.00%	88.00%			91.00%	Data due	80.00%	<>	85.00%	Clr Bob Bushell - Portfolio Holder for Remarkable Place Sara Boothright - Environmental Health & Corporate Safety Manager	Remain as 2020/21

Volumetric - no target
 Target for 2021-22