

Portfolio 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 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																				
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%	Cllr 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		13	<->	8	Cllr 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%	Cllr 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.
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)	Cllr 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%	Cllr 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%	Cllr 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	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City 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%		28%	<->	40%	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	
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	Cllr 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	Cllr 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	Cllr 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%	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Lee George - Open Spaces Officer	Retain as 2020/21
Licensing	LIC 1 - Total number of committee referrals (for all licensing functions)	Number	Quarterly	Volumetric	Yes	N/A	<->	N/A								<->		Cllr 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								<->		Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Francesca Bell - Public Protection, ASB and Licensing Service Manager	No change required
Annual Measures																				
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%	<->	96.00%	Cllr 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%	97.00%		90.00%	<->	96.00%	Cllr 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%	90.00%		85.00%	<->	90.00%	Cllr 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%	Cllr 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%	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	Remain as 2020/21