

Appendix A - Directorate Communities and Environment - Quarterly

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022					2022-23				Reduced Last Year	What about this year			
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
DCE	Allotments	AM 1	Percentage occupancy of allotment plots	%	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	84.00%	92.00%	92.00	95.00	95.00	98.00	84.00%	92.00%	97.00	97.00	97.00					No Change			
DCE	Public Protection & Anti-Social Behaviour	ASB 3	Number of live cases open at the end of the quarter (ASB)	Number	QTR	Low is good	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Francesca Bell - Public Protection, ASB and Licensing Service Manager	780	660	226	201	147	157	260	220	234	189	194					Maintain lower (harder) target from 20/21			
DCE	Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Days	QTR	Low is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	85.00	65.00	80.00	74.91	56.91	66.85	85.00	65.00	56.26	61.91	68.96					No Change			
DCE	Development Management (Planning)	DM 3	Number of live planning applications open	Number	QTR	Low is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	180	120	140	105	129	148	180	120	128	135	156					No Change			
DCE	Development Management (Planning)	DM 4	Percentage of applications approved	%	QTR	High is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	85.00%	97.00%	90.00	93.06	96.00	95.00	85.00%	97.00%	97.00	97.00	95.00					No Change			
DCE	Development Management (Planning)	DM 5	Percentage of decisions on planning applications that are subsequently overturned on appeal	%	QTR	Low is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	10.00%	5.00%	Missing	0.96	50.00	0.00	10.00%	5.00%	0.00	0.00	0.00					No Change			
DCE	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	%	QTR	High is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	70.00%	90.00%	90.00	96.00	92.00	82.71	70.00%	90.00%	90.00	94.00	90.89					No Change			
DCE	Development Management (Planning)	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis	%	QTR	High is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	60.00%	90.00%	70.00	88.37	100.00	100.00	60.00%	90.00%	75.00	88.00	82.50					No Change			
DCE	Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	%	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	95.00%	97.00%	95.00	95.00	Missing	0.00	95.00%	97.00%	0.00	0.00	97.90		Y	A (Adjusted Target)	95.00%	97.00%	The target was never 96-98%. It was supposed to stay as the previous year but was increased in error.		
DCE	Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Days	QTR	Low is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	13	8	16.50	13.00	Missing	0.00	13	8	15.80	33.21	40.30		Y	L (Reduced Target)	15	10	Target has not been achieved since 2014. Only achieved <=15 twice in 3 years. SMART. This is only a small change and does not track with outturn.		
DCE	Food and Health & Safety Enforcement	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	%	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Sara Boothright - Environmental Health & Corporate Safety Manager	85.00%	97.00%	85.00	85.00	Missing	0.00	85.00%	97.00%	11.00	0.00	100.00					No Change			
DCE	Grounds Maintenance	GM 1	Contractor points achieved against target standards specified in contract	Number	QTR	Low is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	150	50	15	150	15	20	150	50	20	75	135					No Change			
DCE	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 exc. extensions)	Weeks	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Environmental Health & Corporate Safety Manager	26	19	27	26	Missing	23	26	19	21	31	24					No Change			
DCE	Private Housing	PH 2	Average time (weeks) from receiving to resolving a complaint about housing standards in private rented accommodation (updated measure)	Weeks	QTR	Low is good	Clr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Environmental Health & Corporate Safety Manager	20	12	7	0	Missing	0	20	12	0	14	3		Y	A (Adjusted Target)	20	12	The target remains the same but this in effect is a stretch target due to the team still recovering services from covid 19 and the large backlogs in some inspections that need to be caught up over the next year.		
DCE	Parking Services	PS 1	Overall percentage utilisation of all car parks (P8)	%	QTR	High is good	Clr Neil Murray - Portfolio Holder for Economic Growth	Rod Williamson - City Services Team Leader	50.00%	60.00%	0.00	37.00	31.00	9.67	50.00%	60.00%	36.00	40.00	48.00					Target was changed in P2 2020-21 (45%-50%) but this was not reflected on this report. 2021-22 Target was increased to 50%-60% but is still not back to pre-COVID 60%-70%. NEW Strain of COVID and what is the new BAU. Needs to be reviewed quarterly going forward.			
DCE	Street Cleansing	SC 1	Contractor points achieved against target standards specified in contract	Number	QTR	Low is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	150	50	45	90	45	355	150	50	90	75	80					NO Change			

DCE	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	QTR	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	520	650	649	315	1980	83	520	650	895	790	806		520	650	No Change		
DCE	Sport & Leisure	SP 3a	Percentage of respondents to satisfaction survey who would recommend Birchwood Leisure Centre (new measure for 20/21)	%	QTR	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	62.00%	70.00%					62.00%	70.00%					62%	70%	No Change		
DCE	Sport & Leisure	SP 3b	Percentage of respondents to satisfaction survey who would recommend Yarborough Leisure Centre (new measure for 20/21)	%	QTR	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	62.00%	70.00%					62.00%	70.00%					62%	70%	No Change		
DCE	Waste & Recycling	WM 1	Percentage of waste recycled or composted	%	QTR	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	33.5%	41.0%	66.77	38.07	36.25	33.45	Qtr. 1 = 26.0% Qtr. 2 = 36.0% Qtr. 3 = 33.5% Qtr. 4 = 30.5%	Qtr. 1 = 30.0% Qtr. 2 = 39.0% Qtr. 3 = 39.0% Qtr. 4 = 35.0%	29.34	35.39	34.82		Qtr. 1 = 26.0% Qtr. 2 = 36.0% Qtr. 3 = 33.5% Qtr. 4 = 30.5%	Qtr. 1 = 30.0% Qtr. 2 = 39.0% Qtr. 3 = 39.0% Qtr. 4 = 35.0%	The targets remain as for last year because: a) No new waste recycling initiatives are planned or can be resourced for the 2022/3 year. b) Nationally recycling has continued to decline in areas where no new initiatives are being launched, so just maintaining existing levels will itself be a challenge. Tracking the baseline figure will however be helpful, as significant changes to waste /recycling are anticipated in 2024 and ongoing. Lincoln is to consider the introduction of paper and card collections for 2024 shortly, and the government is expected to make the collection of additional materials, and/or the way they are collected, statutory challenges in due course.	14	No change
DCE	Waste & Recycling	WM 2	Contractor points achieved against target standards specified in contract	Number	QTR	Low is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	150	50	115	100	105	245	150	50	135	125	95		150	50	No Change		

Appendix A - Directorate Communities and Environment - Cumulative

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022				2022-23				Reduced Last Year	What about this year				
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
DCE	Affordable Housing	AH 1	Cumulative number of affordable homes delivered to date this year	Number	CUM	High is good	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kieron Manning - Assistant Director for Planning	25	125				109.00	25	125					Y	A (Adjusted Target)	Q1 - 5 Q2 - 15 Q3 - 25 Q4 - 35	Q1 - 15 Q2 - 45 Q3 - 80 Q4 - 115	Moved to quarterly inputting and cumulative. The target save also been reprofiled to take account of the challenging housing market currently		
DCE	Private Housing	PH 3	Number of empty homes brought back into use	Number	CUM (Collected 6 monthly)	High is good	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Sara Boothright - Environmental Health & Corporate Safety Manager	Q2 12 Q4 25	Q2 25 Q4 50	7	12	Missing	30	Q1 0 Q2 7 Q3 7 Q4 13	Q1 13 Q2 13 Q3 25 Q4 25	3	12	17		Y	H (Increased Target)	Q2 8 Q4 15	Q2 18 Q4 30	Targets have increased but not yet back to pre-covid which is in line with outturn.	13	increasing but not returned

Appendix A - Directorate Communities and Environment - Annual

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21						2021-2022				2022-23				Reduced Last Year	What about this year				
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment	Reduced Last Year	What about this year	
DCE	Grounds Maintenance	GM 2	Satisfaction with play areas, parks and open spaces (collected via Citizens' Panel)	%	Annual Q2	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	85.00%	90.00%				77.80	85.00%	90.00%							85%	90%	No Change		
DCE	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	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	68.00%	80.00%				76.00	68.00%	80.00%							68%	80%	No Change		
DCE	Waste & Recycling	WM 3	Satisfaction with refuse service (collected via Citizens' Panel)	%	Annual Q3	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	90.00%	96.00%				96.30	90.00%	96.00%				97.00			90%	96%	No Change		
DCE	Waste & Recycling	WM 4	Satisfaction with recycling service (collected via Citizens' Panel)	%	Annual Q3	High is good	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	Caroline Bird - Community Services Manager	90.00%	96.00%				94.80	90.00%	96.00%				94.50			90%	96%	No Change		
DCE	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	Cllr Bob Bushell - Portfolio Holder for Remarkable Place	tbc	80.00%	85.00%				91.00	80.00%	85.00%				87.80			80.00%	80.00%	No Change		

Appendix A - Directorate Communities and Environment - Volumetric

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21					2021-2022					2022-23					Reduced Last Year	What about this year			
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment			
DCE	Sport & Leisure	SP 1a	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	Number	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager	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)	213990	37412	36488	10631	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)	60109	122034	110339		Y	A (Adjusted Target)	Volumetric	Volumetric	New measure - Split old measure 1 for both leisure centres into 2 separate KPI like SP 3.		
DCE	Sport & Leisure	SP 1b	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	Number	QTR	High is good	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Steve Lockwood - Leisure, Sport and City Services Manager			213990	37412	36488	10631			60109	122034	110339		Y	A (Adjusted Target)	Volumetric	Volumetric	New measure - Split old measure 1 for both leisure centres into 2 separate KPI like SP 3. So each leisure centre now reported separately		
DCE	Public Protection & Anti-Social Behaviour	ASB 1	no. of cases received in the quarter (ASB)	Number	QTR	Volumetric	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Volumetric	Volumetric	76	93	65	80	Volumetric	Volumetric	115	88	73					Has always been volumetric			
DCE	Public Protection & Anti-Social Behaviour	ASB 2	No. of cases closed in the quarter (ASB)	Number	QTR	Volumetric	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Volumetric	Volumetric	553	730	594	676	Volumetric	Volumetric	861	849	747					Has always been volumetric			
DCE	CCTV	CCTV 1	Total number of incidents handled by CCTV operators	Number	QTR	Volumetric	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Caroline Bird - Community Services Manager	Volumetric	Volumetric	3649	3082	2503	2216	Volumetric	Volumetric	2549	2665	2181					Has always been volumetric			
DCE	Development Management (Planning)	DM 1	Number of applications in the quarter	Number	QTR	Volumetric	Clr Neil Murray - Portfolio Holder for Economic Growth	Kieron Manning - Assistant Director for Planning	Volumetric	Volumetric	0	233	266	271	Volumetric	Volumetric	224	235	227					Has always been volumetric			
DCE	Licensing	LIC 1	Total number of committee referrals (for all licensing functions)	Number	QTR	Volumetric	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Volumetric	Volumetric	2	3	1	6	Volumetric	Volumetric	0	6	9					Has always been volumetric			
DCE	Licensing	LIC 2	Total number of enforcement actions (revocations, suspensions and prosecutions)	Number	QTR	Volumetric	Clr Bob Bushell - Portfolio Holder for Remarkable Place	Francesca Bell - Public Protection, ASB and Licensing Service Manager	Volumetric	Volumetric	1	0	0	3	Volumetric	Volumetric	1	0	1					Has always been volumetric			
DCE	Parking Services	PS 2	Number of off street charged parking spaces	Number	QTR	Volumetric	Clr Neil Murray - Portfolio Holder for Economic Growth	Rod Williamson - City Services Team Leader	Volumetric	Volumetric	3750	3750	3750	3750	Volumetric	Volumetric	3750	3796	3796					Has always been volumetric			
DCE	Contaminated Land	CON 1	Area of sites of potential concern (in m2) made suitable for use in the year.	Number	Annual Q4	Volumetric	Clr Neil Murray - Portfolio Holder for Economic Growth	Sara Boothright - Environmental Health & Corporate Safety Manager	Volumetric	Volumetric					Volumetric	Volumetric								Has always been volumetric			

Appendix A - Directorate Communities and Environment - Suspended

Black Text - Qtrly		Purple Text - Cumulative		Blue Text - Annually		Cumulative Target		2020-21					2021-2022					2022-23					Reduced Last Year	What about this year		
Service Area	Code	Measure	Unit	QTR or Cum	High / Low is Good	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 Q1 Outturn	2020-21 Q2 Outturn	2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)	Comment		
DCE	Public Protection & Anti-Social Behaviour	ASB 4	Satisfaction of complainants relating to how the complaint was handled	%	QTR	High is good	Clr Sue Burke - Portfolio Holder for Reducing Inequality	Francesca Bell - Public Protection, ASB and Licensing Service Manager	75.00%	85.00%	75.00	75.00	75.00	75.00	75.00%	85.00%	0.00	0.00	0.00					A new process for capturing customer satisfaction is being trialled in housing repairs. Once completed (by April 2022, it will be rolled out to this measure also)		