Service Area	Measure ID	Measure	Assistant Director	Portfolio Holder	Quarterly, Cumulative or	High or Low	/ Unit	Low Target	High Target		Q1 2022/23 outturn		Q3 2022/23 outturn	Low Target 2023/24	High Target	Change for 2023/24	Notes
Work Based	inleasure ID	Percentage of apprentices	Assistant Director	Our People and	Seasonai	is good	Offic	2022/23	2022/23	Outturn	outturn	Outturn	Outturn	2023/24	2023/24	2023/24	Notes
Learning	WBL 1	completing their qualification on time	City Solicitor	Resources	Quarterly	High is good	%	95.00	100.00	83.00	0.00	100.00	50.00	95.00	100.00	No change	Targets to remain the same.
Work Based		Percentage of apprentices moving into Education,		Our People and													Targets to remain the same. Note - Measure ID changed to WBL 2 from WBL 3 following the removal
Learning	WBL 2		City Solicitor	Resources	Quarterly	High is good	%	90.00	95.00	83.00	0.00	100.00	100.00	90.00	95.00	No change	of the previous WBL 2 measure.
		Percentage of media enquiries responded to within four working															
3		hours or within requested	Assistant Director -	Our People and													Lower target has been increased slightly to make this more challenging
Communications	COM 1	response time.	Strategic Development	Resources Customer	Quarterly	High is good	%	75.00	90.00	73.00	76.00	82.00	83.00	78.00	90.00	Target change	following taking recent outturns into consideration.
Customer		Number of face to face	Assistant Director -	Experience and													
Services	CS 1	enquiries in customer services	Strategic Development	Review Customer	Quarterly	N/A	Number	Volumetric	Volumetric	57	40	30	35	Volumetric	Volumetric	No change	Volumetric - targets not required.
Customer		Number of telephone enquiries	Assistant Director -	Experience and													Volumetric - targets not required.
Services	CS 2	answered	Strategic Development	Review	Quarterly	N/A	Number	Volumetric	Volumetric	32,005	28,315	28,197	24,232	Volumetric	Volumetric	No change	Measure name updated to remove the focus on channel shift areas only.
Customer Services Customer	CS 3	Average time taken to answer a call to customer services Average customer feedback score (telephone, face to face	Assistant Director - Strategic Development Assistant Director -	Customer Experience and Review Customer Experience and	Quarterly	Low is good	Seconds	300	180	321	484	795	842	600	300	Target change	Recognising our channel shift ambitions and expectations and reduced staffing, we have increased our target for average call waiting times to tie in with DWP and HMRC standards. This is a high target of 5 minutes (300 seconds) and a low target of 10 minutes (600 seconds). This better reflects what is achievable and takes into account the increasing complexity of calls handled as more routine transactions switch to online. Low target has been reduced slightly. The reasoning for this is the desire to set the measure at a realistic level. Customers may reflect on the reduction in council services due to financial constraints when they are responding to the satisfaction survey. The measure will also be affected by general dissatisfaction levels such as with the reduction in public toilet facilities, the increase in parking charges and increased waiting times for
Services	CS 4	and e-mail enquiries)	Strategic Development	Review	Quarterly	High is good	%	80.00	90.00	N/A	0.00	67.00	87.80	75.00	90.00	Target change	call responses etc.
×		Number of calls logged to IT	Assistant Director -	Customer Experience and													
IT IT	ICT 1	helpdesk	Strategic Development	Review	Quarterly	N/A	Number	Volumetric	Volumetric	1,124	957	861	702	Volumetric	Volumetric	No change	Volumetric - targets not required.
×			Assistant Director -	Customer Experience and													
IT	ICT 2	Percentage of first time fixes	Strategic Development	Review	Quarterly	N/A	%	Volumetric	Volumetric	60.60	60.30	58.00	58.00	Volumetric	Volumetric	No change	Volumetric - targets not required.
Accountancy	ACC 1	Average return on investment portfolio	Chief Finance Officer	Our People and Resources	Quarterly	High is good	0/_	0.15	0.25	0.30	0.90	1.64	2 62	1.50	2.75	Target change	The average return on investment portfolio low target and high target have increased as interest rates have increased.
Accountancy	ACC 1	portiono	Criter i mance Officer	resources	Quarterly	High is good	/0	0.13	0.25	0.30	0.90	1.04	2.02	1.50	2.13	rarget change	
Accountancy Debtors &	ACC 2	Average interest rate on external borrowing Percentage of invoices paid	Chief Finance Officer	Our People and Resources Our People and	Quarterly	Low is good	%	4.75	3.75	3.02	3.05	2.97	2.98	5.25	3.75	Target change	The low target has increased to take into account any new borrowing. Important to note the difference is not in line with investment return due to the maturity profile. Investments are short term but most borrowing is long-term so only new borrowing will be impacted. No change to low / high targets. Figures for last 5 years and current year
Creditors	DCT 1	within 30 days Percentage of invoices that	Chief Finance Officer	Resources	Quarterly	High is good	%	95.00	97.00	N/A	98.11	97.01	96.53	95.00	97.00	No change	indicate an average of 96.86%
Debtors &		have a Purchase Order		Our People and													Targets increased by 5%. Individual service areas with low performance
Creditors	DCT 2	completed Average number of days to pay	Chief Finance Officer	Resources Our People and	Quarterly	High is good	%	45.00	55.00	N/A	56.00	59.00	62.00	50.00	60.00	Target change	being targeted to increase purchase order usage.
Debtors & Creditors	DCT 3	invoices	Chief Finance Officer	Resources	Quarterly	Low is good	Days	30	15	N/A	13	14	16	20	15	Target change	Low target updated as too high. High target unchanged as in line with 5 year and current year average
Housing Benefit	DE 4	Average (YTD) days to process new housing benefit claims from date received (cumulative)		Reducing	Curaulativa	l aux is more	Dava	Q1 - 21.00 Q2 - 20.00 Q3 - 19.50	Q1 - 19.00 Q2 - 18.50 Q3 - 17.50 Q4 - 17.00	40.54	47.70	40.44	45.07	Q1 - 20.00 Q2 - 19.00 Q3 - 18.50	Q1 - 18.00 Q2 - 17.50 Q3 - 16.50 Q4 - 16.00	Torget change	Reduced each quarter profiled target (low & high) by 1 day. Progress made with reducing outstanding level of work should have positive impact on average processing times, however demands on the Benefits Team
Administration	BE 1		DOTOTIO	Inequality	Cumulative	Low is good	Days	Q4 - 19.00		16.54	17.73	16.41	15.97	Q4 - 18.00		ranger change	anticipated to remain high in 2023/24.
Housing Benefit	DE C	Average (YTD) days to process housing benefit claim changes of circumstances from date	Assistant Director - Shared Revenues &	Reducing	0			Q1 - 10.00 Q2 - 9.00 Q3 - 8.00	Q1 - 7.50 Q2 - 7.00 Q3 - 6.50		-			Q1 - 9.50 Q2 - 8.50 Q3 - 7.50	Q1 - 7.00 Q2 - 6.50 Q3 - 6.00		Reduced each quarter profiled target (low & high) by 0.5 days. Progress made with reducing outstanding level of work should have positive impact on average processing times, however demands on the Benefits Team
Administration	BE 2	received (cumulative)	Benefits	Inequality	Cumulative	Low is good	Days	Q4 - 6.50	Q4 - 5.00	3.55	6.52	6.44	5./6	Q4 - 6.00	Q4 - 4.50	rarget change	anticipated to remain high in 2023/24. Reduced each quarter profiled target (low & high) by 100. Progress made
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Assistant Director - Shared Revenues & Benefits	Reducing Inequality	Quarterly - individual quarter targets	Low is good	Number	Q1 - 2,500 Q2 - 2,000 Q3 - 1,750 Q4 - 1,500	Q1 - 2,000 Q2 - 1,800 Q3 - 1,600 Q4 - 1,400	2,117	2,544	1,502	1 412	Q1 - 2,400 Q2 - 1,900 Q3 - 1,650 Q4 - 1,400	Q1 - 1,900 Q2 - 1,700 Q3 - 1,500 Q4 - 1,300	Target change	with reducing outstanding level of work aiming to be maintained in 2023/24, however demands on the Benefits Team anticipated to remain high in 2023/24 and impacts of reducing overtime hours will be closely managed.
, taniniotiation	DE 3	Percentage of risk-based quality		in equality	yaartor taryets	LOW IS GOOD	TAUTING	Q1 - 87.00	Q1 - 90.00	2,117	2,344	1,002	1,413	Q1 - 88.00	Q1 - 91.00	ranger enalige	ayou.
Housing Benefit		checks made where Benefit entitlement is correct	Assistant Director - Shared Revenues &	Reducing				Q2 - 88.00 Q3 - 89.00	Q2 - 91.00 Q3 - 92.00					Q2 - 89.00 Q3 - 90.00	Q2 - 92.00 Q3 - 93.00		Increased each quarter profiled target (low & high) by 1.00%. Improvements in quality control outcomes and processes anticipated in
Administration	BE 4	(cumulative)	Benefits	Inequality	Cumulative	High is good	%	Q4 - 90.00	Q3 - 92.00 Q4 - 93.00	97.13	94.32	95.56	95.69	Q4 - 91.00	Q3 - 93.00 Q4 - 94.00	Target change	maintaining positive performance against this measure.
Housing Benefit		The number of new benefit claims year to date (Housing	Assistant Director - Shared Revenues &	Reducing													
	BE 5	` `	Benefits	Inequality	Quarterly	N/A	Number	Volumetric	Volumetric	4,036	1,056	2,251	3,440	Volumetric	Volumetric	No change	Volumetric - targets not required.
			Acciptant Director					Q1 - 25.00 Q2 - 50.00	Q1 - 26.00 Q2 - 51.50					Q1 - 25.00 Q2 - 50.00	Q1 - 26.00 Q2 - 51.50		Quarters 1-3 low & high targets the same as those for 2022/23 but slight
Revenues		Council Tax - in year collection	Assistant Director - Shared Revenues &	Our People and				Q3 - 75.00	Q3 - 77.00					Q3 - 75.00	Q3 - 77.00		(0.10%) increase to Q4 low and high targets. Impacts of cost of living rises on residents incomes is likely to make 2023/24 another year where
Administration	REV 1	•	Benefits	Resources	Cumulative	High is good	%	Q4 - 95.00	Q4 - 96.00	94.00	25.99	52.16	77.58	Q4 - 95.10	Q4 - 96.10	Target change	collection of monies may be a challenge.
×		Business Rates - in year	Assistant Director -					Q1 - 29.00 Q2 - 54.00	Q1 - 32.00 Q2 - 57.00					Q1 - 29.00 Q2 - 54.00	Q1 - 32.00 Q2 - 57.00		Quarters 1-3 low & high targets the same as those for 2022/23 but slight (0.10%) increase to Q4 low and high targets. Impacts of cost of living
Revenues	DEV.	collection rate for Lincoln	Shared Revenues &	Our People and				Q3 - 81.00	Q3 - 84.00					Q3 - 81.00	Q3 - 84.00		rises on businesses is likely to make 2023/24 another year where
Administration	REV 2	(cumulative)	Benefits	Resources	Cumulative	High is good	%	Q4 - 97.00 Q1 - 2,000	Q4 - 98.00 Q1 - 1,500	98.45	36.60	62.99	85.51	Q4 - 97.10 Q1 - 1,300	Q4 - 98.10 Q1 - 1,200	Target change	collection of monies may be a challenge. Significant progress made in Q3 2022/23 in reducing level of outstanding
Revenues		Number of outstanding customer changes in the	Assistant Director - Shared Revenues &	Our People and	Quarterly - individual			Q2 - 1,800 Q3 - 1,400	Q2 - 1,400 Q3 - 1,200					Q2 - 1,200 Q3 - 1,100	Q2 - 1,100 Q3 - 1,000		changes. Aim is to continue this improvement in 2023/24, whilst recognising 2023/24 is likely to be another year of significant demands on
Administration	REV 3	_	Benefits	Resources	quarter targets	Low is good	Number	Q4 - 1,200	Q4 - 1,100	2,413	2,137	3,025	1,460	Q4 - 1,000	Q4 - 950	Target change	the Revenues Team.

					Quarterly,					Q4 -							
Service Area	Measure ID	Measure	Assistant Director	Portfolio Holder	Cumulative of Seasonal	High or Low	v Unit	Low Target 2022/23	High Target 2022/23	2021/22 outturn		Q2 2022/23 outturn	Q3 2022/23 outturn	Low Target 2023/24		Change for 2023/24	Notes
ш		Owneds the second						Q1 - 5 Q2 - 15	Q1 - 15 Q2 - 45					Q1 - 5 Q2 - 10	Q1 - 25 Q2 - 50		
Affordable		Cumulative number of affordable homes delivered	Assistant Director -					Q3 - 25	Q3 - 80					Q3 - 15	Q3 - 75		Targets amended for 2023/24. Changes based on previous year delivery,
Housing Development	AH1	(cumulative)	Planning	Quality Housing	Cumulative	High is good	Number	Q4 - 35	Q4 - 115	N/A	0	(10	Q4 - 20	Q4 - 100	Target change	impacts of the cost of living and general slow down of the economy.
Management (Planning)		Number of applications in the quarter	Assistant Director - Planning	Economic Growth	Quarterly	N/A	Number	Volumetric	Volumetric	228	3 218	231	227	Volumetric	Volumetric	No change	Volumetric - targets not required.
Development Management (Planning)		End to end time to determine a planning application (Days)	Assistant Director - Planning	Economic Growth	Quarterly	Low is good	Days	85.00	65.00	79.16	87.86	105.21	81.39	85.00	65.00	No change	Targets to remain the same.
Development Management (Planning)		Number of live planning applications open	Assistant Director - Planning	Economic Growth	Quarterly	Low is good	Number	180	120	14	126	120	148	180	120	No change	Targets to remain the same.
Development Management		Percentage of applications	Assistant Director -	Esonomic Grown	Quarterly	20W 13 9000	IVUINDEI	100	120	140	7 120	120	, 140	100	125	110 onunge	rargoto to romain the same.
(Planning)		1	Planning	Economic Growth	Quarterly	High is good	l %	85.00	97.00	95.00	95.00	97.00	93.00	85.00	97.00	No change	Targets to remain the same.
Development Management (Planning)	DM 5	Percentage of decisions on planning applications that are subsequently overturned on appeal Percentage of Non-Major Planning Applications	Assistant Director - Planning	Economic Growth	Quarterly	Low is good	%	10.00	5.00	0.00	0.00	0.00	100.00	10.00	5.00	No change	Targets to remain the same.
Development Management (Planning)	DM 6	determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis Percentage of Major Planning	Assistant Director - Planning	Economic Growth	Quarterly	High is good	I %	70.00	90.00	83.00	84.20	88.30	87.60	70.00	90.00	No change	Targets to remain the same in line with national planning statutory targets.
Development Management (Planning)		1,		Economic Growth	Quarterly	High is good	I %	60.00	90.00	89.00	89.30	84.20	84.20	60.00	90.00	No change	Targets to remain the same in line with national planning statutory targets.
Parking Services	PS 1	Overall percentage utilisation of all car parks		Economic Growth	Quarterly	High is good	I %	50.00	60.00	42.00	46.00	47.00	53.00	50.00	60.00	No change	Targets to remain the same.
Parking Services		Pay and display car parking income as a percentage of budget requirement	Assistant Director - Planning	Economic Growth	Quarterly	High is good	I %	N/A	N/A	N/A	A N/A	. N/A	N/A	91.00%	96.00%	New measure	This new measure has replaced the previous PS 2 (Number of off street charged parking spaces), which was for contextual purposes only and could not be influenced by the team. This new measure will help the Parking Team to monitor the performance of the service more accurately. Targets have been set using income data for 2022/23.
Food and Health & Safety Enforcement		Percentage of premises fully or broadly compliant with Food Health & Safety inspection	Assistant Director - Health & Environmental Services	Remarkable Place	Quarterly	High is good	I %	95.00	97.00	98.10	98.15	98.64	1 99.90	95.00	97.00	No change	Targets to remain the same.
Food and Health & Safety		Average time from actual date of inspection to achieving		Remarkable													The team will start the new financial year with staff resource predicted to be down nearly 50% (from about 4.2 to 2.2). That impact is likely to be felt throughout the year to some extent even if the positions are filled by quarter 1. Subsequently the low target has been increased by 5 days to
Enforcement		compliance	Services	Place	Quarterly	Low is good	Days	15.00	10.00	18.60	14.55	12.86	13.08	20.00	10.00	Target change	take account of this.
Food and Health & Safety Enforcement		Percentage of food inspections that should have been completed and have been in that time period		Remarkable Place	Quarterly	High is good	I %	85.00	97.00	100.00	100.00	100.00	93.30	85.00	97.00	No change	Targets to remain the same.
Licensing	LIC 1	Total number of committee referrals (for all licensing functions)	Assistant Director - Health & Environmental Services	Remarkable Place	Quarterly	N/A	Number	Volumetric	Volumetric		3 5	2	2 5	Volumetric	Volumetric	No change	Volumetric - targets not required.
DCE		, ,		Remarkable													
Licensing		suspensions and prosecutions) Average time in weeks from	Services	Place	Quarterly	N/A	Number	Volumetric	Volumetric		3		0	Volumetric	Volumetric	No change	Volumetric - targets not required.
Private Housing	PH 1	occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Assistant Director - Health & Environmental	Quality Housing	Quarterly	Low is good	Weeks	26.00	19.00	28.00	30.40	29.40	28.00	26.00	19.00	No change	Targets to remain the same.
Private Housing		Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Health & Environmental	Quality Housing	Quarterly	Low is good	Weeks	20.00	12.00	5.40) 15.10	20.40	20.10	20.00	12.00	No change	Targets to remain the same.
DCE		Number of empty homes brought back into use (YTD)	Assistant Director - Health & Environmental					Q1 - 1 Q2 - 8 Q3 - 11	Q1 - 8 Q2 - 18 Q3 - 23					Q1 - 1 Q2 - 8 Q3 - 11	Q1 - 8 Q2 - 18 Q3 - 23		previous high of 50 (pre 2022/23). This is because: 1) We are now focussing on recording those we are bringing back into use through direct active engagement with property owners - action that is more than just simply sending them letters. 2) We are focussing on the long term empty properties – i.e. those that are unlikely to return into use through typical market forces – but where specific interventions are needed and hence are the hardest to bring back into use 3) The previous target of 50 was unrealistic for a part time officer to achieve
Private Housing	PH 3	(cumulative)	Services	Quality Housing	Cumulative	High is good	Number	Q4 - 15	Q3 - 23 Q4 - 30	23	5	16	3 24	Q4 - 15	Q3 - 23 Q4 - 30	No change	A cross authority working group has been introduced to create a bespoke package of intervention for each long term empty property where the
Public Protection and Anti-Social Behaviour Team		Number of cases received in the quarter (ASB cases only)	Assistant Director - Health & Environmental Services	Reducing Inequality	Quarterly	N/A	Number	Volumetric	Volumetric	85	5 128	133	86	Volumetric	Volumetric	No change	Volumetric - targets not required.

					Quarterly,					Q4 -							
					Cumulative or	High or Low		Low Target		2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Low Target	High Target	Change for	
Service Area	Measure ID	Measure	Assistant Director	Portfolio Holder			Unit	2022/23		outturn				2023/24	2023/24		Notes
Public Protection		Number of cases closed in the	Assistant Director -														
and Anti-Social		quarter (across full PPASB	Health & Environmental	Reducing													
Behaviour Team	PPASR 2	service)	Services	· ·	Quarterly	N/A	Number	Volumetric	Volumetric	71	953	1,036	885	Volumetric	Volumetric	No change	Volumetric - targets not required.
Bonaviour roam	TTAGBZ			moquanty	Quarterly	14/7 (ITUITIBEI	Volumetric	Volumetric	7 1	300	1,000	000	Volumetric	Volumetric	110 onunge	volumetro targeto not required.
■ Public Protection		Number of live cases open at	Assistant Director -														The team has achieved the target for the past two quarters. As a result the
and Anti-Social	' 	the end of the quarter (across	Health & Environmental	Reducing													target has been tightened slightly but only slightly due to the staffing /
Behaviour Team	PPASB 3	full PPASB service)	Services	· ·	Quarterly	Low is good	Number	260	220	24	8 282	208	202	240	200	Target change	training challenges the team faces.
Donaviour rouni	117.050	Satisfaction of complainants		in oquanty	Quartorry	Low to good	Turribor	200			202	200	202	240	200	rangot onlango	a an inig chancing co and to annihaced.
■ Public Protection		relating to how the complaint	Assistant Director -														Data collection process is now in place and has been live since
and Anti-Social	'	was handled (across full PPASE		Reducing													12/12/2022. Targets to remain the same for the coming year and will be
Behaviour Team	PPASR 4	service)	Services	· ·	Quarterly	High is good	%	75.00	85.00	N/A	A N/A	N/A	N/A	75.00	85.00	No change	reviewed once a full years worth of data has been collected and analysed.
Bonaviour roam	117054		Assistant Director -	moquanty	Quarterly	l light is good	70	7 3.00	00.00	14//	14// (14/7	14/73	7 3.00	00.00	110 onunge	Towns ones a rain years worth or adia has been senseted and analysed.
빙		Quarterly visitor numbers to	Health & Environmental	Remarkable													
Sport & Leisure	SP 1a	Birchwood Leisure Centre	Services		Quarterly	N/A	Number	Volumetric	Volumetric	39,61	33,468	37,616	31 185	Volumetric	Volumetric	No change	Volumetric - targets not required.
Oport & Zolouro	- Ια	Brotwood Edicare Contro	Assistant Director -	1 1400	Quarterly	14/7 (ITUITIBEI	Volumetric	Volumetric	33,01	00,400	07,010	31,100	Volumetric	Volumetric	110 onunge	Volumetro targeto not required.
빙		Quarterly visitor numbers to		Remarkable													
Sport & Leisure	SP 1h	Yarborough Leisure Centre	Services		Quarterly	N/A	Number	Volumetric	Volumetric	66.89	6 51.958	60,934	57.864	Volumetric	Volumetric	No change	Volumetric - targets not required.
Oport & Zolouro	01 16	Artificial Grass Pitch usage at	Assistant Director -	1 1400	Quarterly	14/7 (ITUITIBEI	Volumetric	Volumetric	00,00	0 01,000	00,004	07,004	Volumetric	Volumetrie		High target increased slightly taking recent performance of this measure
빙		Birchwood and Yarborough	Health & Environmental	Remarkable													into consideration, subsequently making it more challenging to achieve
Sport & Leisure	SP 2	Leisure Centre	Services	1	Quarterly	High is good	Hours	520	650	77	689	635	806	520	700	Target change	the higher target.
Oport & Ecisure	01 2	Birchwood Leisure Centre -	Cervices	1 1400	Quarterly	l light is good	liouis	320	000	11.	003	000	000	320	100	Target change	Previous measure replaced with this new measure, which monitors how
		Number of net promoter score															many points the net promoter score for Birchwood Leisure Centre is
<mark></mark>		points above or below the	Assistant Director -														above or below the average Net Promoter Score for England. This allows
ă		average Net Promoter Score for		Remarkable													the council to compare the performance of the leisure centre against the
Sport & Leisure	SP 3a	England	Services		Quarterly	High is good	Number	N/A	N/A	N/A	A N/A	N/A	N/A	0	2	New measure	national benchmarking data.
Oport & Zolouro	01 00	Yarborough Leisure Centre -		1 1400	Quartorry	Trigit to good	TTGITISOI	IN/A		14//	14//	14//	14//			Trow modern	Previous measure replaced with this new measure, which monitors how
		Number of net promoter score															many points the net promoter score for Yarborough Leisure Centre is
		points above or below the	Assistant Director -														above or below the average Net Promoter Score for England. This allows
ا ۵ ا		average Net Promoter Score for		Remarkable													the council to compare the performance of the leisure centre against the
Sport & Leisure	SP 3b	England	Services	Place	Quarterly	High is good	Number	N/A	N/A	N/A	A N/A	N/A	N/A	0	2		national benchmarking data.
oport at Zolouro	101 00		Assistant Director -	1 1400	Quartorly	l light to good	T G T I G T	IN//A		147	10//	14//	14//		-	Trow modern	New high and low targets set. The allotment letting process is now more
Ш		Percentage occupancy of	Communities & Street	Remarkable													streamlined. This is expected to improve the performance of this measure
Allotments	AM 1	allotment plots	Scene	Place	Quarterly	High is good	%	84.00	92.00	95.0	94.00	96.00	97.00	86.00	94.00	Target change	· · · · · · · · · · · · · · · · · · ·
, mountains	7 (10)	I I I I I I I I I I I I I I I I I I I	Assistant Director -	1	Quartoriy	l light to good	170	0 1100		00.0	0 01.00	00.00	07.00	00.00	0 1100	Tangor onango	10. 2029/2 //
		Total number of incidents	Communities & Street	Reducing													
CCTV	CCTV 1	handled by CCTV operators	Scene	1	Quarterly	N/A	Number	Volumetric	Volumetric	2,13	4 2,628	2,462	2.446	Volumetric	Volumetric	No change	Volumetric - targets not required.
		Contractor points achieved	1				13.7.501		7 - 1 - 1 - 1 - 1 - 1	2,10	2,020	2,102	2,110	3 013/1104/10	3 0.0		Telement talgote net required.
ш		against target standards	Assistant Director -														
Grounds		specified in contract - Grounds	Communities & Street	Remarkable													
Maintenance	GM 1	Maintenance	Scene		Quarterly	Low is good	Number	150	50	3	5 75	45	35	150	50	No change	Targets to remain the same.
13 35 5	1	Contractor points achieved								<u> </u>	1	· · · · ·	†				g
щ		against target standards	Assistant Director -														
00		specified in contract - Street	Communities & Street	Remarkable													
Street Cleansing	SC 1	Cleansing	Scene	Place	Quarterly	Low is good	Number	150	50	6	5 150	105	65	150	50	No change	Targets to remain the same.
2 2 7 2 2 3 3 3 3 3 3	1	<u> </u>						Q1 - 26.00	Q1 - 30.00	 	1 .30		†	Q1 - 26.00	Q1 - 30.00		The figure is lagged by one quarter - e.g. Q3 data is actually Q2 data.
ш			Assistant Director -					Q2 - 36.00	Q2 - 39.00					Q2 - 34.00	Q2 - 37.00		The figure to laggest by one quarter olg. We data is detuding Wz data.
Waste &		Percentage of waste recycled or	r Communities & Street	Remarkable				Q3 - 33.50	Q3 - 39.00					Q3 - 32.50	Q3 - 38.00		New slightly lower targets for Q2 and Q3 due to hot / dry summers of
Recycling	WM 1	composted (seasonal)	Scene	Place	Seasonal	High is good	%	Q4 - 30.50	Q4 - 35.00	32.3	30.32	35.00	33 08	Q4 - 30.50	Q4 - 35.00		climate change.
recoyoning	V V IVI I	Contractor points achieved	330110	1 1400	Jeasonal	i ligit is good	/0	Q - 30.30	Q. 00.00	32.3	30.32	33.00	32.00	Q+ 30.30	33.00	Targer change	omnate ondrigo.
ш		against target standards	Assistant Director -														
Waste &		specified in contract - Waste	Communities & Street	Remarkable													
Recycling	WM 2	Management	Scene		Quarterly	Low is good	Number	150	50	12	5 75	130	165	150	50	No change	Targets to remain the same.
1 to by onling	V V IVI	Ianagomoni	1000110	1. 1400	Quarterly	1-044 13 9000	TAUTIDO	100	100	12	73	130	1 100	100	100	110 Shange	rargoto to romain the barne.

	_				Quarterly,					Q4 -		_					
					Cumulative or			Low Target	High Target	2021/22	Q1 2022/	/23 Q2 2022/				Change for	
Service Area	Measure ID	Measure	Assistant Director	Portfolio Holder	Seasonal	is good	Unit	2022/23	2022/23	outturn	outturn	outturn	outturn	2023/24	2023/24	2023/24	Notes
																	Service has been performing between 0.9% and 1.6% during the year.
풀		Percentage of council properties that are not at the 'Decent	8														Currently the service has not awarded a property improvements contract
Housing		Homes' standard (excluding	Assistant Director -														and therefore there is a risk around the service's ability to deliver some decent homes elements of work. The non-decent target will remain as
Investment	HI 1	refusals)	Investment	Quality Housing	Quarterly	Low is good	%	1.50	1.00	0.70		0.93	1.60 1.4	3 <mark>1.20</mark>	1.00	Target change	1.00% and the low target amended to 1.20% for 2023/24.
		Number of properties 'not															
Housing		decent' as a result of tenants refusal to allow work (excluding	Assistant Director -														
Investment	HI 2	referrals)	Investment	Quality Housing	Quarterly	N/A	Number	Volumetric	Volumetric	183	3	222	249 24	Volumetric	Volumetric	No change	Volumetric - targets not required.
																	The high target has been set at 99.00% and low target at 98.60%. This
토																	year the service has reported at around 99% on a monthly basis. Despite the service's best efforts the failure rate is around 1% each month, which
Housing		Percentage of dwellings with a	Assistant Director -														equates to around 6 properties. This is down solely to tenants not
Investment	HI 3	valid gas safety certificate	Investment	Quality Housing	Quarterly	High is good	%	98.20	99.20	99.71	1 98	8.89 9	99.69 99.0	9 <mark>8.60</mark>	99.00	Target change	providing access.
Housing		Percentage of reactive repairs completed within target time	Assistant Director -														
Maintenance	HM 1a	(priority 1 day only)	Investment	Quality Housing	Quarterly	High is good	%	98.50	99.50	N/A	A 99	9.50	99.47 99.4	2 <mark>98.50</mark>	99.50	No change	Targets to remain the same.
Housing		Percentage of reactive repairs	Assistant Director -														
Housing Maintenance	HM 1b	completed within target time (urgent 3 day repairs only)	Investment	Quality Housing	Quarterly	High is good	%	95.00	97.50	N/A	A 96	6.71 9	96.92 95.0	95.00	97.50	No change	Targets to remain the same.
		Percentage of repairs fixed first		l g		i iigii ie geed			101100	1 41		<u> </u>	00.02			The condition of the co	Due to the significant increase in priority and urgent repairs raised in the
Housing	LIMO	time (priority and urgent repairs)		Ouglity Housing	O a mt a mb .		0/	00.00	02.00	00.05	_	204	04.00	00.00	00.00	Townst showns	last year and the recent quarterly outturns, the high target for 2023/24 has
Maintenance	HM 2	- HRS only	Investment	Quality Housing	Quarterly	High is good	%	90.00	93.00	92.85	92	2.04 9	91.23 93.5	5 <mark>90.00</mark>	92.00	Target change	been amended to 92.00%.
Housing																	The Housing service has always worked to a 95% target across all
Housing Maintenance	LIM 2	Percentage of tenants satisfied		Quality Hausing	Ou o mt o mly c		0/	04.00	00.00	NI/A		0.57	NI/A No dot	00.00	95.00	Torget change	satisfaction measures. Subsequently the targets for 2023/24 have been set at 90% / 95% to reflect the other satisfaction measure in DHI.
Iviaintenance	HM 3	with repairs and maintenance Appointments kept as a	Investment	Quality Housing	Quarterly	High is good	%	94.00	96.00	N/A	A) 80	8.57	N/A No dat	90.00	95.00	Target change	set at 90% / 95% to reflect the other satisfaction measure in Dri.
Housing		percentage of appointments															
Housing Maintenance	HM 4	made (priority and urgent repairs) - HRS only	Assistant Director - Investment	Quality Housing	Quartarly	Lligh in good	0/	95.00	07.00	99.46		9.07	98.76 98.8	95.00	97.00	No change	Targets to remain the same
Iviaintenance	HIVI 4	repairs) - FIRS Only	invesiment	Quality Housing	Quarterly	High is good	%	95.00	97.00	99.46	9	9.07	98.76 98.8	95.00	97.00	No change	Targets to remain the same.
돔		Percentage of customers satisfied with their new Lincare															
		Housing Assistance service	Assistant Director -														
Control Centre	CC 1	connection to the control centre	Housing Management	Quality Housing	Quarterly	High is good	%	90.00	95.00	N/A	١	N/A	N/A 100.0	90.00	95.00	No change	Targets to remain the same.
토		Percentage of Lincare Housing Assistance calls answered	Assistant Director -														
Control Centre	CC 2	within 60 seconds	Housing Management	Quality Housing	Quarterly	High is good	%	97.50	98.00	98.24	1 98	8.09 9	97.87 97.8	9 <mark>7.50</mark>	98.00	No change	Targets to remain the same.
= I lavaisas		The growth on of magnification and the	Assistant Divestor														
Housing Solutions	HS 1	The number of people currently on the Housing Register	Assistant Director - Housing Management	Quality Housing	Quarterly	N/A	Number	Volumetric	Volumetric	1,440	1	,558 1	1,574 1,57	Volumetric Volumetric	Volumetric	No change	Volumetric - targets not required.
	1.0	The number of people		g		1471	110111001		1 01411101110	1,110	, .,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1,01	- Commonite			voiame targete net required.
Housing	110.0	approaching the council as	Assistant Director -	Ovality Haveing	0	N1/A	Nissakan	W - I 4 - ! -	Walana atai a	000		004	004	7 1/- 1	Malaura ataba	No. ob on o	Nationalsia danset santa satura soita d
Solutions	HS 2	homeless (YTD) Successful preventions and	Housing Management	Quality Housing	Cumulative	N/A	Number	Volumetric	Volumetric	990	7	204	631 96	7 Volumetric	Volumetric	No change	Volumetric - targets not required.
토		relief of homelessness against															
Housing Solutions	HS 3	total number of homelessness	Assistant Director - Housing Management	Quality Housing	Ou o mt o mly c		0/	45.00	50.00	45.19	1	9.49 4	41.24 44.2	3 45.00	50.00	No obongo	Towards to remain the come
Solutions	ПО 3	approaches	Housing Management	Quality Housing	Quarterly	High is good	%	45.00	50.00	45.18	48	9.49 4	41.24 44.2	45.00	50.00	No change	Targets to remain the same.
로																	To ensure consistencies across all void measures the void loss high
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	Assistant Director - Housing Management	Quality Housing	Quarterly	Low is asset	0/_	1.00	0.90	1.41		1.15	1.42 1.4	1 1.10%	1.00%	Target change	target has been increased to 1%, which is more in line with the re-let target of 38 days.
i lousing volus		Average re-let time calendar	niousing management	Quality Housing	Quarterly	Low is good	70	1.00	0.90	1.41	1	1.10	1.42 1.4	1.10%	1.00%	rarget change	laiget of 30 days.
田		days for all dwellings - standard															
Housing Voids	HV 2	re-lets Average re-let time calendar	Housing Management	Quality Housing	Quarterly	Low is good	Days	34.00	32.00	56.08	3 37	7.26 3	39.04 43.3	1 <mark>34.00</mark>	32.00	No change	Targets to remain the same.
동		days for all dwellings (including	Assistant Director -														
Housing Voids	HV 3	major works)	Housing Management	Quality Housing	Quarterly	Low is good	Days	40.00	38.00	65.76	5 50	0.71 5	50.30 55.6	8 <mark>40.00</mark>	38.00	No change	Targets to remain the same.
								Q1 - 92.00	Q1 - 93.00								Targets have been changed to one low and one high target for the year
H								Q1 - 92.00 Q2 - 92.50	Q2 - 95.00								rather than individual quarterly targets. The service will aim to reach these
		Rent collected as a proportion	Assistant Director -					Q3 - 95.50	Q3 - 96.50								targets at each quarter rather than by year end. High target amended
Rent Collection	RC 1	of rent owed Current tenant arrears as a	Housing Management	Quality Housing	Quarterly	High is good	%	Q4 - 96.50	Q4 - 98.50	100.18	3 98	8.60 9	97.69 100.4	6 <mark>96.50</mark>	97.50	Target change	based on current year outturn and year end forecast. Reduced arrears targets based on projected year-end outturn. Not to
동		percentage of the annual rent	Assistant Director -														Reduced arrears targets based on projected year-end outturn. Not to reduce any further based on the 2nd phase rollout of UC taking place in
Rent Collection	RC 2	debit	Housing Management	Quality Housing	Quarterly	Low is good	%	4.65	4.55	3.63	3 4	4.16	4.76 3.3	3 <mark>4.15</mark>	4.00	Target change	

					Collection			Low Target		2019/20	2020/21	2021/22		Low Target		Change for	
Service Area	Measure ID	Measure	Assistant Director		frequency	High Or Low	Unit	2022/23	2022/23	outturn	outturn	outturn	outturn	2023/24	2023/24	2023/24	Notes
		The growth and find in the least to an interest to the		Customer													
O Demogratic Compless	DEM 1	The number of individuals registered on the electoral register (local elections)	City Solicitor	Experience and Review	Annual Q3	NI/A	Number	Valumatria	Volumetric	67.040	68,203	62,292	64 770	Volumetric	Valumatria	No oboneo	Valumatria tarreta nat required
Democratic Services	DEM I	Percentage spend on contracts that have	City Solicitor	Review	Annual Q3	N/A	number	Volumetric	volumetric	67,919	68,203	62,292	61,778	volumetric	Volumetric	No change	Volumetric - targets not required.
×		been awarded to "local" contractors (as the		Our People and													Targets to remain the same.
Procurement Service	es PRO 1	primary contractor)	City Solicitor	Resources	Annual Q3	High is good	%	20.00	45.00	N/A	35.00	45.00	44.15	20.0	0 45.00	No change	Outturn is lagged by one year.
T TOOLIGITION COTTION	11101	contracts that have been sub-contracted			7	i ngn io good	70		10.00	14// (33.53	10100		20.0	10100	ite enange	canamic lagged by one year.
×		(wholly or partly) to "local" suppliers to		Our People and													Volumetric - targets not required.
Procurement Service	es PRO 2	deliver	City Solicitor	Resources	Annual Q3	N/A	%	Volumetric	Volumetric	N/A	24.00	23.60	20.20	Volumetric	Volumetric	No change	Outturn is lagged by one year.
×		Percentage of total contract spend that is		Our People and													Targets to remain the same.
Procurement Service	es PRO 3	with an SME	City Solicitor	Resources	Annual Q3	High is good	%	20.00	40.00	N/A	40.00	42.10	51.18	20.0	0 40.00	No change	Outturn is lagged by one year.
Ö		Percentage of total contract spend that is		Our People and													Targets to remain the same.
Procurement Service	es PRO 4	with an SME who meets the "local" definition	•	Resources	Annual Q3	High is good	%	20.00	40.00	N/A	46.00	48.20	58.80	20.0	0 40.00	No change	Outturn is lagged by one year.
			Assistant Director - Health &														
		Area of sites of potential concern (in m2)	Environmental														
Contaminated Land	CON 1	made suitable for use in the year	Services	Economic Growth	Annual Q4	N/A	Number	Volumetric	Volumetric	10,390	22,620	29,260	Collected Q4	Volumetric	Volumetric	No change	Volumetric - targets not required.
Contaminated Earld	CONT	Induc suitable for dee in the year	00171000	Loonomio Growa	/ IIII GGI G I	14// (14dilloci	Volumetric	Volumetric	10,000	22,020	23,200	Concolod Q+	Volumetrie	Volumetrio	140 Change	volumetric targets not required.
		Percentage of Citizens' Panel respondents	Assistant Director -														
		who are satisfied with the standard of	Health &														
Food and Health &		hygiene in restaurants/cafes/shops and	Environmental	Remarkable													
Safety Enforcement	FHS 4	takeaways in Lincoln	Services	Place	Annual Q3	High is good	%	80.00	85.00	N/A	91.00	87.80	87.50	80.0	0 85.00	No change	Targets to remain the same.
ш			5														Don't Knows' to be removed from results
		Online of the control	Assistant Director -	Danasakia												Towart	calculation. New low target of 80.00% to
	ow o	Satisfaction with play areas, parks and open	•	Remarkable Place	Annual O2		0/	05.00	00.00	00.00	NI/A	77.00	00.00	00.0	00.00	Target	give consistent 10 point spread. High target to remain the same.
Grounds Maintenanc	ce GM 2	spaces (collected via Citizens' Panel) Satisfaction that public land and public	Street Scene	Place	Annual Q2	High is good	%	85.00	90.00	90.00	N/A	77.80	80.00	80.0	90.00	change	target to remain the same.
lui l		highways are kept clear of litter and refuse	Assistant Director -														Low target to remain the same. High
		(Street Cleansing) (collected via Citizens'	Communities &	Remarkable												Target	target to be amended to 78.00% to give
Street Cleansing	SC 2	Panel)	Street Scene	Place	Annual Q2	High is good	%	68.00	80.00	69.00	76.00	62.50	72.80	68.0	0 78.00	change	consistent 10 point spread.
- Constituting		,				l ngr re ge ea						52.55	,	3330	3 333	J	' '
																	Low target to be amended to 85.00% and
빙																	high target to be amended to 95.00% to
DCE			Assistant Director -														give consistent 10 point spread and
		Satisfaction with refuse service (collected via		Remarkable												Target	permit 95% to be recognised as green -
Waste & Recycling	WM 3	Citizens' Panel)	Street Scene	Place	Annual Q3	High is good	%	90.00	96.00	97.00	96.30	97.00	95.30	85.0	0 95.00	change	high performance.
																	Low target to be increased to 85.00%.
Щ			Assistant Director -														High target to be reduced to 95.00% to give consistent 10 point spread and
		Satisfaction with recycling service (collected	Communities &	Remarkable												Target	permit 95% to be recognised as green -
Waste & Recycling	WM 4	via Citizens' Panel)	Street Scene	Place	Annual Q3	High is good	%	90.00	96.00	97.00	94.80	94.50	93.60	85.0	0 95.00	change	high performance.
vvasio a riscycling	V V IVI -T	THE SIGNOTO TOTAL		1. 1000	I' tilliaal Qo	I ligit is good	70	30.00	130.00	37.00	1 34.00	34.50	95.00	03.0	33.00	Januarigo	mgn ponormanoo.

Directorate	Service area	Previous measure ID	Measure Name	Director / Assistant Director	Portfolio Holder	Reason for removal
СХ	Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme (cumulative)	City Solicitor	Our People and Resources	Due to apprenticeships now being 18 months in duration rather than 12, the cumulative annual number of new apprentices starting on the apprenticeship scheme is no longer relevant to monitor as a stand alone measure. As a result this measures has been removed, however, the WBL Team will continue to provide the number of new starters on the apprenticeship scheme as part of the commentary for measure WBL 1 to ensure members continue to have sight of this information.
	Business Development	BD 1	•	Assistant Director - Strategic Development	Customer Experience and Review	New self-serve system is currently being implemented. This measure will be replaced with two new measures in spring 2023/24 once the new self serve system is in place. Measures will focus on users to the Revs & Bens self-serve area and users to the Housing self-serve area. Measure details and associated targets will be set and communicated to members when available and once new system is in place.
	Parking Services		Number of off street charged parking spaces	Assistant Director - Planning	Economic Growth	This measure was for contextual purposes only and could not be influenced by the team. Measure has been replaced with a more valuable measure focused on monitoring pay and display income against the buget requirement for the period. This new measure has been included as measure PS 2 on the main quarterly measures tab.
DCE	Sport & Leisure	SP 3a		Assistant Director - Health & Environmental Services	Remarkable Place	This measure has been replaced with a new measure which monitors how the Net Promoter Score at Birchwood Leisure Centre compares against the average Net Promoter Score for England for the quarter. The new measure has been included as measure SP 3a within the main quarterly measures tab.
DCE	Sport & Leisure	SP 3b	_	Assistant Director - Health & Environmental Services	Remarkable Place	This measure has been replaced with a new measure which monitors how the Net Promoter Score at Birchwood Leisure Centre compares against the average Net Promoter Score for England for the quarter. The new measure has been included as measure SP 3a within the main quarterly measures tab.