

PERFORMANCE MEASURE REVIEW AND TARGET SETTING 2024/25 - ANNUAL MEASURES

	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Collection frequency	Unit	High or low is good	Low Target 2024/25	High Target 2024/25	2021/22 outturn	2022/23 outturn	2023/24 outturn	2024/25 outturn	Measure being retained for 2025/26?	Low Target 2024/25	High Target 2024/25	Change for 2025/26	Service area comments
CX	City Solicitor	Democratic Services	Customer experience and review	DEM 1	The number of individuals registered on the electoral register as at 1st December (local elections)	Annual Q3	Number	N/A	Volumetric	Volumetric	62,292	61,778	62,045	64,813	Y	Volumetric	Volumetric	No change	This measure will remain volumetric as we have no control over the electorate figure.
DCE	Assistant Director Health & Environmental Services	Events, Tourism and Culture	Inclusive Economic Growth	ETC 1	Visitor satisfaction with Events in Lincoln programme	Annual Q4	%	High is good	N/A	N/A	N/A	N/A	N/A	N/A	N/A	95.00	98.00	New measure	The Events in Lincoln programme was launched in 2023 following the reprofiling of the Christmas Market and lights budget. There are currently no indicators for the objectives for the EIL programme
DCE	Assistant Director Health & Environmental Services	Food and Health & Safety Enforcement	Remarkable Place	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	85.00	90.00	87.80	87.50	90.70	91.40	Y	85.00	90.00	No change	The target is not always being achieved therefore should stay the same as a stretching target.
DCE	Assistant Director Communities & Street Scene	Grounds Maintenance	Remarkable Place	GM 2	Satisfaction with our public open spaces overall (collected via Citizens' Panel)	Annual Q2	%	High is good	80.00	90.00	77.80	80.00	83.50	76.50	Y	80	90	No change	The last year's figures shows that these targets are already challenging, and that despite promising trajectory over the last few years, achieving target consistently remains a challenge.
DCE	Assistant Director Communities & Street Scene	Street Cleansing	Remarkable Place	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	68.00	78.00	62.50	72.80	69.50	72.80	Y	68	78	No change	Performance remains volatile, and the top of target remains elusive. Targets have not however been reduced, so they will remain stretching.
DCE	Assistant Director Communities & Street Scene	Waste & Recycling	Remarkable Place	WM 3	Satisfaction with refuse service (collected via Citizens' Panel)	Annual Q3	%	High is good	94.00	97.00	97.00	95.30	94.80	95.60	Y	94	97	No change	The targets for this service are very high, and continue to be achieved. However, raising the target further would potentially make them impossible to achieve, without significant additional resources, which would not be appropriate given the high scores being achieved.
DCE	Assistant Director Communities & Street Scene	Waste & Recycling	Remarkable Place	WM 4	Satisfaction with recycling service (collected via Citizens' Panel)	Annual Q3	%	High is good	92.00	97.00	94.50	93.60	94.10	95.10	Y	92	97	No change	The targets for this service are very high, and continue to be achieved. However, raising the target further would potentially make them impossible to achieve, without significant additional resources, which would not be appropriate given the high scores being achieved.