

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

Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
CX	City Solicitor	Procurement Services	Customer experience and review	PRO 1	Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor)	Quarterly	%	High is good	20.00	45.00	N/A	N/A	54.05	64.47	39.47	Y	30.00	50.00	Target change	slight change to both low & high target based on current year performance
	City Solicitor	Work Based Learning	Our people and resources	WBL 1	Percentage of apprentices completing their qualification on time	Quarterly	%	High is good	95.00	100.00	50.00	67.00	50.00	66.60	100.00	Y	95.00	100.00	No change	Measure to remain in strategic measure set. Targets continue to be appropriate as performance is expected to be similar to current year as capacity remains similar.
CX	City Solicitor	Work Based Learning	Our people and resources	WBL 2	Percentage of apprentices moving into Education, Employment or Training	Quarterly	%	High is good	90.00	95.00	100.00	100.00	50.00	100.00	100.00	Y	90.00	95.00	No change	Measure to remain in strategic measure set. Targets continue to be appropriate as performance is expected to be similar to current year as capacity remains similar.
CX	Assistant Director -Transformation & Strategic Development	Corporate Policy & Transformation	Reducing Inequality	CPT 1	Number of internal safeguarding referrals received	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	75	73	89.00	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure.
CX	Assistant Director - Strategic Development	Customer Services	Customer experience and review	CS 2	Number of telephone enquiries answered in Customer Services	Quarterly	Number	N/A	Volumetric	Volumetric	24,512	25,838	43,759	41,961	21,517	Y	Volumetric	Volumetric	No change	include rather than exclude the switchboard calls, as these are still being answered by the C/S team and vary in length and complexity. We can split out the calls by contact centre and switchboard in the commentary going forward. The control sheet will be amended to clarify
CX	Assistant Director - Strategic Development	Customer Services	Customer experience and review	CS 3	Average time taken to answer a call to customer services	Quarterly	Seconds	Low is good	600.00	300.00	471	607	817	795	697.91	Y	700.00	500.00	Target change	Targets amended to reflect the increase in call volumes and complexity, which are expected to increase this year, with capacity remaining similar within the team. It is understood that good performance is within the quality of the response and for the caller's issues to be resolved wherever possible, first time. These calls can take some time to resolve while the customer is on the phone, to make sure appropriate action is taken and reducing where possible, the need for follow up calls. However, we will continue to reduce call wait times where possible, without detriment to the service offered. Additionally, this target measure will help us continue to monitor peak demand and resource levels.
CX	Assistant Director - Strategic Development	Customer Services	Customer experience and review	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	Quarterly	%	High is good	75.00	95.00	83.60	83.28	86.50	61.40	74.66	Y	75.00	95.00	No change	Measure to be retained as a volumetric measure.
CX	Assistant Director - Strategic Development	Customer Services	Customer experience and review	CS 5	Footfall into City Hall reception desk	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	8,868	10,471	10,777	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure.
CX	Assistant Director - Strategic Development	IT	Customer experience and review	ICT 1	Number of calls logged to IT helpdesk	Quarterly	Number	N/A	Volumetric	Volumetric	907	1,230	1,004	1,007	1,077	Y	Volumetric	Volumetric	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Assistant Director - Strategic Development	IT	Customer experience and review	ICT 2	Percentage of first time fixes	Quarterly	%	N/A	Volumetric	Volumetric	65.20	63.20	70.00	73.70	70.30	Y	Volumetric	Volumetric	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Chief Finance Officer	Accountancy	Customer experience and review	ACC 1	Average return on investment portfolio	Quarterly	%	High is good	3.50	4.50	5.54	5.60	5.30	5.20	4.89	Y	3.00	4.00	Target change	Reduction in BOE base rates expected
CX	Chief Finance Officer	Accountancy	Customer experience and review	ACC 2	Average interest rate on external borrowing	Quarterly	%	Low is good	5.50	3.50	3.26	3.28	3.26	3.26	3.17	Y	5.00	3.50	Target change	Reduction in BOE base rates expected
CX	Chief Finance Officer	Internal Audit	Customer experience and review	AUD 1	Completion of the Internal Audit Annual Plan	Cumulative	%	High is good	Q1 - 5 Q2 - 20 Q3 - 55 Q4 - 85	Q1 - 15 Q2 - 35 Q3 - 65 Q4 - 95	N/A	N/A	15.00	31.00	48.00	Y	Q1 - 5 Q2 - 20 Q3 - 55 Q4 - 85	Q1 - 15 Q2 - 35 Q3 - 65 Q4 - 95	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Chief Finance Officer	Financial Services	Customer experience and review	DCT 1	Percentage of invoices paid within 30 days	Quarterly	%	High is good	95.00	97.00	96.42	86.86	95.70	95.48	96.70	Y	95.00	97.00	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Chief Finance Officer	Financial Services	Customer experience and review	DCT 2	Percentage of invoices that have a Purchase Order completed	Quarterly	%	High is good	65.00	75.00	78.00	77.00	75.00	71.00	76.00	Y	65.00	75.00	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Chief Finance Officer	Financial Services	Customer experience and review	DCT 3	Average number of days to pay invoices	Quarterly	Days	Low is good	20	15	18.00	22.00	15.00	14.00	14.00	Y	20	15	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Assistant Director -Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 1	Average days to process new housing benefit claims from date received (cumulative)	Cumulative	Days	Low is good	Q1 - 21.00 Q2 - 20.00 Q3 - 19.50 Q4 - 19.00	Q1 - 19.00 Q2 - 18.50 Q3 - 17.50 Q4 - 17.00	15.24	14.32	14.20	13.78	13.23	Y	Q1 - 20.00 Q2 - 19.00 Q3 - 18.00 Q4 - 17.00	Q1 - 19.50 Q2 - 18.50 Q3 - 17.50 Q4 - 16.50	Target change	Impact of continuing rollout of Universal Credit unknown at this time, also in relation to potentially increased number of pension-age Housing Benefit claims due to increase in applications for Pension Credit.
CX	Assistant Director - Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 2	Average days to process housing benefit claim changes of circumstances from date received (cumulative)	Cumulative	Days	Low is good	Q1 - 10.50 Q2 - 9.50 Q3 - 8.50 Q4 - 7.00	Q1 - 8.00 Q2 - 7.50 Q3 - 7.00 Q4 - 5.50	5.52	3.42	4.54	5.18	4.77	Y	Q1 - 10.00 Q2 - 9.00 Q3 - 8.00 Q4 - 7.00	Q1 - 7.50 Q2 - 7.00 Q3 - 6.50 Q4 - 5.00	Target change	Impact of continuing rollout of Universal Credit unknown at this time, also in relation to potentially increased number of pension-age Housing Benefit claims due to increase in applications for Pension Credit.
CX	Assistant Director -Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Quarterly - individual quarter targets	Number	Low is good	Q1 - 2,500 Q2 - 2,000 Q3 - 1,750 Q4 - 2,000	Q1 - 2,000 Q2 - 1,800 Q3 - 1,600 Q4 - 1,900	1,481	2,274	2,997	1,670	866	Y	Q1 - 2,500 Q2 - 2,000 Q3 - 1,700 Q4 - 2,250	Q1 - 2,000 Q2 - 1,800 Q3 - 1,600 Q4 - 2,000	Target change	Impact of continuing rollout of Universal Credit unknown at this time, also in relation to potentially increased number of pension-age Housing Benefit claims due to increase in applications for Pension Credit. Workload builds up in quarter 4 due to annual benefits upratings, rent increases, etc.
CX	Assistant Director -Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct (cumulative)	Cumulative	%	High is good	Q1 - 88.00 Q2 - 89.00 Q3 - 90.00 Q4 - 91.00	Q1 - 91.00 Q2 - 92.00 Q3 - 93.00 Q4 - 94.00	92.29	93.05	95.68	95.13	94.39	Y	Q1 - 89.00 Q2 - 90.00 Q3 - 91.00 Q4 - 92.00	Q1 - 91.00 Q2 - 92.00 Q3 - 93.00 Q4 - 94.00	Target change	Slight increase to the low target as performance continues to be positive.
CX	Assistant Director -Shared Revenues & Benefits	Housing Benefit Administration	Reducing Inequality	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	Quarterly	Number	N/A	Volumetric	Volumetric	3,255	4,189	1,073	2,290	3,519	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure.
CX	Assistant Director -Shared Revenues & Benefits	Revenues Administration	Customer experience and review	REV 1	Council Tax - in year collection rate for Lincoln (cumulative)	Cumulative	%	High is good	Q1 - 25.00 Q2 - 50.00 Q3 - 75.00 Q4 - 95.10	Q1 - 26.00 Q2 - 51.50 Q3 - 77.00 Q4 - 96.10	76.11	94.04	25.64	50.26	76.02	Y	Q1 - 25.00 Q2 - 50.00 Q3 - 75.00 Q4 - 94.50	Q1 - 26.00 Q2 - 51.50 Q3 - 77.00 Q4 - 95.50	No change	Measure to remain in strategic measure set. Targets continue to be appropriate.
CX	Assistant Director -Shared Revenues & Benefits	Revenues Administration	Customer experience and review	REV 2	Business Rates - in year collection rate for Lincoln (cumulative)	Cumulative	%	High is good	Q1 - 29.00 Q2 - 54.00 Q3 - 81.00 Q4 - 97.10	Q1 - 32.00 Q2 - 57.00 Q3 - 84.00 Q4 - 98.10	85.60	98.32	25.64	61.00	85.72	Y	Q1 - 24.00 Q2 - 48.00 Q3 - 72.00 Q4 - 95.00	Q1 - 30.00 Q2 - 50.00 Q3 - 80.00 Q4 - 97.00	Target change	Expected increased challenges in collecting Business Rates due to economic climate, in particular the reduction of Retail Hospitality & Leisure relief from 75% to 40% for 2025/26.
CX	Assistant Director -Shared Revenues & Benefits	Revenues Administration	Customer experience and review	REV 3	Number of outstanding customer changes in the Revenues team	Quarterly - individual quarter targets	Number	Low is good	Q1 - 1,800 Q2 - 1,700 Q3 - 1,600 Q4 - 1,500	Q1 - 1,700 Q2 - 1,600 Q3 - 1,500 Q4 - 1, 450	907	1,745	1,775	2,789	1,116	Y	Q1 - 2,250 Q2 - 2,150 Q3 - 2,050 Q4 - 2,000	Q1 - 2,100 Q2 - 2,000 Q3 - 1,900 Q4 - 1, 850	Target change	New 'baseline' of outstanding Revenues workload from 2024/25, as now includes items that come through the 'Citizens Access Revenues' self-serve portal.
CX	Assistant Director - Shared Revenues & Benefits	Revenues Administration	Customer experience and review	REV 4	Number of accounts created for the My Lincoln Accounts system (to date)	Quarterly	Number	N/A	Volumetric	Volumetric	3,760	4,905	5,552	6,222	6,831	Y	Volumetric	Volumetric	No change	Measure to be retained as a volumetric measure.

Performance Measure Review and Target Setting 2024/25 - Quarterly Measures																					
Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments	
DCE	Assistant Director -Planning	Affordable Housing	Quality Housing	AH1	Number of affordable homes delivered (cumulative)	Cumulative	Number	High is good	Q1 - 5 Q2 - 10 Q3 - 15 Q4 - 20	Q1 - 25 Q2 - 50 Q3 - 75 Q4 - 100	17	17	0	0	11	Y	Volumetric	Volumetric	Change from a targeted measure to volumetric	Move to volumetric as there is limited control from the service area as to the number of affordable homes delivered. This is largely dependent on whether or not large scale housing applications are submitted and where viability is not used to avoid provision. There are also other mechansims in Housing to capture those affordable units directly provided by the council	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 1	Number of applications in the quarter	Quarterly	Number	N/A	Volumetric	Volumetric	191	199	169	199	175	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 2	End to end time to determine a planning application (Days)	Quarterly	Days	Low is good	85.00	65.00	73.96	67.70	62.70	83.84	86.39	Y	85.00	65	No change	Measure to be retained, it is an indicator of work load and productivity.	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 3	Number of live planning applications open	Quarterly	Number	Low is good	180	120	115	115	95	92	90	Y	180	120	No change	Measure to be retained, it is an indicator of work load and productivity.	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 4	Percentage of applications approved	Quarterly	%	High is good	85.00	97.00	93.00	95.00	97.00	94.00	91.00	Y	85.00	97.00	No change	Measure to be retained, it is an indicator of quality deision making and positive and proactive work.	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 5	Percentage of total decisions made in the quarter that have subsequently been overturned at appeal	Quarterly	%	Low is good	10.00	5.00	0.00	0.69	0.70	1.83	0.00	Y	10.00	2.00	Target change	Changes to the targets to be more stretching given the long term performance of the service delivering performance at a higher level. The high target has therefore been changed but the low target needs to remain at 10% as this is a national target	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 5a	Number of decisions appealed in the quarter	Quarterly	Number	Low is good	5.00	1.00	2	5	2	3	0	Y	5.00	1.00	No change	Measure to be retained, it is an indicator of quality deision making	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 5b	Number of appealed decisions in the quarter overturned by the inspectorate	Quarterly	Number	Low is good	5.00	1.00	9	1	1	2	0	Y	5.00	1.00	No change	Measure to be retained, it is a national indicator.	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis (including extensions of time)	Quarterly	%	High is good	70.00	90.00	85.00	87.00	78.44	78.59	78.00	Y	70.00	90.00	No change	Measure to be retained, it is a national indicator.	
DCE	Assistant Director -Planning	Development Management (Planning)	Inclusive Economic Growth	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2 year rolling basis (including extensions of time)	Quarterly	%	High is good	60.00	90.00	70.97	100.00	72.41	74.00	73.08	Y	60.00	90.00	No change	Measure to be retained, it is a national indicator.	
DCE	Assistant Director -Planning	Parking Services	Inclusive Economic Growth	PS 1	Overall percentage utilisation of all car parks	Quarterly	%	High is good	50.00	60.00	56.00	54.00	54.00	51.33	59.00	Y	50.00	60.00	No change	Measure being retained, targets continue to be appropriate and consistent with usage following review.	
DCE	Assistant Director -Planning	Parking Services	Inclusive Economic Growth	PS 2	Sessional car parking income as a percentage of budget requirement	Quarterly	%	High is good	91.00	96.00	113.18	112.04	103.42	103.78	114.04	Y	91.00	96.00	No change	This is a new measure so not changing for now as we may not consistently overachieve target in future quarters. The target is not increasing because there is a natural increase anyway due to increased income targets each year	
DCE	Assistant Director -Health & Environmental Services	Food and Health & Safety Enforcement	Remarkable Place	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	Quarterly	%	High is good	95.00	99.00	98.78	99.99	98.63	99.96	98.90	Y	96.00	99.00	Target change	Slight increase in lower target as there is evidence that existing lower target is always being overachieved.	
DCE	Assistant Director -Health & Environmental Services	Food and Health & Safety Enforcement	Remarkable Place	FHS 2	Average time from actual date of inspection to achieving compliance	Quarterly	Days	Low is good	15.00	10.00	6.20	4.60	5.28	6.73	7.54	Y	15.00	8.00	Target change	Look to increase the upper target to make it more stretching, however due to staff resource retain the low target.	
DCE	Assistant Director -Health & Environmental Services	Food and Health & Safety Enforcement	Remarkable Place	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	Quarterly	%	High is good	90.00	97.00	94.24	99.52	91.58	87.12	96.97	Y	90.00	97.00	No change	Retain the targets as these have been challenging due to staffing resource within the small team	
DCE	Assistant Director -Health & Environmental Services	Licensing	Remarkable Place	LIC 1	Percentage of premises licences issued within 28 days of grant	Quarterly	%	High is good	80.00	100.00	94.44	100.00	98.25	100.00	96.67	Y	90.00	100.00	Target change	Low target increased due to historic trend above target	
DCE	Assistant Director -Health & Environmental Services	Licensing	Remarkable Place	LIC 2	Total number of active premises licences	Quarterly	Number	N/A	Volumetric	Volumetric	405	404	410	409	406	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure which is dictated by market forces so there can be no influence over the target.	
DCE	Assistant Director -Health & Environmental Services	Licensing	Remarkable Place	LIC 3	Total number of active private hire / hackney carriage licences (operators, vehicles and drivers)	Quarterly	Number	N/A	Volumetric	Volumetric	828	837	878	901	899	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure which is dictated by market forces so there can be no influence over the target.	
DCE	Assistant Director -Health & Environmental Services	Private Housing	Quality 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)	Quarterly	Weeks	Low is good	26.00	19.00	36.00	31.00	30.90	32.00	28.00	Y	31.00	26.00	Target change	The targets for both low and high are not realistic as demonstrated by the targets being significantly and persistently under achieved. There have been process changes within the delivery of DFG's which will seek to make some improvement in the end to end time however it will not reach these target levels. The challenge for this service delivery is multifaceted, including contractor availability and design and build. The target should be stretching but not unachievable. Having reviewed the performance over the last 8 quarters the targets for both low and high are proposed.	
DCE	Assistant Director -Health & Environmental Services	Private Housing	Quality Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Quarterly	Weeks	Low is good	20.00	12.00	11.00	20.50	19.00	22.00	22.40	Y	20.00	12.00	No change	Measure being retained and targets continue to be appropriate following review.	
DCE	Assistant Director -Health & Environmental Services	Private Housing	Quality Housing	PH 3	Number of empty homes brought back into use (cumulative)	Cumulative	Number	High is good	Q1 - 1 Q2 - 8 Q3 - 11 Q4 - 15	Q1 - 8 Q2 - 18 Q3 - 23 Q4 - 30	34	42	8	23	31	Y	Q1 - 1 Q2 - 8 Q3 - 11 Q4 - 15	Q1 - 8 Q2 - 18 Q3 - 23 Q4 - 30	No change	Measure being retained and targets continue to be appropriate following review.	

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

Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 1	Number of cases received in the quarter (ASB cases only)	Quarterly	Number	N/A	Volumetric	Volumetric	111	131	234	224	185	N	N/A	N/A	Remove measure	Measure being removed, new measure will detail full service
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	Quarterly	Number	N/A	Volumetric	Volumetric	1,006	1,014	1,279	1,362	1,114	Y	Volumetric	Volumetric	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Quarterly	Number	Low is good	240	200	226	279	278	295	272	N	N/A	N/A	Remove measure	Measure being removed, new measure will detail full picture of service area work
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 4	Total cases received in quarter (full service)	Quarterly	Number	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Volumetric	Volumetric	New measure	New revised measure to replace the previous measure PPASB1 which was limited to 1 workstream within the service, the new measure will provide a more comprehensive view.
DCE	Assistant Director -Health & Environmental Services	Public Protection and Anti-Social Behaviour Team	Reducing Inequality	PPASB 5	Average days to close a case in quarter (full service)	Quarterly	Days	Low is good	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	50	70	New measure	New measure to better reflect the volume of work undertaken by the team on case management.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	Quarterly	Number	N/A	Volumetric	Volumetric	38,687	44,443	41,503	42,623		Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	Quarterly	Number	N/A	Volumetric	Volumetric	98,617	115,974	113,680	113,933		Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	Quarterly	Hours	High is good	520	700	858.00	825.50	773.50	802.75		Y	520	700	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 3a	Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Quarterly	Number	High is good	0	2	11	11	7	6		Y	0	2	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director -Health & Environmental Services	Sport & Leisure	Remarkable Place	SP 3b	Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Quarterly	Number	High is good	0	2	5	16	-30	2		Y	0	2	No change	Measure being retained and targets continue to be appropriate following review.
DCE	Assistant Director - Communities & Street Scene	Allotments	Remarkable Place	AM 1	Percentage occupancy of allotment plots	Quarterly	%	High is good	90.00	95.00	95.00	94.00	93.00	93.00	95.00	Y	90.00	95.00	No change	Measure being retained and targets continue to be appropriate following review of current high performance within the service area capacity.
DCE	Assistant Director - Communities & Street Scene	CCTV	Reducing Inequality	CCTV 1	Total number of incidents handled by CCTV operators	Quarterly	Number	N/A	Volumetric	Volumetric	2,887	2,852	3,183	3,055	3,102	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DCE	Assistant Director - Communities & Street Scene	Grounds Maintenance	Remarkable Place	GM 1	Contractor points recorded against target standards specified in contract - Grounds Maintenance	Quarterly	Number	Low is good	200	75	85	20	185	190	30	Y	200	75	No change	The contract for this service is being re-let, with a new contract starting Sept 2026. In preparation for this the Council is reviewing and refocusing on the formal contract rectification and default procedures, and as such a slightly higher level of points might be expected in the run up to the new contract starting. Looking at the past performance, it is considered to be reasonably challenging to retain the existing targets.
DCE	Assistant Director - Communities & Street Scene	Street Cleansing	Remarkable Place	SC 1	Contractor points recorded against target standards specified in contract - Street Cleansing	Quarterly	Number	Low is good	150	50	60	55	35	10	95	Y	150	50	No change	The contract for this service has been re-let, with a new contract starting Sept 2026. In preparation for this the Council is reviewing and refocusing on the formal contract rectification and default procedures, and as such a slightly higher level of points might be expected in the run up to the new contract starting. Looking at the past performance, it is considered to be reasonably challenging to retain the existing targets.
DCE	Assistant Director - Communities & Street Scene	Waste & Recycling	Remarkable Place	WM 1	Percentage of waste recycled or composted (seasonal)	Seasonal	%	High is good	Q1 - 26.00 Q2 - 34.00 Q3 - 32.50 Q4 - 30.50	Q1 - 30.00 Q2 - 37.00 Q3 - 38.00 Q4 - 35.00	34.95	29.43	26.30	35.00	33.50	Y	Q1 - 26.00 Q2 - 34.00 Q3 - 32.50 Q4 - 30.50	Q1 - 30.00 Q2 - 37.00 Q3 - 38.00 Q4 - 35.00	No change	The waste/recycling performance has broadly been within target, with a small slip in Q4. As the government has mandated significant changes in service in 2026, and no known changes are proposed in 2025, it is proposed to retain these targets for the coming year.
DCE	Assistant Director - Communities & Street Scene	Waste & Recycling	Remarkable Place	WM 2	Contractor points recorded against target standards specified in contract - Waste Management	Quarterly	Number	Low is good	150	50	40	100	100	131	90	Y	150	50	No change	The contract for this service has been re-let, with a new contract starting Sept 2026. In preparation for this the Council is reviewing and refocusing on the formal contract rectification and default procedures, and as such a slightly higher level of points might be expected in the run up to the new contract starting. Looking at the past performance, it is considered to be reasonably challenging to retain the existing targets.

Performance Measure Review and Target Setting 2024/25 - Quarterly Measures																				
Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments
DHI	Assistant Director - Housing Management	Control Centre	Quality Housing	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	Quarterly	%	High is good	90.00	95.00	95.92	96.30	100.00	100.00	94.74	Y	95.00	99.00	Target change	Increase by 5%. Stretching the target
DHI	Assistant Director - Housing Management	Control Centre	Quality Housing	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	Quarterly	%	High is good	97.50	98.00	97.77	98.32	98.97	98.95	98.98	Y	97.50	98.00	No change	Telecare Services Association targets so would only change if altered by the Telecare Services Association.
DHI	Assistant Director - Housing Management	Housing Solutions	Quality Housing	HS 1	The number of people currently on the Housing Register	Quarterly	Number	N/A	Volumetric	Volumetric	1,998	2,036	2,029	2,076	2,057	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DHI	Assistant Director - Housing Management	Housing Solutions	Quality Housing	HS 2	The number of people approaching the council as homeless	Quarterly	Number	N/A	Volumetric	Volumetric	334	332	330	328	296	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DHI	Assistant Director - Housing Management	Housing Solutions	Quality Housing	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	Quarterly	%	High is good	45.00	50.00	50.37	52.22	37.87	36.14	42.63	Y	N/A	N/A	Measure removed for name change/change to volumetric	Measure to be amended to a volumetric measure, and change of name to be 'Number of sucessful preventions and relief of homlessness'
DHI	Assistant Director - Housing Management	Housing Solutions	Quality Housing	HS 4	Number of rough sleepers	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	11	13	18	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DHI	Assistant Director - Housing Management	Housing Voids	Quality Housing	HV 1	Percentage of rent lost through dwelling being vacant	Quarterly	%	Low is good	1.10	1.00	1.07	1.14	1.27	1.36	1.46	Y	1.10	1.00	No change	Measure to remain and targets continue to be suitable following review.
DHI	Assistant Director - Asset Management	Housing Voids	Quality Housing	HV 3	Average re-let time calendar days for all dwellings (including major works)	Quarterly	Days	Low is good	45.00	42.00	45.50	43.46	48.79	51.59	50.94	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.
DHI	Assistant Director - Housing Management	Rent Collection	Quality Housing	RC 1	Rent collected as a proportion of rent owed	Quarterly	%	High is good	96.50	97.50	108.05	97.50	96.48	96.37	109.60	Y	96.50	97.50	No change	Measure to remain and targets continue to be suitable following review.
DHI	Assistant Director - Housing Management	Rent Collection	Quality Housing	RC 2	Current tenant arrears as a percentage of the annual rent debit	Quarterly	%	Low is good	4.15	4.00	2.86	2.88	3.50	4.47	3.33	Y	4.15	4.00	No change	Measure to remain and targets continue to be suitable following review.
DHI	Assistant Director - Asset Management	Housing Investment	Quality Housing	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	Quarterly	%	Low is good	1.20	1.00	0.86	0.24	0.36	0.64	0.45	Y	1.20	1.00	No change	This target should be profiled as the levels of decency are expected to be higher at the beginning of a year (component's Age and become non Decent) and then fall as work is undertaken to return the property to Decency. Info to be sent over
DHI	Assistant Director - Asset Management	Housing Investment	Quality Housing	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Quarterly	Number	N/A	Volumetric	Volumetric	232	221	225	243	2.35	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure. The number of refusals cannot be controlled by the Council.
DHI	Assistant Director - Asset Management	Housing Investment	Quality Housing	HI 3	Percentage of dwellings with a valid gas safety certificate	Quarterly	%	High is good	98.60	99.00	97.83	98.66	98.68	99.27	98.96	Y	98.6	99	No change	Measure being retained and targets continue to be appropriate following review.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	Quarterly	%	High is good	98.50	99.50	99.04	99.84	99.89	99.89	100.00	Y	98.50	99.50	No change	Measure being retained and targets continue to be appropriate following review. targets are set to meet the upper quartile of Housemark benchmarking.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	Quarterly	%	High is good	95.00	97.50	83.28	88.76	99.32	97.24	94.52	Y	95.00	97.50	No change	Measure being retained and targets continue to be appropriate following review. targets are set to meet the upper quartile of Housemark benchmarking.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	Quarterly	%	High is good	90.00	92.00	94.32	92.29	98.00	98.68	95.13	Y	90.00	92.00	No change	Measure being retained and targets continue to be appropriate following review.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	Quarterly	%	High is good	96.00	98.00	96.24	97.71	98.76	99.27	99.42	Y	96.00	98.00	No change	Measure being retained and targets continue to be appropriate following review.
DHI	Assistant Director - Asset Management	Housing Maintenance	Quality Housing	HM 5	Satisfaction with Repairs (Regulator of Social Housing Tenant Satisfaction Measure – TP02)	Quarterly	N/A	N/A	Volumetric	Volumetric	N/A	N/A	73.00	71.00	72.00	Y	Volumetric	Volumetric	No change	Measure is being retained as a volumetric measure.

Performance Measure Review and Target Setting 2024/25 - Quarterly Measures																					
Directorate	Assistant Director	Service Area	Portfolio Holder	Measure ID	Measure	Quarterly, Cumulative or Seasonal	Unit	High or Low is good	Low Target 2024/25	High Target 2024/25	Q3 - 2023/24 outturn	Q4 - 2023/24 outturn	Q1 2024/25 outturn	Q2 2024/25 outturn	Q3 2024/25 outturn	Measure being retained for 2025/26?	Low Target 2025/26	High Target 2025/26	Change for 2025/26	Service area comments	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 1	Percentage spend on Town Deal programme	Quarterly	%	N/A	N/A	N/A	N/A	N/A	54.00	62.00	62.00	Y	N/A	N/A	No change	Staying the same as % of delivery programme.	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 2	Percentage / number of Town Deal projects on target	Quarterly	%	N/A	N/A	N/A	N/A	N/A	75.00	75.00	75.00	Y	N/A	N/A	No change	Staying the same as % of delivery programme.	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 3	Percentage spend on UKSPF programme	Quarterly	%	N/A	N/A	N/A	N/A	N/A	24.00	64.00	64.00	Y	N/A	N/A	No change	Measure to be retained subject to confirmation of funding and programme content.	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 4	Percentage / number of UKSPF projects on target	Quarterly	%	N/A	N/A	N/A	N/A	N/A	38.00	81.00	81.00	Y	N/A	N/A	No change	Measure to be retained subject to confirmation of funding and programme content.	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 5	Number of businesses receiving business support utilising the UKSPF fund	Quarterly	Number	N/A	N/A	N/A	N/A	N/A	69	18	18	Y	Volumetric	Volumetric	No change	Measure to be retained subject to confirmation of funding and programme content.	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 6	Percentage occupancy of Greetwell Place	Quarterly	%	N/A	Volumetric	Volumetric	N/A	N/A	98.00	98.00	98.00	Y	Volumetric	Volumetric	No change	Remaining the same as % of data collection. Measure to be retained as a volumetric measure.	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 7	Percentage occupancy of The Terrace	Quarterly	%	N/A	Volumetric	Volumetric	N/A	N/A	99.00	94.00	94.00	Y	Volumetric	Volumetric	No change	Remaining the same as % of data collection. Measure to be retained as a volumetric measure.	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 8	Unemployment rate within Lincoln	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	3.90	4.10	4.00	Y	Volumetric	Volumetric	No change	Remaining the same as % of data collection. Measure to be retained as a volumetric measure.	
DMD	Assistant Director - DMD	Major Developments	Inclusive Economic Growth	DMD 9	Average wage in Lincoln	Quarterly	Number	N/A	Volumetric	Volumetric	N/A	N/A	32,402	33,598	34,720	Y	Volumetric	Volumetric	No change	Remaining the same as % of data collection. Measure to be retained as a volumetric measure.	

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.