

**Quarter 4 2024/25 Operational Performance Report
- Performance Tables**



Business Intelligence Officer
Policy and Performance Officer(s)

Performance measure status key

G	At or above target
A	Acceptable performance - results are within target boundaries
R	Below target
V	Volumetric/contextual measures that support targeted measures

	Performance has improved since last quarter / year
	Performance has stayed the same since last quarter / year
	Performance has deteriorated since last quarter / year

PR	Our People and Resources
RI	Reducing Inequality
CE	Customer Experience & Review
RP	Remarkable Place
QH	Quality Housing
EG	Inclusive Economic Growth
CC	Addressing the challenge of Climate Change

Table 1 - Quarterly Measures by directorate (Chief Executive - CX Communities & Environment - DCE, Housing & Investment - DHI) – The performance status of each targeted measure in Table 1 is determined by comparing the latest outturn against a high and low target.

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High Or Low is Good	Low Target	High Target	Previous Data Period	Previous Value	Q4 - 24/25 outturn	Status		Service Area Commentary
CX	Carolyn Wheeler – City Solicitor	Procurement Services	CE	PRO 1	Percentage spend on contracts that have been awarded to "local" contractors (as the primary contractor)	%	High is good	20.00	45.00	Q3 - 24/25	39.47	N/A	No data	—	The data for quarter 4 2024/25 is not available until mid-June 2025 so that it reflects the final spend for the financial year (24-25). Therefore quarter 4 data will be provided in quarter 1 2025/26. This will be the position for quarter 4 data for all years moving forwards.
		Work Based Learning	PR	WBL 1	Percentage of apprentices completing their qualification on time	%	High is good	95.00	100.00	Q3 - 24/25	100.00	100.00	G	—	In Q4 24/25, the number of apprentices completing their apprenticeship on time was 100% (4/4).
		Work Based Learning	PR	WBL 2	Percentage of apprentices moving into Education, Employment or Training	%	High is good	90.00	95.00	Q3 - 24/25	100.00	100.00	G	—	In Q4 2024/25 100% (4/4) of apprentices on programme moved into Employment, Education or Training. There were 4 new starters on the apprenticeship scheme during Q4 2024/25. Cumulative figure for 24/25 is 11.
	Emily Holmes - Assistant Director Transformation & Strategic Development	Corporate Policy & Transformation	RI	CPT 1	Number of internal safeguarding referrals received	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	89	197	V		The number of safeguarding referrals is increasing, which can be attributed to increased awareness and reporting. Safeguarding continues to be embedded throughout the authority and the number of referrals received demonstrates the council's continued commitment to protecting vulnerable people who may be at risk, and the positive impact of staff training to identify when referrals are needed. Of the 197 referrals received, 4 related to children and 193 related to adults.
		Customer Services	CE	CS 2	Number of telephone enquiries answered in Customer Services	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	35,905	41,353	V		Customer services received a total of 41353 calls, more than the last quarter. Of those 13,997 were housing related, 6,576 were council tax/benefits, 2,685 were refuse, and 95 for garden waste and elections. Switchboard received 18,000 calls with an average wait of 50seconds.
		Customer Services	CE	CS 3	Average time taken to answer a call to customer services	Seconds	Low is good	600.00	300.00	Q3 - 24/25	697.91	997.51	R	▼	The average wait for a call into the contact centre has increased this quarter, the team handled 5,448 more calls in Q4 compared with Q3 and were also carrying 3 vacancies in Q4. One of these was filled at the end of March and the other 2 are out to advert. Customer Services contacted 6238 customers following a call back request. The call wait times include the time taken for call

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															backs to take place. Although the customer is not waiting in the queue, the length of time is still included in the figure currently. The system is currently being reviewed to determine the impact of call backs on overall call wait times. If switchboard were included the average wait would be 579.31 seconds.
		Customer Services	CE	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	%	High is good	75.00	90.00	Q3 - 24/25	74.66	87.20	A	▲	Throughout the quarter the service area received 105 responses, mainly via email, 58 responses responded to the feedback score. Comments received ranged from - "Most helpful and solved my problem. Many thanks.", "Prompt action to reply was taken", "I am impressed how quickly the issue was dealt with: within 2 hours of my reporting it.", "I don't understand how I asked a question that didn't get answered and got an answer to a question I didn't ask!", "It was unhelpful.". Three members of the team were named and given praise.
		Customer Services	CE	CS 5	Footfall into City Hall reception desk	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	10,777	12,126	V		In quarter 4 there were 12,126 interactions at the main reception desk, this is an increase of 1,349 when compared to last quarter. This included 609 people presenting as homeless, 301 directed to other places other than city hall, 347 had an enquiry for Citizens Advice and 895 were directed to the job centre.
		IT	CE	ICT 1	Number of calls logged to IT helpdesk	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	1,077	1,178	V		Some increase in Q4 as normally happens. More emails have been quarantined and released in the period reflecting the ongoing increase in Cyber Threat
		IT	CE	ICT 2	Percentage of first time fixes	%	N/A	Volumetric	Volumetric	Q3 - 24/25	70.30	73.50	V		More emails have been quarantined and released in the period reflecting the ongoing increase in Cyber Threat. Some increase in logging in problems - which should be alleviated by upcoming investment in new desktop equipment
	Jaclyn Gibson - Chief Finance Officer	Financial Services	CE	ACC 1	Average return on investment portfolio	%	High is good	3.50	4.50	Q3 - 24/25	4.89	4.77	G	▼	Reduction in average interest received following reduction in BOE base rate.
	Jaclyn Gibson - Chief Finance Officer	Financial Services	CE	ACC 2	Average interest rate on external borrowing	%	Low is good	5.50	3.50	Q3 - 24/25	3.17	3.21	G	▼	Increase in average interest payable due to repayment of a historic Local Authority loan taken at a rate lower than the current average.
	Jaclyn Gibson - Chief Finance Officer	Internal Audit	CE	AUD 1	Completion of the Internal Audit annual plan	%	High is good	85.00	95.00			77.00	R	—	Q4 is slightly below target at 77% compared to 85%. This is predominately due to 2 audits being postponed by the auditees until April, 2 limited reports which have taken longer to finalise and a delay in commencing one audit due to additional work required by the standards.
	Jaclyn Gibson - Chief Finance Officer	Financial Services	CE	DCT 1	Percentage of invoices paid within 30 days	%	High is good	95.00	97.00	Q3 - 24/25	96.70	97.85	G	▲	This measure has seen a slight improvement in performance since the previous quarter. Figures are calculated on all supplier invoices and credit notes (not refunds or grants) paid 01/01/2025 - 31/03/2025. Figures are adjusted based on certain assumptions: 1) No invoice collected for payment by supplier by direct debit or paid by standing order is assumed to be late. 2) No credit note taken by COLC outside of 30 days classified as late. 3) 0.5% of those invoices paid over 30 days assumed to be in dispute at some point and hence paid late after dispute was resolved, therefore not classified as late. 4) 1% of those invoices paid after 30 days assumed were held back from payment because the overall balance with the supplier was in credit. 5) All credit balances refunded by the supplier have been removed. 6) All non-paid transactions (matching lines and VAT corrections) removed.

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		Financial Services	CE	DCT 2	Percentage of invoices that have a Purchase Order completed	%	High is good	65.00	75.00	Q3 - 24/25	76.00	77.00	G	▲	Based on supplier expenditure only (none supplier expenditure is excluded) i.e. all invoices and credit notes dated between 01/01/2025 and 31/03/2025. Starting figure: 4,272 invoices and credit notes. Adjustments to starting figure: - Less utility bills where purchase orders are not required (520), Less supplier invoices where a purchase order would be unsuitable for processing (459). Final number of invoices included - 3,293 of which 2,537 were linked to either an Agresso or Universal Housing order number and 756 were not.
		Financial Services	CE	DCT 3	Average number of days to pay invoices	Days	Low is good	20	15	Q3 - 24/25	14	17	A	▼	Figures calculated on all supplier invoices and credit notes paid between 01/01/2025 - 31/03/2025. Figures adjusted for those invoices and credit notes where the overall supplier account balance has been in credit and therefore invoices cannot be paid until credit balance has been used.
	Martin Walmsley - Assistant Director of Shared Revenues and Benefits	Housing Benefit Administration	RI	BE 1	Average days to process new housing benefit claims from date received (cumulative)	Days	Low is good	19.00	17.00	Q4 - 23/24	14.32	13.20	G	▲	The service area reports a further decrease in the number of days to process new housing benefit claims from date received during quarter 4. The team continue to prioritise new claims to ensure people are receiving help to pay their rent. Compared to the same quarter last year performance has improved by 1.12 days.
		Housing Benefit Administration	RI	BE 2	Average days to process housing benefit claim changes of circumstances from date received (cumulative)	Days	Low is good	7.00	5.50	Q4 - 23/24	3.42	3.72	G	▼	Performance has further improved in the final quarter, due to the number of changes made in advance of the quarter end (these count as 1 day), as customers report increases in rent and income, due to the new financial year.
		Housing Benefit Administration	RI	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Number	Low is good	2,000	1,900	Q4 - 23/24	2,274	2,567	R	▼	Extremely high volumes of demand are experienced in Quarter 4, alongside resourcing pressures and other areas of vital work (such as cost of living support), this has led to outstanding work levels increasing. Of the 2,567 reported, 2,228 customers are awaiting a first contact, officers are working hard to reduce these levels through Quarter 1, by allocating resources accordingly. The impact of Universal Credit is also increasing the team's workload, as well as higher volumes or pensioner Housing Benefit claims being expected due to increased take-up of Pension Credit, - these matters are being factored into performance targets moving forward.
		Housing Benefit Administration	RI	BE 4	Percentage of risk-based quality checks made where benefit entitlement is correct (cumulative)	%	High is good	91.00	94.00	Q4 - 23/24	93.05	95.05	G	▲	Throughout quarter 4, the Benefits and Subsidy team completed 614 checks on benefits assessments, with 594 of the checks correctly assessed in both the Subsidy checks and assessment checks. This is a reduction of 236 checks on the previous quarter, with 95.05% correctly assessed. Cumulatively this year the Benefit and Subsidy team have completed 2,183 checks on benefits assessments, with 2,075 of the checks correctly assessed in both the Subsidy checks and assessment checks. The service area have reduced the number of Quality Checks completed for new members of the team due to the increased percentage of correct claims processed in previous quarters by the newest members, as well as year-end reports completed by the staff members, which has reduced the time available to deal

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														with quality checks.
		Housing Benefit Administration	RI	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	3,519	4,709	V	This year the Benefits Team have processed 4,709 new claims in total, of these 1,023 were for Housing Benefit and 3,686 were for Council Tax Support.
		Revenues Administration	CE	REV 1	Council Tax – in year collection rate for Lincoln (cumulative)	%	High is good	95.10	96.10	Q4 - 23/24	94.04	94.73	R	<p>There has been an improvement in the collection figure for 2024/25 against the collection figure for 2023/24, and the highest in-year collection rate achieved since 2020/21. However, cost of living pressures continues to impact the collection rate and the service area in general, and the in-year collection rate has not as yet returned to pre-pandemic levels.</p> <p>Additional problems this year were in relation around student properties with non-provision of student information from certain managing agents, resulting in likely Council Tax discounts/exemptions not being in place, which if they had been would have increased the percentage of in-year collection.</p>
		Revenues Administration	CE	REV 2	Business Rates – in year collection rate for Lincoln (cumulative)	%	High is good	97.10	98.10	Q4 - 23/24	98.32	98.20	G	<p>The outturn for this measure has exceeded the high target by 0.10%</p> <p>Cost of living continues to impact businesses, and meeting their bills is a continuing struggle for many.</p> <p>April 2024 saw legislative changes to payment of rates on long term empty properties, leading to a reduction in the awards of empty rate relief during 2024-25 by £135,000 (0.33%).</p> <p>The Retail, Leisure and Hospitality sections have received various business rates support since 2019/20, however from 1st April 2025 customers must pay 60% of their bill, a significant increase from the 25% required for the past 2 years.</p> <p>In conjunction with increased costs for 2025/26, it is anticipated that collection rates will remain challenging.</p>
		Revenues Administration	CE	REV 3	Number of outstanding customer changes in the Revenues Team	Number	Low is good	1,500	1,450	Q4 - 23/24	1,745	1,832	R	<p>Demands on our Revenues Team remain extremely high, with contact from customers through various channels, such as: on-line self-service, e-mail, telephone and in-person. For 2024/25 outstanding work data now includes information from other sources (such as on-line self-serve requests), so is a new 'baseline' year for outstanding work statistics and not directly comparable to 2023/24.</p>
		Revenues Administration	CE	REV 4	Number of accounts created for the My Lincoln Accounts system (to date)	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	6,831	7,898	V	<p>The total number of customers who have registered on the My Lincoln Accounts system by 31st March 2025 has further increased to 7,898.</p> <p>This is an increase of 2,993 since quarter 4 2023-24.</p> <p>Customers do not always request e-billing when they register on My Account, the service area will look to promote this over the next 12 months with an aim to reduce postage costs, and where this can be utilised for issuing reminders and other communications.</p>

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DC E	Kieron Manning - Assistant Director Development Management	Affordable Housing	QH	AH 1	Number of affordable homes delivered (cumulative)	Number	High is good	20	100	Q4 - 23/24	17	11	R	▼	<p>There have been 0 affordable homes completed this quarter. This is due to a lack of major sites being completed in the City which in itself is reflective of the national downturn in housing completions and increasing viability constraints, which results in increasing challenges in securing affordable housing. 11 affordable homes have been delivered in 2024/25.</p> <p>From Q1 2025/26 this measure will be reported as volumetric, as there is limited control from the service area as to the number of affordable homes delivered. This is largely dependent on whether large scale housing applications are submitted and where viability is not used to avoid provision. There are also other mechanisms in Housing to capture those affordable units directly provided by the council.</p>
		Development Management (Planning)	EG	DM 1	Number of applications in the quarter	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	175	170	V		Very little change in the overall number of applications submitted. This may be indicative of a general reduction of applications and is likely due to national and global issues than anything that has changed locally.
		Development Management (Planning)	EG	DM 2	End to end time to determine a planning application (Days)	Days	Low is good	85.00	65.00	Q3 - 24/25	86.39	61.54	G	▲	As predicted at Q3 end to end times have shortened significantly as all staff have now returned from various periods of sickness and is also partly due to a reduced number of applications being submitted this quarter.
		Development Management (Planning)	EG	DM 3	Number of live planning applications open	Number	Low is good	180	120	Q3 - 24/25	90	96	G	▼	A negligible change from Q3 in the context of total work undertaken across the year. This figure will change based on the complexity of individual applications at any given time and demonstrates a degree of equilibrium of work load vs resource level within the team.
		Development Management (Planning)	EG	DM 4	Percentage of applications approved	%	High is good	85.00	97.00	Q3 - 24/25	91.00	95.00	A	▲	This figure remains consistently high and indeed hasn't dropped below 90% in over 6 years, reflecting the positive approach of the team in resolving issues at pre-application and application stage.
		Development Management (Planning)	EG	DM 5	Percentage of total decisions made in the quarter that have subsequently been overturned at appeal	%	Low is good	10.00	5.00	Q3 - 24/25	0.00	0.00	G	—	No appeals in the quarter. To some extent this reflects the percentage of applications approved but if this figure were higher it wouldn't necessarily indicate a dip in the quality of decisions by the Planning Authority.
		Development Management (Planning)	EG	DM 5a	Number of decisions appealed in the quarter	Number	Low is good	5	1	Q3 - 24/25	0	0	G	—	No appeals in the quarter. To some extent this reflects the percentage of applications approved but if this figure were higher it wouldn't necessarily indicate a dip in the quality of decisions by the Planning Authority.
		Development Management (Planning)	EG	DM 5b	Number of appealed decisions in the quarter overturned by the inspectorate	Number	Low is good	5	1	Q3 - 24/25	0	0	G	—	No appeals in the quarter. To some extent this reflects the percentage of applications approved but if this figure were higher it wouldn't necessarily indicate a dip in the quality of decisions by the Planning Authority.
		Development Management (Planning)	EG	DM 6	Percentage of Non-Major Planning	%	High is good	70.00	90.00	Q3 - 24/25	78.00	80.77	A	▲	A good improvement in end to end times in part due to work volume but more significantly that officers have now returned from sickness absence.

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					Applications determined within the government target (70% in 8 weeks) measured on a 2 year rolling basis (including extensions of time)										
		Development Management (Planning)	EG	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)	%	High is good	60.00	90.00	Q3 - 24/25	73.08	75.00	A	▲	A good improvement in end to end times in part due to work volume but more significantly that officers have now returned from sickness absence.
		Parking Services	EG	PS 1	Overall percentage utilisation of all car parks	%	High is good	50.00	60.00	Q3 - 24/25	59.00	56.00	A	▼	The performance for this measure covers the winter period and has remained consistent in achieving within acceptable target boundaries, with an increase in performance of 2% when compared to quarter 4 2023/24.
		Parking Services	EG	PS 2	Sessional car parking income as a percentage of budget requirement	%	High is good	91.00	96.00	Q3 - 24/25	114.04	110.24	G	▼	Income for the quarter is £1,545,566.77 against a budget of £1,401,883.00. The annual budget of £6,245,221.00 has been surpassed by £491,985.37 so a good year. This figure relates to income received from cash, card and PayByPhone.
	Simon Colburn - Assistant Director of Health & Environmental Services	Food and Health & Safety Enforcement	RP	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	%	High is good	95.00	99.00	Q3 - 24/25	98.90	99.99	G	▲	<p>The percentage of food businesses that are Broadly or Fully Compliant with Food Safety requirements has increased during this quarter.</p> <p>There are currently, 1,127 registered food businesses, which is an increase from the last quarter and this figure fluctuates daily, with businesses ceasing to trade and new businesses registering to trade.</p> <p>The service area are pleased to report that there has been a fall in the number of non-compliant businesses, currently standing at 10. The team prioritise working with these non-compliant businesses to make sure that they are operating at a level that is generally satisfactory (Broadly Complaint) in order to protect residents and visitors to the city.</p>
		Food and Health & Safety Enforcement	RP	FHS 2	Average time from actual date of inspection to achieving compliance	Days	Low is good	15.00	10.00	Q3 - 24/25	7.54	7.76	G	▼	The service area reports that the time taken for businesses to comply with food safety requirements from the date of unannounced inspection has increased slightly this quarter, however, continues to perform well above the high target. There were 115 businesses inspected during quarter 4.

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															The slight increase can be attributed to resources with a current team vacancy and an officer acting up into the team leader role whilst the TL focused on a health & safety case.
		Food and Health & Safety Enforcement	RP	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	%	High is good	90.00	97.00	Q3 - 24/25	96.87	99.99	G	▲	<p>The outturn for this measure has further increased since the previous quarter, performing well above the high target, with 99.99% of the inspections due completed. In addition to the programmed inspections, 85 new food businesses registered during this quarter.</p> <p>Of the 8 that are outstanding, only one is outside the 28 day period in which a business is due to be inspected, it is a new, evening economy business. Of the other 7, 5 are new businesses and 2 have recently become due. The Food Law Cope of Practice states that food businesses should be inspected within 28 days of the due date.</p> <p>The service area continues to prioritise working with non-compliant businesses that are of most risk to public health, to protect residents and visitors to the City.</p>
		Licensing	RP	LIC 1	Percentage of premises licences issued within 28 days of grant	%	High is good	80.00	100.00	Q3 - 24/25	96.67	100.00	G	▲	All licences issued were within the selected timeframe during this quarter. The figure for the current outturn includes any new applications, variations, transfers and other changes affecting the licences, which would lead to a new premises licence being produced (physically). Depending on the type of application there are different timeframes as to when the licence can be produced.
		Licensing	RP	LIC 2	Total number of active premises licences	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	406	412	V		The total number of 'active' premises licences at end of quarter 4 was 412. This was a slight increase from previous quarter outturn of 406, due to a number of new licences being granted outweighing those being surrendered or revoked.
		Licensing	RP	LIC 3	Total number of active private hire / hackney carriage licences (operators, vehicles and drivers)	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	899	905	V		The total number of active private hire/hackney carriage licences at the end of the quarter was 905. The breakdown was as follows: Private Hire Drivers - 473 Private Hire Vehicles - 348 Private Hire Operators - 19 Hackney Carriage Drivers - 34 Hackney Carriage Vehicles - 31. The service area has reported a slight increase in licences is due to a recovery in the number of new PH driver applications, which has outweighed those falling out the system.
		Private Housing	QH	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	Low is good	26	19	Q3 - 24/25	28	25	A	▲	<p>28 adaptations were completed January to March. This was a good output as the team usually process around 90 adaptations within a full year.</p> <p>Cumulatively the service area has processed 122 mandatory adaptations during the year 2024/25.</p> <p>The team also saw an increase in DFG case referrals during quarter 4, with a total of 36.</p> <p>At the end of the quarter the service area reports they had 35 cases awaiting to be allocated and the oldest case was just over 3 months.</p> <p>To give some context on the work, once the application has reached the application approved stage (contractor appointed and price of works agreed) the time taken to complete the works is currently 12 weeks. The team is still operating at a reduced</p>

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															capacity with a recent recruited Technical Officer and Technical Assistant being brought up to speed. There are a number of factors that are extending the time scale that are out of the team's control. These include - clients being unsure on if they want to proceed, lack of response from clients, contractors failing to respond to timescale targets and amended referrals from the occupational therapists.
		Private Housing	QH	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Weeks	Low is good	20.00	12.00	Q3 - 24/25	22.40	22.00	R	▲	<p>43 cases were closed during this quarter. However, there are 48 open cases being worked on and 38 cases are awaiting to be allocated. Park and Abbey wards continues to have the highest number of properties that report complaints of disrepair. The number of new cases received during the quarter was 33. In addition, 6 straight red priority cases were received within Q4 which required immediate attention.</p> <p>The service area is introducing a stop clock action for the new year within the APP system, to allow the time period for removal of a hazard to be paused when tenants vacate dwellings during the investigation, whereby action of the service must cease until reoccupation.</p> <p>The service area continues to work with contractors and landlords as there is nationwide difficulty in obtaining swift start dates for commencement of works, therefore evidence of reasonable efforts by landlords to rectify hazards will allow for extensions in time scales to complete.</p> <p>The service area anticipates a reduction in the number of HMO licence applications in the new year compared to 2024/25, which will increase officer capacity to carry out inspections and take appropriate action.</p>
		Private Housing	QH	PH 3	Number of empty homes brought back into use (cumulative)	Number	High is good	15	30	Q4 - 23/24	42	38	G	▼	The number of empty homes brought back into use during quarter 4 was 7. This brings the number of empty homes brought back into use during 2024/25 to 38. The team have focused on the long term problematic empty properties during the year. Consequently all 38 properties brought back into use have had a positive effect on the City. Changes to classification of empty homes will offer new challenges next financial year.
		Public Protection and Anti-Social Behaviour Team	RI	PPASB 1	Number of cases received in the quarter (ASB cases only)	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	185	173	V		<p>This is a 6.5% decrease when compared to the last quarter. It is a 31.1% increase when compared with Q4 of 23/24. This measure appears to be stabilising following the increase in cases the team received during Q's 1 and 2 of 24/25.</p> <p>This measure has been revised for 2025/26 to report cases received across the full service, which will provide a more comprehensive view of the work undertaken.</p>
		Public Protection and Anti-Social Behaviour Team	RI	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	1,114	1,063	V		The outturn for the measure is a 4.6% decrease when compared with Q3 of 24/25 and a 4.8% increase when compared Q4 of 23/24. This outturn is relatively stable.
		Public Protection and Anti-Social	RI	PPASB 3	Number of live cases open at the end of the quarter (across	Number	Low is good	240	200	Q3 - 24/25	272	280	R	▼	<p>This outturn has remained stable over the past financial year. It is also stable when compared with Q4 of 23/24 which was 279.</p> <p>This measure is being replaced for 2025/26 to report on the</p>

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		Behaviour Team			full PPASB service)										average days to close a case in quarter across the full service, to better reflect the volume of work undertaken by the team on case management.
		Sport & Leisure	RP	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	41551.00	N/A	No data		<p>Following the announcement that Active Nation ceased trading on Thursday 3 April 2025, collection of quarterly performance measures relating to Yarborough Leisure Centre & Birchwood Leisure Centre will be paused.</p> <p>These will be reviewed as the Council proceeds with proposals to procure an interim leisure provider.</p>
		Sport & Leisure	RP	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	106701.00	N/A	No data		<p>Following the announcement that Active Nation ceased trading on Thursday 3 April 2025, collection of quarterly performance measures relating to Yarborough Leisure Centre & Birchwood Leisure Centre will be paused.</p> <p>These will be reviewed as the Council proceeds with proposals to procure an interim leisure provider.</p>
		Sport & Leisure	RP	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	Hours	High is good	520.00	700.00	Q3 - 24/25	751.00	N/A	No data	—	<p>Following the announcement that Active Nation ceased trading on Thursday 3 April 2025, collection of quarterly performance measures relating to Yarborough Leisure Centre & Birchwood Leisure Centre will be paused.</p> <p>These will be reviewed as the Council proceeds with proposals to procure an interim leisure provider.</p>
		Sport & Leisure	RP	SP 3a	Birchwood Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Number	High is good	0.00	2.00	Q3 - 24/25	17.00	N/A	No data	—	<p>Following the announcement that Active Nation ceased trading on Thursday 3 April 2025, collection of quarterly performance measures relating to Yarborough Leisure Centre & Birchwood Leisure Centre will be paused.</p> <p>These will be reviewed as the Council proceeds with proposals to procure an interim leisure provider.</p>
		Sport & Leisure	RP	SP 3b	Yarborough Leisure Centre - Number of net promoter score points above or below the average Net Promoter Score for England	Number	High is good	0.00	2.00	Q3 - 24/25	5.00	N/A	No data	—	<p>Following the announcement that Active Nation ceased trading on Thursday 3 April 2025, collection of quarterly performance measures relating to Yarborough Leisure Centre & Birchwood Leisure Centre will be paused.</p> <p>These will be reviewed as the Council proceeds with proposals to procure an interim leisure provider.</p>
	Steve Bird - Assistant Director of Communities and Street Scene	Allotments	RP	AM 1	Percentage occupancy of allotment plots	%	High is good	90.00	95.00	Q3 - 24/25	95.00	93.00	A	—	<p>As of the end of March 2025 the Council has 1,185 allotment plots, 1,129 of these are lettable and 1,048 are let.</p> <p>There is an increase in the number of allotments available this quarter, following the new allotment officer reducing the size of some existing plots, creating more plots that are of a more manageable size, which are attractive to new allotment holders.</p> <p>The occupancy rate following the increase in number of allotments, with the tenancy renewal process currently underway, is 93%.</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High Or Low is Good	Low Target	High Target	Previous Data Period	Previous Value	Q4 - 24/25 outturn	Status	Service Area Commentary
														<p>Several plots that have been previously unlettable have now been identified for rotorvation in order to make them easier to work, these are already proving popular.</p> <p>The Boultham Glebe woodland allotment project has progressed exceptionally well and is now clear of rubbish and ready for the growing season.</p> <p>The demand for allotments continues to grow, with vacant plots being offered as quickly as possible.</p>
		CCTV	RI	CCTV 1	Total number of incidents handled by CCTV operators	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	3,102	2,262	V	<p>Incident numbers have reduced in Q4 following Christmas and New Year, plus the poor weather keeps numbers in the city down.</p> <p>All incident areas report a decrease consistent with the overall reduction, apart from PPASB where numbers are significantly down compared to the last quarter, which is attributed to a designated police officer working with the service area and CoLC ASB team to target these groups.</p>
		Grounds Maintenance	RP	GM 1	Contractor points recorded against target standards specified in contract - Grounds Maintenance	Number	Low is good	200	75	Q3 - 24/25	30	79	A	<p>▼ The collective points for the quarter totalled 80. This has been broken down into 40 in January 2025, 25 in February 2025, and 15 in March 2025. The majority of points in the quarter were recorded for shrub maintenance.</p>
		Street Cleansing	RP	SC 1	Contractor points recorded against target standards specified in contract - Street Cleansing	Number	Low is good	150	50	Q3 - 24/25	95	470	R	<p>▼ 470 points were awarded against the contractor in Q4 equating to 95 points in January, 135 points in February and 240 points in March. A breakdown shows 215 points were awarded for full litter bins (43 rectifications) and 250 for leafing and littering gradings (50 rectifications) The remaining 5 points was for a failure to collect a fly tipped mattress in the required time.</p> <p>We have a new rectifications system in place which means that staff can easily process rectifications whilst visiting sites, which automatically gives the contractor a set amount of time to respond and rectify the issue. The large increase in points is due to proactive checks taking place. The contractor is responding positively and constructively, and a reduction is anticipated in the future.</p>
		Waste & Recycling	RP	WM 1	Percentage of waste recycled or composted (seasonal)	%	High is good	30.50	35.00	Q4 - 23/24	29.43	30.30	R	<p>▲ This figure relates to quarter 3 (October 2024 - December 2024) as data received from Lincolnshire County Council is lagged. 18.82% has been recorded as waste being recycled, whereas 11.44% was recorded as waste being composted, equating to 30.3% being composted or recycled. In response to requests from LCC we have tightened up enforcement/rejection of contaminated bins, which means that we are forecasting a small reduction in reported contamination for the next quarter. No rejected contamination is delivered to landfill. The materials not recycled are pelletised and made into alternative fuel.</p> <p>An education campaign is planned for summer 2025, for which</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High Or Low is Good	Low Target	High Target	Previous Data Period	Previous Value	Q4 - 24/25 outturn	Status		Service Area Commentary
															the service area anticipates presenting a report for member sign off, to be taken to executive in June.
		Waste & Recycling	RP	WM 2	Contractor points recorded against target standards specified in contract - Waste Management	Number	Low is good	150	50	Q3 - 24/25	90	100	A	▼	100 points were recorded against the contractor during the quarter. Of these points, 40 were recorded in January, 40 in February, and 20 in March. The points in the quarter were equally spread across both refuse and recycling. To contextualise this, 100 points equates to 20 missed bins whilst servicing over 47,000 properties over a 3-month period.
DHI	Matt Hillman - Assistant Director Assets	Housing Investment	QH	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Low is good	1.20	1.00	Q3 - 24/25	0.45	0.26	G	▲	Overall levels have fallen despite additional failures being identified from stock condition surveys undertaken in the final quarter of 2024/25. Notable progress was also made gaining access for Electrical tests. There are now a total of 20 failures (including 2 properties failing 2 criteria) due to 9 Electrics, 9 Doors, 1 Windows, 2 Chimneys and 1 Roof.
		Housing Investment	QH	HI 2	Number of properties 'not decent' as a result of tenants' refusal to allow work (excluding referrals)	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	235	226	V		There has been a slight decrease in the number of refusals compared to the previous quarter. Efforts continue to be made to work with tenants to address their reasons for refusing improvement works, with a view to ensuring these properties meet the Decent Homes Standard over time.
		Housing Investment	QH	HI 3	Percentage of dwellings with a valid gas safety certificate	%	High is good	98.60	99.00	Q3 - 24/25	98.96	99.01	G	▲	Year to date – 99.01%. There has been a slight improvement in performance this quarter. The annual gas servicing programme continually runs twelve months a year. The number of failed access cases has been 17 properties this quarter. With the support of housing management and legal services we have obtained a small number of injunctions to address some of the outstanding failed access cases.
		Housing Maintenance	QH	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	%	High is good	98.50	99.50	Q3 - 24/25	100.00	100.00	G	—	Year to date – 99.92%. The outturn for this measure has achieved above its high target and at the highest possible performance level for the measure, 100%. Processes are in place to manage the priority workload throughout the day, these are prioritised against other repairs to ensure attendance and actions are completed within timescales.
		Housing Maintenance	QH	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	%	High is good	95.00	97.50	Q3 - 24/25	94.52	93.22	R	▼	Year to date – 95.85%. Q4 has seen a slight decrease in performance when compared to the previous quarter, and remains slightly below our low target, The service area reports a number of long-term sicknesses within the area team, additional to some operatives currently working on restricted duties within one of the trades, which has a

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High Or Low is Good	Low Target	High Target	Previous Data Period	Previous Value	Q4 - 24/25 outturn	Status		Service Area Commentary
															<p>large number of priority and urgent repairs.</p> <p>The service area is pleased to have recently recruited to a vacant position that will help to support this team in the coming months.</p>
		Housing Maintenance	QH	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	%	High is good	90.00	92.00	Q3 - 24/25	96.39	98.29	G	▲	<p>Year to date – 97.31%</p> <p>Q4 has seen further improvements in the performance of this outturn, delivering above both the high target for the quarter and the year to date.</p> <p>Operatives have received their new impress stocks this quarter and the service area have implemented the stock management system to ensure this is kept up to date to further aid the teams' abilities to complete repairs first time.</p>
		Housing Maintenance	QH	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	%	High is good	96.00	98.00	Q3 - 24/25	99.42	97.73	A	▼	<p>Year to date – 98.78%.</p> <p>The outturn for quarter 4 continues to perform above its low target, whilst slightly reduced from last quarter. Additionally, the measure has achieved above its high target for the year to date.</p> <p>The service area have proactively re-allocated appointments due to operative availability, which has been impacted particularly within the repairs team, due to a number of long-term sicknesses during the quarter as well as operatives working under restricted duties.</p> <p>Recent recruitment is expected to support this area to continue to reduce failed appointments.</p>
		Housing Maintenance	QH	HM 5	Satisfaction with Repairs (Regulator of Social Housing Tenant Satisfaction Measure – TP02)	%	N/A	Volumetric	Volumetric	Q3 - 24/25	72.00	75.00	V		<p>Performance data for this measure is derived from 'Tenant Satisfaction Measures' data and is a reliable indicator of true tenant satisfaction with the repairs service.</p> <p>There has been a slight increase in satisfaction levels compared to the previous quarter. In addition to the 75% of tenants who told us they were 'satisfied' or 'very satisfied', 8% told us they were neither satisfied nor dissatisfied, and 17% indicated some level of dissatisfaction with the service.</p> <p>This performance is based on a survey size of 150 tenants. The service area intends to use feedback from these ongoing quarterly surveys to continue to improve tenant satisfaction with the repairs service.</p>
	Paula Burton - Assistant Director of Housing Management	Control Centre	QH	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	%	High is good	90.00	95.00	Q3 - 24/25	95.35	N/A	No data	—	<p>Due to the pre-election period falling within the quarter, no satisfaction surveys were sent to customers of the Lincare Housing Assistance Service, as advised by the legal services team. This will recommence for quarter 1 25/26.</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High Or Low is Good	Low Target	High Target	Previous Data Period	Previous Value	Q4 - 24/25 outturn	Status		Service Area Commentary
		Control Centre	QH	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	%	High is good	97.50	98.00	Q3 - 24/25	98.98	99.26	G	▲	<p>Year to date – 99.04%.</p> <p>Performance for this quarter has improved with 99.26% of calls answered within 60 Seconds well above the high target of 98.00%. 14,530 alarm calls were received in the quarter, a reduction of 1,326 from the previous quarter.</p>
		Housing Solutions	QH	HS 1	The number of people currently on the Housing Register	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	2,057	2,227	V		<p>There has been an increase in the number of applications to the housing register when compared to the previous quarter, with an additional 170 during quarter 4.</p> <p>The service area report a small backlog of setting applications to housed, few renewals being processed and therefore not closing off applications, and an increase in the number of applications being assessed towards the end of March, the service area have.</p>
		Housing Solutions	QH	HS 2	The number of people approaching the council as homeless	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	296	318	V		<p>Year to date – 1,252</p> <p>The number of approaches is consistent with the previous two quarters, there continues to be a high demand for the service with the year to date total of approaches 1,252.</p>
		Housing Solutions	QH	HS 4	Number of rough sleepers	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	18	8	V		<p>The number of rough sleepers has decreased to 8 since the previous quarter 3 outturn of 18. The team, with the new Programme Lead appointed in November, are working to find rough sleepers' suitable accommodation which has the support required for their needs.</p>
		Housing Solutions	QH	HS 5	Number of successful preventions and relief of homelessness	Number	N/A	Volumetric	Volumetric	Q3 - 24/25	115	134	V		<p>Year to date – 476</p> <p>There has been an increase in the number of successful preventions when compared with the previous quarter, which shows the continuing work the team do to prevent and relieve homelessness.</p>
		Housing Voids	QH	HV 1	Percentage of rent lost through dwelling being vacant	%	Low is good	1.10	1.00	Q3 - 24/25	1.46	1.53	R	▼	<p>Year to date – 1.40%</p> <p>The outturn for the measure has been impacted by the large number of voids held in the process during this quarter, there were 120 voids in the process all impacting the rent loss.</p>
		Housing Voids	QH	HV 3	Average re-let time calendar days for all dwellings (including major works)	Days	Low is good	45.00	42.00	Q3 - 24/25	50.94	58.78	R	▼	<p>Year to date – 52.53 days</p> <p>The service area report a significant number of voids within the system currently and during the quarter, with currently 120 voids in the process and a further 47 expected by the end of April.</p> <p>February and March saw the highest number of void properties in the system since July 2022, which has impacted the repair team's capacity.</p> <p>A significant number of void properties require cleansing prior to repairs being undertaken, further increasing the overall timeframes. There were also a number of longer-term voids of over 100 days signed up over this period that impacts the average – one of which required substantial structural repairs.</p>

	Assistant Director	Service Area	PH	Measure ID	Measure	Unit	High Or Low is Good	Low Target	High Target	Previous Data Period	Previous Value	Q4 - 24/25 outturn	Status		Service Area Commentary
															The Housing Repair Service are seeing an increase in repair timeframes whilst they are trying to limit the amount of properties going to subcontractors due to contractual cost increases and the impact this has on budgets. Inevitably this is going to further increase void timeframes as these properties move through the system and more being undertaken by the inhouse team.
		Rent Collection	QH	RC 1	Rent collected as a proportion of rent owed	%	High is good	96.50	97.50	Q3 - 24/25	109.60	98.74	G	▼	<p>Year to date – 99.87%.</p> <p>Rent collection performance is above target for the quarter and financial year. The final collection amount for the year was £35,794,800.23.</p> <p>Performance in collection levels will always decrease between Quarters 4 and 3, as Quarter 3 has the Christmas rent free weeks resulting in significantly high level of collection rate.</p> <p>The specialist team to manage rent collection and arrears are performing well and proactively contacting tenants having difficulty paying their rent & supporting them with appropriate referrals to services to help with maximising income & dealing with debt.</p>
		Rent Collection	QH	RC 2	Current tenant arrears as a percentage of the annual rent debit	%	Low is good	4.15	4.00	Q3 - 24/25	3.33	3.38	G	▼	<p>Year to date – 99.87%.</p> <p>Rent collection performance is above target for the quarter and financial year. The final collection amount for the year was £35,794,800.23.</p> <p>Performance in collection levels will always decrease between Quarters 4 and 3, as Quarter 3 has the Christmas rent free weeks resulting in significantly high level of collection rate.</p> <p>The specialist team to manage rent collection and arrears are performing well and proactively contacting tenants having difficulty paying their rent & supporting them with appropriate referrals to services to help with maximising income & dealing with debt.</p>

Table 2 - Directorate for Major Developments – Performance Measure Outturns – Quarter 4 2024/25

The performance statuses of measures DMD 1–5 are determined by an external partner working alongside the Major Developments Team, rather than by comparing performance measure outturns against set high and low targets as per the measures included in Tables 1 and 2.

When determining the performance measure statuses, a range of factors impacting on programme delivery are taken into consideration such as milestone performance, financial performance and associated risks, amongst other factors.

Measures DMD 6-9 are volumetric measures provided for contextual purposes.

It is important to note that for measures DMD 1-5, there is formal reporting request every 6 months, with qualitative updates on a more frequent basis also required. An example of this is how the initial payments were set-up - for the second annual payment, lead local authorities may be asked to submit a report earlier than 6 months after the first report is submitted.

	Assistant Director	PH	Service area	Measure ID	Measure	Unit	High or low is good	Previous data period	Previous outturn	Quarter 4 2024/25 outturn	Status (determined by external partner and DMD where not volumetric measure)	Trend (Improving, No change, Deteriorating)	Outturn commentary
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 1	Percentage spend on Town Deal programme	%	High is good	Q3 2024/2025	62%	68%	G	▲	Note – As updates for this measure are monitored every 6 months, the Q3 update remains the most up to date for this quarter. 12 Projects in programme (1 dropped out). All remaining funds have now been reallocated and signed off by Gov and Board, 4 are financially complete, 5 are on target and 3 are within programme. The programme now has an extension to 26/27.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 2	Percentage of Town Deal projects on target	%	High is good	Q3 2024/2025	75%	83%	G	▲	Note – As updates for this measure are monitored every 6 months, the Q3 update remains the most up to date for this quarter. 12 Projects in programme (1 dropped out). All remaining funds have now been reallocated and signed off by Gov and Board, 4 are financially complete, 5 are on target and 3 are within programme. The programme now has an extension to 26/27.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 3	Percentage spend on UKSPF programme	%	High is good	Q3 2024/2025	64%	100%	G	▬	Up to March 2025 there have been 16 Projects allocated. All figures are reported outside of a formal claim being approved and submitted. This programme is now complete.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 4	Percentage of UKSPF projects on target	%	High is good	Q3 2024/2025	81%	100%	G	▬	Up to March 2025 there have been 16 Projects allocated. All figures are reported outside of a formal claim being approved and submitted. This programme is now complete.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 5	Number of businesses receiving business support utilising the UKSPF fund	Number	High is good	Q3 2024/2025	18	46	G	▲	The Business Advisor service area reports a total of 46 businesses have been supported during the quarter, up to March 2025.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 6	Percentage occupancy of Greetwell Place	%	Volumetric	Q3 2024/2025	98%	96%	Volumetric		The outturn for the quarter reports a decrease due to a tenant leaving who occupied 5 offices, however these are under new offers from the waiting list.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 7	Percentage occupancy of The Terrace	%	Volumetric	Q3 2024/2025	94%	97%	Volumetric		Only one office is now vacant.
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 8	Unemployment rate within Lincoln	%	Volumetric	Q3 2024/2025	4.1% (2,910 people)	4.1% (2,815 people)	Volumetric		This figure is from the ONS figures for Feb 2025.

	Assistant Director	PH	Service area	Measure ID	Measure	Unit	High or low is good	Previous data period	Previous outturn	Quarter 4 2024/25 outturn	Status (determined by external partner and DMD where not volumetric measure)	Trend (Improving, No change, Deteriorating)	Outturn commentary
DMD	Assistant Director – Growth & Development – Simon Kirk	EG	Major Developments	DMD 9	Average wage in Lincoln	£	Volumetric	Q3 2024/2025	£34,720 per annum	£33,815 per annum	Volumetric	Volumetric	This figure is from the ONS latest figures for 2024. The figure is the average gross weekly wage of £650.30 for a full-time worker.



Corporate Performance Measures

Outturns for the corporate performance measures focus on the council's performance overall rather than individual service areas. The corporate performance measures are split into the following categories:

- Resource information
- Appraisals
- Health & wellbeing
- Sickness
- Corporate complaints including Ombudsman rulings
- Compliments
- Communications

Resource Information

During quarter 4 2024/25 there were 14 leavers, which equated to a turnover figure of 2.2% (based upon employee headcount at the end of March 2025 excluding apprentices). This figure is the same compared to the previous quarter 3 2024/25 figure also of 2.2%.

The vacancy figure as at the end of quarter 4 2024/25 stood at 60.8 FTE. Please note that any posts with less than 37 hours per week vacant have been removed when calculating this figure. As at the end of March 2025, the council were recruiting to 31.3 FTE vacancies (Please note these are all at different stages of the recruitment process).

Directorate	CX	DCE	DMD	DHI	Total (Excluding Apprentices)
Average number of FTE employees	183.04	129.28	19.33	230.09	561.74
Average number of apprentices (as at quarter end)	Authority Wide				8.02
Percentage of staff turnover	Authority Wide				2.2%
Active vacancies which are being recruited (FTE)	Authority Wide				31.3

Appraisals completed up to the end of quarter 4 2024/25 as recorded in ITrent

Directorate	Appraisals completed in quarter 4 2024/25	Appraisals completed over the last 12 months *
CX	14	78
DCE	15	87
DMD	0	8
DHI	13	78
Authority Wide	42	251

*Please note, if an employee has had two appraisals within the past year, this has only been recorded as one.

A summary of appraisals completed during the previous 12 months and those completed in quarter 4 2024/25 have been provided above, however following a review of our appraisal processes, changes will be made whereby appraisals will now be carried out between April and June (quarter 1) every year with effect from 1st April 2025. This is to ensure that a cascade approach to objectives can be facilitated in line with the Councils Vision and Service Plans.

It should also be noted that the outturn above is based on those appraisals that have been completed and formally recorded within the ITrent system. It is likely that additional appraisals were completed in the quarter and had not yet been uploaded to the ITrent system at the time of writing this report. The outturn for this measure does not take account of appraisals that have been arranged and are awaiting completion.

Health & Wellbeing

In quarter 4 2024/25, we continued to promote and run physio appointments carried out by a MSK Physio. These took place at Hamilton House, with the option to attend offered out to all council staff who may benefit. Further sessions have been scheduled for April 2025.

We also promoted and raised awareness of campaigns such as **Dry January** for Drink Awareness and **Time To Talk Day** for MIND which is about ending mental health stigma and having supportive conversations with family, friends, or colleagues.

Sickness Performance

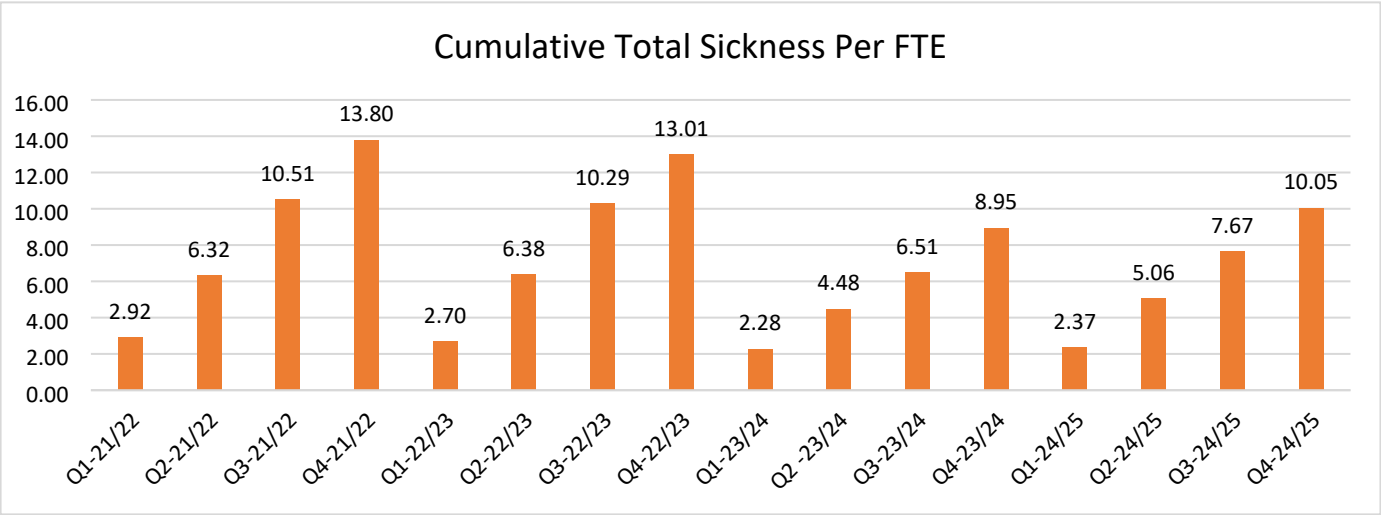
During quarter 4 2024/25 the total sickness levels for the council stood at 2.38 days lost per FTE. When compared to the previous quarter, sickness levels have decreased (quarter 3 2024/25 figure stood at 2.61 days lost per FTE). Additionally, when compared to the same quarter last year sickness levels have decreased (quarter 4 2023/24 figure was 2.44 days lost per FTE).

During quarter 4 2024/25, the highest number of days lost due to short term absence was as a result of flu. The highest number of days lost due to long term absence was as a result of Musculo Skeletal problems.

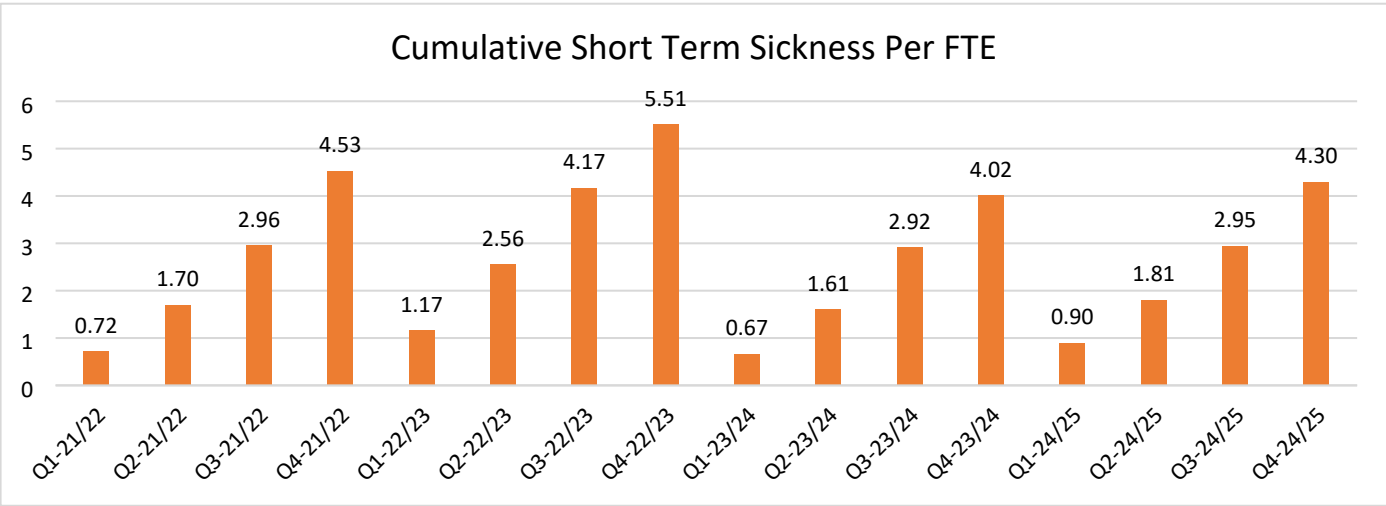
Quarter 4 2024/25 ONLY

	Short Term Days Lost	Long Term Days Lost	Total days lost	Number of FTE	Short Term Days lost per FTE	Long Term Days lost per FTE	Total Days lost per FTE
CX Excluding Apprentices	261	108	369	183.04	1.43	0.59	2.02
Apprentices	31.5	0	31.5	8.02	3.93	0.00	3.93
DCE	147.5	116	263.5	129.28	1.14	0.90	2.04
DMD	17	0	17	19.33	0.88	0.00	0.88
DHI	332.04	354	686.04	230.09	1.44	1.54	2.98
Total	789.04	578	1,367.04	569.76	1.38	1.01	2.40
Less Apprentices	757.54	578	1,335.54	561.74	1.35	1.03	2.38

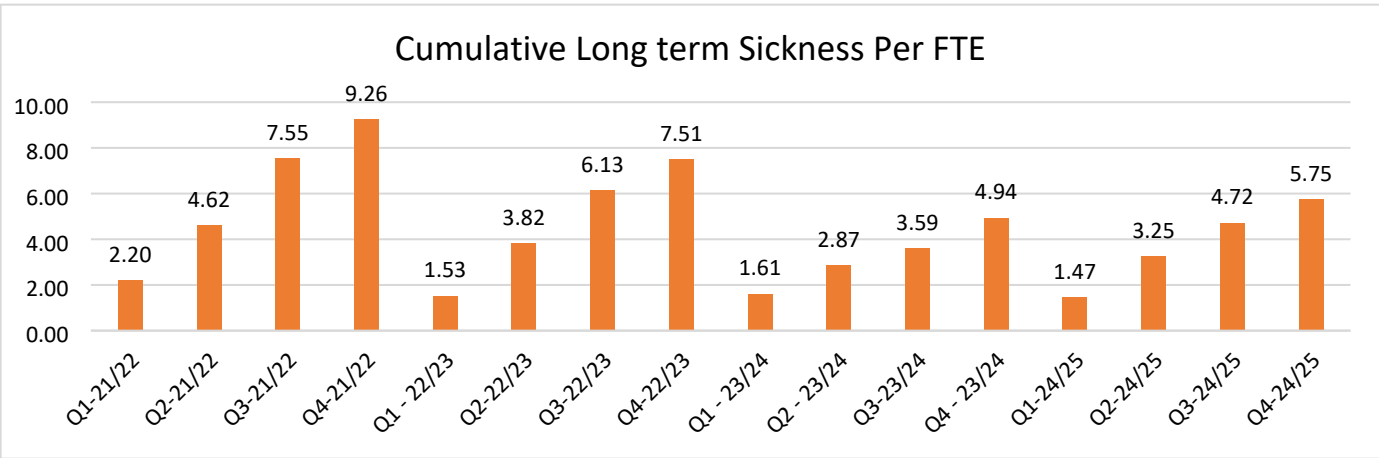
Cumulative total sickness per FTE in days (excluding apprentices)



Cumulative short-term sickness per FTE in days (excluding apprentices)



Cumulative long-term sickness per FTE in days (excluding apprentices)



Complaints Performance

In quarter 4 2024/25 there were **146** complaints dealt with across the council.

It is important to note that the timeframe for providing a response to Stage 1 and Stage 2 complaints is as follows –

- Stage 1 - to be completed within 10 days.
- Stage 2 - to be completed within 20 days.

At the end of the quarter the percentage of formal complaints, which were responded to within their target time across all directorates year to date, was 93% (520). In quarter 4 2024/25, there were 0 Local Government Ombudsman (LGO) complaints decided and 1 Local Housing Ombudsman (LHO) complaints decided.

Quarter 4 2024/25

	CX	DCE	DHI	DMD	TOTAL
Number of formal complaints dealt with this quarter (Q4)	15	30	101	0	146
Number of formal complaints upheld this quarter (Q4)	2 (13%)	16 (53%)	52 (52%)	0	70 (48%)
YTD total number of complaints investigated	30	97	433	2	562
YTD number of formal complaints Upheld	8 (27%)	34 (35%)	254 (59%)	1 (50%)	297 (53%)
No / % of responses within target time this quarter (Q4)	14 (93%)	30 (100%)	94 (93%)	0	138 (95%)
No / % of responses within target time YTD	28 (93%)	90 (93%)	400 (92%)	2 (100%)	520 (93%)
LGO complaints decided (Q4)	0	0	0	0	0
LHO complaints decided (Q4)	0	0	1	0	1

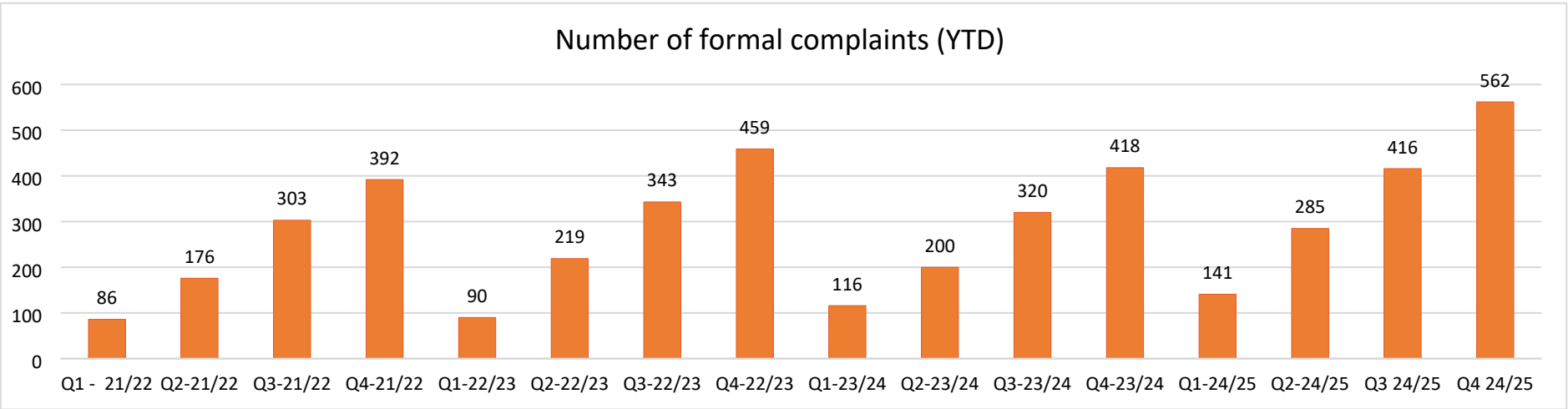
The percentage of complaints responded to within the service standard has been maintained this quarter and is 95% overall.

Only 8 complaints of the 146 responded to in this quarter were outside of the target times. This boosts the full year response rate to 93%.

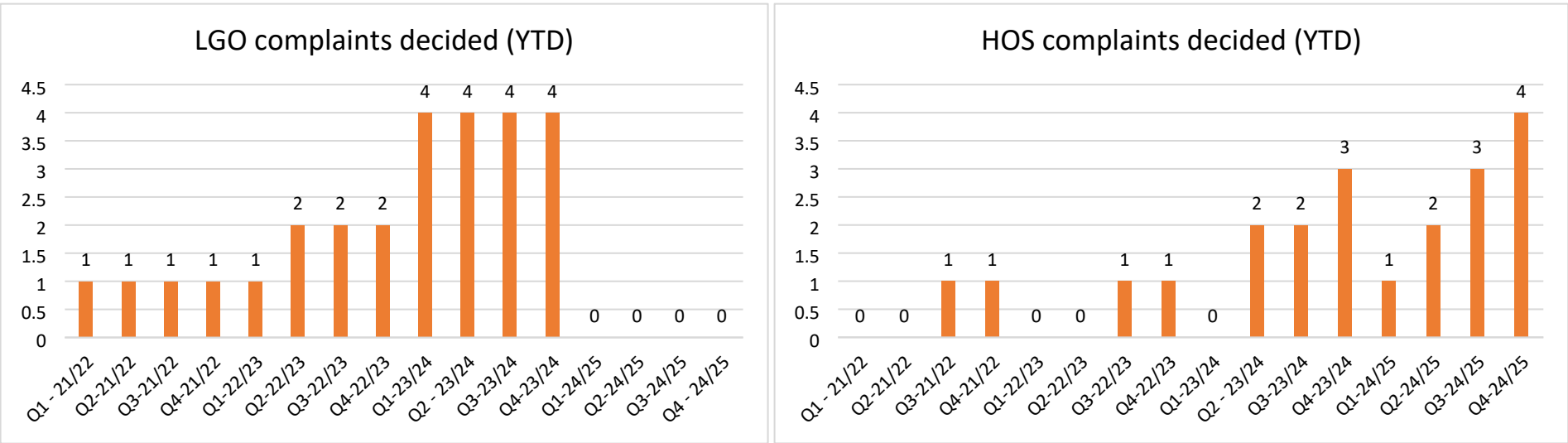
We have seen an increase in complaint numbers in quarter 4 with CX having 15 this quarter which makes up 50% of their annual figure. This reflects the high volume of resident and business interactions in quarter 4 with annual billing for Council Tax and National Non-Domestic Rates. Housing also saw an increase from 88 complaints in quarter 3 to 101 in quarter 4. We will be undertaking an analysis of the trends and including details in the annual complaints report.

In quarter 4 we received notification of un upheld complaint by the Housing Ombudsman (HOS) with a finding of service failure in our handling of the resident’s reports across a number of areas and our handling of the associated complaint.

Number of formal complaints decided (YTD)



Local Government Ombudsman (LGO) complaints decided (YTD) and Local Housing Ombudsman (HOS) complaints decided (YTD)



Compliments Performance

In quarter 4 2024/25 there were 35 compliments recorded across the council through the formal compliment recording process.

	CX	DCE	DHI	DMD	TOTAL
Number of compliments received	13	4	13	5	35

The table below shows the key areas the compliments were in relation to during the quarter for each directorate.

CX	Support from Revenues and Benefits Team, support from Customer Services Team, support from Cost of Living Team, support from Business Management Team, support with Council Tax and Housing Benefits systems.
DCE	Wide parking bays in car parks, support offered by Parking Services Team, excellent standard at Broadgate car park.
DMD	Support relating to Windmill View, support with allocating UKSPF funding, support with Town Deal Projects, support with capital projects, UKSPF Business Support
DHI	Support from staff in Housing Solutions, support with Council Tax from Tenancy staff, support at Derek Miller Court, excellent work at team briefings by Tenancy staff, excellent work carried out by Housing Maintenance, support with Community Hall clearance, support by Finance and Leasehold Team.

For each compliment received a letter is sent to the individual to thank them for taking the time to make the compliment. Some examples of the compliments received in each directorate during the quarter are provided below:

CX

Support with Council Tax and Housing Benefit systems

“Wanted to express my thanks to the Welfare Team for taking the time and trouble today to help me navigate the very complex Council Tax and Housing benefit systems on behalf of my brother (who has a diagnosis of ASD). Their kindness and knowledge were much appreciated - I did not even know the Welfare Team existed”!

Support from Customer Services Team

“Good morning, I have just got off the phone from Altham Court Care Home whom a member of the team spoke with yesterday. They wanted me to pass on her thanks for being some kind and helpful yesterday, she said talking to the staff member made her feel a lot better after a difficult day of dealing with the passing of a resident. Thank you from everyone.”

DCE

Support offered by Parking Services Team

“Thank you for your very prompt reply and pleasant manner when I telephoned to clarify one or two points.”

Excellent standard at Broadgate car park

“Just visited for 2 days from Cheshire and want to congratulate the Council on the parking experience in Broadgate Car Park. Reasonably priced and (best of all) the beautiful wide spaces. Absolutely brilliant. Takes a lot of worry out of visiting a new place, wondering who might prang your car or if you'll need a can opener to get back in. Thank you so much - other councils could (and should) take a leaf out of your book. One of the reasons to recommend Lincoln to others for a visit.

DMD

Support with allocating UKSPF Funding

"Thank you for your work in allocating the UKSPF funds towards the purchase of the cameras along with funds from the Carholme Community Forum. It is very pleasing to see public funds being used so positively to improve people's lives."

Support with Town Deal projects

"Just a short note to say a very big and sincere thank you for all of your ongoing support with both of our Town Deal projects. It's in no way an exaggeration to say that we literally couldn't have done them without you!"

DHI

Excellent work carried out by Housing Maintenance

“I would just like to say how incredibly professional and informative the plasterers were who came today to plaster my living room. They have done a fantastic job. I've suffered with OCD for a long time and they was really good and clean because I explained to them about my OCD.”

“Thank you, you really have been a rock to me. You really are tops. Your kindness & professional attitude is greatly appreciated.”



Communications Update

Throughout quarter 4 2024/25, the Communications Team have provided support across the council and city to capture and broadcast the latest news, events and updates in Lincoln.

The update provides a detailed overview of social media highlights, key stats and performance, interviews, key events and campaigns, press releases, internal communications, Hub and website statistics on usage.

This quarter saw a big push on communications for Events in Lincoln’s Festival of History, taking place on May 3 to 5 for its second year. Utilising footage created from the previous year, we’ve created teaser trailers and videos to promote the second year for the event, building anticipation for the festival.

Communications for events also saw the promotion of the successful Lincoln Lights across the city, Lincoln 10K Run For All, and Sprites and Spirits at Sundown at Lincoln Arboretum.

Other milestones over this quarter saw the launch of our Vision 2030 campaign, with a series of videos from councillors highlighting the strategy and priorities, updates on the ever-changing situation with the closure of Yarborough and Birchwood leisure centres and their futures, and the local Park Ward elections.

Internal communications saw Local Government Reorganisation be centred to reassure staff on the plans and proposals. Our apprentice in the communications team, also won the Highly Commended award at the Apprenticeship Awards in February.

Overview of social media account statistics:

Channel	Followers	Followers – direction of travel	Reactions/ Interactions	Reach	Post Impressions	Shares	Engagement
City of Lincoln Council - Instagram	3,123	↑221	813	21,761	17,607	21	N/A
City of Lincoln Council - Facebook	12,720	↑500	2,518	452,187	471,561	644	39,863
Be Lincoln – Instagram	514	↑72	277	7,192	2,241	20	N/A
Be Lincoln - Facebook	679	↑48	368	8,884	10,211	70	466
Events in Lincoln – Instagram	5,046	↑140	447	22,665	21,141	32	N/A
Events in Lincoln - Facebook	45,681	↑489	940	438,669	445,322	346	14,619

Social media campaigns, leaflets, posters, press releases and promotional videos were created to support key projects as well as responding to press enquiries. An installation of illuminated signage replaced the TV screens in Lincoln Bus Station, which will be used to promote council led events, projects and key messages.

The council’s website www.lincoln.gov.uk received 579,587 views and 579,587 active users.

The most visited pages were bin collection days, my accounts, job vacancies, council tax, council tax bands and pay council tax.