

Appendix A

Partnership Performance Management Framework 2023/24



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South & East Lincolnshire Councils Partnership



Framework



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Strategic
Ambition

Corporate
Priorities

Local Priorities

Monitoring and reporting



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South & East Lincolnshire Councils Partnership

- Measures agreed by Councils in March 2023
- Quarterly performance monitoring:
 - Q1: end of June 2023
 - Q2: end of September 2023
 - Q3: end of December 2023
 - Q4: end of March 2024
- Performance clinics held in July 2023, October 2023, January 2024 and April 2024 to discuss performance issues, drive improvement where required and to review targets if required.
- Followed by reports to Leadership Team and to relevant committee meetings at each Authority.

Strategic Ambition – Measures

Priorities for the sub-region, working in partnership with a range of external partners within Lincolnshire and more widely



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- Indices of Multiple Deprivation (IMD) indicators
- Priority Partnerships measures
- Climate Change Strategy measures *NB: Future external facing Partnership strategy measures will be added here as they come forward.*

Indices of Multiple Deprivation (IMD)



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Indicator	South Holland	Boston	East Lindsey
Income	140	92	42
Employment	140	85	25
Education, Skills & Training	9	1	28
Health & Disability	171	113	53
Crime	285	237	247
Living Environment	228	135	85
Barriers to Housing & Services	123	180	137
Local Authority Rank	144	85	30

Rank out of 318 where higher is best

IMD indicators – Boston



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Ministry of Housing,
Communities &
Local Government

Local Authority Look-up

Boston

Hover over each summary
measure below for a
description and further detail

IoD2019 Interactive Dashboard - Local Authority Focus

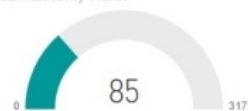
The IoD2019 dashboard allows users to explore the 2019 English Indices of Deprivation data at both local authority district level and neighbourhood (LSOA) level. Users can select a local authority from the **Local Authority Look-up** box. Working clockwise, the **maps** will display where the local authority is located at different scales. The **larger map** will update with the locations of each neighbourhood within the local authority. This map has also been colour coded to display which decile the neighbourhood falls into nationally (dark blue indicating relatively more deprived and pale green indicating relatively less deprived). The **Table** beside provides more detail on each neighbourhood within the local authority, presenting its LSOA code, name, overall IMD2019 rank and decile, which has also been colour coded to correspond to the map. The **Deprivation Domains** box displays where the local authority **ranks** on each of the seven domains and supplementary indices. The **IMD2019 Rank, Score and Rank of proportion of LSOAs in most deprived 10% nationally** is displayed in each of the three gauges.

More guidance on the IoD2019 is available online [here](#)

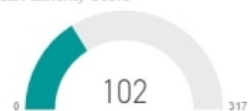
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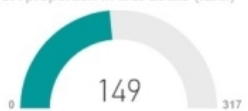
Local Authority Rank



Local Authority Score



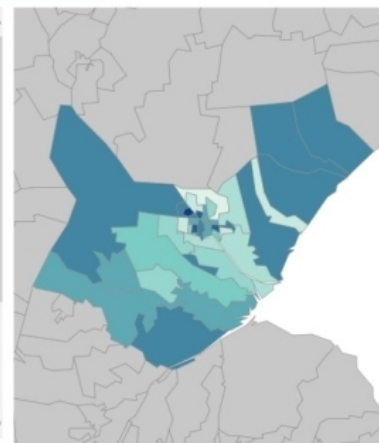
LSOA proportion in first decile (rank)



Deprivation Domains

92	Income Rank
85	Employment Rank
1	Education, Skills & Training Rank
113	Health & Disability Rank
237	Crime Rank
135	Living Environment Rank
180	Barriers to Housing & Services
105	IDACI Rank
89	IDAOPi Rank

LSOA Code	LSOA Name	IMD Rank	IMD Decile
E01026007	Boston 001A	23321	8
E01026008	Boston 001B	9205	3
E01026009	Boston 001C	9228	3
E01026023	Boston 001D	8828	3
E01026024	Boston 001E	8392	3
E01026010	Boston 002A	2270	1
E01026011	Boston 002B	7495	3
E01026030	Boston 002C	6212	2
E01026032	Boston 002D	12745	3
E01026037	Boston 002E	5684	2
E01026006	Boston 003A	7407	3
E01026021	Boston 003B	18327	6
E01026025	Boston 003C	10182	3
E01026036	Boston 003D	10991	3
E01026012	Boston 004A	7447	3
E01026015	Boston 004B	23146	8
E01026026	Boston 004C	5115	2
E01026027	Boston 004D	16311	5
E01026028	Boston 004E	10722	3
E01026016	Boston 006A	10751	3
E01026033	Boston 006B	8555	3
E01026034	Boston 006C	12540	3
E01026017	Boston 007A	6747	3
E01026018	Boston 007B	16227	5
E01026019	Boston 007C	12022	3
F01026020	Boston 007D	18318	6



IMD indicators – East Lindsey



Ministry of Housing,
Communities &
Local Government

Local Authority Look-up

East Lindsey

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Local Authority Rank



Local Authority Score



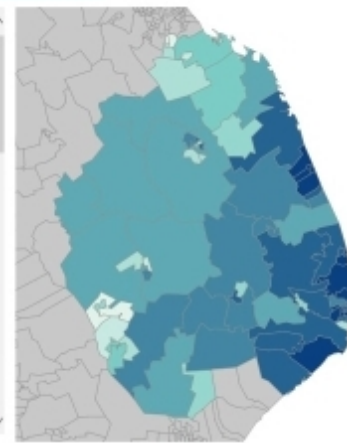
LSOA proportion in first decile (rank)



Deprivation Domains

- 42 Income Rank
- 25 Employment Rank
- 28 Education, Skills & Training Rank
- 53 Health & Disability Rank
- 247 Crime Rank
- 85 Living Environment Rank
- 137 Barriers to Housing & Services
- 48 IDACI Rank
- 73 IDAOPI Rank

LSOA Code	LSOA Name	IMD Rank	IMD Decile
ED1026045	East Lindsey 001A	11305	10
ED1026061	East Lindsey 001B	27143	9
ED1026062	East Lindsey 001C	20727	7
ED1026063	East Lindsey 001D	27022	9
ED1026060	East Lindsey 001E	20675	7
ED1026106	East Lindsey 001F	23850	8
ED1026107	East Lindsey 001G	16000	5
ED1026058	East Lindsey 002A	19000	6
ED1026076	East Lindsey 002B	13160	5
ED1026079	East Lindsey 002C	10736	4
ED1026077	East Lindsey 003A	8022	3
ED1026078	East Lindsey 003B	7891	3
ED1026067	East Lindsey 003C	5371	2
ED1026088	East Lindsey 003D	22737	7
ED1026090	East Lindsey 003E	11972	5
ED1026091	East Lindsey 003F	21906	7
ED1026108	East Lindsey 003G	3962	2
ED1026081	East Lindsey 004A	19668	6
ED1026069	East Lindsey 004C	20711	7
ED1026066	East Lindsey 004D	10974	5
ED1026067	East Lindsey 004E	15624	5
ED1026072	East Lindsey 005A	1570	1
ED1026073	East Lindsey 005B	825	1
ED1026074	East Lindsey 005C	1228	1
ED1026099	East Lindsey 005D	6963	2
ED1026103	East Lindsey 006A	8861	3



IMD indicators – South Holland



Ministry of Housing,
Communities &
Local Government

Local Authority Look-up

South Holland

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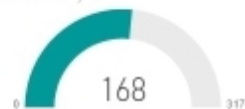
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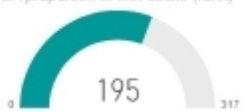
Local Authority Rank



Local Authority Score



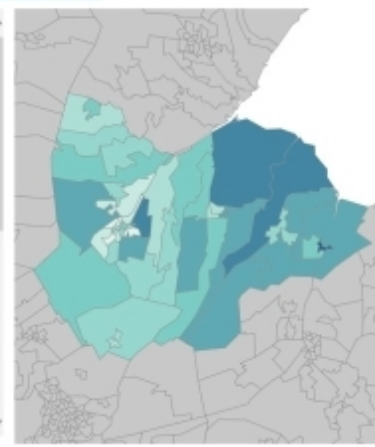
LSOA proportion in first decile (rank)



Deprivation Domains

- 140 Income Rank
- 140 Employment Rank
- 9 Education, Skills & Training Rank
- 171 Health & Disability Rank
- 285 Crime Rank
- 228 Living Environment Rank
- 123 Barriers to Housing & Services
- 137 IDACI Rank
- 146 IDAOPI Rank

LSOA Code	LSOA Name	IMD Rank	IMD Decile
ED1028242	South Holland 001A	20964	7
ED1028243	South Holland 001B	13253	5
ED1028244	South Holland 001C	18120	6
ED1028247	South Holland 001D	17558	6
ED1028276	South Holland 001E	14516	5
ED1028248	South Holland 002A	8061	3
ED1028248	South Holland 002B	9233	3
ED1028257	South Holland 002C	18403	6
ED1028250	South Holland 003A	12803	5
ED1028251	South Holland 003B	20355	7
ED1028252	South Holland 003C	20651	7
ED1028253	South Holland 003D	11840	4
ED1028281	South Holland 004A	21535	7
ED1028282	South Holland 004B	17507	6
ED1028283	South Holland 004C	15006	5
ED1028285	South Holland 004D	12841	5
ED1028289	South Holland 004E	14441	5
ED1028241	South Holland 005A	13436	5
ED1028258	South Holland 005B	23866	8
ED1028259	South Holland 005C	12288	5
ED1028260	South Holland 005D	17626	6
ED1028266	South Holland 006B	16856	6
ED1028273	South Holland 006C	27636	9
ED1028274	South Holland 006D	27438	9
ED1028275	South Holland 006E	20773	7
ED1028265	South Holland 006F	14108	5



Corporate Priorities - Measures

Priorities for the Partnership, working
across the SELCP where it is beneficial to all
Councils to do so



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- Measures across the Partnership
- Partnership Funding trend measures
- Workforce Development Strategy measures *(NB: Future internal facing Partnership strategy measures will be added here as they come forward)*

Communities Directorate: Wellbeing and Community Leadership

Corporate performance measures	22/23 Q3 outturn			22/23 Annual Target	23/24 Annual Target
	BBC	ELDC	SHDC		
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	68%	50%	43%	70%	70%
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	68%	68%	17%	70%	70%
Number of families with children placed into B&B for more than 6 weeks	1	1	0	0	0

Communities Directorate: Wellbeing and Community Leadership

Corporate performance measures	22/23 Q3 outturn			22/23 Annual Target	23/24 Annual Target
	BBC	ELDC	SHDC		
Percentage of Customer Contact Calls Answered	90.24%	86.84%	82.43%	90%	90%
Percentage of Revenues & Benefits Calls Answered	87.75%	84.56%	83.93%	90%	90%
Customer Satisfaction – Customer Contact / Revenues & Benefits	98.42%	99.74%	99.52%	90%	90%
Quality of Service - Customer Contact / Revenues & Benefits	97.68%	97.74%	97.38%	90%	90%
Average speed of answer - Customer Contact (seconds)	108.78	107.89	114.11	120	120
Average speed of answer – Revenue & Benefits (seconds)	171.11	219.00	218.89	240	240
Percentage tax base vs Direct Debit sign up	64.91%	65.13%	69.68%	60%	60%



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Communities Directorate: Wellbeing and Community Leadership

Corporate trend measures

- Number of verified rough sleepers
- Number of properties improved through Council intervention
- Number of long term empty properties brought back into use through council support and intervention
- Trend measures for Customer Contact – online payments and forms; My Account sign-ups; email, face to face, telephone contact volumes; social media volumes

Communities Directorate: Regulatory

Corporate performance measures	22/23 Q3 outturn			22/23 Annual Target	23/24 Annual Target
	BBC	ELDC	SHDC		
Land Charges - Average number of days taken to process Local Authority searches (working days)	4.31	3.28	4.94	6	6
Food Safety – percentage of rateable food businesses with a rating of 3 (generally satisfactory) or above as a Percentage of the total number of rateable food businesses.	98%	98%	99.90%	98%	98%
Percentage of category A and B high risk food premises inspections completed against plan	N/A	N/A	N/A	N/A	95%
Compliance with the Food Standards Agency inspection programme 23/24 (to be confirmed by FSA) – target (to be confirmed by FSA)	N/A	N/A	N/A	N/A	TBC

Communities Directorate: Regulatory

Corporate trend measures

- Percentage CO2E reduction from Local Authority operations
- Enforcement trend measures



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Communities Directorate: Leisure and Culture

Corporate trend measures

- Visitor numbers / number of tickets sold, by venue
- Number of swims
- Number of swimming lessons
- Number of gym members
- Customer satisfaction, by venue / service area
- High street footfall
- Council run market stall occupancy rate

Communities Directorate: Neighbourhoods

Corporate trend measure

- % of successful waste collections per 100,000 households



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Corporate Development Directorate: Corporate

Corporate trend measures

- Percentage of Partnership workforce (surveyed collectively) who said 'Yes' when asked if they felt valued at work
- Percentage of the Partnership workforce (surveyed collectively) who said 'yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise
- Percentage of the Partnership workforce (surveyed collectively) who said 'yes' they feel the Partnership recognises and supports positive mental health in the workplace
- Percentage of the Partnership workforce (surveyed collectively) who feel informed about the Partnership and what decisions it is making
- Staff Turnover (Percentage)
- Number of working days lost to sickness per Full Time Equivalent (FTE)

Corporate Development Directorate: Governance

Corporate performance measures	22/23 Q3 outturn			22/23 Annual Target	23/24 Annual Target
	BBC	ELDC	SHDC		
Percentage of corporate complaints responded to within corporately set timescales	88%	73%	84%	95%	95%
Percentage of subject requests responded to within statutory timescales	100%	100%	100%	100%	100%
Percentage of information requests responded to within statutory timescales	99%	99%	87%	100%	100%

Corporate Development Directorate: Governance

Corporate trend measures

- Percentage registering to vote by telephone/online v paper



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Corporate Development Directorate: Finance

Corporate performance measures	22/23 Q3 outturn			22/23 Annual Target	23/24 Annual Target
	BBC	ELDC	SHDC		
Time to process new Council Tax Support and Housing Benefit claims (days)	24.98	28.71	30.65	22	TBC (SLA)
Time to process Council Tax Support and Housing Benefit change events (days)	13.65	14.04	12.74	9	TBC (SLA)



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Corporate Development Directorate: Finance

Corporate trend measure

- External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council (Quarterly)
- Delivery against financial target of £42 million identified in the Partnership business case (Annual)



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Growth Directorate: Economic Growth

Corporate trend measures

- Inward Investment: number of events attended/hosted
- Inward Investment: enquiries/leads responded to
- Inward Investment: jobs created/new businesses
- Inward Investment: external funding achieved
- High Street Regeneration: number of businesses supported and improved through Town Centre Transformation / Healing the High Street / Towns Fund projects
- High Street Regeneration: footfall
- Growth trends measures



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Growth Directorate: Strategic Growth and Development

Corporate trend measure

- Number of new homes built by the Partnership

Local trend measures – SHDC Grants 4 Growth

- Level of Private Sector Investment achieved
- Value of Grants awarded
- Number of Grants awarded
- Number of Businesses assisted (EOI's)
- Number of jobs created

Growth Directorate: Planning and Strategic Infrastructure

Corporate performance measures	22/23 Q3 outturn			22/23 Annual Target	23/24 Annual Target
	BBC	ELDC	SHDC		
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) – two year rolling performance in line with national indicator	90%	TBC	100%	65%	65%
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) – two year rolling performance in line with national indicator	90%	TBC	91.35%	75%	75%
Percentage of other planning applications determined within 8 weeks (or agreed extended period) – two year rolling performance in line with national indicator	96.23%	TBC	96.87%	75%	75%
Percentage of all planning decisions that were subject to extensions of time in period	49.46%	25%	31.55%	30%	30%

Growth Directorate: Planning and Strategic Infrastructure

Corporate performance measures	22/23 Q3 outturn			22/23 Annual Target	23/24 Annual Target
	BBC	ELDC	SHDC		
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	0%	0%	0.84%	10%	10%
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	0.77%	0.20%	0.56%	10%	10%
Percentage of minor & other planning applications validated within 5 working days against total received	97.70%	96%	95%	90%	90%
Percentage of major planning applications validated within 10 working days against total received	100%	100%	90%	90%	90%

Growth Directorate: Planning and Strategic Infrastructure

Corporate trend measure

- Percentage of decisions (major / minor / others) taken under delegation within period



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Programme Delivery Directorate: General Fund Assets

Corporate performance measures	22/23 Q3 outturn			22/23 Annual Target	23/24 Annual Target
	BBC	ELDC	SHDC		
Occupancy Rate at end of Quarter: Industrial Units	89%	100%	98.10%	90%	93%
Occupancy Rate at end of Quarter: Other investment property	100%	100%	100%	95%	97%
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	65.15%	93.42%	Awaiting data	100%	100%
Percentage of commercial rent received against agreed annual budget – cumulative figure to end of successive quarters.	Awaiting data	85.57%	Awaiting data	100%	100%



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Programme Delivery Directorate: General Fund Assets

Corporate trend measure

- Repairs & Maintenance: Percentage committed spend against budget

Local Priorities

Local Priorities for each individual council
which are supported by the Partnership



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- Individual council measures
- Measures with different targets to reflect local context
- Measures with different wording to reflect local service standards

Communities Directorate: Wellbeing and Community Leadership

Local performance measures	22/23 Q3 outturn	22/23 Annual Target	23/24 Annual Target
	ELDC		
Wellbeing Lincs contractual - Service users supported to achieve an overall improvement in self-reported outcomes	99%	98%	98%
Wellbeing Lincs contractual - Overall improvement in all outcome scores across all service users leaving the service	310%	200%	200%
Wellbeing Lincs contractual - Percentage of service users who go on to receive long term support from adult care	tba	5%	5%

Corporate Development Directorate: Finance

Local performance measures	22/23 Q3 outturn			22/23 Annual Target			23/24 Annual Target		
	BBC	ELDC	SHDC	BBC	ELDC	SHDC	BBC	ELDC	SHDC
Business rate collection rate	79%	74%	82%	97.1%	97.1%	97.1%	TBC (SLA)	TBC (SLA)	TBC (SLA)
Council tax collection rate	78%	80%	83%	97.1%	97.1%	97.1%	TBC (SLA)	TBC (SLA)	TBC (SLA)



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Corporate Development Directorate: Governance

Local trend measures (SHDC Only)

- Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches
- Number of late reports not made available to the Democratic Services teams at agenda publication

Communities Directorate: Neighbourhoods

Local performance measures	22/23 Q3 outturn			22/23 Annual Target			23/24 Annual Target		
	BBC	ELDC	SHDC	BBC	ELDC	SHDC	BBC	ELDC	SHDC
Percentage of household waste collected for recycling and composting	TBC	TBC	TBC	45%	45%	40%	45%	45%	40%
Percentage of recycling collected that is contaminated and unable to be recycled	TBC	TBC	27.32%	20%	28%	28%	20%	20%	20%

Communities Directorate: Neighbourhoods

Local performance measure	22/23 Q3 outturn	22/23 Annual Target	23/24 Annual Target
	BBC		
Percentage of fly-tips collected within 3 working days of being reported	98%	95%	95%
Local performance measure	22/23 Q3 outturn	22/23 Annual Target	23/24 Annual Target
	ELDC		
Percentage of fly-tips (hazardous and standard) collected within 10 working days of being reported	91%	95%	95%
Local performance measure	22/23 Q3 outturn	22/23 Annual Target	23/24 Annual Target
	SHDC		
Percentage of fly-tips collected within 5 working days of being reported	92%	95%	95%

Communities Directorate: Neighbourhoods

Local performance measures	22/23 Q3 outturn	22/23 Annual Target	23/24 Annual Target
	ELDC		
Percentage of Danfo repairs carried out within 24 hours (EL public toilets)	80%	TBC	TBC
Percentage of streets graded b and above - litter	97%	95%	95%
Percentage of streets graded c and above - detritus	90%	90%	90%



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Corporate Development Directorate: Housing (HRA – SHDC only)

Local trend measures

(Tenant satisfaction measures required by the Regulator for Social Housing)

- TP01: Overall satisfaction
- TP02: Satisfaction with repairs
- TP03: Satisfaction with time taken to complete most recent repair
- TP04: Satisfaction that the home is well maintained
- TP05: Satisfaction that the home is safe
- TP06: Satisfaction that the landlord listens to tenant views and acts upon them



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Corporate Development Directorate: Housing (HRA – SHDC only)

Local trend measures (continued)

(Tenant satisfaction measures required by the Regulator for Social Housing)

- TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08: Agreement that the landlord treats tenants fairly and with respect
- TP09: Satisfaction with the landlords approach to handling complaints
- TP10: Satisfaction that the landlord keeps communal areas clean and well maintained
- TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods
- TP12: Satisfaction with the landlords approach to handling anti-social behaviour



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Corporate Development Directorate: Housing (HRA – SHDC only)

Local trend measures (continued)

(Items measured by the landlord, required by the Regulator for Social Housing)

- CH01: Complaints relative to the size of the landlord
- CH02: Complaints responded to within Complaint Handling Code timescales
- NM01: Anti-social behaviour cases relative to the size of the landlord
- RP01: Homes that do not meet the Decent Homes Standard
- RP02: Repairs completed within target timescale



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Corporate Development Directorate: Housing (HRA – SHDC only)

Local trend measures (continued)

(Items measured by the landlord, required by the Regulator for Social Housing)

- BS01: Gas safety checks
- BS02: Fire safety checks
- BS03: Asbestos safety checks
- BS04: Water safety checks
- BS05: Lift safety checks
- Housing Re-let Void times

Programme Delivery Directorate: General Fund Assets

Local performance measures	22/23 Q3 outturn	22/23 Annual Target	23/24 Annual Target
	ELDC		
Business Centre occupation, Louth - Percentage of total gross internal area occupied	97%	85%	95%
Business Centre occupation, Mablethorpe - Percentage of total gross internal area occupied	85%	68%	85%
Percentage of Kingfisher Caravan Park income received against agreed budget -	Awaiting data	100%	100%
Percentage of available pitches occupied on Kingfisher Caravan Park – cumulative figure to end of successive quarters	48.20%	60%	55%
Invest East Lindsey: number of Caravan Sales completed	9	45	45
Invest East Lindsey: Percentage of available holiday lettings taken against occupancy target	33.00%	65%	65%