

APPENDIX A

Partnership Performance Framework 2024/25



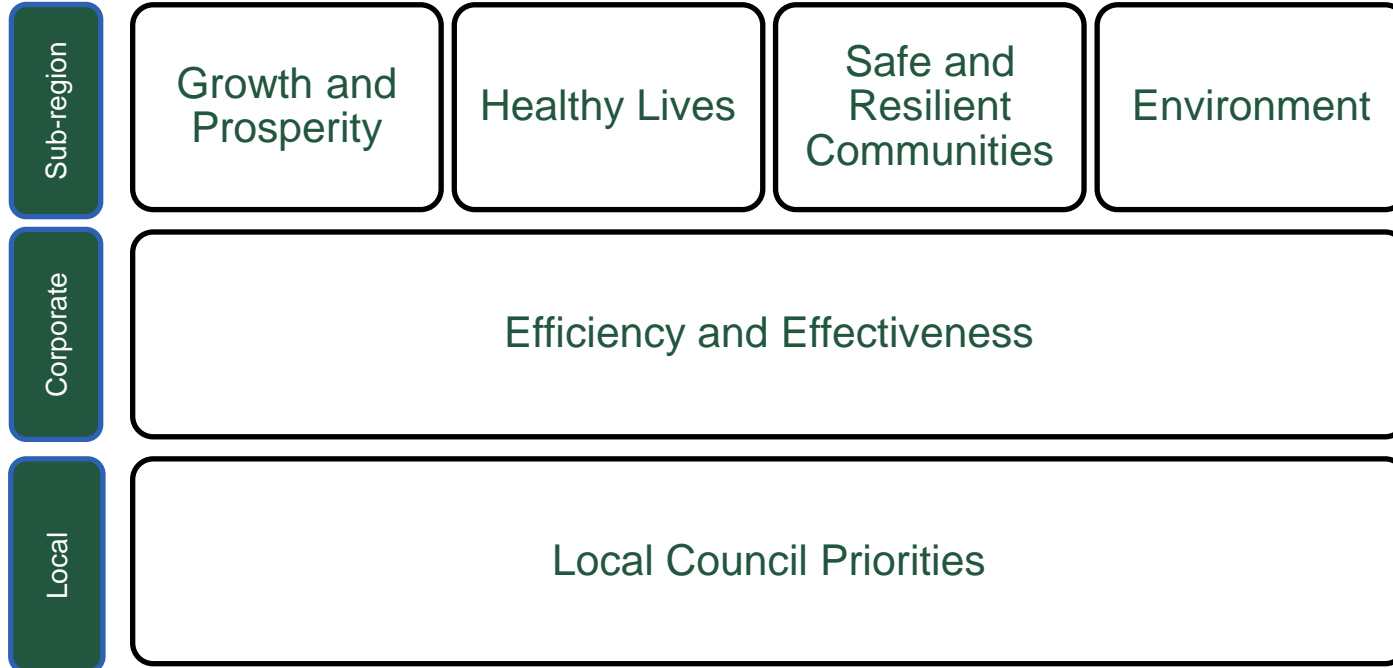
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Golden Thread



Partnership's Sub-regional Strategy priorities



The Performance Framework explained



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Strategic indicators	Reported across all three Councils. Targets may be different depending on how each Council resources the outcome / output being measured.
Corporate indicators	Reported across all three Councils. Targets are the same across all Councils.
Local indicators	Local to a specific Council.
OFLOG <i>Office for Local Government</i>	OFLOG is the recently formed Office for Local Government. OFLOG has released, and is further developing, a suite of metrics to monitor/compare the performance of comparator Councils. The OFLOG metrics relevant to Local Government are factored into this framework for local monitoring. They are identified by the acronym OFLOG.

All indicators are reported quarterly to Cabinet/Executive, Scrutiny and Leadership Team.

Strategic
priority

Growth and
Prosperity



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We are committed to working with partners and stakeholders across the Sub-region to stimulate growth and enhance our places and the environment by attracting investment, engaging with our communities and supporting businesses.

The following measures set out how we will measure this priority.

Strategic Priority: Growth and Prosperity

Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Births of new enterprises (OFLOG) NEW	Economic Growth	Tr*	1/4ly
Deaths of new enterprises (OFLOG) NEW	Economic Growth	Tr*	1/4ly
Number of high growth enterprises (OFLOG) NEW	Economic Growth	Tr*	1/4ly
Gross Value added (GVA) per hour worked (OFLOG) NEW	Economic Growth	Tr*	1/4ly
Gross Median Weekly pay (£) (OFLOG) NEW	Economic Growth	Tr*	1/4ly
Employment rate for 16–64-year-olds (OFLOG) NEW	Economic Growth	Tr*	1/4ly
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) (OFLOG)	Planning and Strategic Infrastructure	65%	1/4ly
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) (OFLOG)	Planning and Strategic Infrastructure	75%	1/4ly
Percentage of other planning applications determined within 8 weeks (or agreed extended period)	Planning and Strategic Infrastructure	75%	1/4ly
Land Charges - Average number of days taken to process Local Authority searches (working days)	Regulatory	8	1/4ly

*OFLOG measure is still in development and no targets have been identified at present

Priority: Growth and Prosperity

Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined (OFLOG)	Planning and Strategic Infrastructure	10%	1/4ly
Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined (OFLOG)	Planning and Strategic Infrastructure	10%	1/4ly
Percentage of decisions (major / minor / others) taken under delegation within period	Planning and Strategic Infrastructure	Tr	1/4ly
Occupancy Rate at end of Quarter: Industrial Units	General Fund Assets	95%	1/4ly
External funding bids submitted by the growth directorate	Economic Growth	Tr	1/4ly
External Funding bids secured by the growth directorate	Economic Growth	Tr	1/4ly
Average monthly high street footfall count per key town	Economic Growth	Tr	1/4ly
High street/town centre occupancy rates – reported per annum NEW	Economic Growth	Tr	Annual
Potential for Additional Growth Strategy Measures (to be included once growth strategy finalised) NEW	Economic Growth		

Priority: Growth and Prosperity



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Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Level of Private Sector Investment achieved	Economic Growth	Tr	1/4ly
Value of Grants awarded via Grants4growth NEW	Economic Growth	Tr	1/4ly
Number of Grants awarded via Grants4growth NEW	Economic Growth	Tr	1/4ly
Number of Businesses assisted via Grants4growth NEW	Economic Growth	Tr	1/4ly
Number of Business registered via Grants4growth NEW	Economic Growth	Tr	1/4ly
Visitor/Tourism Economic Impact	Economic Growth	Tr	Annual
Visitor/Tourism Number increase/decrease from previous year NEW	Economic Growth	Tr	Annual
Council run stall occupancy level (Markets)	Leisure and Culture	Tr	1/4ly

Strategic
priority

Healthy Lives



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We are working with partners to collectively address health-related matters within the Sub-region and to improve health and wellbeing outcomes for our communities.

The following measures set out how we will measure this priority.

Strategic Priority: Healthy Lives

Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	Community Leadership and Wellbeing	70%	1/4ly
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless (change to % of cases with secured accommodation for 6+ weeks)	Community Leadership and Wellbeing	70%	1/4ly
Number of families with children placed into B&B for more than 6 weeks	Community Leadership and Wellbeing	0	1/4ly
Visitor numbers / number of tickets sold, by venue	Leisure and Culture	Tr	1/4ly
Number of swims	Leisure and Culture	Tr	1/4ly
Number of swimming lessons	Leisure and Culture	Tr	1/4ly
Number of gym members	Leisure and Culture	Tr	1/4ly
Customer satisfaction (by venue)	Leisure and Culture	Tr	1/4ly

Priority: Healthy Lives

Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Number of long-term empty properties brought back into use through council support and intervention	Community Leadership and Wellbeing	Tr	1/4ly
Number of verified rough sleepers	Community Leadership and Wellbeing	Tr	1/4ly
Digital Exclusion NEW	Community Leadership and Wellbeing	Tr	Annual
Number of organisations supported with accessing funding NEW	Community Leadership and Wellbeing	Tr	1/4ly
Number of properties improved by council intervention	Community Leadership and Wellbeing	Tr	1/4ly

Strategy
priority

Safe and
Resilient
Communities



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We are working with partners and local communities to ensure the Sub-region is a place where people feel safe, secure and welcome, driving forward improvements to community engagement and empowerment.

The following measures set out how we will measure this priority.



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Priority: Safe and Resilient Communities

Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
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.	Regulatory	98%	1/4ly
Number of new volunteers trained and supported NEW	Community Leadership and Wellbeing	Tr	Annual
No of Council Anti-Social Behaviour cases opened	Community Leadership and Wellbeing	Tr	1/4ly
No of Council Anti-Social Behaviour cases closed	Community Leadership and Wellbeing	Tr	1/4ly
No of Community Triggers (The Community Trigger is an ASB case review and is designed to give victims of anti-social behaviour the right to a review of their case, bringing together partner agencies to find a joined-up solution or identify additional tasks that will bring about a resolution)	Community Leadership and Wellbeing	Tr	1/4ly

Priority: Safe and Resilient Communities

Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Number of informal notices/warning letters (Licensing; Food, Health and Safety; Building Control; Community Safety)	Regulatory/Community Leadership and Wellbeing	Tr	1/4ly
Number of statutory notices (Food, Health and Safety; Building Control)	Regulatory	Tr	1/4ly
Number of simple cautions (Licensing; Food, Health and Safety; Building Control)	Regulatory	Tr	1/4ly
Number of prosecutions (Licensing; Food, Health and Safety; Building Control)	Regulatory	Tr	1/4ly
Number of licensing hearings (Licensing)	Regulatory	Tr	1/4ly
Number of formal notices (Licensing)	Regulatory	Tr	1/4ly
Number of Acceptable Behaviour Agreements (Community Safety)	Community Leadership and Wellbeing	Tr	1/4ly
Community Protection Notice Warnings (Community Safety)	Community Leadership and Wellbeing	Tr	1/4ly
Community Protection Notices (Community Safety)	Community Leadership and Wellbeing	Tr	1/4ly
Number of injunctive actions/enforcement orders Number of civil injunctions / criminal behaviour	Community Leadership and Wellbeing	Tr	1/4ly

Strategic priority

Environment



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We are working with partners to play our role in addressing climate change and environmental responsibilities, and to encourage others to follow our example.

The following measures set out how we will measure this priority.

Strategic Priority: Environment

Measures	Directorate	24/25 Annual Target / Trend			Reporting frequency
		BBC	ELDC	SHDC	
Percentage of household waste collected for recycling and composting (OFLOG)	Neighbourhoods	45%	45%	40%	1/4ly
Percentage of recycling collected that is unable to be recycled (contamination) (OFLOG)	Neighbourhoods	14%	14%	25%	1/4ly
Residual household waste per household (OFLOG)(annual)	Neighbourhoods	521Kg	521Kg	521Kg	Annual
Percentage of fly-tips collected within 3 working days of being reported	Neighbourhoods	95%	95%	95%	1/4ly
Percentage of streets graded B and above – litter	Neighbourhoods	95%	95%	95%	1/4ly
Percentage of streets graded B and above - detritus	Neighbourhoods	90%	90%	90%	1/4ly
Percentage of successful first-time waste collections	Neighbourhoods	99.80%	99.80%	99.80%	1/4ly

Strategic Priority: Environment

Measures	Directorate	24/25 Annual Target / Trend			Reporting frequency
		BBC	ELDC	SHDC	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter	Regulatory	Tr	Tr	Tr	1/4ly
Kingdom Contract: Number of FPNs Issued - Fly Tipping	Regulatory	Tr	Tr	Tr	1/4ly
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.)	Regulatory	Tr	Tr	Tr	1/4ly
Kingdom Contract: Number FPNs paid	Regulatory	Tr	Tr	Tr	1/4ly
Kingdom Contract: Number FPNs Outstanding payment	Regulatory	Tr	Tr	Tr	1/4ly
Kingdom Contract: Percentage payment rate for FPNs	Regulatory	Tr	Tr	Tr	1/4ly
Kingdom Contract: Number of prosecutions completed to sentencing	Regulatory	Tr	Tr	Tr	1/4ly

Corporate
priority

Efficiency
and
Effectiveness



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To deliver our outward facing priorities, we also need to ensure that the Partnership itself is strong and developing.

The following measures set out how we will measure this priority.

Efficiency and Effectiveness



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Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Percentage of Partnership workforce (surveyed collectively) who said 'Yes' when asked if they felt valued at work	Corporate	Tr	½ year
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	Corporate	Tr	½ year
Percentage of the Partnership workforce (surveyed collectively) who feel informed about the Partnership and what decisions it is making	Corporate	Tr	½ year
Percentage of the Partnership workforce (surveyed collectively) who said 'yes' they feel the Partnership recognises and supports positive mental health in the workplace	Corporate	Tr	½ year
Staff Turnover (Percentage)	Corporate	Tr	1/4ly
Number of working days lost to sickness per Full Time Equivalent (FTE)	Corporate	Tr	1/4ly
Resident informed rating (benchmarked from previous years data)	Corporate	Tr	Annual
Resident satisfaction rating (benchmarked from previous years data)	Corporate	Tr	Annual
External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	Corporate	Tr	1/4ly
Delivery against financial target of £42 million (cash and non-cashable) identified in the Partnership business case	Corporate	Tr	½ year
Percentage CO2E reduction from Local Authority operations	Regulatory	4.5% (EL) 7.5% (BBC)	Annual

Efficiency and Effectiveness



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Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Percentage of corporate complaints responded to within corporately set timescales	Governance	95%	1/4ly
Percentage of subject requests responded to within statutory timescales	Governance	100%	1/4ly
Percentage of information requests responded to within statutory timescales NEW	Governance	95%	1/4ly
Percentage of Ombudsman complaints upheld (OFLOG)	Governance	Tr*	Annual
Number of upheld Ombudsman complaints per 10,000 population (OFLOG)	Governance	Tr*	Annual
Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches	Governance	Tr	1/4ly
Number of late reports not made available to the Democratic Services teams at agenda publication	Governance	Tr	1/4ly
Occupancy Rate at end of Quarter: Other investment property	General Fund Assets	97%	1/4ly
Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	General Fund Assets	100%	1/4ly
Financial value of car parking income received against agreed annual budget– cumulative figure to end of successive quarters. NEW	General Fund Assets	TBC	1/4ly
Percentage of commercial rent received against agreed annual budget – cumulative figure to end of successive quarters.	General Fund Assets	100%	1/4ly
Financial value of rent received against agreed annual budget– cumulative figure to end of successive quarters. NEW	General Fund Assets	TBC	1/4ly
Repairs & Maintenance: Percentage committed spend against budget	General Fund Assets	Tr	1/4ly

*OFLOG measure is still in development and no targets have been identified at present

Priority: Efficiency and Effectiveness

Measures	Directorate	24/25 Annual Target / Trend			Reporting frequency
		BBC	ELDC	SHDC	
LA Error rate (measured against estimated annual expenditure)	Finance	0.42%			1/4ly
Business Rates in-year collection rate (OFLOG)	Finance	93.82%	96%	96.65%	1/4ly
Council Tax in-year collection rate (OFLOG)	Finance	92.55%	95%	96.36%	1/4ly
Housing Benefit New Claims speed of processing	Finance	25 Days			1/4ly
Housing Benefit Changes speed of processing	Finance	12 Days			1/4ly
Housing Benefit Overpayment Recovery rate	Finance	85%			1/4ly
% of contacts resolved at first contact – targeted.	Wellbeing and Community Leadership	80%			1/4ly
Average answer rate – Customer Contact – targeted.	Wellbeing and Community Leadership	Q1 – 80% Q2 – 90% Q3 – 90% Q4 – 80%			1/4ly
Average answer rate – Revenues & Benefits – targeted	Wellbeing and Community Leadership	Q1 – 80% Q2 – 87% Q3 – 86% Q4 – 80%			1/4ly

Priority: Efficiency and Effectiveness

Measures	Directorate	24/25 Annual Target / Trend	Reporting frequency
Call volumes	Wellbeing and Community Leadership	Tr	1/4ly
Digital services take up (services accessed online)	Wellbeing and Community Leadership	Tr	1/4ly
Website visitors (accessing website information)	Wellbeing and Community Leadership	Tr	1/4ly
Number of customers using webchat	Wellbeing and Community Leadership	Tr	1/4ly
Customer Contact Centre visits	Wellbeing and Community Leadership	Tr	1/4ly
Enquiries via email and social media	Wellbeing and Community Leadership	Tr	1/4ly
Average handle time for calls	Wellbeing and Community Leadership	Tr	1/4ly

Priority: Efficiency and Effectiveness

Measures	Directorate	24/25 Annual Target / Trend			Reporting frequency
		BBC	ELDC	SHDC	
Housing Benefit Caseload	Finance	Tr	Tr	Tr	1/4ly
Council Tax Support Caseload	Finance	Tr	Tr	Tr	1/4ly
Business Rates RV	Finance	Tr	Tr	Tr	1/4ly
Business Rates Hereditaments	Finance	Tr	Tr	Tr	1/4ly
Council Tax Banded Dwellings	Finance	Tr	Tr	Tr	1/4ly
Digital Services Take-Up	Finance	Tr	Tr	Tr	1/4ly
Direct Debit Payments	Finance	Tr	Tr	Tr	1/4ly
CTS New Claims – Number of Decisions Made	Finance	Tr	Tr	Tr	1/4ly
CTS Changes – Number of Decisions Made	Finance	Tr	Tr	Tr	1/4ly
Discretionary Housing Payments (DHP) number of applications	Finance	Tr	Tr	Tr	1/4ly
Discretionary Housing Payments (DHP) number of awards	Finance	Tr	Tr	Tr	1/4ly
Discretionary Housing Payments (DHP) spend against Budget	Finance	Tr	Tr	Tr	1/4ly
Building Control market share NEW	Regulatory	Tr	Tr	Tr	1/4ly

Local priorities





Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Number of Community Protection Notices for PSPO (alcohol) (Community Safety)	Community Leadership and Wellbeing	Tr	1/4ly

Local priorities



Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Business Centre occupation, Louth - Percentage of total gross internal area occupied	General Fund Assets	95%	1/4ly
Business Centre occupation, Mablethorpe - Percentage of total gross internal area occupied	General Fund Assets	85%	1/4ly
Percentage of Kingfisher Caravan Park income received against agreed budget -	General Fund Assets	100%	1/4ly
Percentage of available pitches occupied on Kingfisher Caravan Park – cumulative figure to end of successive quarters	General Fund Assets	55%	1/4ly
Invest East Lindsey: number of Caravan Sales completed	General Fund Assets	TBC (Feb Budget)	1/4ly
Invest East Lindsey: Percentage of available holiday lettings taken against occupancy target	General Fund Assets	TBC (Feb Budget)	1/4ly

Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Wellbeing Lincs contractual - Service users supported to achieve an overall improvement in self-reported outcomes	Community and Wellbeing	98%	1/4ly
Wellbeing Lincs contractual - Overall improvement in all outcome scores across all service users leaving the service	Community and Wellbeing	200%	1/4ly
Wellbeing Lincs contractual - Percentage of service users who go on to receive long term support from adult care	Community and Wellbeing	5%	1/4ly

Local priorities



Measures	Assistant Director	24/25 Annual Target / Trend	Reporting frequency
Gas safety checks completed (YTD) NEW	HRA	100%	1/4ly
Electrical safety checks completed (YTD) NEW	HRA	100%	1/4ly
Fire risk assessments completed (YTD) NEW	HRA	100%	1/4ly
Asbestos safety checks completed (YTD) NEW	HRA	100%	1/4ly
Water safety checks completed (YTD) NEW	HRA	100%	1/4ly
Damp/Mould Indicators NEW	HRA	Tr	1/4ly
Housing Re-let Void times	HRA	28 Days	1/4ly
Annual reporting on Tennant satisfaction measures NEW	HRA	Tr	1/2ly