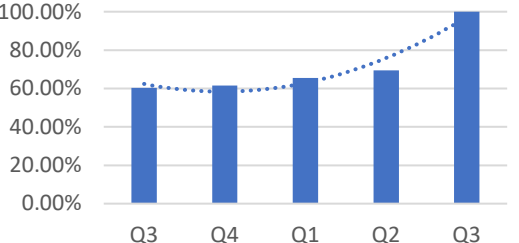
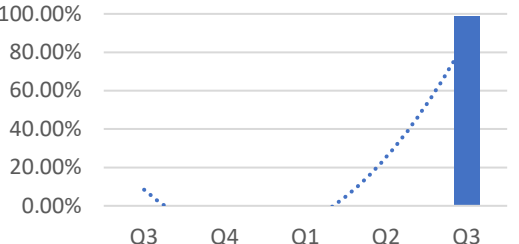
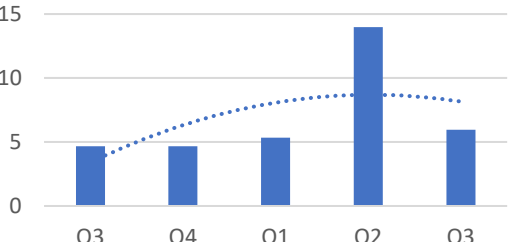




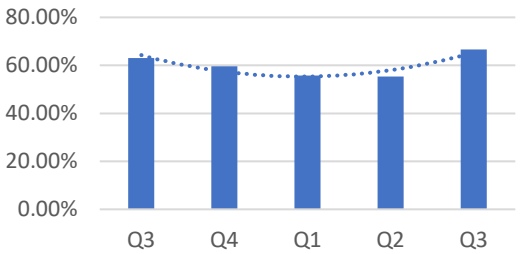
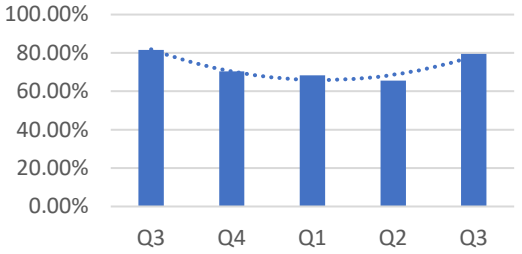
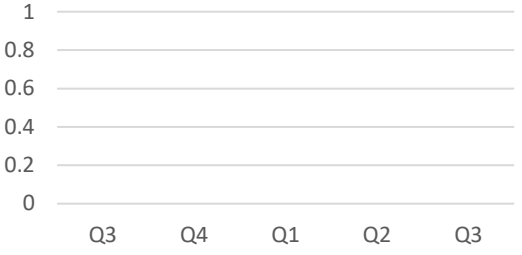
Performance Indicators with Targeted Performance Levels
Growth and Prosperity

Key Performance indicators (KPIs)	A D						Target	Status	
		2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	Q3	
Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) – (In Quarter from 2024/25)	PN	66.10%	67.96%	94.00%	100.00%	No Longer Reported	65%	N/A	
Percentage of minor planning applications determined within 8 weeks (or agreed extended period) – (In Quarter from 2024/25)	PN	77.35%	76.92%	83.00%	83.05%	No Longer Reported	75%	N/A	

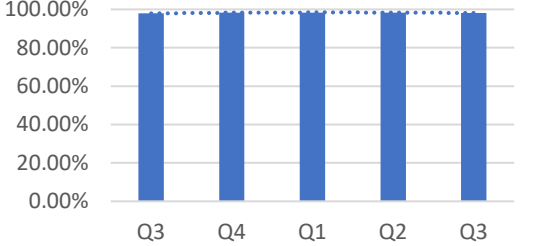
<p>Percentage of other planning applications determined within 8 weeks (or agreed extended period) – (In Quarter from 2024/25)</p>	<p>PN</p>	<p>85.45%</p>	<p>84.83%</p>	<p>94.00%</p>	<p>90.65%</p>	<p>No Longer Reported</p>	<p>75%</p>	<p>N/A</p>	
<p>Percentage of major planning applications determined within 13/16 weeks (or agreed extended period) (MHCLG 12 Moth Rolling Period)</p>	<p>PN</p>	<p>60.40%</p>	<p>61.48%</p>	<p>65.47%</p>	<p>69.43%</p>	<p>100.00%</p>	<p>65%</p>	<p></p>	
<p>Percentage of non-major planning applications determined within 8 weeks (or agreed extended period) (MHCLG 12 Moth Rolling Period)</p>	<p>PN</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>98.50%</p>	<p>75%</p>	<p></p>	
<p>Land Charges - Average number of days taken to process Local Authority searches (working days)</p>	<p>CA</p>	<p>4.68</p>	<p>4.67</p>	<p>5.333</p>	<p>13.99</p>	<p>5.96</p>	<p>8</p>	<p></p>	

Percentage of major planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.00%	0.04%	1.60%	0.56%	0.60%	10%		<table border="1"> <caption>Percentage of major planning appeals allowed</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0.00%</td> </tr> <tr> <td>Q4</td> <td>0.04%</td> </tr> <tr> <td>Q1</td> <td>1.60%</td> </tr> <tr> <td>Q2</td> <td>0.56%</td> </tr> <tr> <td>Q3</td> <td>0.60%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	0.00%	Q4	0.04%	Q1	1.60%	Q2	0.56%	Q3	0.60%
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Percentage of minor & other planning appeals allowed within the last 2 years (rolling period) against number of applications determined	PN	0.24%	0.28%	0.22%	0.23%	0.33%	10%		<table border="1"> <caption>Percentage of minor & other planning appeals allowed</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0.24%</td> </tr> <tr> <td>Q4</td> <td>0.28%</td> </tr> <tr> <td>Q1</td> <td>0.22%</td> </tr> <tr> <td>Q2</td> <td>0.23%</td> </tr> <tr> <td>Q3</td> <td>0.33%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	0.24%	Q4	0.28%	Q1	0.22%	Q2	0.23%	Q3	0.33%
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Occupancy Rate at end of Quarter: Industrial Units	AF	100.00%	100.00%	100.00%	96.55%	96.55%	95.00%		<table border="1"> <caption>Occupancy Rate at end of Quarter: Industrial Units</caption> <thead> <tr> <th>Quarter</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>96.55%</td> </tr> <tr> <td>Q3</td> <td>95.00%</td> </tr> </tbody> </table>	Quarter	Rate	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	96.55%	Q3	95.00%
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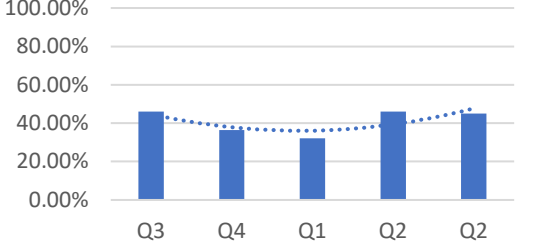
Healthy Lives

Key Performance indicators (KPIs)						Target	Status	
	A D	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	
Percentage of cases opened at homelessness prevention stage (i.e. before they have become homeless)	ES	63.09%	59.55%	55.77%	55.33%	66.67%	50%	
Percentage of homelessness cases that were opened at homelessness prevention stage that resulted in the customer not becoming homeless	ES	81.52%	70.34%	68.35%	65.52%	79.49%	50%	
Number of families with children placed into Bed & Breakfast (B&B) for more than 6 weeks	ES	0	0	0	0	0	0	

Safe and Resilient Communities

Key Performance indicators (KPIs)						Target	Status	
	A D	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	
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.	CA	97.88%	98.29%	98.34%	98.34%	98.10%	98%	

Environment

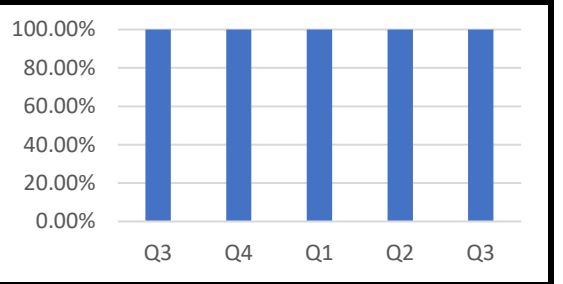
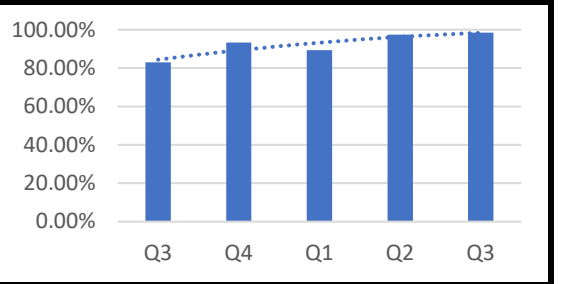
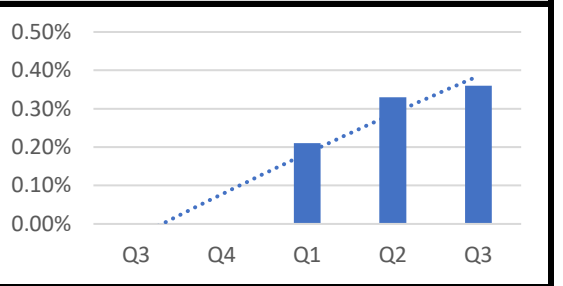
Key Performance indicators (KPIs)						Target	Status	
	A D	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q2	Q2	
Percentage of household waste collected for recycling and composting (OFLOG)	VB	46.10%	36.50%	32.20%	46.06%	45.06%	45%	

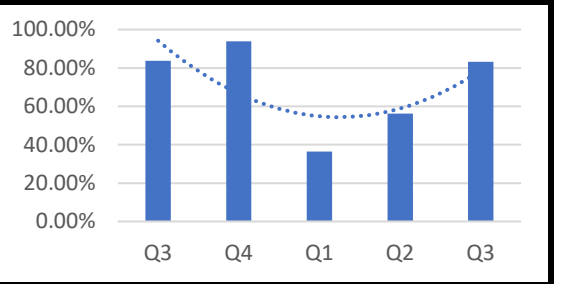
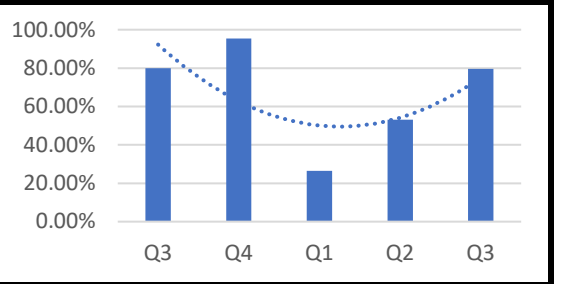
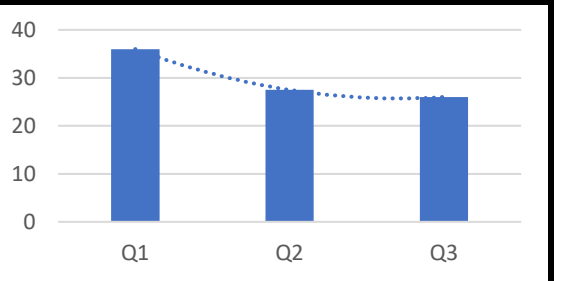
Percentage of recycling collected that is unable to be recycled (contamination) (OFLOG)	VB	Not Previously Reported	Not Previously Reported	14.08%	9.81%	11.24%	14%		
Percentage of fly-tips collected within 10 working days of being reported	VB	96.69%	96.91%	95.45%	97.83%	95.99%	95%		
Percentage of streets graded b and above - litter	VB	98.44%	97.56%	98.58%	97.35%	100.00%	95%		
Percentage of streets grading b and above - detritus	VB	86.72%	97.62%	98.53%	93.75%	84.52%	90%		

Percentage of waste collections that were successful first time	VB	99.92%	99.99%	99.59%	99.97%	99.97%	99.80%		<p>A bar chart with five bars representing quarters: Q3, Q4, Q1, Q2, and Q2. The y-axis is labeled from 0.00% to 100.00% in 20.00% increments. A horizontal dashed blue line is drawn at the 100.00% mark. All five bars are blue and reach the 100.00% mark.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Success Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> </tbody> </table>	Quarter	Success Rate	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%	Q2	100.00%
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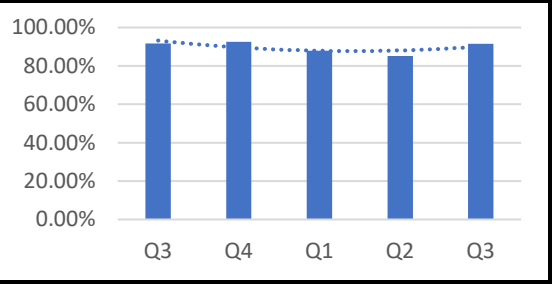
Efficiency and Effectiveness

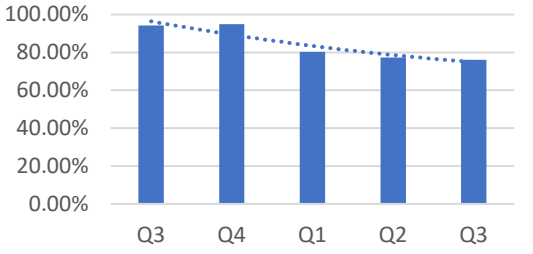
Key Performance indicators (KPIs)						Target	Status																
	A D	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25																
		Q3	Q4	Q1	Q2	Q3	Q3																
Percentage of corporate complaints responded to within corporately set timescales	JM	80.00%	94.44%	90.91%	76.92%	85.71%	95%		<table border="1"> <caption>Corporate Complaints Performance</caption> <thead> <tr><th>Quarter</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q3</td><td>80.00%</td></tr> <tr><td>Q4</td><td>94.44%</td></tr> <tr><td>Q1</td><td>90.91%</td></tr> <tr><td>Q2</td><td>76.92%</td></tr> <tr><td>Q3</td><td>85.71%</td></tr> <tr><td>Target</td><td>95%</td></tr> </tbody> </table>	Quarter	Performance (%)	Q3	80.00%	Q4	94.44%	Q1	90.91%	Q2	76.92%	Q3	85.71%	Target	95%
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Q2	76.92%																						
Q3	85.71%																						
Target	95%																						
Commentary: The performance on complaint responses has been below target due to capacity within the teams providing necessary information to the governance team, causing bottlenecks and delays. Additionally, there has been an increase in the number of general complaints centred on specific teams. To address this, we have started with the new Complaints Policy to streamline processes and improve efficiency going forward. 5 complex outstanding not included above. 3 late.																							
Percentage of subject requests responded to within statutory timescales	JM	100.00%	100.00%	80.00%	100.00%	100.00%	100%		<table border="1"> <caption>Subject Requests Performance</caption> <thead> <tr><th>Quarter</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Q4</td><td>100.00%</td></tr> <tr><td>Q1</td><td>80.00%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>100.00%</td></tr> <tr><td>Target</td><td>100%</td></tr> </tbody> </table>	Quarter	Performance (%)	Q3	100.00%	Q4	100.00%	Q1	80.00%	Q2	100.00%	Q3	100.00%	Target	100%
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Percentage of information requests responded to within statutory timescales	JM	99.44%	98.44%	96.30%	100.00%	91.82%	95%		<table border="1"> <caption>Information Requests Performance</caption> <thead> <tr><th>Quarter</th><th>Performance (%)</th></tr> </thead> <tbody> <tr><td>Q3</td><td>99.44%</td></tr> <tr><td>Q4</td><td>98.44%</td></tr> <tr><td>Q1</td><td>96.30%</td></tr> <tr><td>Q2</td><td>100.00%</td></tr> <tr><td>Q3</td><td>91.82%</td></tr> <tr><td>Target</td><td>95%</td></tr> </tbody> </table>	Quarter	Performance (%)	Q3	99.44%	Q4	98.44%	Q1	96.30%	Q2	100.00%	Q3	91.82%	Target	95%
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Target	95%																						
Commentary: 11 requests were delayed by a few days due to operational responses not being in time or needing revisiting. 26 requests received and awaiting conclusion but within time period. Performance although below Councils 95% target it remains above the ICO adequate level of 90%.																							

Occupancy Rate at end of Quarter: Other investment property	AF	100.00%	100.00%	100.00%	100.00%	100.00%	97.00%		 <table border="1"> <caption>Occupancy Rate at end of Quarter: Other investment property</caption> <thead> <tr> <th>Quarter</th> <th>Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>100.00%</td> </tr> <tr> <td>Q4</td> <td>100.00%</td> </tr> <tr> <td>Q1</td> <td>100.00%</td> </tr> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> </tbody> </table>	Quarter	Rate	Q3	100.00%	Q4	100.00%	Q1	100.00%	Q2	100.00%	Q3	100.00%
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Q1	100.00%																				
Q2	100.00%																				
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Percentage of car parking income received against agreed annual budget – cumulative figure to end of successive quarters.	AF	83.00%	93.37%	89.30%	97.42%	98.38%	100.00%		 <table border="1"> <caption>Percentage of car parking income received against agreed annual budget</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>83.00%</td> </tr> <tr> <td>Q4</td> <td>93.37%</td> </tr> <tr> <td>Q1</td> <td>89.30%</td> </tr> <tr> <td>Q2</td> <td>97.42%</td> </tr> <tr> <td>Q3</td> <td>98.38%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	83.00%	Q4	93.37%	Q1	89.30%	Q2	97.42%	Q3	98.38%
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<p>Commentary: To the end of Q3 98.38% of the income profiled within the 2024/25 budget to have been received by the end of quarter 3 had been achieved leaving the Council £44,418 short of its profile budget income to 31 December 2024.</p>																					
LA Error rate (measured against estimated annual expenditure) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	0.21%	0.33%	0.36%	0.42%		 <table border="1"> <caption>LA Error rate (measured against estimated annual expenditure) (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Error Rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0.21%</td> </tr> <tr> <td>Q4</td> <td>0.33%</td> </tr> <tr> <td>Q1</td> <td>0.36%</td> </tr> <tr> <td>Q2</td> <td>0.42%</td> </tr> <tr> <td>Q3</td> <td>0.42%</td> </tr> </tbody> </table>	Quarter	Error Rate	Q3	0.21%	Q4	0.33%	Q1	0.36%	Q2	0.42%	Q3	0.42%
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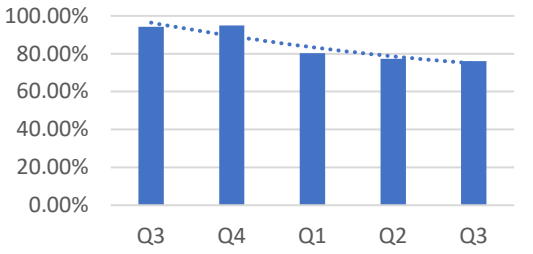
Business Rate collection rate (Cumulative) (PSPS)	FIN	83.68%	93.78%	36.43%	56.25%	83.13%	80.00%		
Council Tax collection rate (Cumulative) (PSPS)	FIN	79.90%	95.37%	26.44%	53.12%	79.63%	79.00%		
Housing Benefit New Claims speed of processing (Year to Date) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	36	27.5	26	25		
<p>Commentary: In quarter target was met, at 23 days. However, the year to date is still running about target.</p>									

Housing Benefit Changes speed of processing (Year to Date) (PSPS)	FIN	Not Previously Reported	Not Previously Reported	13	14	13	12		<table border="1"> <caption>Housing Benefit Changes speed of processing (Year to Date) (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>13</td> </tr> <tr> <td>Q2</td> <td>14</td> </tr> <tr> <td>Q3</td> <td>13</td> </tr> </tbody> </table>	Quarter	Value	Q1	13	Q2	14	Q3	13				
Quarter	Value																				
Q1	13																				
Q2	14																				
Q3	13																				
<p>Commentary: Quarter 3 cumulative performance was marginally above KPI target, although well within the DWP performance expectations of 15 days. This was due to a targeted approach to tackle older work which had an impact on speed of processing in October. Performance in both November and December was within target at 11 days.</p>																					
Housing Benefit Overpayment Recovery rate (PSPS)	ES	Not Previously Reported	Not Previously Reported	106.30%	109.24%	106.06%	85.00%		<table border="1"> <caption>Housing Benefit Overpayment Recovery rate (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>106.30%</td> </tr> <tr> <td>Q2</td> <td>109.24%</td> </tr> <tr> <td>Q3</td> <td>106.06%</td> </tr> </tbody> </table>	Quarter	Value	Q1	106.30%	Q2	109.24%	Q3	106.06%				
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Q1	106.30%																				
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Percentage of contacts resolved at first contact – targeted. (PSPS)	ES	Not Previously Reported	Not Previously Reported	82.62%	82.32%	81.66%	80%		<table border="1"> <caption>Percentage of contacts resolved at first contact – targeted. (PSPS)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>82.62%</td> </tr> <tr> <td>Q4</td> <td>82.32%</td> </tr> <tr> <td>Q1</td> <td>81.66%</td> </tr> <tr> <td>Q2</td> <td>80%</td> </tr> <tr> <td>Q3</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Value	Q3	82.62%	Q4	82.32%	Q1	81.66%	Q2	80%	Q3	80%
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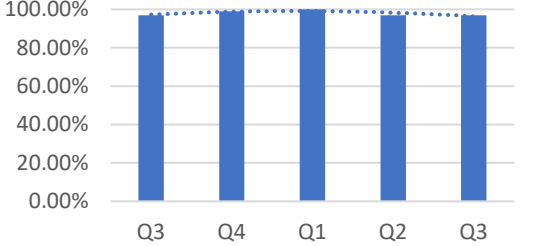
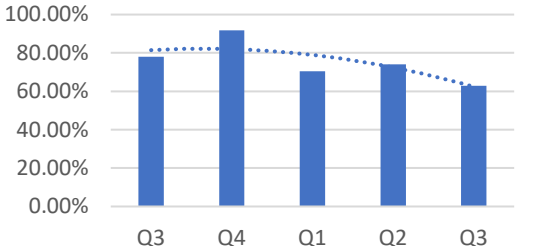
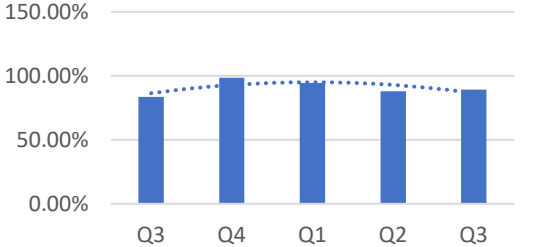
Average answer rate – Customer Contact (PSPS)	ES	91.77%	92.58%	87.88%	85.14%	91.61%	90%		 <table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Answer Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>91.77%</td> </tr> <tr> <td>Q4</td> <td>92.58%</td> </tr> <tr> <td>Q1</td> <td>87.88%</td> </tr> <tr> <td>Q2</td> <td>85.14%</td> </tr> <tr> <td>Q3</td> <td>91.61%</td> </tr> </tbody> </table>	Quarter	Answer Rate (%)	Q3	91.77%	Q4	92.58%	Q1	87.88%	Q2	85.14%	Q3	91.61%
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Q3	91.77%																				
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Q3	91.61%																				

Average answer rate – Revenues & Benefits (PSPS)	ES	94.21%	94.85%	80.25%	77.36%	76.10%	87%		
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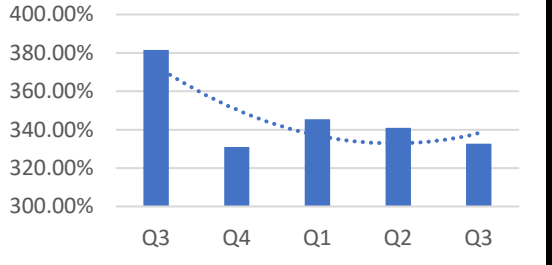
Commentary: Quarterly target not met by 8.90%. Call volumes have increased by 9.4%(13672), successful call backs (2916). Call duration in Q3 has increased by 139 seconds. There have been 750 webchats, showing continued success in this digital contact channel. Effective contact handling training deployed through the service to ensure CC are maximising efficiency in how contacts are handled. Over 50% of calls abandoning within 240 seconds and limited take up on call back, despite targeted promotion. Large volume of repeat callers (42%), driving up demand numbers, affecting answer rates. Call durations for R&B are continuing to increase based on multiple needs and trying to resolve as much as possible at first contact. Continued large volumes of recovery, with 23/24 numbers already exceeded by Q3. Extended hours (evening and weekends) put in place during Q3, which will continue in Q4 to provide customers with greater contact options. Additional resource will be in place for the whole of Q4, to support ongoing pressures, as well as targeted customer comms.

Percentage of planned procurement work completed according to agreed response times and agreed timescales (By the PSPS procurement team)	FIN	100.00%	100.00%	100.00%	100.00%	100.00%	100%		
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Local to East Lindsey

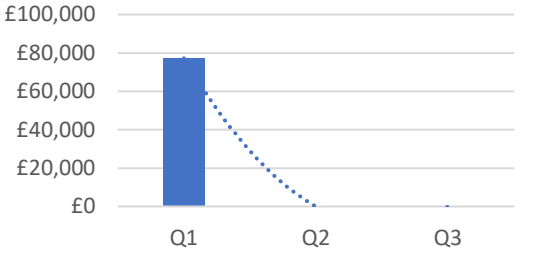
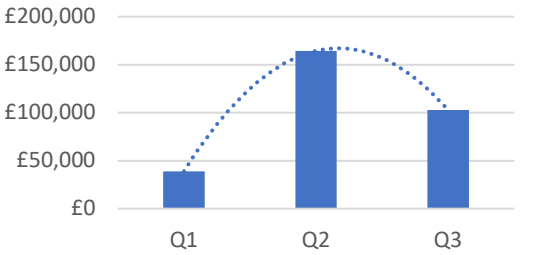
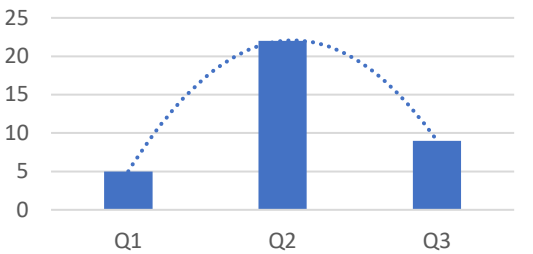
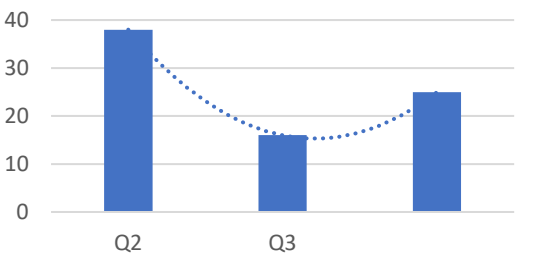
Key Performance indicators (KPIs)						Target	Status	
	A D	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	
Business Centre Occupation, Louth - Percentage of total gross internal area occupied	AF	97.00%	98.95%	100.00%	96.88%	96.88%	95.00%	
Business Centre Occupation, Mablethorpe - Percentage of total gross internal area occupied	AF	78.00%	91.76%	70.37%	74.07%	62.96%	85.00%	
Commentary: Occupancy at Mablethorpe Business Centre fell in Q3 of 2024/25. The local market remains very slow with securing tenants very challenging. Further marketing of the vacant lots will be put in hand in Q4.								
Percentage of Kingfisher Caravan Park income received against agreed budget	AF	83.61%	98.59%	94.44%	87.81%	89.15%	100.00%	
Commentary: Expected further income between £100k-£110k from electricity recharges, rates recharges and rental fee. To be paid by licences before March.								

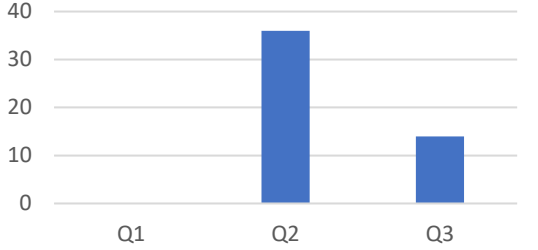
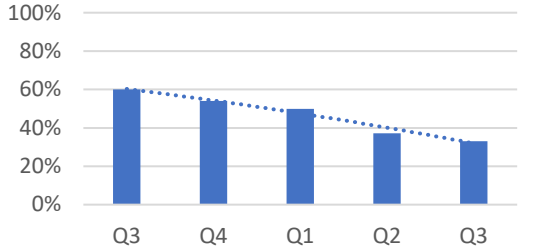
<p>Percentage of available pitches occupied on Kingfisher Caravan Park – cumulative figure to end of successive quarters</p>	AF	52.75%	52.20%	52.07%	53.31%	52.20%	55.00%		
<p>Commentary: During the quarter 8 vans came onto the Park and 16 left. The 8 new licensees were introduced by Invest East Lindsey to the Council in the quarter. However we do have 25 new licensees signed up with hand over to happen in March so we are optimistic we will have over 400 pitches filled at end of Q4.</p>									
<p>Invest East Lindsey: Number of Caravan Sales completed</p>	AF	1	1	4	7	7	7		
<p>Invest East Lindsey: Percentage of available holiday lettings taken against occupancy target</p>	AF	31.79%	59.73%	55.71%	76.09%	78.30%	55.00%		
<p>Wellbeing Lincs contractual - Service users supported to achieve an overall improvement in self-reported outcomes</p>	ES	98.80%	99.13%	98.77%	99.40%	99.35%	98%		

Wellbeing Lincs contractual- Overall improvement in all outcome scores across all service users leaving the service	ES	381.59%	330.93%	345.50%	341.00%	332.68%	200%		 <table border="1"> <caption>Quarterly Data from Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>381.59%</td> </tr> <tr> <td>Q4</td> <td>330.93%</td> </tr> <tr> <td>Q1</td> <td>345.50%</td> </tr> <tr> <td>Q2</td> <td>341.00%</td> </tr> <tr> <td>Q3</td> <td>332.68%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q3	381.59%	Q4	330.93%	Q1	345.50%	Q2	341.00%	Q3	332.68%
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Performance Indicators with Trend Only Data
Growth and Prosperity

Key Performance indicators (KPIs)							Target	Status													
	A D	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24	2023/24													
		Q3	Q4	Q1	Q2	Q3	Q3	Q3													
Percentage of decisions (major / minor / others) taken under delegation within period	PN	96.90%	97.24%	98.13%	95.11%	95.28%	Trend Only	Trend Only	<table border="1"> <caption>Percentage of decisions taken under delegation</caption> <thead> <tr><th>Quarter</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>Q3</td><td>96.90%</td></tr> <tr><td>Q4</td><td>97.24%</td></tr> <tr><td>Q1</td><td>98.13%</td></tr> <tr><td>Q2</td><td>95.11%</td></tr> <tr><td>Q3</td><td>95.28%</td></tr> </tbody> </table>	Quarter	Percentage	Q3	96.90%	Q4	97.24%	Q1	98.13%	Q2	95.11%	Q3	95.28%
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External funding bids submitted by the growth directorate	DM	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	<table border="1"> <caption>External funding bids submitted</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>0</td></tr> <tr><td>Q2</td><td>0</td></tr> <tr><td>Q3</td><td>0</td></tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	0	Q3	0				
Quarter	Count																				
Q1	0																				
Q2	0																				
Q3	0																				
Average monthly high street footfall count per key town	DM	Not Previously Reported	Not Previously Reported	2,642,934	2,621,578	1,294,328	Trend Only	Trend Only	<table border="1"> <caption>Average monthly high street footfall count</caption> <thead> <tr><th>Quarter</th><th>Count</th></tr> </thead> <tbody> <tr><td>Q1</td><td>2,642,934</td></tr> <tr><td>Q2</td><td>2,621,578</td></tr> <tr><td>Q3</td><td>1,294,328</td></tr> </tbody> </table>	Quarter	Count	Q1	2,642,934	Q2	2,621,578	Q3	1,294,328				
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Level of Private Sector Investment achieved	DM	Not Previously Reported	Not Previously Reported	£77,175	£0	£0	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Investment (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>77,175</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> </tbody> </table>	Quarter	Investment (£)	Q1	77,175	Q2	0	Q3	0
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Value of Grants awarded via Grants4growth NEW	MH	Not Previously Reported	Not Previously Reported	£38,807	£164,344	£102,691	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>38,807</td> </tr> <tr> <td>Q2</td> <td>164,344</td> </tr> <tr> <td>Q3</td> <td>102,691</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1	38,807	Q2	164,344	Q3	102,691
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Number of Grants awarded via Grants4growth NEW	MH	Not Previously Reported	Not Previously Reported	5	22	9	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Grants</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5</td> </tr> <tr> <td>Q2</td> <td>22</td> </tr> <tr> <td>Q3</td> <td>9</td> </tr> </tbody> </table>	Quarter	Number of Grants	Q1	5	Q2	22	Q3	9
Quarter	Number of Grants																
Q1	5																
Q2	22																
Q3	9																
Number of Businesses assisted via Grants4growth NEW	MH	Not Previously Reported	Not Previously Reported	38	16	25	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Businesses</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>38</td> </tr> <tr> <td>Q3</td> <td>16</td> </tr> </tbody> </table>	Quarter	Number of Businesses	Q2	38	Q3	16		
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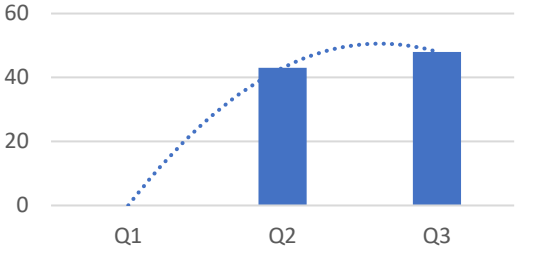
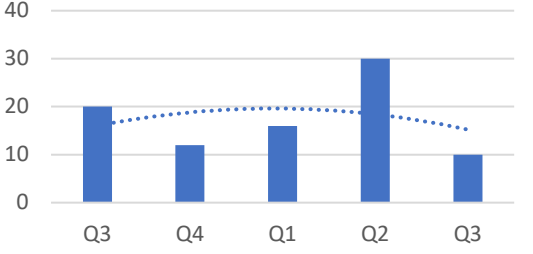
Number of Business registered via Grants4growth NEW	MH	Not Previously Reported	Not Previously Reported	Data not provided	36	14	Trend Only	Trend Only	 <table border="1"> <caption>Number of Business registered via Grants4growth NEW</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>36</td> </tr> <tr> <td>Q3</td> <td>14</td> </tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	36	Q3	14				
Quarter	Count																				
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Council run stall occupancy level (Markets)	PP	60%	54%	49.90%	37.20%	33.00%	Trend Only	Trend Only	 <table border="1"> <caption>Council run stall occupancy level (Markets)</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>60%</td> </tr> <tr> <td>Q4</td> <td>54%</td> </tr> <tr> <td>Q1</td> <td>49.90%</td> </tr> <tr> <td>Q2</td> <td>37.20%</td> </tr> <tr> <td>Q3</td> <td>33.00%</td> </tr> </tbody> </table>	Quarter	Occupancy Level (%)	Q3	60%	Q4	54%	Q1	49.90%	Q2	37.20%	Q3	33.00%
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Healthy Lives

Key Performance indicators (KPIs)							Target	Status													
	A D	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25													
		Q3	Q4	Q1	Q2	Q3	Q3	Q3													
Visitor numbers / number of tickets sold, for leisure venues	PP	136,876	148,699	162,672	199,176	159,394	Trend Only	Trend Only	<table border="1"> <caption>Visitor numbers / number of tickets sold, for leisure venues</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>136,876</td> </tr> <tr> <td>Q4</td> <td>148,699</td> </tr> <tr> <td>Q1</td> <td>162,672</td> </tr> <tr> <td>Q2</td> <td>199,176</td> </tr> <tr> <td>Q3</td> <td>159,394</td> </tr> </tbody> </table>	Quarter	Value	Q3	136,876	Q4	148,699	Q1	162,672	Q2	199,176	Q3	159,394
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Number of swims	PP	34,901	45,099	49,648	62,210	35,749	Trend Only	Trend Only	<table border="1"> <caption>Number of swims</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>34,901</td> </tr> <tr> <td>Q4</td> <td>45,099</td> </tr> <tr> <td>Q1</td> <td>49,648</td> </tr> <tr> <td>Q2</td> <td>62,210</td> </tr> <tr> <td>Q3</td> <td>35,749</td> </tr> </tbody> </table>	Quarter	Value	Q3	34,901	Q4	45,099	Q1	49,648	Q2	62,210	Q3	35,749
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Number of swimming lessons	PP	26,800	27,308	27,345	26,074	25,907	Trend Only	Trend Only	<table border="1"> <caption>Number of swimming lessons</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>26,800</td> </tr> <tr> <td>Q4</td> <td>27,308</td> </tr> <tr> <td>Q1</td> <td>27,345</td> </tr> <tr> <td>Q2</td> <td>26,074</td> </tr> <tr> <td>Q3</td> <td>25,907</td> </tr> </tbody> </table>	Quarter	Value	Q3	26,800	Q4	27,308	Q1	27,345	Q2	26,074	Q3	25,907
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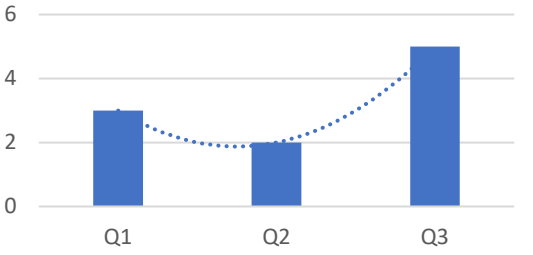


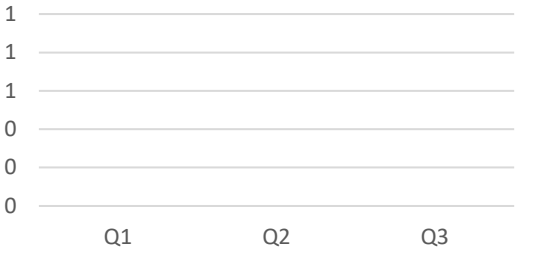
Number of gym members	PP	4,043	4,546	4,433	5,685	17,213	Trend Only	Trend Only	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of gym members</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>4,043</td> </tr> <tr> <td>Q4</td> <td>4,546</td> </tr> <tr> <td>Q1</td> <td>4,433</td> </tr> <tr> <td>Q2</td> <td>5,685</td> </tr> <tr> <td>Q3</td> <td>17,213</td> </tr> </tbody> </table>	Quarter	Number of gym members	Q3	4,043	Q4	4,546	Q1	4,433	Q2	5,685	Q3	17,213
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Visitor numbers / number of tickets sold, by venue (Meridian Leisure Centre)	PP	89,349	91,365	96,965	98,872	82,921	Trend Only	Trend Only	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Visitor numbers / number of tickets sold</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>89,349</td> </tr> <tr> <td>Q4</td> <td>91,365</td> </tr> <tr> <td>Q1</td> <td>96,965</td> </tr> <tr> <td>Q2</td> <td>98,872</td> </tr> <tr> <td>Q3</td> <td>82,921</td> </tr> </tbody> </table>	Quarter	Visitor numbers / number of tickets sold	Q3	89,349	Q4	91,365	Q1	96,965	Q2	98,872	Q3	82,921
Quarter	Visitor numbers / number of tickets sold																				
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Visitor numbers / number of tickets sold, by venue (Horncastle Leisure Centre)	PP	20,604	22,186	20,956	21,718	18,296	Trend Only	Trend Only	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Visitor numbers / number of tickets sold</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>20,604</td> </tr> <tr> <td>Q4</td> <td>22,186</td> </tr> <tr> <td>Q1</td> <td>20,956</td> </tr> <tr> <td>Q2</td> <td>21,718</td> </tr> <tr> <td>Q3</td> <td>18,296</td> </tr> </tbody> </table>	Quarter	Visitor numbers / number of tickets sold	Q3	20,604	Q4	22,186	Q1	20,956	Q2	21,718	Q3	18,296
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Visitor numbers / number of tickets sold, by venue (Embassy Pool)	PP	18,671	24,555	26,940	28,040	17,474	Trend Only	Trend Only	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Visitor numbers / number of tickets sold</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>18,671</td> </tr> <tr> <td>Q4</td> <td>24,555</td> </tr> <tr> <td>Q1</td> <td>26,940</td> </tr> <tr> <td>Q2</td> <td>28,040</td> </tr> <tr> <td>Q3</td> <td>17,474</td> </tr> </tbody> </table>	Quarter	Visitor numbers / number of tickets sold	Q3	18,671	Q4	24,555	Q1	26,940	Q2	28,040	Q3	17,474
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<p>Visitor numbers / number of tickets sold, by venue (Mablethorpe Leisure & Learning Centre, formerly Station Sports Centre)</p>	<p>PP</p>	<p>8,252</p>	<p>10,593</p>	<p>975</p>	<p>40,546</p>	<p>40,703</p>	<p>Trend Only</p>	<p>Trend Only</p>	
<p>Visitor numbers / number of tickets sold, by venue (Embassy Theatre)</p>	<p>PP</p>	<p>26,856</p>	<p>5,634</p>	<p>16,747</p>	<p>22,718</p>	<p>20,152</p>	<p>Trend Only</p>	<p>Trend Only</p>	
<p>Visitor numbers / number of tickets sold, by venue (Altitude 44)</p>	<p>PP</p>	<p>Not Previously Reported</p>	<p>Not Previously Reported</p>	<p>89</p>	<p>893</p>	<p>41</p>	<p>Trend Only</p>	<p>Trend Only</p>	
<p>Number of verified rough sleepers</p>	<p>ES</p>	<p>16</p>	<p>21</p>	<p>31</p>	<p>42</p>	<p>20</p>	<p>Trend Only</p>	<p>Trend Only</p>	

Number of new volunteers trained and supported NEW	ES	Not Previously Reported	Not Previously Reported	0	43	48	Trend Only	Trend Only	 <table border="1"> <caption>Number of new volunteers trained and supported NEW</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>43</td> </tr> <tr> <td>Q3</td> <td>48</td> </tr> </tbody> </table>	Quarter	Count	Q1	0	Q2	43	Q3	48				
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Q2	43																				
Q3	48																				
Number of properties improved through Council intervention	ES	20	12	16	30	10	Trend Only	Trend Only	 <table border="1"> <caption>Number of properties improved through Council intervention</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>20</td> </tr> <tr> <td>Q4</td> <td>12</td> </tr> <tr> <td>Q1</td> <td>16</td> </tr> <tr> <td>Q2</td> <td>30</td> </tr> <tr> <td>Q3</td> <td>10</td> </tr> </tbody> </table>	Quarter	Count	Q3	20	Q4	12	Q1	16	Q2	30	Q3	10
Quarter	Count																				
Q3	20																				
Q4	12																				
Q1	16																				
Q2	30																				
Q3	10																				

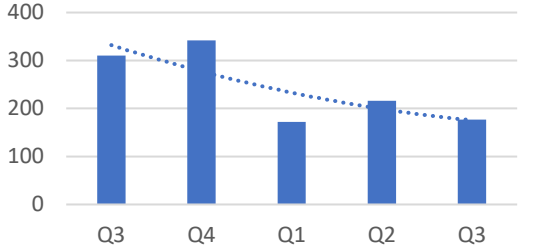
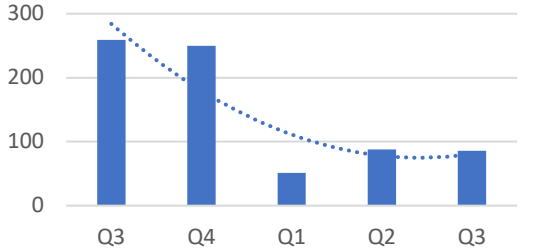
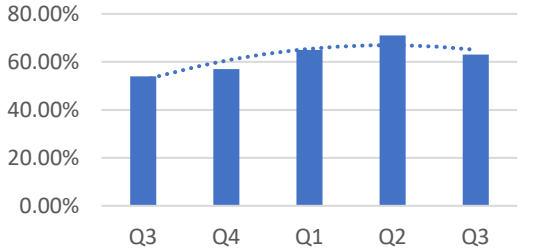
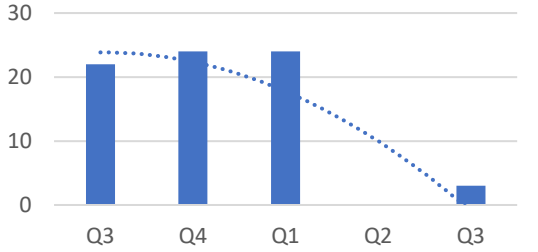
Safe and Resilient Communities

Key Performance indicators (KPIs)							Target	Status									
	A D	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25									
		Q3	Q4	Q1	Q2	Q3	Q3	Q3									
No of Council Anti-Social Behaviour cases opened	ES	Not Previously Reported	Not Previously Reported	173	115	94	Trend Only	Trend Only	<table border="1"> <caption>Anti-Social Behaviour Cases Opened</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>173</td></tr> <tr><td>Q2</td><td>115</td></tr> <tr><td>Q3</td><td>94</td></tr> </tbody> </table>	Quarter	Value	Q1	173	Q2	115	Q3	94
Quarter	Value																
Q1	173																
Q2	115																
Q3	94																
No of Council Anti-Social Behaviour cases closed	ES	Not Previously Reported	Not Previously Reported	41	13	2	Trend Only	Trend Only	<table border="1"> <caption>Anti-Social Behaviour Cases Closed</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>41</td></tr> <tr><td>Q2</td><td>13</td></tr> <tr><td>Q3</td><td>2</td></tr> </tbody> </table>	Quarter	Value	Q1	41	Q2	13	Q3	2
Quarter	Value																
Q1	41																
Q2	13																
Q3	2																
No of Community Triggers	ES	Not Previously Reported	Not Previously Reported	1	2	1	Trend Only	Trend Only	<table border="1"> <caption>Community Triggers</caption> <thead> <tr><th>Quarter</th><th>Value</th></tr> </thead> <tbody> <tr><td>Q1</td><td>1</td></tr> <tr><td>Q2</td><td>2</td></tr> <tr><td>Q3</td><td>1</td></tr> </tbody> </table>	Quarter	Value	Q1	1	Q2	2	Q3	1
Quarter	Value																
Q1	1																
Q2	2																
Q3	1																

Number of Acceptable Behaviour Agreements (Community Safety)	ES	Not Previously Reported	Not Previously Reported	3	2	5	Trend Only	Trend Only	 <table border="1" data-bbox="1708 162 2242 414"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>3</td> </tr> <tr> <td>Q2</td> <td>2</td> </tr> <tr> <td>Q3</td> <td>5</td> </tr> </tbody> </table>	Quarter	Value	Q1	3	Q2	2	Q3	5
Quarter	Value																
Q1	3																
Q2	2																
Q3	5																
Community Protection Notice Warnings (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only									
Community Protection Notices (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only									
Number of injunctive actions/enforcement orders Number of civil injunctions / criminal behaviour orders (Community Safety)	ES	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only									

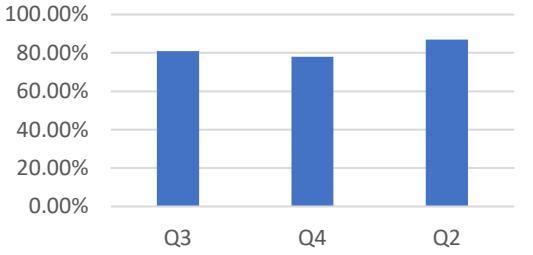
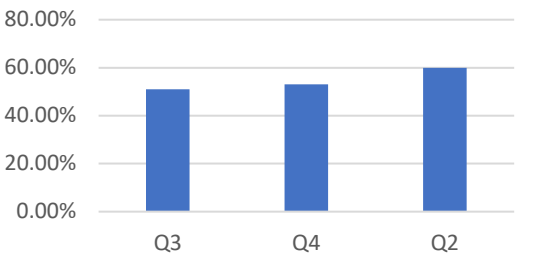
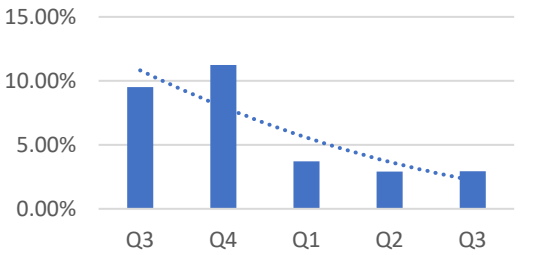
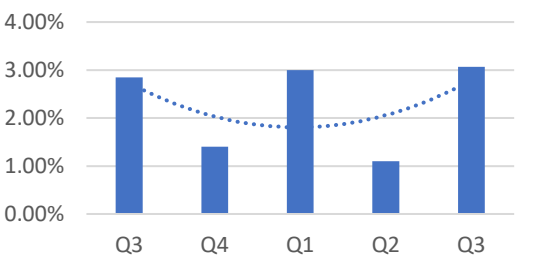
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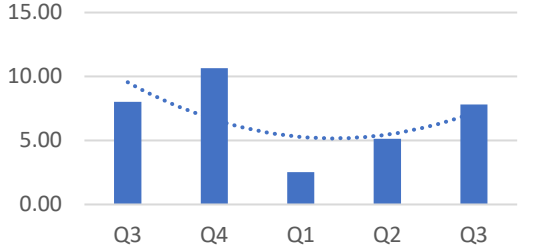
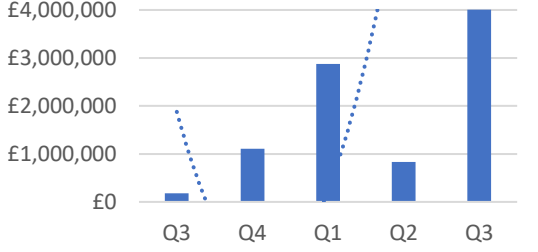


Key Performance indicators (KPIs)							Target	Status	
	A D	2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25	
		Q3	Q4	Q1	Q2	Q3	Q3	Q3	
Kingdom Contract: Number of Fixed Penalty Notices (FPNs) Issued - Litter (In quarter)	CA	557	588	225	278	256	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - Fly Tipping (In quarter)	CA	7	1	2	3	2	Trend Only	Trend Only	
Kingdom Contract: Number of FPNs Issued - other (e.g. PSPO etc.) (In quarter)	CA	18	23	32	50	9	Trend Only	Trend Only	

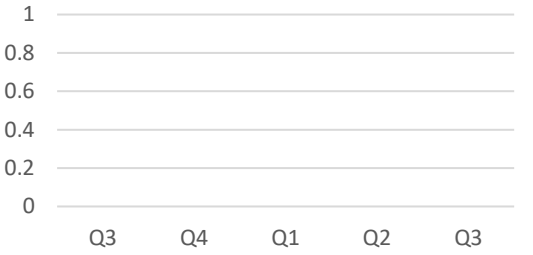
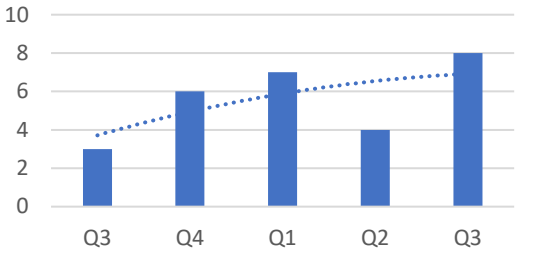
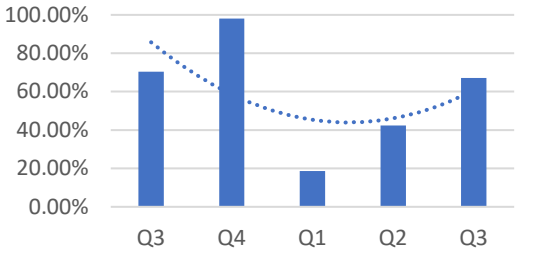
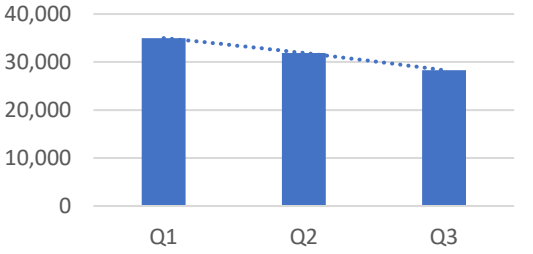
Kingdom Contract: Number FPNs paid (In quarter)	CA	310	342	172	216	177	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number FPNs paid</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>310</td> </tr> <tr> <td>Q4</td> <td>342</td> </tr> <tr> <td>Q1</td> <td>172</td> </tr> <tr> <td>Q2</td> <td>216</td> </tr> <tr> <td>Q3</td> <td>177</td> </tr> </tbody> </table>	Quarter	Number FPNs paid	Q3	310	Q4	342	Q1	172	Q2	216	Q3	177
Quarter	Number FPNs paid																				
Q3	310																				
Q4	342																				
Q1	172																				
Q2	216																				
Q3	177																				
Kingdom Contract: Number FPNs Outstanding payment (In quarter)	CA	259	250	51	88	86	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number FPNs Outstanding payment</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>259</td> </tr> <tr> <td>Q4</td> <td>250</td> </tr> <tr> <td>Q1</td> <td>51</td> </tr> <tr> <td>Q2</td> <td>88</td> </tr> <tr> <td>Q3</td> <td>86</td> </tr> </tbody> </table>	Quarter	Number FPNs Outstanding payment	Q3	259	Q4	250	Q1	51	Q2	88	Q3	86
Quarter	Number FPNs Outstanding payment																				
Q3	259																				
Q4	250																				
Q1	51																				
Q2	88																				
Q3	86																				
Kingdom Contract: Percentage payment rate (In quarter)	CA	54.00%	57%	65%	71%	63%	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage payment rate</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>54.00%</td> </tr> <tr> <td>Q4</td> <td>57%</td> </tr> <tr> <td>Q1</td> <td>65%</td> </tr> <tr> <td>Q2</td> <td>71%</td> </tr> <tr> <td>Q3</td> <td>63%</td> </tr> </tbody> </table>	Quarter	Percentage payment rate	Q3	54.00%	Q4	57%	Q1	65%	Q2	71%	Q3	63%
Quarter	Percentage payment rate																				
Q3	54.00%																				
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Q3	63%																				
Kingdom Contract: Number of prosecutions completed to sentencing. (In quarter)	CA	22	24	24	0	3	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of prosecutions completed to sentencing</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>22</td> </tr> <tr> <td>Q4</td> <td>24</td> </tr> <tr> <td>Q1</td> <td>24</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>3</td> </tr> </tbody> </table>	Quarter	Number of prosecutions completed to sentencing	Q3	22	Q4	24	Q1	24	Q2	0	Q3	3
Quarter	Number of prosecutions completed to sentencing																				
Q3	22																				
Q4	24																				
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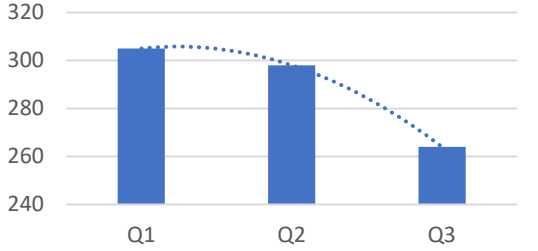
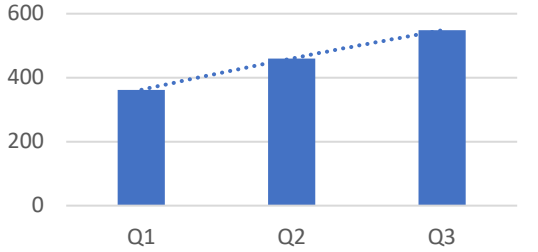
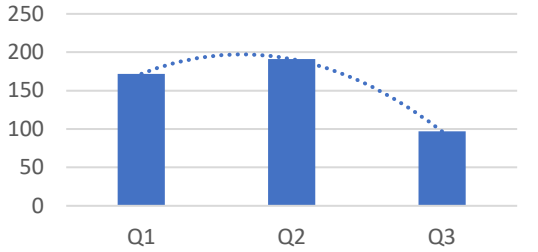
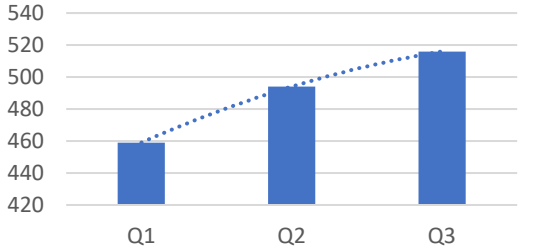
Efficiency and Effectiveness

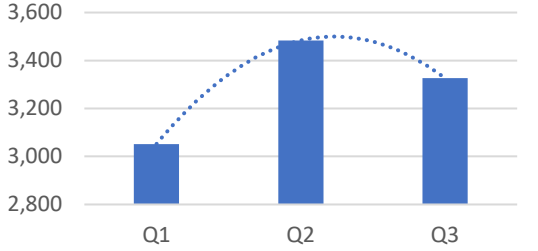
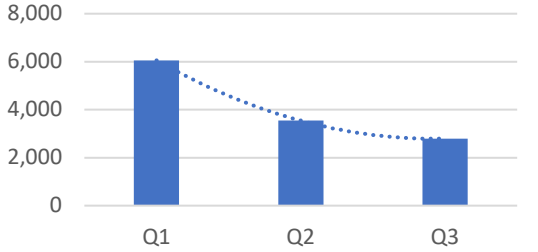
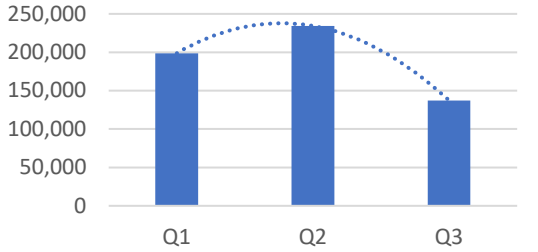
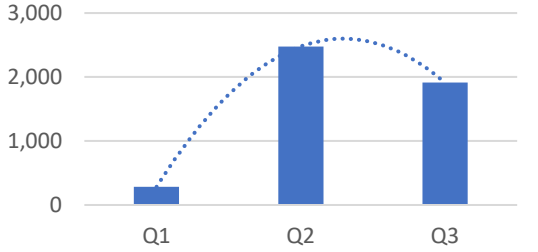
Key Performance indicators (KPIs)	A D						Target	Status									
		2023/24	2023/24	2024/25	2024/25	2024/25	2024/25	2024/25									
		Q3	Q4	Q1	Q2	Q3	Q3	Q3									
Percentage of Partnership workforces (surveyed collectively) who said 'Yes' when asked if they felt valued at work	JG	79.00%	76.00%	Reported Half Yearly in 2024/25	79.00%	Reported Half Yearly in 2024/25	Trend Only	Trend Only	<table border="1"> <caption>Percentage of Partnership workforces who said 'Yes' when asked if they felt valued at work</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>79.00%</td> </tr> <tr> <td>Q4</td> <td>76.00%</td> </tr> <tr> <td>Q2</td> <td>79.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	79.00%	Q4	76.00%	Q2	79.00%
Quarter	Percentage																
Q3	79.00%																
Q4	76.00%																
Q2	79.00%																
Percentage of the Partnership workforces (surveyed collectively) who said 'Yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise	JG	82.00%	77.00%	Reported Half Yearly in 2024/26	86.00%	Reported Half Yearly in 2024/26	Trend Only	Trend Only	<table border="1"> <caption>Percentage of the Partnership workforces who said 'Yes' they feel there are opportunities in the Partnership to learn and develop their skills and expertise</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>82.00%</td> </tr> <tr> <td>Q4</td> <td>77.00%</td> </tr> <tr> <td>Q2</td> <td>86.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	82.00%	Q4	77.00%	Q2	86.00%
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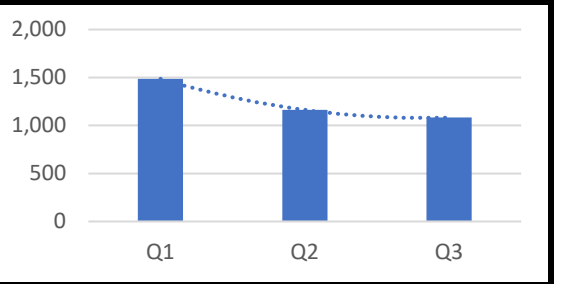
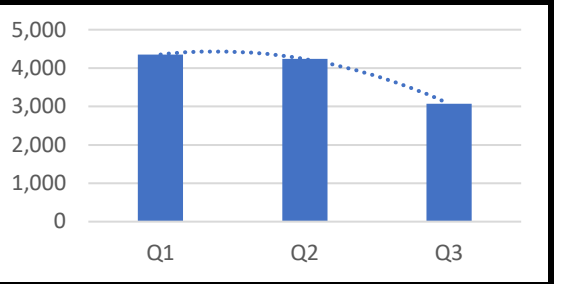
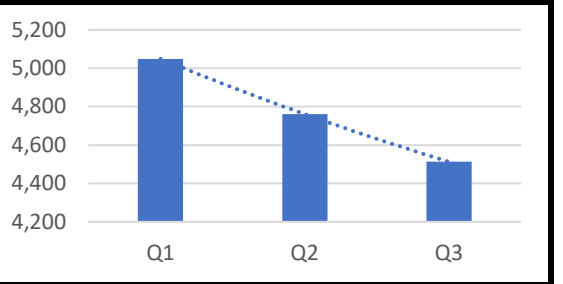
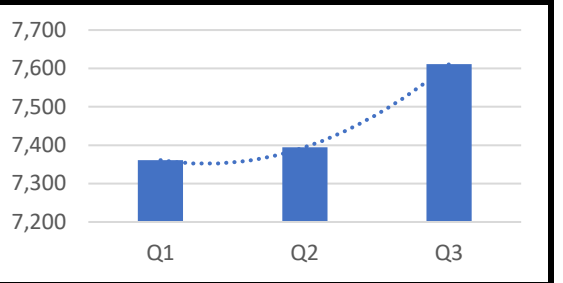
<p>Percentage of the Partnership workforces (surveyed collectively) who said 'Yes' they feel the Partnership recognises and supports positive mental health in the workplace</p>	<p>JG</p>	<p>81.00%</p>	<p>78.00%</p>	<p>Reported Half Yearly in 2024/27</p>	<p>87.00%</p>	<p>Reported Half Yearly in 2024/27</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>80.00%</td> </tr> <tr> <td>Q4</td> <td>78.00%</td> </tr> <tr> <td>Q2</td> <td>87.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	80.00%	Q4	78.00%	Q2	87.00%				
Quarter	Percentage																				
Q3	80.00%																				
Q4	78.00%																				
Q2	87.00%																				
<p>Percentage of the Partnership workforces (surveyed collectively) who feel informed about the Partnership and what decisions it is making</p>	<p>JG</p>	<p>51.00%</p>	<p>53.00%</p>	<p>Reported Half Yearly in 2024/28</p>	<p>60.00%</p>	<p>Reported Half Yearly in 2024/28</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>51.00%</td> </tr> <tr> <td>Q4</td> <td>53.00%</td> </tr> <tr> <td>Q2</td> <td>60.00%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	51.00%	Q4	53.00%	Q2	60.00%				
Quarter	Percentage																				
Q3	51.00%																				
Q4	53.00%																				
Q2	60.00%																				
<p>Staff Turnover (Year to Date)</p>	<p>JG</p>	<p>9.50%</p>	<p>11.23%</p>	<p>3.70%</p>	<p>2.90%</p>	<p>2.93%</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>9.50%</td> </tr> <tr> <td>Q4</td> <td>11.23%</td> </tr> <tr> <td>Q1</td> <td>3.70%</td> </tr> <tr> <td>Q2</td> <td>2.90%</td> </tr> <tr> <td>Q3</td> <td>2.93%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	9.50%	Q4	11.23%	Q1	3.70%	Q2	2.90%	Q3	2.93%
Quarter	Percentage																				
Q3	9.50%																				
Q4	11.23%																				
Q1	3.70%																				
Q2	2.90%																				
Q3	2.93%																				
<p>Voluntary Only Staff Turnover (In Quarter)</p>	<p>JG</p>	<p>2.85%</p>	<p>1.40%</p>	<p>3.00%</p>	<p>1.10%</p>	<p>3.07%</p>	<p>Trend Only</p>	<p>Trend Only</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>2.85%</td> </tr> <tr> <td>Q4</td> <td>1.40%</td> </tr> <tr> <td>Q1</td> <td>3.00%</td> </tr> <tr> <td>Q2</td> <td>1.10%</td> </tr> <tr> <td>Q3</td> <td>3.07%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	2.85%	Q4	1.40%	Q1	3.00%	Q2	1.10%	Q3	3.07%
Quarter	Percentage																				
Q3	2.85%																				
Q4	1.40%																				
Q1	3.00%																				
Q2	1.10%																				
Q3	3.07%																				

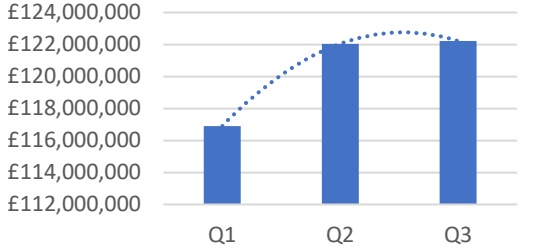
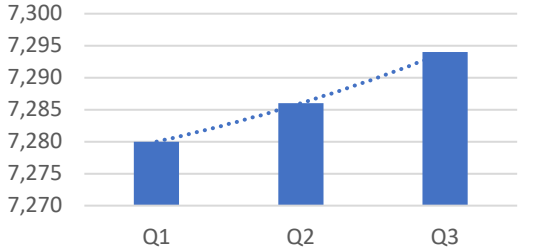
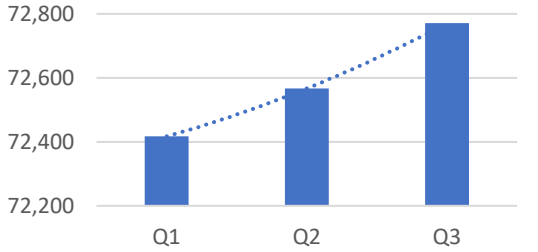
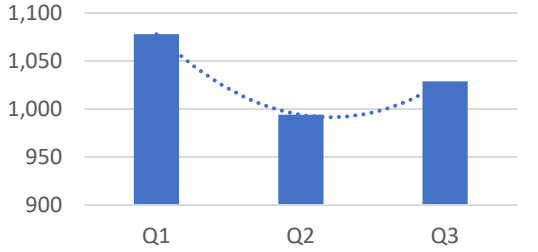
Number of working days lost to sickness per FTE (Year to Date)	JG	8.01	10.65	2.53	5.13	7.82	Trend Only	Trend Only	
Commentary: Previous quarter's figure corrected, from in quarter to year-to-date.									
External funding – a calculation of external Partnership funding received as a trend – showing quarter by quarter and including a breakdown by Council	JG	£177,969	£1,105,071	£2,872,658	£834,000	£21,048,717	Trend Only	Trend Only	
Percentage of Ombudsman complaints upheld (OFLOG)	JM	Not Previously Reported	Not Previously Reported	0	0	0	Trend Only	Trend Only	
Number of upheld Ombudsman complaints per 100,000 population (OFLOG)	JM	Not Previously Reported	Not Previously Reported	0.00	0.00	0.00	Trend Only	Trend Only	

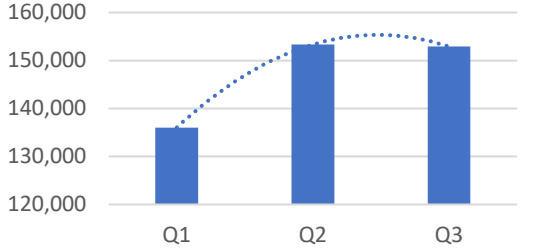
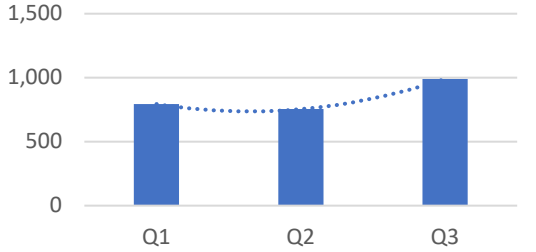
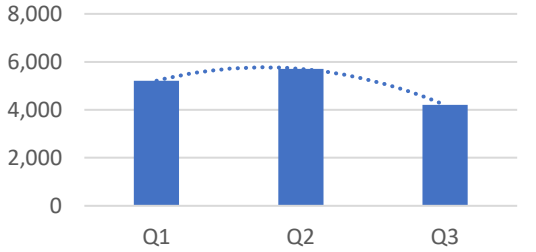
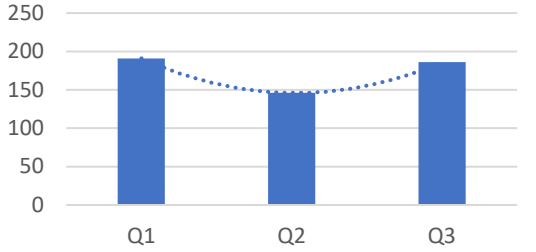
Number of instances where service areas have failed to notify the Data Protection Officer (DPO) promptly of any identified data breaches	JM	0	0	0	0	0	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Instances</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>0</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> <tr> <td>Q1</td> <td>0</td> </tr> <tr> <td>Q2</td> <td>0</td> </tr> <tr> <td>Q3</td> <td>0</td> </tr> </tbody> </table>	Quarter	Instances	Q3	0	Q4	0	Q1	0	Q2	0	Q3	0
Quarter	Instances																				
Q3	0																				
Q4	0																				
Q1	0																				
Q2	0																				
Q3	0																				
Number of late reports not made available to the Democratic Services teams at agenda publication	JM	3	6	7	4	8	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Late Reports</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>3</td> </tr> <tr> <td>Q4</td> <td>6</td> </tr> <tr> <td>Q1</td> <td>7</td> </tr> <tr> <td>Q2</td> <td>4</td> </tr> <tr> <td>Q3</td> <td>8</td> </tr> </tbody> </table>	Quarter	Late Reports	Q3	3	Q4	6	Q1	7	Q2	4	Q3	8
Quarter	Late Reports																				
Q3	3																				
Q4	6																				
Q1	7																				
Q2	4																				
Q3	8																				
Repairs & Maintenance: Percentage committed spend against budget	AF	70.48%	98.02%	18.63%	42.34%	67.10%	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>70.48%</td> </tr> <tr> <td>Q4</td> <td>98.02%</td> </tr> <tr> <td>Q1</td> <td>18.63%</td> </tr> <tr> <td>Q2</td> <td>42.34%</td> </tr> <tr> <td>Q3</td> <td>67.10%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3	70.48%	Q4	98.02%	Q1	18.63%	Q2	42.34%	Q3	67.10%
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Call volumes (PSPS)	ES	Not Previously Reported	Not Previously Reported	34,986	31,882	28,285	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Call Volumes</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>34,986</td> </tr> <tr> <td>Q2</td> <td>31,882</td> </tr> <tr> <td>Q3</td> <td>28,285</td> </tr> </tbody> </table>	Quarter	Call Volumes	Q1	34,986	Q2	31,882	Q3	28,285				
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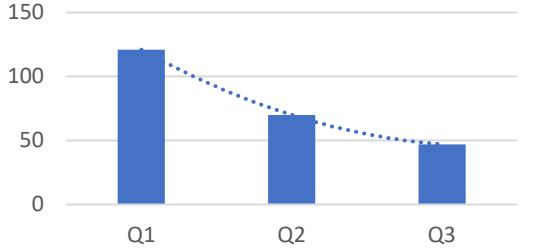
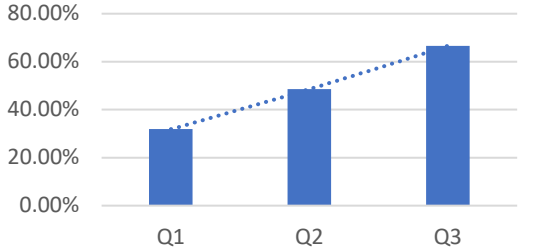
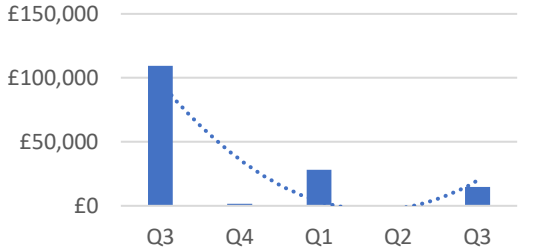
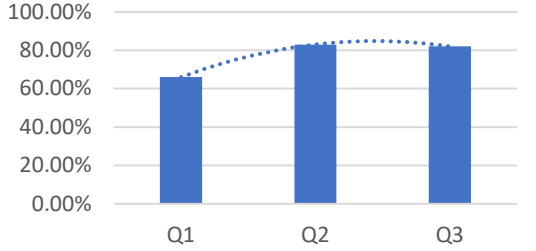
Average Call Duration - Customer Contact (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	305	298	264	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>305</td> </tr> <tr> <td>Q2</td> <td>298</td> </tr> <tr> <td>Q3</td> <td>264</td> </tr> </tbody> </table>	Quarter	Value	Q1	305	Q2	298	Q3	264
Quarter	Value																
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Average Call Duration - Revenue and Benefits (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	362	460	548	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>362</td> </tr> <tr> <td>Q2</td> <td>460</td> </tr> <tr> <td>Q3</td> <td>548</td> </tr> </tbody> </table>	Quarter	Value	Q1	362	Q2	460	Q3	548
Quarter	Value																
Q1	362																
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Q3	548																
Average Speed of Answer - Customer Contact (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	172	191	97	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>172</td> </tr> <tr> <td>Q2</td> <td>191</td> </tr> <tr> <td>Q3</td> <td>97</td> </tr> </tbody> </table>	Quarter	Value	Q1	172	Q2	191	Q3	97
Quarter	Value																
Q1	172																
Q2	191																
Q3	97																
Average Speed of Answer - Revenue and Benefits (Seconds) (PSPS)	ES	Not Previously Reported	Not Previously Reported	459	494	516	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>459</td> </tr> <tr> <td>Q2</td> <td>494</td> </tr> <tr> <td>Q3</td> <td>516</td> </tr> </tbody> </table>	Quarter	Value	Q1	459	Q2	494	Q3	516
Quarter	Value																
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Q3	516																

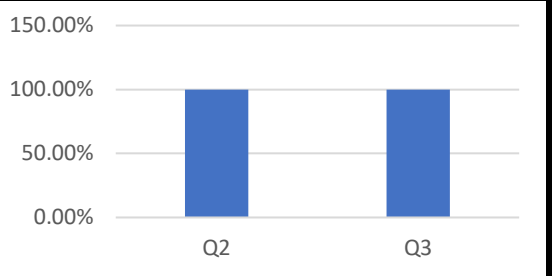
Number of Callbacks (PSPS)	ES	Not Previously Reported	Not Previously Reported	3,052	3,484	3,326	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Callbacks (PSPS)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>3,052</td> </tr> <tr> <td>Q2</td> <td>3,484</td> </tr> <tr> <td>Q3</td> <td>3,326</td> </tr> </tbody> </table>	Quarter	Number of Callbacks (PSPS)	Q1	3,052	Q2	3,484	Q3	3,326
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Digital services take up (services accessed online) (PSPS)	ES	Not Previously Reported	Not Previously Reported	6,055	3,543	2,798	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Digital services take up (services accessed online) (PSPS)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>6,055</td> </tr> <tr> <td>Q2</td> <td>3,543</td> </tr> <tr> <td>Q3</td> <td>2,798</td> </tr> </tbody> </table>	Quarter	Digital services take up (services accessed online) (PSPS)	Q1	6,055	Q2	3,543	Q3	2,798
Quarter	Digital services take up (services accessed online) (PSPS)																
Q1	6,055																
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Q3	2,798																
Website visitors (accessing website information) (PSPS)	ES	Not Previously Reported	Not Previously Reported	198,809	234,192	137,060	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Website visitors (accessing website information) (PSPS)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>198,809</td> </tr> <tr> <td>Q2</td> <td>234,192</td> </tr> <tr> <td>Q3</td> <td>137,060</td> </tr> </tbody> </table>	Quarter	Website visitors (accessing website information) (PSPS)	Q1	198,809	Q2	234,192	Q3	137,060
Quarter	Website visitors (accessing website information) (PSPS)																
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Number of customers using webchat (PSPS)	ES	Not Previously Reported	Not Previously Reported	282	2,478	1,912	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of customers using webchat (PSPS)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>282</td> </tr> <tr> <td>Q2</td> <td>2,478</td> </tr> <tr> <td>Q3</td> <td>1,912</td> </tr> </tbody> </table>	Quarter	Number of customers using webchat (PSPS)	Q1	282	Q2	2,478	Q3	1,912
Quarter	Number of customers using webchat (PSPS)																
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Q3	1,912																

Customer Contact Centre visits (PSPS)	ES	Not Previously Reported	Not Previously Reported	1,486	1,163	1,083	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Visits</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1,486</td> </tr> <tr> <td>Q2</td> <td>1,163</td> </tr> <tr> <td>Q3</td> <td>1,083</td> </tr> </tbody> </table>	Quarter	Visits	Q1	1,486	Q2	1,163	Q3	1,083
Quarter	Visits																
Q1	1,486																
Q2	1,163																
Q3	1,083																
Enquiries via email and social media (PSPS)	ES	Not Previously Reported	Not Previously Reported	4,356	4,236	3,075	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Enquiries</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>4,356</td> </tr> <tr> <td>Q2</td> <td>4,236</td> </tr> <tr> <td>Q3</td> <td>3,075</td> </tr> </tbody> </table>	Quarter	Enquiries	Q1	4,356	Q2	4,236	Q3	3,075
Quarter	Enquiries																
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Q2	4,236																
Q3	3,075																
Housing Benefit Caseload (PSPS)	FIN	Not Previously Reported	Not Previously Reported	5,049	4,761	4,513	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Caseload</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5,049</td> </tr> <tr> <td>Q2</td> <td>4,761</td> </tr> <tr> <td>Q3</td> <td>4,513</td> </tr> </tbody> </table>	Quarter	Caseload	Q1	5,049	Q2	4,761	Q3	4,513
Quarter	Caseload																
Q1	5,049																
Q2	4,761																
Q3	4,513																
Council Tax Support Caseload (PSPS)	FIN	Not Previously Reported	Not Previously Reported	7,361	7,395	7,611	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Caseload</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>7,361</td> </tr> <tr> <td>Q2</td> <td>7,395</td> </tr> <tr> <td>Q3</td> <td>7,611</td> </tr> </tbody> </table>	Quarter	Caseload	Q1	7,361	Q2	7,395	Q3	7,611
Quarter	Caseload																
Q1	7,361																
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Business Rates RV (PSPS)	FIN	Not Previously Reported	Not Previously Reported	£116,898,185	£122,043,605	£122,221,282	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>116,898,185</td> </tr> <tr> <td>Q2</td> <td>122,043,605</td> </tr> <tr> <td>Q3</td> <td>122,221,282</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1	116,898,185	Q2	122,043,605	Q3	122,221,282
Quarter	Value (£)																
Q1	116,898,185																
Q2	122,043,605																
Q3	122,221,282																
Business Rates Hereditaments (PSPS)	FIN	Not Previously Reported	Not Previously Reported	7,280	7,286	7,294	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>7,280</td> </tr> <tr> <td>Q2</td> <td>7,286</td> </tr> <tr> <td>Q3</td> <td>7,294</td> </tr> </tbody> </table>	Quarter	Value	Q1	7,280	Q2	7,286	Q3	7,294
Quarter	Value																
Q1	7,280																
Q2	7,286																
Q3	7,294																
Council Tax Banded Dwellings (PSPS)	FIN	Not Previously Reported	Not Previously Reported	72,417	72,567	72,771	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>72,417</td> </tr> <tr> <td>Q2</td> <td>72,567</td> </tr> <tr> <td>Q3</td> <td>72,771</td> </tr> </tbody> </table>	Quarter	Value	Q1	72,417	Q2	72,567	Q3	72,771
Quarter	Value																
Q1	72,417																
Q2	72,567																
Q3	72,771																
Digital Services Take-Up (PSPS)	FIN	Not Previously Reported	Not Previously Reported	1,078	994	1,029	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1,078</td> </tr> <tr> <td>Q2</td> <td>994</td> </tr> <tr> <td>Q3</td> <td>1,029</td> </tr> </tbody> </table>	Quarter	Value	Q1	1,078	Q2	994	Q3	1,029
Quarter	Value																
Q1	1,078																
Q2	994																
Q3	1,029																

Direct Debit Payers (PSPS)	FIN	Not Previously Reported	Not Previously Reported	136,034	153,337	152,904	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>136,034</td> </tr> <tr> <td>Q2</td> <td>153,337</td> </tr> <tr> <td>Q3</td> <td>152,904</td> </tr> </tbody> </table>	Quarter	Value	Q1	136,034	Q2	153,337	Q3	152,904
Quarter	Value																
Q1	136,034																
Q2	153,337																
Q3	152,904																
CTS New Claims – Number of Decisions Made (PSPS)	FIN	Not Previously Reported	Not Previously Reported	794	754	991	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>794</td> </tr> <tr> <td>Q2</td> <td>754</td> </tr> <tr> <td>Q3</td> <td>991</td> </tr> </tbody> </table>	Quarter	Value	Q1	794	Q2	754	Q3	991
Quarter	Value																
Q1	794																
Q2	754																
Q3	991																
CTS Changes – Number of Decisions Made (PSPS)	FIN	Not Previously Reported	Not Previously Reported	5,215	5,706	4,203	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>5,215</td> </tr> <tr> <td>Q2</td> <td>5,706</td> </tr> <tr> <td>Q3</td> <td>4,203</td> </tr> </tbody> </table>	Quarter	Value	Q1	5,215	Q2	5,706	Q3	4,203
Quarter	Value																
Q1	5,215																
Q2	5,706																
Q3	4,203																
Discretionary Housing Payments (DHP) number of applications (PSPS)	FIN	Not Previously Reported	Not Previously Reported	191	146	186	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>191</td> </tr> <tr> <td>Q2</td> <td>146</td> </tr> <tr> <td>Q3</td> <td>186</td> </tr> </tbody> </table>	Quarter	Value	Q1	191	Q2	146	Q3	186
Quarter	Value																
Q1	191																
Q2	146																
Q3	186																

Discretionary Housing Payments (DHP) number of awards (PSPS)	FIN	Not Previously Reported	Not Previously Reported	121	70	47	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Awards</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>121</td> </tr> <tr> <td>Q2</td> <td>70</td> </tr> <tr> <td>Q3</td> <td>47</td> </tr> </tbody> </table>	Quarter	Number of Awards	Q1	121	Q2	70	Q3	47				
Quarter	Number of Awards																				
Q1	121																				
Q2	70																				
Q3	47																				
Discretionary Housing Payments (DHP) spend against Budget (PSPS)	FIN	Not Previously Reported	Not Previously Reported	31.87%	48.57%	66.59%	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Spend against Budget (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>31.87%</td> </tr> <tr> <td>Q2</td> <td>48.57%</td> </tr> <tr> <td>Q3</td> <td>66.59%</td> </tr> </tbody> </table>	Quarter	Spend against Budget (%)	Q1	31.87%	Q2	48.57%	Q3	66.59%				
Quarter	Spend against Budget (%)																				
Q1	31.87%																				
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Q3	66.59%																				
Procurement savings / benefits achieved (By the PSPS procurement team) In quarter	FIN	£109,500	£1,514	£28,056	£0	£14,640	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Savings / Benefits (£)</th> </tr> </thead> <tbody> <tr> <td>Q3</td> <td>£109,500</td> </tr> <tr> <td>Q4</td> <td>£0</td> </tr> <tr> <td>Q1</td> <td>£1,514</td> </tr> <tr> <td>Q2</td> <td>£0</td> </tr> <tr> <td>Q3</td> <td>£14,640</td> </tr> </tbody> </table>	Quarter	Savings / Benefits (£)	Q3	£109,500	Q4	£0	Q1	£1,514	Q2	£0	Q3	£14,640
Quarter	Savings / Benefits (£)																				
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Q3	£14,640																				
<p>Commentary: Joint procurement project for PPE. New contract been negotiated. Anticipated saving of £8,300 per Council, with a further 2% savings to be achieved annually throughout the duration of the contract. Prep & Mailing of Garden Waste Documents - saving of £6,340.27 was achieved through a request for quotation exercise. The incumbent supplier's quote was 6.3k higher than that of the winning supplier. Savings will be realised from Q4 onwards.</p>																					
Building Control market share	CA	Not Previously Reported	Not Previously Reported	66.00%	83.00%	82.00%	Trend Only	Trend Only	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Market Share (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>66.00%</td> </tr> <tr> <td>Q2</td> <td>83.00%</td> </tr> <tr> <td>Q3</td> <td>82.00%</td> </tr> </tbody> </table>	Quarter	Market Share (%)	Q1	66.00%	Q2	83.00%	Q3	82.00%				
Quarter	Market Share (%)																				
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Q3	82.00%																				

Key Control Account Reconciliation (System, bank, payroll and suspense) reconciled monthly and signed off within 10 days of completion (In Quarter)	JG	Not Previously Reported	Not Previously Reported	Not Previously Reported	100.00%	100.00%	Trend Only	Trend Only	 <p>A bar chart with two bars representing Q2 and Q3. The y-axis is labeled with percentages: 0.00%, 50.00%, 100.00%, and 150.00%. Both bars reach the 100.00% mark.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q2</td> <td>100.00%</td> </tr> <tr> <td>Q3</td> <td>100.00%</td> </tr> </tbody> </table>	Quarter	Value	Q2	100.00%	Q3	100.00%
Quarter	Value														
Q2	100.00%														
Q3	100.00%														