

Executive Summary

Effective performance management is integral to the on-going success of West Lindsey District Council and plays a pivotal role in ensuring that our services are delivered efficiently and effectively and continue to meet the needs of our customers.

A full review of WLDC Progress & Delivery (P&D) measures has been completed with Team Managers, Directors and a Member working group in preparation for the financial year of 2024/25.

The following elements were taken into account when considering appropriate measures and targets:

1. **Ease of Data Collection.** Is it easy to collect the required performance data?
2. **Drive for Service Improvement.** Do the measures drive service enhancement and give us information to learn and improve?
3. **Alignment with Business Plan.** Does the measures align with identified business plan priorities.
4. **Connection to Corporate Plan.** Does the measures align with Corporate Plan objectives.
5. **Relevance and Stretch (if applicable).** Are associated targets relevant and challenging?
6. **Member Understanding.** Does the measure assist members in comprehending service activity and performance.

The measures within the report are made up of either statistics or Key Performance Indicator's (KPI). A statistic is a measure where performance is outside of out control e.g. PLG02 - Received planning application, for statistics like these we don't assign a target. Statistics are used alongside the KPIs to provide further context to the service performance. A KPI however is a measure deemed within the control of the council, an example would be how long did it take us to process an application e.g. PLG04 - Non-major applications determined in-time. Targets are assigned to KPIs and show performance against red, amber, or green (commonly known as RAG rating).

Both KPIs and statistics are important in tracking progress of performance, this in turn with the support of performance improvement plans when required supports the Council to monitor performance levels, whilst providing context and extra assurance to members.

Member working group

Following approval at Overview and Scrutiny Committee in October, a Member working group was held on 6th November 2023 to review the proposed P&D measures and targets. This was facilitated by the Change, Performance and Programmes Team Manager and the Change, Project and Performance Officer.

In addition, the proposed 2024/25 measure set was issued to all Councillors, with feedback gathered and considered by officers and Members of the working group.

The tables within the report clearly identify those measures recommended by the working group. Appendix A at the end of the report provides details of all measures, broken down by Portfolio which are recommended to be included within the 2024/25 measure set.

Next Steps

Following approval by management team a final paper is due for consideration at Corporate Policy and Resources Committee in January 2024 where formal sign off will be sought for the 2024/25 performance measure set.

Once approved by Committee the 2024/25 measure set will go live in April 2024.

To provide background information and support this report, there are a series of bitesize training videos which are available via the member development teams channel, these focus on introducing members to performance management, the progress and delivery framework and understanding the progress and delivery report itself.

It is recommended that a total of 29 measure are introduced into the PD framework however this figure includes 16 measures that have been created to replace 2023/24 measures, these are highlighted in table one. The Member Working Group, and member engagement, identified the inclusion of 14 measures and these are highlighted in table one.

Tables 1-4 set out the measures proposed to be introduced, amended, and removed for the 2024/25 progress and delivery framework.

New measures

Table One: A number of the new measures within table one will not have targets assigned for 2024/25, these will be baselined over the course of the year. Following this, a target will be assigned based on their performance in preparation for the following years measure and target setting. Appendix A details where measures have targets assigned, are a statistic or are a new measure which is to be baselined for 2024/25.

Service	Measure	Reason for inclusion
Corporate Health x8		
Customer Services	CH01 Volume of face-to-face demands received into the Customer Contact Centre. The face-to-face demands received by the Customer Contact Centre.	New -Member Working Group - Recommended x3 new measures. Recommended to provide a holistic view of demand. Monitoring phone and face to face demand in Customer Services allows transparency with members - Increased volumes could provide early indication of service failure or emerging risks that need addressing, tracks the choice on contact channel and resource planning to meet demand.
	CH02 Volume of telephone demands received into the Customer Contact Centre. The volume of telephone demands received by the Customer Contact Centre.	
	CH03 % of abandoned calls. The percentage of inbound calls into the Customer Contact Centre where the customer hangs up before their call is answered.	
	CH04 % of on-line demands received. The percentage of service requests received through on-line methods.	Abandoned call tracking provide transparency on volumes of missed calls as well as an indication of high demand with a specific service, a need for another choice of channel, inability to address customer demand or dissatisfaction over a period of time. New measures recommended in line with the above measures to report demand received for on-line forms.
Finance	CH13 Draft Annual Statement of Accounts Submitted by Deadline. Publication date of the draft Statement of Accounts to auditors with a deadline date of 31 st May.	Replacement - Two new measures recommended to replace COF04 - Annual Statement of Accounts. This will provide more meaningful data relating to meeting statutory deadline and the quality of the submission.
	CH14 Annual Statement of Accounts Outcome. Outcome of auditing of Statement of Accounts received by 31 st October.	

Service	Measure	Reason for inclusion
	<p>CH15 Value of savings identified. The cumulative value of cashable savings identified and monitored within the T24 Programme.</p> <p>CH16 Value of savings delivered. The cumulative value of cashable savings delivered within the T24 Programme.</p>	Two new measures recommended to report on savings identified and delivered through the Together 24 Programme.
Change Management, ICT and Regulatory Services x7		
Council Tax and NNDR	LOT01 Number of properties on the Council Tax Valuation List. The total number of properties that the Valuation Office has determined a council tax band for in WLDC.	Replacement - Measure replaces LOT06 - Number of properties on the council tax base per FTE. This measure will continue to be monitored at a service level.
	LOT04 Number of businesses on the Non-Domestic Rating list. The total number of businesses on the Non-Domestic Rating List.	New measure recommended to maintain consistency in reporting for Council Tax and NNDR.
Enforcement	ENF06 Number of fly-tipping incidents reported. The number of fly-tipping incidents reported in the period identified by incident size including single item, car boot load or less, small van / transit van load or tipper lorry load / significant / multiple loads.	Currently captured within the report narrative, propose to include within the measure set for 2024/25.
	ENF08 Number of Fixed Penalty Notices (FPN) issued for fly tipping offences. The number of FPNs that have been issued for fly tipping offences.	Proposed to complete the full breakdown of the fly tipping issues.
	ENF09 Number of new community safety complaints. The number of new community safety complaints received including early presentation of waste, fly tip, abandoned vehicles, ASB, dog fouling, littering, public spaces protection order breaches and graffiti.	Replacement - Two new measures to replace ENF11 - % of community cases closed following compliance.
	ENF10 Number of community safety cases closed following intervention. The number of community safety cases closed following intervention including informal warning, formal warning, and formal action - Fixed Penalty Notice or a Community Protection Notice interventions.	
	ENF11 Number of community safety complaints that result in formal action. The percentage of community safety	Member Working Group - Recommended new measure. Requested to report on formal action resulting from community safety complaints.

Service	Measure	Reason for inclusion
	complaints that result in either the issue of a Fixed Penalty Notice or a Community Protection Notice.	
Homes and Communities x4		
Communities	COM04 The number of Good Causes registered with West Lindsey Lottery.	Member Working Group - Recommended new measure.
	COM05 The amount of funds raised for good causes registered with the West Lindsey Lottery.	
Homes, Health and Wellbeing	HHW01 Average number of working days from DFG referral to completion. The average number of working days from receipt of a completed Disabled Facilities Grant application to completion of works.	Replacement – To replace HHW03- Average number of days from DFG referral to completion and HHW02- % of DFG referrals completed within 120 calendar days. Measure definition is changed from ‘calendar days’ to ‘working days’ to align with Department for Levelling Up, Housing & Communities ‘Disabled Facilities Grant’ guidance.
	HHW02 % of DFG referrals completed within 120 working days. The % of Disabled Facilities Grant referrals (not including complex cases) where the work is completed within 120 working days.	
Operational and Commercial Services x9		
Leisure Contract	LEI06 Number of users of the senior’s active programme at Gainsborough Leisure Centre. The total number of users of the Seniors Active Programme during the reporting period.	Member Working Group - Recommended new measure (split by sites) Replacement - To replace LEI13 Number of users of the senior’s active programme using the Leisure Centres, with two measures splitting out the usage by site.
	LEI07 Number of users of the senior’s active programme at Market Rasen Leisure Centre. The total number of users of the Seniors Active Programme during the reporting period.	
	LEI08 Number of non-members using the Gainsborough Leisure Centre. The total number of pay-as-you-go users of the Gainsborough Leisure Centre during the reporting period.	Member Working Group - Recommended new measure (split by sites) Replacement - To replace LEI14 Number of non-members using the Leisure Centre with two measures splitting out the usage by site.
	LEI09 Number of non-members using the Market Rasen Leisure Centre. The total number of pay-as-you-go users of the Market Rasen Leisure Centre during the reporting period.	
Markets	MKT02 Average number of traders on a Tuesday. The average number of traders during the reporting period for the Tuesday Gainsborough Market.	Member Working Group - Recommended new measures

Service	Measure	Reason for inclusion
	MKT04 Average number of traders on a Saturday. The average number of traders during the reporting period for the Saturday Gainsborough Market.	Replacement - To replace MKT05 Number of market traders with two measures splitting out the Tuesday and Saturday traders. It is proposed that the weekly breakdown of traders and stalls over the quarter be provided within the narrative of the report.
Operational Services	WAS04 % of missed bins collected within 5 working days. The % of missed black, blue, green, and purple lidded bins collections that are collected within the service level agreement of 5 working days.	Replacement - To replace WAS04 - % of missed black, blue and purple lidded bins collected within 5 working days. The new measures will include all bins, including green garden waste.
Trinity Arts Centre	<p>TAC02 Cinema audience figures as a % of capacity. The % of TAC capacity that has been filled as an average during the reporting period.</p> <p>TAC03 Live theatre audience figures as a % of capacity. The % of TAC capacity that has been filled as an average during the reporting period.</p>	Replacement - To replace TAC02 - Audience figures as a % of capacity, propose to split out the usage between cinema and live shows.
People and Democratic Services x1		
Democratic Services	DEM01 Number of committee meetings, briefings, workshops, and training events supported by Democratic Services. The total number of committee meetings, briefings, workshops, and training events supported by Democratic Services during the reporting period.	To monitor the level of resource required to facilitate and support member attended meetings, briefings, workshops and training events.

Table 1: Recommended new PD measures

Measures amended

Table two shows the three measures that are recommended to be amended.

Service	2023/24 Measures	Amended measure
Change Management, ICT and Regulatory Services x1		
Systems Development	SYS02 LLPG Standard. The standard awarded for the Council's Local Land and Property Gazetteer.	Recommended that the reporting frequency is now annual rather than monthly to reflect actual return. (National Standard = bronze or higher).
Operational and Commercial Services x2		
Garden Waste	GGW02 Green Garden Subscription take-up. The percentage take-up of garden waste subscribers.	Recommended that the reporting frequency is moved from 'monthly' to 'annual'.
Corporate Governance	CH21 Number of expired contracts. The number of Council contracts that have expired with no extension or new contract in place.	Recommended that measure is moved from service to Corporate Health.

Table 2: Recommended amended PD measures

Measures Removed

Table three shows the five measures that are recommended to be removed.

Service	Measure	Reason for non-inclusion
Corporate Health x1		
Revenues	% increase in NNDR received. The percentage increase in National Non-Domestic Rates.	NNDR work is completed in a partnership resulting in the finances being pooled to allow management of variances within the partnership.
Change Management, ICT and Regulatory Services x1		
Local Land Charges	LLC06 % of searches processed within the target time. The % of all searches that are processed within the target time of 10 days.	Recommended to remove due to consistently performing above target and the measure provides the same information as LLC03. The measure no longer drives change and improvement to the service.
Homes and Communities x2		
Homes, Health and Wellbeing	Number of long-term empty properties in the district. The total number of properties classed as long-term empty in the district during the reporting period.	Removed from framework as out of the control of the Council. This is to be picked up through the State of the District report.

Service	Measure	Reason for non-inclusion
	Long-term empty properties as a % of all housing stock in the district. The number of long-term empty properties as a % of all housing stock in the district.	Removed from framework as out of the control of the Council. This is to be picked up through the State of the District report.
Operational and Commercial Services x1		
Contract Management	Percentage of contracts that are awarded to local suppliers. % of all Council contracts that are awarded to local suppliers, defined as within the County of Lincolnshire, plus a 20-mile radius.	WLDCs Procurement Strategy does not stipulate the use of local suppliers.

Table 2: Recommended removed PD measures

Amended Targets

Table four shows the eight measures where an amendment to the target is recommended.

Service	Measure	Freq.	2022/23 Target	Proposed Target	
Corporate Health x1					
Customer Services	CH09 Average number of calendar days taken to resolve a complaint. The average number of days taken to resolve a complaint.	Monthly	21	14	Target recommended to be 14 calendar days rather than 21 in alignment with Local Government Ombudsman guidance.
Change Management, ICT and Regulatory Services x1					
Local Land Charges	LLC02 Market share. The amount of market share captured by the Council as a % of the total available market (excluding EIRs).	Monthly	40%	30%	Recommended that the target is reduced by 10 percentage points to reflect housing market volatility.
Homes and Communities x3					
Home Choices	HME02 % of homelessness approaches with positive outcomes. The percentage of homelessness approaches to the service that result in a positive outcome. This could be that the homelessness has prevented, relieved, or accepted.	Monthly	N/A	75%	Recommend that a target is added in line with 2023/24 baseline data.

	Negative outcomes include no further response from the customer.				
	HME05 % of households spending 56 nights or more in leased accommodation. The percentage of households that spend 56 nights or more in leased accommodation. 56 nights is the prevention/relief duty of the homelessness service. Currently this accommodation relates to Cross Street, Gainsborough.	Monthly	N/A	40%	Member working Group - Recommend that a target is added.
	HME07 % of households spending 42 nights or more in B&B accommodation. The percentage of households that spend 42 nights or more in bed and breakfast accommodation. 42 nights is the maximum number of nights a household should stay in B&B accommodation based on best practice/government advice.	Monthly	N/A	0%	Recommend that a target is added (in accordance with government guidance).
Operational and Commercial Services x3					
Crematorium	LFC05 Percentage of services that are direct funerals. The % of all services held that are classed as direct funerals.	Monthly	N/A	18%	Recommend that a target is added.
Trinity Arts Centre	TAC01 The total number of performance and screenings held. The total number of performance and screenings hosted by TAC during the reporting period.	Quarterly	8	24	Recommended that the target is increased.
	TAC04 Number of engagement activities held. The total number of engagement activities held at TAC during the reporting period.	Quarterly	30	100	Recommended that the target is increased.

Table 3: Measures with amended targets

Appendix A: Corporate Health

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
CH01 Volume of face-to-face demands received into the Customer Contact Centre. The face-to-face demands received by the Customer Contact Centre. *NEW*	Monthly	N/A	Baselined for 2024/25
CH02 Volume of telephone demands received into the Customer Contact Centre. The volume of telephone demands received by the Customer Contact Centre. *NEW*	Monthly	N/A	Baselined for 2024/25
CH03 % of abandonment calls. The percentage of inbound calls into the Customer Contact Centre where the customer hangs before their call is answered. *NEW*	Monthly	N/A	Baselined for 2024/25
CH04 % of on-line demands received. The percentage of service requests received through on-line methods. *NEW*	Monthly	N/A	Baselined for 2024/25
CH05 Overall Customer Satisfaction. The percentage of customers that have given a satisfaction score of three stars or above. (KPI)	Monthly	75%	75%
CH06 Compliments received. The total number of compliments received in the reporting period. (Statistic)	Monthly	N/A	N/A
CH07 Complaints received. The total number of complaints received in the reporting period. (Statistic)	Monthly	N/A	N/A
CH08 % of complaints where the Council is at fault. The percentage of complaints following investigation that have found the Council at fault. (KPI)	Monthly	40%	40%
CH09 Average number of calendar days taken to resolve a complaint. The average number of days taken to resolve a complaint. (KPI)	Monthly	21	14
CH10 Budget variance. £ variance between the Council's budget compared to actual. (KPI)	Annual	£0	£0
CH11 % of invoices paid within 30 calendar days from receipt of invoice. % of invoices paid within 30 days from date invoice received (not including invoices in dispute). (KPI)	Monthly	97%	97%
CH12 Overall Council budget forecast outturn. % of forecast outturn variance against the approved budget for the year.	Quarterly	0%	0%
CH13 Draft Annual Statement of Accounts Submitted by Deadline. Publication date of the draft Statement of Accounts to auditors with a deadline date of 31 st May. *NEW*	Annual	N/A	Yes
CH14 Annual Statement of Accounts Outcome. Outcome of auditing of Statement of Accounts received by 31 st October. *NEW*	Annual at Q3	Unqualified	Unqualified
CH15 Value of savings identified. The cumulative value of cashable savings identified and monitored within the T24 Programme. *NEW*	Quarterly	N/A	£300k
CH16 Value of savings delivered. The cumulative value of cashable savings delivered within the T24 Programme. *NEW*	Quarterly	N/A	£300k
CH17 Number of data breaches resulting in action from the Information Commissioners Office. Number of data breaches resulting in action from the Information Commissioners Office within the reporting period. (KPI)	Monthly	0	0
CH18 Number of FOI requests received. The total number of FOI requests received during the reporting period. (Statistic)	Monthly	N/A	N/A
CH19 % of FOIs completed within 20 working days. % of FOIs completed within the statutory target of 20 working days. (KPI)	Monthly	97%	97%
CH20 Number of FOI challenges upheld. The number of subsequent FOI challenges upheld. (KPI)	Monthly	0	0

CH21 Number of expired contracts. The number of Council contracts that have expired with no extension or new contract in place. (Statistic)	Quarterly	N/A	N/A
CH22 Staff absenteeism. The average number of sickness absence days per FTE. (KPI)	Monthly	0.6	0.6
CH23 Employee satisfaction. Employee Satisfaction levels. (KPI)	Annual	90%	90%
CH24 Health & Safety incidents. The number of health & safety incidents reported within the reporting period. (Statistic)	Monthly	N/A	N/A
CH25 Systems and Server Availability. % of time that the Council's server and systems are operating as planned. (KPI)	Monthly	98%	98%

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
Annual Statement of Account.	<ul style="list-style-type: none"> • Measure replaced Removed from Corporate Health but to be replaced by measure showing document submitting by deadline and the outcome.
% increase in NNDR received. The percentage increase in National Non-Domestic Rates.	NNDR work is completed in a partnership resulting in the finances being pooled to allow management of variances within the partnership.

Change Management, ICT and Regulatory Services

Director

Nova Roberts

Council Tax and NNDR

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
LOT01 Number of properties on the Council Tax Valuation List. The total number of properties that the Valuation Office has determined a council tax band for in WLDC. *NEW*	Monthly	N/A	Baselined for 2024/25
LOT02 Amount of council tax collected. The total amount of Council Tax collected in £ during the reporting period. (Statistic)	Monthly	N/A	N/A
LOT03 Council tax in-year collection rate. The amount of Council Tax collected during the reporting period as a % of total available to collect during the reporting period. (KPI)	Monthly	98.28%	TBC – Target based on 2023/24 collection rate
LOT04 Number of businesses on the Non-Domestic Rating list. The total number of businesses on the Non-Domestic Rating List. *NEW*	Monthly	N/A	Baselined for 2024/25
LOT05 Amount of NNDR collected. The total amount of NNDR collected in £ during the reporting period. (Statistic)	Monthly	N/A	N/A
LOT06 NNDR in-year collection rate. The amount of NNDR collected during the reporting period as a % of total available to collect during the reporting period. (KPI)	Monthly	99.32%	TBC – Target based on 2023/24 collection rate

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
LOT06 Number of properties on the council tax base per FTE. The total number of properties on the Council tax base per FTE.	• Measure replaced This measure will continue to be monitored at a service level and will be replaced by total council tax base.

Enforcement

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
ENF01 Number of planning enforcement requests received. The total number of planning enforcement requests received during the reporting period. (Statistic)	Monthly	N/A	N/A
ENF02 % of planning enforcement cases given an initial response within 20 working days. The % of all planning enforcement cases during the reporting period where the customer is given an initial response within 20 working days. (KPI)	Monthly	90%	90%
ENF03 % of planning enforcement cases closed within 6 months. The number of planning enforcement cases that are closed within 6 months of receipt as a percentage of all planning enforcement cases. (KPI)	Monthly	75%	75%
ENF04 Number of housing enforcement requests received. The total number of housing enforcement requests received during the reporting period. (Statistic)	Monthly	N/A	N/A
ENF05 % of housing enforcement cases closed within 6 months. The number of housing enforcement cases that are closed within 6 months of receipt as a percentage of all planning enforcement cases. (KPI)	Monthly	75%	75%
ENF06 Number of fly-tipping incidents reported. The number of fly-tipping incidents reported in the period identified by incident size including single item, car boot load or less, small van / transit van load or tipper lorry load / significant / multiple loads. *NEW*	Monthly	N/A	N/A
ENF07 Number of fly-tipping cases attended for investigation. The total number of fly tipping cases attended over the reporting period. (Statistic)	Monthly	N/A	N/A
ENF08 Number of Fixed Penalty Notices (FPN) issued for fly tipping offences. The number of FPNs that have been issued for fly tipping offences. *NEW*	Monthly	N/A	Baselined for 2024/25
ENF09 Number of new community safety complaints. The number of new community safety complaints received including early presentation of waste, fly tip, abandoned vehicles, ASB, dog fouling, littering, PSPO breaches and graffiti. *NEW*	Monthly	N/A	N/A
ENF10 Number of community safety cases closed following intervention. The number of community safety cases closed following intervention including informal warning, formal warning, and formal action -FPN/CPN interventions. *NEW*	Monthly	N/A	Baselined for 2024/25
ENF11 Number of community safety complaints that result in formal action. The percentage of community safety complaints that result in either the issue of a Fixed Penalty Notice or a Community Protection Notice. *NEW*	Monthly	N/A	N/A

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
ENF11 % of community cases closed following compliance. The percentage of community safety cases that are closed during the reporting period because of compliance with warning, Fixed Penalty Notice, or formal action.	<ul style="list-style-type: none"> Measure replaced. To be replaced with new measures.

Housing Benefit and Local Council Tax Support

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
BEN01 End to end processing times. The average number of working days taken to process a benefit claim during the reporting period. (KPI)	Monthly	7	7
BEN02 Claims older than 50 calendar days. The number of claims that have been open for more than 50 calendar days during the reporting period. (KPI)	Monthly	6	6

Recommended measures to be removed from framework. None

ICT

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
ICT01 Customer Satisfaction The average response to the question "How satisfied are with the service provided by the IT department? (1-lowest, 5-highest)". (Statistic)	Annual	N/A	N/A
ICT02 Percentage of high priority ICT helpdesk calls closed within SLA % of high priority ICT helpdesk calls that are closed within the Service Level Agreement of 24 working hours within the IT function. (KPI)	Monthly	95%	95%
ICT03 Percentage of medium priority ICT helpdesk calls closed within SLA % of medium priority ICT helpdesk calls that are closed within the Service Level Agreement of 74 working hours within the IT function. (KPI)	Monthly	90%	90%
ICT04 Percentage of low priority ICT helpdesk calls closed within SLA % of low priority ICT helpdesk calls that are closed within the Service Level Agreement of 48 working days within the IT function. (KPI)	Monthly	90%	90%

Recommended measures to be removed from framework. None

Local Land Charges

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
LLC01 Number of Local Land Charge searches received. The total number of Local Land Charge searches received during the reporting period. (Statistic)	Monthly	N/A	N/A
LLC02 Market share. The amount of market share captured by the Council as a % of the total available market (excluding EIRs). (KPI)	Monthly	40%	30%
LLC03 Average number of working days taken to process a search. The average number of working days taken to process a search. (KPI)	Monthly	10 days	10 days
LLC05 Income received. The total amount of income received during the reporting period. (Statistic)	Monthly	N/A	N/A

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
LLC06 % of searches processed within the target time. The % of all searches that are processed within the target time of 10 days.	Recommended to remove due to consistently performing above target and the measure provides the same information as LLC03. The measure no longer drives change and improvement to the service.

Licensing

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
LIC01 Applications processed within SLA. The percentage of licensing applications that have been processed within the service standard. (KPI)	Monthly	96%	96%

Recommended measures to be removed from framework. None

Food Safety

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
FDS01 % of food safety inspections completed. The % of FSA inspections that are completed within the reporting period. (KPI)	Monthly	90%	90%
FDS02 % of registered food premises rated 3 stars or above. The % of registered food premises rated at 3 stars or above following inspection. (KPI)	Monthly	96%	96%

Recommended measures to be removed from framework. None

Environmental Protection

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
ENV01 Number of environmental protection requests received. The total number of environmental protection requests received during the reporting period. (Statistic)	Monthly	N/A	N/A
ENV02 % of environmental protection requests completed within 6 months. The percentage of environmental protection cases that are closed within 6 months of receipt. (KPI)	Monthly	75%	75%

Recommended measures to be removed from framework. None

Systems Development

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
SYS01 Website availability. % of time that the Council's website is available. (KPI)	Monthly	98%	98%
SYS02 LLPG Standard. The standard awarded for the Council's LLPG. (KPI)	Annual	National Standard	National Standard
SYS03 % of systems development requests completed within the SLA. The % of Systems Development requests that are completed within the service level agreement Measures requests from WLDC, NKDC and Central Lincs Planning Unit (JPU). (KPI)	Monthly	85%	85%

Recommended measures to be removed from framework. None

Finance and Property

Director

Emma Foy

Property and Assets

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
PRO01 Planned maintenance. The % of all maintenance that is planned. (KPI)	Annual	70%	70%
PRO02 Responsive maintenance. The % of all maintenance that is responsive. (KPI)	Annual	30%	30%
PRO03 Rental portfolio voids. The amount of Council owned rental property that are void during the reporting period. (KPI)	Monthly	12%	12%

Recommended measures to be removed from framework. None

People and Democratic Services

Assistant Director

Lisa Langdon

Democratic Services

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
DEM01 Number of committee meetings, briefings, workshops, and training events supported by Democratic Services. The total number of committee meetings, briefings, workshops, and training events supported by Democratic Services during the reporting period. *NEW*	Monthly	N/A	Baselined for 2024/25

Recommended measures to be removed from framework. N/A

Homes and Communities

Director

Sally Grindrod-Smith

Homes, Health, and Wellbeing

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
HHW01 Average number of days from DFG referral to completion. The average number of calendar days from receipt of a completed Disabled Facilities Grant application to completion of works. *NEW*	Monthly	120	120
HHW02 % of DFG referrals completed within 120 working days. The % of Disabled Facilities Grant referrals (not including complex cases) where the work is completed within 120 working days. *NEW*	Monthly	50%	50%

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
HHW03 Average number of days from DFG referral to completion. The average number of calendar days from receipt of a completed Disabled Facilities Grant application to completion of works.	• Measure replaced Measure definition is changed from 'calendar days' to 'working days' to align with Department for Levelling Up, Housing & Communities 'Disabled Facilities Grant' guidance.
HHW04 % of DFG referrals completed within 120 calendar days. The % of Disabled Facilities Grant referrals (not including complex cases) where the work is completed within 120 working days.	• Measure replaced Measure definition is changed from 'calendar days' to 'working days' to align with Department for Levelling Up, Housing & Communities 'Disabled Facilities Grant' guidance.
HHW05 Number of long-term empty properties in the district. The total number of properties classed as long-term empty in the district during the reporting period.	Removed from framework as out of the control of the Council. This is to be picked up through the State of the District report.
HHW06 Long-term empty properties as a % of all housing stock in the district. The number of long-term empty properties as a % of all housing stock in the district.	Removed from framework as out of the control of the Council. This is to be picked up through the State of the District report.

Home Choices

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
HME01 Number of homelessness approaches with positive outcomes. The number of homelessness approaches to the service that result in a positive outcome. This could be that the homelessness has prevented, relieved, or accepted. Negative outcomes include no further response from the customer. (Statistic)	Monthly	N/A	N/A
HME02 % of homelessness approaches with positive outcomes. The percentage of homelessness approaches to the service that result in a positive outcome. This could be that the homelessness has prevented, relieved, or accepted. Negative outcomes include no further response from the customer. (KPI)	Monthly	N/A	75%
HME03 Total number of households in leased/B&B accommodation. The number of households that are residing in leased or B&B accommodation. There is a statutory obligation to provide temporary accommodation and this measure allows us to monitor the severity of received homelessness cases. This is the total number of households placed in leased temporary accommodation and the number of households in B&B accommodation. (Statistic)	Monthly	N/A	N/A
HME04 % utilisation of temporary leased accommodation. The percentage of time Cross Street accommodation is fully utilised. (KPI)	Monthly	75%	75%
HME05 % of households spending 56 nights or more in leased accommodation. The percentage of households that spend 56 nights or more in leased accommodation. 56 nights is the prevention/relief duty of the homelessness service. Currently this accommodation relates to Cross Street, Gainsborough. (KPI)	Monthly	N/A	40%
HME06 Number of households in bed and breakfast accommodation. The total number of households that have been placed in temporary accommodation during the reporting period. (Statistic)	Monthly	N/A	N/A
HME07 % of households spending 42 nights or more in B&B accommodation. The percentage of households that spend 42 nights or more in bed and breakfast accommodation. 42 nights is the maximum number of nights a household should stay in B&B accommodation based on best practice/government advice. (KPI)	Monthly	N/A	0%

Recommended measures to be removed from framework None

Communities

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
COM01 Total number of grants awarded. The total number of grants awarded during the reporting period. (Statistic)	Quarterly	N/A	N/A
COM02 Total value of grants awarded. The total value of grants awarded during the reporting period when the agreement is signed. (Statistic)	Quarterly	N/A	N/A
COM03 External community funds levered by WLDC. The total amount of community funds levered by the Council during the reporting period. (Statistic)	Quarterly	N/A	N/A
COM04 The number of Good Causes registered with West Lindsey Lottery. *NEW*	Quarterly	N/A	N/A
COM05 The amount of funds raised for good causes registered with the West Lindsey Lottery. *NEW*	Quarterly	N/A	N/A

Recommended measures to be removed from framework None

Operational and Commercial Services

Director

Ady Selby

Building Control

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
BDG01 Income received. The total amount of income received into the Building Control service during the reporting period. (Statistic)	Monthly	N/A	N/A
BDG02 Applications Received. The total number of applications received defined as Building Notices, Full Plans, Partnership Applications, Other Authority Partnership Applications and Regularisation Applications. (Statistic)	Monthly	N/A	N/A
BDG03 Market Share. The percentage of the overall market that is captured by the Council. (KPI)	Monthly	78%	78%

Recommended measures to be removed from framework None

Crematorium

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
LFC01 Services held. The total number of services held. (KPI)	Monthly	692	tbc
LFC02 Direct funerals held. The total number of direct funerals held. (Statistic)	Monthly	N/A	N/A
LFC03 Income received. The total amount of all income received by the crematorium during the reporting period. (Statistic)	Monthly	£601,500	£601,500
LFC04 Secondary sales. Utilisation of the garden of remembrance and memorialisation (secondary sales). (KPI)	Monthly	£7,800	£7,800
LFC05 Percentage of services that are direct funerals. The % of all services held that are classed as direct funerals. (KPI)	Monthly	N/A	18%
LFC06 Market Share. The percentage of the overall market that is captured by the Council. (KPI)	Monthly	N/A	TBC

Recommended measures to be removed from framework. None

Leisure Contract

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
LEI01 Number of individual full fee-paying Gainsborough leisure centre members. The total number of members of the Gainsborough Leisure Centre during the reporting period. (Statistic)	Monthly	N/A	N/A
LEI02 Number of individual full fee-paying Market Rasen leisure centre members. The total number of members of the Market Rasen Leisure Centre during the reporting period. (Statistic)	Monthly	N/A	N/A
LEI03 % of full fee-paying members visiting the Gainsborough leisure centre at least once a week. The total number of members using the Gainsborough Leisure Centres at least once per week.(Statistic)	Monthly	N/A	N/A
LEI04 % of full fee-paying members visiting the Market Rasen leisure centre at least once a week. The total number of members using the Market Rasen Leisure Centres at least once per week. (Statistic)	Monthly	N/A	N/A
LEI05 Customer Satisfaction - % of customer reporting satisfaction with West Lindsey leisure events and facilities across Gainsborough and Market Rasen sites. (KPI)	Monthly	75%	75%
LEI06 Number of users of the senior's active programme at Gainsborough Leisure Centre. The total number of users of the Seniors Active Programme during the reporting period. *NEW* (Statistic)	Monthly	N/A	N/A
LEI07 Number of users of the senior's active programme at Market Rasen Leisure Centre. The total number of users of the Seniors Active Programme during the reporting period. *NEW* (Statistic)	Monthly	N/A	N/A
LEI08 Number of non-members using the Gainsborough Leisure Centre. The total number of pay-as-you-go users of the Gainsborough Leisure Centre during the reporting period. *NEW* (Statistic)	Monthly	N/A	N/A
LEI09 Number of non-members using the Market Rasen Leisure Centre. The total number of pay-as-you-go users of the Market Rasen Leisure Centre during the reporting period. *NEW* (Statistic)	Monthly	N/A	N/A
LEI10 Number of outreach sessions held. The total number of outreach sessions held during the reporting period. (Statistic)	Monthly	N/A	N/A
LEI11 Number of outreach users. The total number of outreach users during the reporting period. (Statistic)	Monthly	N/A	N/A
LEI12 Number of leisure centre users referred through the Healthy Lifestyle scheme. The total number of users of the Gainsborough and Market Rasen Leisure Centres who have been referred by their GP through the Healthy Lifestyle scheme. (Statistic)	Monthly	N/A	N/A

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
LEI13 Number of users of the senior's active programme using the Leisure Centres. The total number of users of the Seniors Active Programme during the reporting period using the Gainsborough and Market Rasen Leisure Centre during the reporting period.	• Measure replaced Recommended to be removed and replaced with two measures showing individual centre performance.
LEI14 Number of non-members using the Leisure Centre. The total number of pay-as-you-go users of the Gainsborough and Market Rasen Leisure Centre during the reporting period.	• Measure replaced Recommended to be removed and replaced with two measures showing individual centre performance.

Trinity Arts Centre

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
TAC01 The total number of performance and screenings held. The total number of performance and screenings hosted by TAC during the reporting period. (KPI)	Quarterly	8	24
TAC02 Cinema audience figures as a % of capacity. The % of TAC capacity that has been filled as an average during the reporting period. *NEW*	Monthly	N/A	Baselined for 2024/25
TAC03 Live theatre audience figures as a % of capacity. The % of TAC capacity that has been filled as an average during the reporting period. *NEW*	Monthly	N/A	Baselined for 2024/25
TAC04 Number of engagement activities held. The total number of engagement activities held at TAC during the reporting period. (KPI)	Quarterly	30	100
TAC05 Income received. The total amount of income received by TAC during the reporting period. (Statistic)	Monthly	N/A	N/A
TAC06 Average spend per head on secondary sales. The average amount in £ spent on secondary sales per head during the reporting period. (KPI)	Monthly	£3.00	£3.00

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
TAC07 Audience figures as a % of capacity. Percentage of TAC capacity that has been filled as an average during the reporting period.	• Measure replaced Recommended that the measure is replaced with two measures showing audience % for both cinema and live theatre performances.

Operational Services

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
WAS01 Cost of delivering the service per household. The total cost, excluding recharges, of delivering the waste service per household. (Statistic)	Annual	N/A	N/A
WAS02 Amount of residual waste collected per household. The amount, in kg, of residual waste collected per household. (KPI)	Monthly	45kg	45kg
WAS03 Recycling rate. The amount of waste sent for recycling as a % of all waste collected in the district. (KPI)	Annual	50%	50%
WAS04 % of missed bins collected within 5 working days. The % of missed black, blue, green, and purple lidded bins collections that are collected within the service level agreement of 5 working days. *NEW* (KPI)	Monthly	N/A	95%

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
WAS05 % of missed black and blue bins collected within 5 working days. Percentage of missed black and blue bin collections that are collected within the service level agreement of 5 working days.	• Measure replaced Recommended that the measure is removed and replaced within one including Green Garden Waste figures.

Garden Waste

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
GGW01 Number of green garden bins sold. The total number of garden waste bins sold during the reporting period. (KPI)	Annual	28,002	28,205
GGW02 Green Garden Subscription take-up. The percentage take-up of garden waste subscribers. (Statistic)	Annual	N/A	N/A

Recommended measures to be removed from framework. None

Street Cleansing

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
STR01 % of fly tipping collected within 10 working days. The % of all fly-tipping reported to the Council that is collected within the service level agreement (10 working days). (KPI)	Monthly	90%	90%
STR02 Cost of delivering the service per household. The total cost, excluding recharges, of delivering the Street Cleansing service per household within the district. (Statistic)	Annual	N/A	N/A

Recommended measures to be removed from framework. None

Gainsborough Market

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
MKT01 Average number of stalls on a Tuesday. The average number of paid for market stalls during the reporting period for the Tuesday Gainsborough Market. (KPI)	Monthly	37	37
MKT02 Average number of traders on a Tuesday. The average number of traders during the reporting period for the Tuesday Gainsborough Market. *NEW*	Monthly	N/A	Baselined for 2024/25
MKT03 Average number of stalls on a Saturday. The average number of paid for market stalls during the reporting period for the Saturday Gainsborough Market. (KPI)	Monthly	14	14
MKT04 Average number of traders on a Saturday. The average number of traders during the reporting period for the Saturday Gainsborough Market. *NEW*	Monthly	N/A	Baselined for 2024/25

Recommended measures to be removed from framework:

Measure	Reason for non-inclusion
MKT05 Number of market traders. The average number of market traders (both markets combined) during the reporting period.	• Measure replaced Recommended that the measure is removed and replaced two measures showing performance for each market day.

Planning and Regeneration

Director

Sally Grindrod-Smith

Development Management

2024/25 Proposed Measure Set

Measure	Freq.	2023/24 Target	Proposed Target
PLG01 Planning and pre-app income. The total amount of income received from planning and pre-application fees during the period. (Statistic)	Monthly	N/A	N/A
PLG02 Received planning applications. The total number of planning applications received during the reporting period. Includes TPO applications. (Statistic)	Monthly	N/A	N/A
PLG03 Major applications determined in-time. The percentage of major planning applications that are determined within the statutory time limit or within agreed timescales i.e. extensions of time. (KPI)	Monthly	90%	90%
PLG04 Non-major applications determined in-time. The percentage of non-major planning applications that are determined within the statutory time limit or within agreed timescales i.e. extensions of time. (KPI)	Monthly	94%	94%
PLG05 Major appeals allowed. % of all the major decisions that are made in West Lindsey that have been appealed and upheld. This helps with the quality of decisions. (KPI)	Monthly	8%	8%
PLG06 Non-major appeals allowed. % of all the non-major decisions that are made in West Lindsey that have been appealed and upheld. This helps with the quality of decisions. (KPI)	Monthly	8%	8%

Recommended measures to be removed from framework. None