



**Corporate Policy & Resources**

**Thursday, 9<sup>th</sup> January 2025**

**Subject: 2025/26 Measure and Target Setting for Progress and Delivery**

Report by:

Director of Change Management, ICT & Regulatory Services

Contact Officer:

**Claire Bailey**

Change, Projects and Performance Officer

claire.bailey@west-lindsey.gov.uk,

**Darren Mellors**

Change, Performance & Programme Manager

darren.mellors@west-lindsey.gov.uk

Purpose / Summary:

To present for approval the Council's proposed 2025/26 Progress and Delivery measures and corresponding targets.

**RECOMMENDATION(S):**

1. Approval of 2025/26 Progress & Delivery measure set.

## IMPLICATIONS

Legal: N/A

Financial : N/A

Staffing : N/A

(N.B.) Where there are staffing implications the report MUST have a HR Ref

Equality and Diversity including Human Rights : N/A

Data Protection Implications : N/A

Climate Related Risks and Opportunities: N/A

Section 17 Crime and Disorder Considerations: N/A

Health Implications: N/A

Title and Location of any Background Papers used in the preparation of this report :

N/A.

Risk Assessment :

Call in and Urgency:

**Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?**

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

**Yes**

**No**

**Key Decision:**

A matter which affects two or more wards, or has significant financial implications

**Yes**

**No**

## Executive Summary.

Effective performance management is integral to the on-going success of West Lindsey District Council (WLDC) 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 2025/26.

The following elements were considered when identifying appropriate measures and targets:

1. **Relevance.** Would it make a difference if we didn't report against this measure?
2. **Statutory requirement.** Do we have a statutory obligation to report performance against this measure?
3. **Strategic alignment.** Does the measure align with the Corporate / WLDC strategies?
4. **Purpose.** Why should we measure this? If we deliver against the target, what is the benefit? *The so what factor*
5. **Impact of underperformance.** What is the impact if we fail to meet our target?
6. **Learn and improve.** Does the measure provide information to learn and improve?
7. **Understandable.** Is the measure easy to understand by all stakeholders (members, residents, and officers)
8. **Ease of collection.** Is it easy to collect the required performance data?

The measures recommended 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 our control e.g. PLG02 - Received planning applications, 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 Focus Group.

Following approval at Overview and Scrutiny Committee in October, a Member focus group was held on 4th November 2024 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. The Focus Group consisted of Councillor M Snee, Councillor T Bridgewood, Councillor M Palmer, Councillor P Howitt-Cowan and Councillor M Westley.

In addition, the proposed 2025/26 measure set was issued to all Councillors, with feedback gathered and considered by officers and Members of the focus group.

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 P&D framework and understanding the progress and delivery report itself.

The below tables set out the measures proposed to be introduced, amended, and removed for the 2025/26 P&D framework.

### **Culture and Leisure measures**

Work is planned to identify appropriate P&D measures for culture and leisure, it is anticipated that these will be included in the quarter two P&D report for review and formal approval from Corporate Policy and Resources.

## New Measures

The measures shown in the below table will not have targets assigned for 2025/26, 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.

| Service             | Measure  | Reason for Inclusion  |
|---------------------|--|---|
| Corporate Health    | Value of savings identified  | New measure to cover all saving identified within the wider Council rather than Together 24 identified savings. Reporting performance against this KPI will monitor the organisation's ability to identify and deliver savings to achieve a future balanced budget.                         |
|                     | Value of savings delivered   | New measure to cover all saving delivered within the wider Council rather than Together 24 delivered savings. Reporting performance against this KPI will monitor the organisation's ability to identify and deliver savings to achieve a future balanced budget.                           |
|                     | Number of data breaches reported internally  | Measure replaces 'Number of data breaches resulting in action from the Information Commissioners Office' this will provide the visibility on the internal monitoring and actions to prevent data breaches occurring.  |
|                     | Number of formal notifications received from the Information Commissioners Office (ICO) in relation to information requests. | Measure replaces 'Number of FOI challenges upheld' to provide assurance to members that the Councils internal reviews of any FOI challenges received is working and therefore do not require escalation to the ICO.   |
|                     | % of staff turnover  | Measure replaces 'Employee satisfaction'. % of staff turnover is comparative with other councils and can be benchmarked. Employee satisfaction surveys will still be undertaken and considered through JSCC.  |
|                     | % of contracted spend  | Measure replaced 'Number of expired contracts' to provide better visibility to members of the percentage of spend undertaken within the contracts register.   |
| Property and Assets | % of void property (by rental income)  | Measure replaces 'Rental portfolio voids' to provide better weight to the measure in relation to the size of the rental void and the financial impact on the Council.   |
|                     | % of the planned annual maintenance programme delivered in year.   | Measure replaces '% of all maintenance that is planned/responsive' to highlight performance delivering our planned maintenance as shows the effectiveness of our maintenance delivery. Ensuring that members have visibility on the statutory maintenance of the building to ensure safety. |
| Leisure Centre      | % of the contractual annual maintenance plan delivered in year.  | To provide a measure to monitor Everyone Actives contractual requirement against their maintenance plan. The annual plan is set and delivery against the plan is a contractual requirement.   |

|             |   |  |
|-------------|---|--|
|             | Number of complaints received – Gainsborough Leisure Centre         | Measure replaces 'Customer Satisfaction' to provide members visibility around the number and nature of the complaints received. The supporting narrative will identify the type and frequency of the complaints. |
|             | Number of complaints received – Market Rasen Leisure Centre         |  |
| Crematorium | % of all types of services  | Measure replaces '% of services that are direct' and 'Direct funerals held' to provide the breakdown as per the business plan of full services, direct, attended direct and early start services.                |
| Market      | Average number of farmers market traders on a Saturday market       | New measures proposed to break down the market stalls and traders by farmers market and special event stalls.  |
|             | Average number of special event market traders on a Saturday market |  |
|             | Average number of farmers market stalls on a Saturday market        |  |
|             | Average number of special event market stalls on a Saturday market  |  |

### Amended Measures

| Service                        | 2024/25 Measure   | From | To                                  | Proposed Change  |
|--------------------------------|---|------|-------------------------------------|--|
| <b>Corporate Health</b>        |   |      |                                     |  |
| Finance and Property           | Budget variance (£) <b>Tolerance change.</b>  | £0   | £500k above or below                | Current tolerance presents a less is better position, however a balanced budget is the target. A balanced budget shows accurate forecasting and budgeting to ensure best use of the available set budget. Tolerance to be amended to no more than 3% (£500k) variance either above or below. |
|                                | Overall Council budget forecast outturn variance (%) <b>Tolerance change.</b>           | 0%   | £500k (% equivalent) above or below | Current tolerance presents a less is better position, however a balanced budget is the target. A balanced budget shows accurate forecasting and budgeting to ensure best use of the available set budget. Tolerance to be amended to no more than 3% (£500k) variance either above or below. |
|                                | % of invoices paid within 30 days from date of receipt of invoice <b>Target change.</b> | 97%  | 98%                                 | Increase target due to exceeding target for 2023/24 and 2024/25 to date.   |
| People and Democratic Services | Staff absenteeism (The average number of sickness absence)                              | 0.6  | 1.5                                 | Target has not been reviewed for a number of years, with WL target low compared to other local authorities when compared on the LGA website.   |

| Service   | 2024/25 Measure  | From          | To   | Proposed Change  |
|---|--|---------------|------|--|
|   | days per month per FTE) <b>Target change.</b>  |               |      | Recommend increase the target, however, still remain below other local authorities.  |
| <b>Change Management, ICT and Regulatory Services</b> |  |               |      |  |
| Local Land Charges                                    | Market Share <b>Remove target</b>  | 30%           | None | Keep in as a statistic to maintain the visibility, however this measure is considered out of our control, due to undercutting on fees. Focus to continue maintaining high-performance in-service delivery.                             |
| <b>Operational and Commercial Services</b>            |  |               |      |  |
| Markets   | Average number of general market traders on a Tuesday market <b>Target change &amp; Description change.</b>  | No target     | 20   | New measure last year, performance was baselined over the first year and stretched to reflect ambition of the town centre and a target set for 2025/26.  |
|   | Average number of general market traders on a Saturday market <b>Target change &amp; Description change.</b> | No target     | 10   | New measure last year, performance was baselined over the first year and stretched to reflect ambition of the town centre. and a target set for 2025/26. This measure will no longer include farmers markets and special event stalls. |
|   | Average number of general market stalls – Saturday <b>Description change.</b>                                | 14            | 14   | This measure will no longer include farmers markets and special event stalls.  |
| Trinity Arts Centre                                   | Total number of live performances and screenings held <b>Target change. QTR</b>                              | 24            | 35   | Changed the description to be explicit in that it includes only those performances and screening held at TAC and not outside of the building. Increase target due to exceeding target to date and to align to the Business Plan.       |
|   | Live theatre audience figures as a % of capacity <b>Target change.</b>                                       | No target set | 60%  | New measure last year, performance was baselined over the first year and a target set for 2025/26 and aligned to the Business Plan.  |

### Measures Removed

| Service                 | Measure                              | Reason for Non-inclusion   |
|-------------------------|--------------------------------------|--|
| <b>Corporate Health</b> |                                      |  |
| Finance and Property    | Annual Statement of Accounts Outcome | To be removed as reported elsewhere. The Council would never expect to be issued with a qualified accounts decision. |



| Service                                    | Measure   | Reason for Non-inclusion   |
|--|---|--|
|  | Value of savings identified (T24)   | The measure initially focussed on the Together 24 programme savings however KPI to be replaced to cover all saving identified within the wider Council   |
|  | Value of savings delivered (T24)  | The measure initially focussed on the Together 24 programme savings however KPI to be replaced to cover all saving delivered within the wider Council  |
|  | Number of expired contracts   | To be replaced with '% of contracted spend' to provide better visibility to members of the percentage of spend undertaken within the contracts register.   |
| People and Democratic Services             | Number of data breaches resulting in action from the Information Commissioners Office | To be replaced with 'Number of data breaches reported internally' to provide the visibility on the internal monitoring and actions to prevent data breaches occurring.   |
|  | Number of FOI challenges upheld   | To be replaced with 'Number of formal notifications received from the Information Commissioners Office (ICO) in relation to information requests' to provide assurance to members that the Councils internal reviews of any FOI challenges received is working and therefore do not require escalation to the ICO.           |
|  | Employee satisfaction   | To be replaced with '% of staff turnover' % of staff turnover is comparative with other councils and can be benchmarked. Employee satisfaction surveys will still be undertaken and considered through JSCC.   |
| <b>Operational and Commercial Services</b> |   |  |
| Crematorium                                | Direct funerals held  | To be replaced with % breakdown of all types of service, standard, early start, direct and farewell.   |
|  | % of services that are direct   | To be replaced with % breakdown of all types of service, standard, early start, direct and farewell.   |
|  | Market Share  | To be removed due to data not being available within the required timeframe.   |
| Leisure Centre                             | Customer Satisfaction   | To be replaced with 'Number of complaints received' to provide members visibility around the number and nature of the complaints received.   |
| <b>Finance and Property</b>                |   |  |
| Property and Assets                        | % of all maintenance that is planned  | Both measures to be replaced with '% of the planned annual maintenance programme delivered in year' to highlight performance delivering our planned maintenance as shows the effectiveness of our maintenance delivery. Ensuring that members have visibility on the statutory maintenance of the building to ensure safety. |
|  | % of all maintenance that is responsive   |  |
|  | Rental portfolio voids  | To be replaced with '% of void property (by rental income)' to provide better weight to the measure in relation to the size of the rental void and the financial impact on the Council.  |

## Corporate Health

### 2025/26 Proposed Measure Set

| Service                             | Measure  | Freq.     | 2024/25 Target  | Proposed Target |
|-------------------------------------|--|-----------|-----------------|-----------------|
| ance and Property                   | <b>CH01. Value of savings identified.</b> The cumulative value of cashable savings identified and monitored through budget setting and monitoring. <b>New</b>  | Monthly   | New             | N/A - Statistic |
|                                     | <b>CH02. Value of savings delivered.</b> The cumulative value of cashable savings delivered. <b>New</b>  | Monthly   | New             | N/A - Statistic |
|                                     | <b>CH03. Budget variance (£).</b> £ variance between the Council's budget compared to actual. <b>No Change</b>   | Annual    | 0               | 0               |
|                                     | <b>CH04. % of invoices paid within 30 days from date of receipt of invoice.</b> % of invoices paid within 30 days from date invoice received (not including invoices in dispute). <b>Target increased.</b>         | Monthly   | 97%             | 98%             |
|                                     | <b>CH05. Overall Council budget forecast outturn variance (%).</b> % of forecast outturn variance against the approved budget for the year. <b>No Change</b>   | Quarterly | 0%              | 0%              |
|                                     | <b>CH06. Draft Annual Statement of Accounts Published by Deadline.</b> Publication date of the draft Statement of Accounts to auditors with a deadline date of 31st May (date subject to change). <b>No Change</b> | Annual    | Yes             | Yes             |
|                                     | <b>CH07. % of contracted spend.</b> % of spend undertaken within the contracts register. <b>New</b>  | Quarterly | New             | N/A - Statistic |
| Operational and Commercial Services | <b>CH08. Volume of face-to-face demands received into the Customer Contact Centre.</b> The face-to-face demands received by the Customer Contact Centre. <b>No Change</b>  | Monthly   | N/A – Statistic |                 |
|                                     | <b>CH09. Volume of telephone demands received into the Customer Contact Centre.</b> The volume of telephone demands received by the Customer Contact Centre via 01427 676676. <b>No Change</b>                     | Monthly   | N/A – Statistic |                 |
|                                     | <b>CH010. % of abandoned calls.</b> The percentage of inbound calls into the Customer Contact Centre where the customer hangs up before their call is answered. <b>No Change</b>                                   | Monthly   | N/A – Statistic |                 |
|                                     | <b>CH011. % of on-line demands received.</b> The percentage of service requests  | Monthly   | N/A – Statistic |                 |

| Service                        | Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|--------------------------------|---|---------|-----------------|-----------------|
|                                | received through on-line methods. <b>No Change</b>  |         |                 |                 |
|                                | <b>CH12. Overall Customer Satisfaction.</b> The percentage of customers that have given a satisfaction score of four stars or above. <b>No Change</b>   | Monthly | 75%             | 75%             |
|                                | <b>CH13. Compliments received.</b> The total number of compliments received in the reporting period. <b>No Change</b>   | Monthly | N/A – Statistic |                 |
|                                | <b>CH14. Complaints received.</b> The total number of complaints received in the reporting period. <b>No Change</b>   | Monthly | N/A – Statistic |                 |
|                                | <b>CH15. % of complaints where the Council is at fault.</b> The percentage of complaints following investigation that have found the Council at fault. <b>No Change</b>   | Monthly | 40%             | 40%             |
|                                | <b>CH16. Average number of calendar days taken to resolve a complaint.</b> The average number of days taken to resolve a complaint. <b>No Change</b>  | Monthly | 14              | 14              |
|                                | <b>CH17. Number of FOI and EIR requests received.</b> The total number of FOI or EIR requests received via email or online form (verbally EIR) during the reporting period <b>No Change</b>   | Monthly | N/A – Statistic |                 |
|                                | <b>CH18. % of FOIs and EIRs completed within the statutory timeframe.</b> % of FOIs completed within the statutory timeframe, this includes the 20 working days statutory timeframe and where the timeframe is paused to request additional information. <b>No Change</b> | Monthly | 97%             | 97%             |
| People and Democratic Services | <b>CH19. Number of data breaches reported internally.</b> The number of data breaches reported through internal Council reporting procedures. <b>New</b>  | Monthly | New             | N/A - Statistic |
|                                | <b>CH20. Number of formal notifications received from the Information Commissioners Office in relation to information requests.</b> Total number of challenges relating to FOI, SAR, EIR that have been received from the ICO via formal notification. <b>New</b>         | Monthly | New             | N/A - Statistic |
|                                | <b>CH21. % of staff turnover.</b> The % of staff who have left the authority compared to total number of employees, includes employees who left voluntarily or involuntarily. <b>New</b>  | Monthly | New             | N/A - Statistic |

| Service | Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---------|---|---------|-----------------|-----------------|
|         | <b>CH22. Staff absenteeism.</b> The average number of sickness absence days per month per FTE. <b>Target increased.</b>   | Monthly | 0.6             | 1.5             |
|         | <b>CH23. Health &amp; Safety incidents.</b> The number of health & safety incidents reported within the reporting period. Covers all staff and customers. <b>No Change</b>        | Monthly | N/A – Statistic |                 |
| ICT     | <b>CH24. % of time that the Council's server and systems are operating as planned.</b> % of time that the Council's server and systems are operating as planned. <b>No Change</b> | Monthly | 98%             | 98%             |

### Recommended Measures to be Removed.

| Measure   | Reason for Non-inclusion  |
|---|---|
| Annual Statement of Accounts Outcome  | To be removed as reported elsewhere and doesn't add value. The Council would never expect to be issued with a qualified accounts decision.  |
| Value of savings identified (T24)   | The measure initially focussed on the Together 24 programme savings however KPI to be replaced with CH01 to cover all saving identified within the wider Council  |
| Value of savings delivered (T24)  | The measure initially focussed on the Together 24 programme savings however KPI to be replaced with CH02 to cover all saving delivered within the wider Council   |
| Number of expired contracts   | To be replaced with 'CH07 - % of contracted spend' to provide better visibility to members of the percentage of spend undertaken within the contracts register.   |
| Number of data breaches resulting in action from the Information Commissioners Office | To be replaced with 'CH19 - Number of data breaches reported internally' to provide the visibility on the internal monitoring and actions to prevent data breaches occurring.   |
| Number of FOI challenges upheld   | To be replaced with 'CH20 - Number of formal notifications received from the Information Commissioners Office (ICO) in relation to information requests' to provide assurance to members that the Councils internal reviews of any FOI challenges received is working and therefore do not require escalation to the ICO. |
| Employee satisfaction   | To be replaced with 'CH21 - % of staff turnover' % of staff turnover is comparative with other councils and can be benchmarked. Employee satisfaction surveys will still be undertaken and considered through JSCC.   |

## Change Management, ICT and Regulatory Services

Director

Nova Roberts

### Council Tax and NNDR

#### 2025/26 Proposed Measure Set.

| Measure  | Freq.   | 2024/25 Target                         | Proposed Target |
|--|---------|--|-----------------|
| <b>LOT01. Number of properties on the Council Tax Valuation List.</b> The total number of properties that the Valuation Office has determined a council tax band in WLDC. <b>No Change</b>                     | Monthly | N/A – Statistic                        |                 |
| <b>LOT02. Amount of Council Tax collected.</b> The total amount of Council Tax collected in £ during the reporting period. <b>No Change</b>  | Monthly | N/A – Statistic                        |                 |
| <b>LOT03. Council Tax in-year collection rate.</b> The amount of Council Tax collected during the reporting period as a percentage of total available to collect during the reporting period. <b>No Change</b> | Monthly | TBC - based on 2024/25 collection rate |                 |
| <b>LOT04. Number of businesses on the Non-Domestic Rating list.</b> The total number of businesses on the Non-Domestic Rating List. <b>No Change</b>   | Monthly | N/A – Statistic                        |                 |
| <b>LOT05. Amount of NNDR collected.</b> The total amount of NNDR collected in £ during the reporting period. <b>No Change</b>  | Monthly | N/A – Statistic                        |                 |
| <b>LOT06. NNDR In-year collection rate.</b> The amount of NNDR collected during the reporting period as a percentage of total available to collect during the reporting period. <b>No Change</b>               | Monthly | TBC - based on 2024/25 collection rate |                 |

**Recommended Measures to be Removed.** None

### Enforcement

#### 2025/26 Proposed Measure Set.

| Measure  | Freq.   | 2024/25 Target  | Proposed Target |
|--|---------|-----------------|-----------------|
| <b>ENF01. Number of planning enforcement requests received.</b> The total number of planning enforcement requests received during the reporting period. <b>No Change</b>   | Monthly | N/A – Statistic |                 |
| <b>ENF02. % Planning enforcement cases given an initial response within 20 working days.</b> % of all planning enforcement cases during the reporting period where the customer is given an initial response within 20 working days. (For any case that is not high impact it is our aim to inform customers of our likely | Monthly | 90%             | 90%             |

|  |         |                 |     |
|--|---------|-----------------|-----|
| course of action within 20 working days of receiving a report - set out in the Local Enforcement Plan). <b>No Change</b>   |         |                 |     |
| <b>ENF03. % of planning enforcement cases closed within 6 months.</b> The number of planning enforcement cases that are closed within 6 months of receipt as a percentage of all planning enforcement cases. <b>No Change</b>  | Monthly | 75%             | 75% |
| <b>ENF04. Number of housing enforcement requests received.</b> The total number of housing enforcement requests received during the reporting period. <b>No Change</b>   | Monthly | N/A – Statistic |     |
| <b>ENF05. % of housing enforcement cases closed within 6 months.</b> The number of housing enforcement cases that are closed within 6 months of receipt as a percentage of all housing enforcement cases. <b>No Change</b>   | Monthly | 75%             | 75% |
| <b>ENF06. Number of fly-tipping cases attended for investigation.</b> The total number of fly tipping cases attended for investigation over the reporting period. <b>No Change</b>   | Monthly | N/A – Statistic |     |
| <b>ENF07. Number of Fixed Penalty Notices (FPN) issued for fly tipping offences.</b> The number of Fixed Penalty Notices that have been issued for fly tipping offences. <b>No Change</b>  | Monthly | N/A – Statistic |     |
| <b>ENF08. Number of new community safety complaints.</b> 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. <b>No Change</b>        | Monthly | N/A – Statistic |     |
| <b>ENF09. Number of community safety cases closed following intervention.</b> The number of community safety closed following intervention including informal warning, formal warning, and formal action -FPN/CPN interventions. <b>No Change</b>                    | Monthly | N/A – Statistic |     |
| <b>ENF10. Number of community safety complaints that result in formal action.</b> The number of community safety complaints that result in either the issue of a Fixed Penalty Notice or a Community Protection Notice during the reporting period. <b>No Change</b> | Monthly | N/A – Statistic |     |

**Recommended Measures to be Removed.** None

## Housing Benefit and Local Council Tax Support

**2025/26 Proposed Measure Set.**

| Measure  | Freq.   | 2024/25 Target | Proposed Target |
|--|---------|----------------|-----------------|
| <b>BEN01. End to end processing times.</b> The average number of calendar days taken to process a benefit claim or change of circumstances during the reporting period. <b>No Change</b> | Monthly | 7              | 7               |

|   |         |   |   |
|---|---------|---|---|
| <b>BEN02. Claims older than 50 calendar days.</b> The number of new benefit (Housing Benefit and Council Tax Support) claims that have been open for more than 50 calendar days during the reporting period. <b>No Change</b> | Monthly | 6 | 6 |
|---|---------|---|---|

**Recommended Measures to be Removed.** None

## ICT

**2025/26 Proposed Measure Set.**

| Measure  | Freq.   | 2024/25 Target  | Proposed Target |
|--|---------|-----------------|-----------------|
| <b>ICT01. Customer Satisfaction.</b> The average response to the question “How satisfied are you with the service provided by the ICT department? (1-lowest, 5-highest)”. <b>No Change</b>   | Annual  | N/A – Statistic |                 |
| <b>ICT02. % of high priority ICT helpdesk calls closed within 24 working hours.</b> % of high priority ICT helpdesk calls that are closed within the Service Level Agreement of 24 working hours within the ICT function. <b>No Change</b>     | Monthly | 95%             | 95%             |
| <b>ICT03. % of medium priority ICT helpdesk calls closed within 74 working hours.</b> % of medium priority ICT helpdesk calls that are closed within the Service Level Agreement of 74 working hours within the ICT function. <b>No Change</b> | Monthly | 90%             | 90%             |
| <b>ICT04. % of low priority ICT helpdesk calls closed within 48 working days.</b> % of low priority ICT helpdesk calls that are closed within the Service Level Agreement of 48 working days within the ICT function. <b>No Change</b>         | Monthly | 90%             | 90%             |

**Recommended Measures to be Removed.** None

## Local Land Charges

**2025/26 Proposed Measure Set.**

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>LLC01. Number of Local Land Charge searches received (CON29 and EIR searches).</b> The total number of Local Land Charge searches received during the reporting period. This includes CON29 and EIR searches. CON29 – Fee generating conveyancing search of West Lindsey specific data, usually relating to property sales. EIR (Environmental Impact Regulation) – Elements of the CON29 which are not held in the public domain. Generic search across the wide database often as part of the search by commercial organisations, not fee generating. <b>No Change</b> | Monthly | N/A – Statistic |                 |

|  |         |                 |                 |
|--|---------|-----------------|-----------------|
| <b>LLC02. Market Share.</b> The amount of market share captured by the Council as a % of the total available market (excluding EIRs). <b>Change to statistic<sup>1</sup></b> | Monthly | 30%             | N/A – Statistic |
| <b>LLC03. Average number of working days taken to process a search.</b> The average number of working days taken to process a search from receipt. <b>No Change</b>          | Monthly | 10              | 10              |
| <b>LLC04. Income Received.</b> The total amount of income received during the reporting period. <b>No Change</b>   | Monthly | N/A – Statistic |                 |

**Recommended Measures to be Removed.** None

## Licensing

**2025/26 Proposed Measure Set.**

| Measure  | Freq.   | 2024/25 Target | Proposed Target |
|--|---------|----------------|-----------------|
| <b>LIC01. % of licensing applications processed within target time.</b> % of licensing applications that have been processed within the service standard. <b>No Change</b> | Monthly | 96%            | 96%             |

**Recommended Measures to be Removed.** None

## Food Safety

**2025/26 Proposed Measure Set.**

| Measure  | Freq.   | 2024/25 Target | Proposed Target |
|--|---------|----------------|-----------------|
| <b>FDS01. % of FSA inspections completed.</b> % of Food Standards Agency inspections that are completed within the reporting period <b>No Change</b>               | Monthly | 90%            | 90%             |
| <b>FDS02. % of registered food premises rated 3 stars or above.</b> % of registered food premises rated at 3 stars or above following inspection. <b>No Change</b> | Monthly | 96%            | 96%             |

**Recommended Measures to be Removed.** None

## Environmental Protection

**2025/26 Proposed Measure Set.**

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>ENF01. Number of environmental protection requests received.</b> The total number of environmental | Monthly | N/A – Statistic |                 |

---

<sup>1</sup> Recommended that LLC02 is changed from a KPI to a Statistic as performance is outside the control of the service.



|  |         |     |     |
|--|---------|-----|-----|
| protection requests received during the reporting period. <b>No Change</b>   |         |     |     |
| <b>ENF02. % of environmental protection cases closed within 6 months.</b> % of environmental protection cases that are closed within 6 months of receipt. <b>No Change</b> | Monthly | 75% | 75% |

**Recommended Measures to be Removed.** None

## Systems Development

**2025/26 Proposed Measure Set.**

| Measure  | Freq.   | 2024/25 Target                  | Proposed Target                 |
|--|---------|---------------------------------|---------------------------------|
| <b>SYS01. Website availability.</b> % of time that the Council's website is available. <b>No Change</b>  | Monthly | 0.98                            | 0.98                            |
| <b>SYS02. LLPG Standard.</b> The standard awarded for the Council's Local Land and Property Gazetteer. <b>No Change</b>  | Annual  | National Standard (Bronze or >) | National Standard (Bronze or >) |
| <b>SYS03. % of systems development requests completed within 10 working days.</b> The % of Systems Development requests that are completed within the service level agreement (80% within 10 working days). Measures any changes requested from WLDC, NKDC and Central Lincs Planning Unit (JPU) to our corporate systems and website, internal team to action and respond. <b>No Change</b> | Monthly | 0.85                            | 0.85                            |

**Recommended Measures to be Removed.** None

## Finance and Property

|                 |          |
|-----------------|----------|
| <b>Director</b> | Emma Foy |
|-----------------|----------|

## Property and Assets

**2025/26 Proposed Measure Set.**

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>PRO01. % of void property (by rental income).</b> The total % of void rental properties by their rental income. <b>New</b> | Monthly | N/A – Statistic |                 |

|  |         |                 |
|--|---------|-----------------|
| <b>PRO02. % of the planned annual maintenance programme delivered in year.</b> The maintenance plan is set annually with percentage delivery tracked. <b>New</b> | Monthly | N/A – Statistic |
|--|---------|-----------------|

**Recommended Measures to be Removed.**

| Measure                                 | Reason for Non-inclusion   |
|---|--|
| % of all maintenance that is planned    | Both measures to be replaced with 'PRO02 - % of the planned annual maintenance programme delivered in year' to highlight performance delivering our planned maintenance as shows the effectiveness of our maintenance delivery. Ensuring that members have visibility on the statutory maintenance of the building to ensure safety. |
| % of all maintenance that is responsive |  |
| Rental portfolio voids                  | To be replaced with 'PRO01 - % of void property (by rental income)' to provide better weight to the measure in relation to the size of the rental void and the financial impact on the Council.  |

### People and Democratic Services

**Director** Lisa Langdon

### Democratic Services

**2025/26 Proposed Measure Set.**

| Measure  | Freq.   | 2024/25 Target  | Proposed Target |
|--|---------|-----------------|-----------------|
| <b>DEM01. Number of committee meetings, briefings, workshops, and training events supported by Democratic Services.</b> The total number of committee meetings, briefings, workshops, and training events supported by Democratic Services during the reporting period. <b>No Change</b> | Monthly | N/A – Statistic |                 |

**Recommended Measures to be Removed.** None

### Homes and Communities

**Director** Sally Grindrod-Smith

### Homes, Health, and Wellbeing

**2025/26 Proposed Measure Set.**

| Measure  | Freq.   | 2024/25 Target | Proposed Target |
|--|---------|----------------|-----------------|
| <b>HHW01. The average number of working days from DFG referral to completion of works.</b> The average number of DFG referrals (not including complex cases - any grant that is not procured through existing contractor Framework or Obam contract. These include but are not limited to; | Monthly | 120            | 120             |

| Measure  | Freq.     | 2024/25 Target  | Proposed Target |
|--|-----------|-----------------|-----------------|
| extensions, conversions and dropped kerbs. These adaptations are complex and will not be completed within the target time frame.) Where the work is completed within 120 working days from receipt of referral from LCC Adult Social Care to completion of works. <b>No Change</b>   |           |                 |                 |
| <b>HHW02. % of DFG referrals completed within 120 working days.</b> % of DFG referrals (not including complex cases - any grant that is not procured through existing contractor Framework or Obam contract. These include but are not limited to; extensions, conversions and dropped kerbs. These adaptations are complex and will not be completed within the target time frame.) Where the work is completed within 120 working days. % of DFG referrals (not including complex cases - any grant that is not procured through existing contractor Framework or Obam contract. These include but are not limited to; extensions, conversions and dropped kerbs. These adaptations are complex and will not be completed within the target time frame.) Where the work is completed within 120 working days. <b>No Change</b> | Monthly   | 50%             | 50%             |
| <b>HHW03. % of DFG spend against the (Better Care Fund) budget.</b> Cumulative % of the annual budget allocated to disabled facilities grants. <b>New</b>  | Quarterly | N/A – Statistic |                 |
| <b>HHW04. Long term empty properties as a percentage of all housing stock in the district.</b> The number of long-term empty properties as a % of all housing stock in the district. <b>No Change</b>  | Quarterly | 2%              | 2%              |

**Recommended Measures to be Removed.** None

## Home Choices

**2025/26 Proposed Measure Set.**

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>HME01. Number of homelessness approaches with positive outcomes.</b> 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. <b>No Change</b> | Monthly | N/A – Statistic |                 |
| <b>HME02. % of homelessness approaches with positive outcomes.</b> 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. <b>No Change</b>  | Monthly | 75%             | 75%             |

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>HME03. Total number of households in temporary leased/B&amp;B accommodation.</b> The number of households that are residing in temporary or B&B accommodation. There is a statutory obligation to provide temporary accommodation, and this measure allows the Council to monitor the severity of received homelessness cases.<br><b>No Change</b> | Monthly | N/A – Statistic |                 |
| <b>HME04. % utilisation of temporary leased accommodation.</b> The percentage of time the Council temporary leased accommodation is fully utilised.<br><b>No Change</b>   | Monthly | 75%             | 75%             |
| <b>HME05. % of households spending more than 56 nights in temporary leased accommodation.</b> % of households that spend 56 nights or more in temporary leased accommodation. 56 nights is the relief duty of the homelessness service as set by Government legislation.<br><b>No Change</b>  | Monthly | 40%             | 40%             |
| <b>HME06. Number of households in B&amp;B accommodation.</b> The total number of households that have been placed in B&B accommodation during the reporting period.<br><b>No Change</b>   | Monthly | N/A – Statistic |                 |
| <b>HME07. % of households spending 42 nights or more in B&amp;B accommodation.</b> % 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. <b>No Change</b>                                 | Monthly | 0%              | 0%              |

**Recommended Measures to be Removed.** None

## Communities

**2025/26 Proposed Measure Set.**

| Measure  | Freq.     | 2024/25 Target  | Proposed Target |
|--|-----------|-----------------|-----------------|
| <b>COM01. Total number of grants awarded.</b> The total number of grants awarded during the reporting period. <b>No Change</b>   | Quarterly | N/A – Statistic |                 |
| <b>COM02. Total value of grants awarded.</b> The total value of grants awarded during the reporting period when the agreement is signed <b>No Change</b>                 | Quarterly | N/A – Statistic |                 |
| <b>COM03. External community funds levered by WLDC.</b> The total amount of external community funds levered by the Council during the reporting period <b>No Change</b> | Quarterly | N/A – Statistic |                 |

|   |           |                 |
|---|-----------|-----------------|
| COM04. The number of Good Causes registered with West Lindsey Lottery. Total number of Good Causes registered with West Lindsey Lottery during the reporting period.<br><b>No Change</b>                              | Quarterly | N/A – Statistic |
| <b>COM05. The amount of funds raised for Good Causes registered with the West Lindsey Lottery.</b> The amount of funds raised for Good Causes with West Lindsey Lottery during the reporting period. <b>No Change</b> | Quarterly | N/A – Statistic |

**Recommended Measures to be Removed.** None

## Operational and Commercial Services

Director

## Building Control

**2025/26 Proposed Measure Set.**

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>BDG01. Income Received.</b> The total amount of income received into the Building Control service during the reporting period. <b>No Change</b>  | Monthly | N/A – Statistic |                 |
| <b>BDG02. Applications Received.</b> The total number of applications received defined as Building Notices, Full Plans, Partnership Applications, Other Authority Partnership Applications, Reversion Applications and Regularisation Applications <b>No Change</b> | Monthly | N/A – Statistic |                 |
| <b>BDG03. Market Share.</b> % of the overall market share that is captured by the Council. <b>No Change</b>   | Monthly | 78%             | 78%             |

**Recommended Measures to be Removed.** None

## Crematorium

## 2025/26 Proposed Measure Set.

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>LFC01. Services held.</b> The total number of services held <b>No Change</b>   | Monthly | 592             | 622             |
| <b>LFC02. % breakdown of all types of services.</b> % breakdown of all types of service, standard, early start, direct and farewell over the reporting period. <b>New</b> | Monthly | N/A – Statistic |                 |
| <b>LFC03. Income Received.</b> The total amount of all income received by the crematorium during the reporting period. <b>No Change</b>                                   | Monthly | N/A – Statistic |                 |
| <b>LFC04. Secondary sales.</b> The total amount of secondary sales, including garden of remembrance, book of remembrance and memorialisation. <b>No Change</b>            | Monthly | N/A – Statistic |                 |

## Recommended Measures to be Removed.

| Measure                       | Reason for Non-inclusion   |
|-------------------------------|--|
| Direct funerals held          | It is recommended that these measures are removed due to them not reflecting the whole picture of services. It is proposed that these two measures are replaced by LFC02 which will show a % breakdown of all types of services, standard, early start, direct and farewell. |
| % of services that are direct |  |
| Market Share                  | Recommended for removal due to data not being available within the required timeframe.   |

## Leisure Contract

## 2025/26 Proposed Measure Set.

| Measure   | Freq.     | 2024/25 Target  | Proposed Target |
|---|-----------|-----------------|-----------------|
| <b>LEI01. % of the contractual annual maintenance plan delivered in year.</b> The maintenance plan is set annually with percentage delivered tracked against the contractual requirement. <b>New</b>      | Quarterly | N/A – Statistic |                 |
| <b>LEI02. Number of complaints received – Gainsborough leisure centre.</b> Total number of complaints received by the Gainsborough leisure centre in the reporting period. <b>New</b>                     | Monthly   | N/A – Statistic |                 |
| <b>LEI03. Number of complaints received – Market Rasen leisure centre.</b> Total number of complaints received by the Market Rasen leisure centre in the reporting period. <b>New</b>                     | Monthly   | N/A – Statistic |                 |
| <b>LEI04. Number of individual full fee-paying Gainsborough leisure centre members.</b> The total number of paid members of the Gainsborough Leisure Centre during the reporting period <b>No Change</b>  | Monthly   | N/A – Statistic |                 |
| <b>LEI05. Number of individual full fee-paying Market Rasen leisure centre members.</b> The total number of paid members of the Market Rasen Leisure Centre during the reporting period. <b>No Change</b> | Monthly   | N/A – Statistic |                 |

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>LEI06. % of full fee-paying members visiting the Gainsborough leisure centre at least once a week. % of paid members using the Gainsborough Leisure Centres at least once per week. <span style="color: green;">No Change</span></b>         | Monthly | N/A – Statistic |                 |
| <b>LEI07. % of full fee-paying members visiting the Market Rasen leisure centre at least once a week. % of paid members using the Market Rasen Leisure Centres at least once per week. <span style="color: green;">No Change</span></b>         | Monthly | N/A – Statistic |                 |
| <b>LEI08. Number of users of the senior’s active programme at Gainsborough Leisure Centre. The total number of users of the Gainsborough Seniors Active Programme during the reporting period. <span style="color: green;">No Change</span></b> | Monthly | N/A – Statistic |                 |
| <b>LEI09. Number of users of the senior’s active programme at Market Rasen Leisure Centre. The total number of users of the Market Rasen Seniors Active Programme during the reporting period. <span style="color: green;">No Change</span></b> | Monthly | N/A – Statistic |                 |
| <b>LEI10. 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. <span style="color: green;">No Change</span></b>                 | Monthly | N/A – Statistic |                 |
| <b>LEI11. 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. <span style="color: green;">No Change</span></b>                 | Monthly | N/A – Statistic |                 |
| <b>LEI12. Number of outreach sessions held. The total number of outreach sessions held during the reporting period. <span style="color: green;">No Change</span></b>  | Monthly | N/A – Statistic |                 |
| <b>LEI13. Number of outreach users. The total number of outreach users during the reporting period. <span style="color: green;">No Change</span></b>  | Monthly | N/A – Statistic |                 |
| <b>LEI14. Number of leisure centre users referred through the Healthy Lifestyle scheme. Number of leisure centre users referred through the Healthy Lifestyle scheme. <span style="color: green;">No Change</span></b>                          | Monthly | N/A – Statistic |                 |

**Recommended Measures to be Removed.**

| Measure               | Reason for Non-inclusion   |
|-----------------------|--|
| Customer Satisfaction | It is recommended that this measure is removed and replaced with the number of complaints that the centres receive (LEI02 and LEI03). This will be supported by a breakdown of the types of complaints received. |

**Trinity Arts Centre**

**2025/26 Proposed Measure Set.**

| Measure  | Freq.     | 2024/25 Target  | Proposed Target |
|--|-----------|-----------------|-----------------|
| <b>TAC01. Total number of performance and screenings held.</b> The total number of live performance and cinema screenings delivered at the Trinity Arts Centre during the reporting period. <b>Target increased.</b> | Quarterly | 24              | 35              |
| <b>TAC02. Cinema audience figures as a % of capacity.</b> % of TAC capacity (200 seats) that has been filled during cinema screening as an average during the reporting period. <b>No Change</b>                     | Monthly   | N/A – Statistic |                 |
| <b>TAC03. Live theatre audience figures as a % of capacity.</b> % of TAC capacity (200 seats) that has been filled during live theatre as an average during the reporting period. <b>Target set.</b>                 | Monthly   | N/A             | 60%             |
| <b>TAC04. Total number of activities held.</b> The total number of cultural and engagement activities held at TAC during the reporting period. <b>No Change</b>  | Quarterly | 100             | 100             |
| <b>TAC05. Income received.</b> The total amount of income received by TAC during the reporting period. <b>No Change</b>  | Monthly   | N/A – Statistic |                 |
| <b>TAC06. Average spend per head on secondary sales.</b> Total spend per head on secondary sales (drinks, snacks, merchandise) at TAC. <b>No Change</b>  | Monthly   | £3.00           | £3.00           |

**Recommended Measures to be Removed.** None

## Operational Services

**2025/26 Proposed Measure Set.**

| Measure  | Freq.   | 2024/25 Target  | Proposed Target |
|--|---------|-----------------|-----------------|
| <b>WAS01. Cost of delivering the service per household.</b> The total cost, excluding recharges, of delivering the waste service per household. <b>No Change</b>   | Annual  | N/A – Statistic |                 |
| <b>WAS02. Amount of residual waste (black bins) collected per household.</b> The amount, in kg, of residual waste collected via black bins per household across the district. <b>No Change</b>                 | Monthly | 45kg            | 45kg            |
| <b>WAS03. Recycling rate.</b> The amount of waste sent for recycling (Green, Blue and Purple Lidded) as a percentage of all waste collected in the district. <b>No Change</b>                                  | Annual  | 50%             | 50%             |
| <b>WAS04. % of missed bins collected within 5 working days.</b> % of missed black, blue, green and purple lidded bin collections that are collected within the service level agreement of 5 working days. Bins | Monthly | 95%             | 95%             |



|   |  |  |  |
|---|--|--|--|
| which were presented but were then subsequently not collected. <b>No Change</b> |  |  |  |
|---|--|--|--|

**Recommended Measures to be Removed.** None

## Garden Waste

**2025/26 Proposed Measure Set.**

| Measure  | Freq.  | 2024/25 Target  | Proposed Target     |
|--|--------|-----------------|---------------------|
| <b>GGW01. Number of garden waste bins sold.</b> The total number of garden waste bins sold during the reporting period <b>No Change</b>  | Annual | 28,205          | 2024 end figure TBC |
| <b>GGW02. Garden waste Subscription take-up.</b> % take-up of garden waste subscribers. Households which are not eligible for the service are not included within the figure. <b>No Change</b> | Annual | N/A – Statistic |                     |

**Recommended Measures to be Removed.** None

## Street Cleansing

**2025/26 Proposed Measure Set.**

| Measure   | Freq.   | 2024/25 Target  | Proposed Target |
|---|---------|-----------------|-----------------|
| <b>STR01. Number of fly-tipping incidents reported.</b> 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. <b>No Change</b> | Monthly | N/A – Statistic |                 |
| <b>STR02. % of fly-tipping collected within 10 working days.</b> % of all fly-tipping reported to the Council that is collected within the service level agreement (10 working days). <b>No Change</b>  | Monthly | 90%             | 90%             |
| <b>STR03. Cost of delivering the service per household</b> <b>No Change</b>   | Annual  | N/A – Statistic |                 |

**Recommended Measures to be Removed.** None

## Markets

### 2025/26 Proposed Measure Set.

| Measure  | Freq.   | 2024/25 Target | Proposed Target |
|--|---------|----------------|-----------------|
| <b>MKT01. Average number of general market stalls – Tuesday.</b> The average number of paid for market stalls (pitches) during the reporting period for the Tuesday Gainsborough Market. <b>No Change</b>                                  | Monthly | 37             | 37              |
| <b>MKT02. Average number of general market traders on a Tuesday.</b> The average number of Tuesday market traders in the reporting period. This is the number of paid traders and not stalls. <b>Target set.</b>                           | Monthly | N/A            | 20              |
| <b>MKT03. Average number of general market stalls – Saturday.</b> The average number of paid for market stalls (pitches) during the reporting period for the Saturday Gainsborough Market. <b>Description change</b>                       | Monthly | 14             | 14              |
| <b>MKT04. Average number of general market traders on a Saturday.</b> The average number of Saturday market traders in the reporting period. This is the number of paid traders and not stalls. <b>Target set &amp; description change</b> | Monthly | N/A            | 10              |
| <b>MKT05. Average number of farmers market traders on a Saturday market.</b> The average number of Saturday farmers market traders in the reporting period. This is the number of paid traders and not stalls. <b>New</b>                  | Monthly | N/A            | N/A             |
| <b>MKT06. Average number of special event market traders on a Saturday market.</b> The average number of special event Saturday market traders in the reporting period. This is the number of paid traders and not stalls. <b>New</b>      | Monthly | N/A            | N/A             |
| <b>MKT07. Average number of farmers market stalls on a Saturday market.</b> The average number of paid for farmers market stalls (pitches) during the reporting period for the Saturday Gainsborough Market. <b>New</b>                    | Monthly | N/A            | N/A             |
| <b>MKT08. Average number of special event market stalls on a Saturday market.</b> The average number of paid for special event market stalls (pitches) during the reporting period for the Saturday Gainsborough Market. <b>New</b>        | Monthly | N/A            | N/A             |

**Recommended Measures to be Removed.** None

## Planning and Regeneration

**Director** Sally Grindrod-Smith

## Development Management

### 2025/26 Proposed Measure Set.

| Measure  | Freq.     | 2024/25 Target  | Proposed Target |
|--|-----------|-----------------|-----------------|
| <b>PLG01. Planning and pre-app income.</b> The total amount of income received from planning fees during the reporting period. <b>No Change</b>  | Monthly   | N/A – Statistic |                 |
| <b>PLG02. Received planning applications.</b> The total number of planning applications received during the reporting period, includes, major, non-major, additional and all other types. <b>No Change</b>   | Monthly   | N/A – Statistic |                 |
| <b>PLG03. % of major planning applications determined within 13 weeks or within agreed timescales.</b> % of major planning applications that are determined within the statutory time limit or within agreed timescales i.e. extensions of time. <b>No Change</b>        | Monthly   | 90%             | 90%             |
| <b>PLG04. % of non-major planning applications determined within 8 weeks or within agreed timescales.</b> % of non-major planning applications that are determined within the statutory time limit or within agreed timescales i.e. extensions of time. <b>No Change</b> | Monthly   | 94%             | 94%             |
| <b>PLG05. % of major appeals allowed.</b> % of all the major decisions that are made in West Lindsey that have been appealed and upheld. This measures the quality of decision making. <b>No Change</b>  | Quarterly | 8%              | 8%              |
| <b>PLG06. % of non-major appeals allowed.</b> % of all the non-major decisions that are made in West Lindsey that have been appealed and upheld. This measures the quality of decision making. <b>No Change</b>  | Quarterly | 8%              | 8%              |

<end>