



Progress and Delivery Report

**Quarter Two 2025/26
July - September**

Executive Summary

The quarter two Progress and Delivery report covers the period from July to September 2025. The performance information presented in this report is grouped by portfolio and based on the measures and targets approved by Corporate Policy and Resources Committee in January 2025.

Each section of the report begins with an overall summary of portfolio performance, including measures which have been above or below target for at least two consecutive quarters. This is followed by a performance summary for each service within that portfolio. Performance is reported by exception (above or below target) and a narrative for each service is included to provide additional context.

Following on from the roll out in quarter two 2022/23, the Performance Improvement Plan (PIP) features on page nine and ten of this report, this is a key part of the report where we highlight those measures which report below target for two of more consecutive periods.

Looking ahead...

Work is underway to review the Progress and Delivery measure sets, for the 2026/27 performance framework. The recommendation is to align measures with the refreshed themes of the Corporate Plan and will transition from portfolio/service-based formats to strategic theme-based structures. This review will also consider introducing new indicators where gaps exist and reassess targets for measures that consistently exceed expectations. Those measures not directly aligned to the Corporate Plan themes are proposed to be used to monitor operational service delivery and will form a new operational report.

As part of the review process, approval will be sought from members of the Overview and Scrutiny Committee for the proposed approach, with engagement from Group Leaders to ensure broader member involvement. Following the review, the proposed measures and targets will be presented to the members of Corporate, Policy and Resources Committee for approval in February 2026.

For further information or to discuss the report further please contact either:

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Key to KPI Ratings Used

This report includes the Key Performance Indicators (KPIs) set for 2025/26 where progress is assessed against agreed targets. Progress against targets is assessed by RAG (Red/Amber/Green) ratings. Progress is also assessed in terms of direction of travel (DoT) using arrows.

DoT arrows are used to indicate the direction of change for KPIs over time. This provides a visual display to show whether performance has improved/declined/remained the same when compared to the corresponding quarter.

DoT	
↑	Performance improving
↓	Fall in Performance
→	No change
RAG	
	Measure exceeding approved target
	Measures within approved tolerances
	Measure below target

Overall Summary of Council Performance

Graph 1. Overall Performance Summary - Quarter Two
2025/26

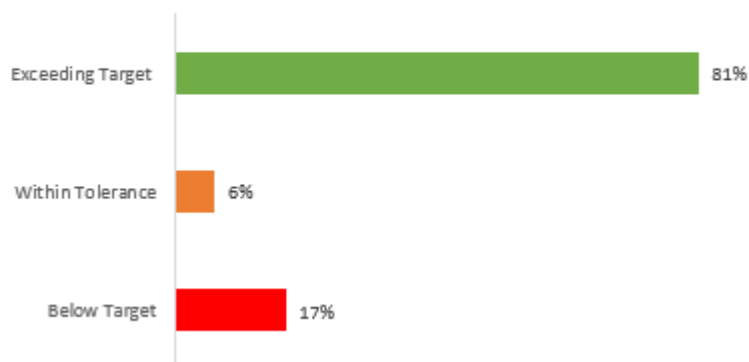


Table 1. identifies a total of 48 KPIs with associated targets, broken down by portfolio, these are measured quarterly and included within this report. Graph 1. shows the percentages based on the figures in table 1.

40 KPIs (excluding the 8 Corporate Health KPIs) which sit within the five portfolios are monitored over consecutive periods within the report and are highlighted when they are either above or below target for two consecutive quarters.

Quarter two reports a total of 27 out of the 40 KPIs exceeding target for two consecutive quarters of more.

Of the 40, five KPIs report below target for at least two consecutive quarters, this milestone initiates the development of a **Performance Improvement Plan (PIP)**.

Portfolio	No of KPIs	KPIs exceeding target	KPIs within tolerance	KPIs below target
Corporate Health	8	7	1	0
Change Management, ICT and Regulatory Services	12	12	0	0
Finance and Assets	4	3	1	0
People and Democratic	0	0	0	0
Planning, Regeneration and Communities	12	11	0	1
Operational and Commercial Services	12	6	1	5
Total	48	39	3	6

Table 1.

Corporate Health

COF03 - As at quarter two, there is a net underspend of £177k, contributing to reserves. Key expenditure variances include savings from the corporate contingency budget (£51k), fuel (£45k), and salaries (£28k), partially offset by an insurance premium pressure of £32k. Income variances include higher net interest on investments (£83k), a government grant for Drainage Board Levy support (£59k), increased commercial waste income (£22k), and additional income from Big Bin Hire and bulky waste collections (£20k). These gains are offset by pressures of £20k for the Legal Services contract and £83k due to lost housing subsidy for supported accommodation placements.

COF06/07 - The 'Value of savings identified' and 'Value of savings delivered' are new measures introduced for 2025/26. The restructure of the Land Based Admin team has resulted in an ongoing cost reduction for the Mid Term Financial Plan, the approved structure was implemented from 1st August 25 with an annual forecast saving of £61.2k per annum, resulting in a quarter two saving of £5,100 being identified and delivered.

GLC01 - This measure prioritises internal visibility and proactive oversight of all reported data breaches through the Council's established internal processes. In quarter two, one internal data breach was recorded, representing a decrease from the six breaches reported in quarter one. All incidents are monitored and reviewed by the Councils Corporate Information Governance Group to ensure appropriate action and continuous improvement.

GLC02/03 - Quarter two shows continued improvement in the percentage of FOIs and EIRs completed within the statutory timeframe, with 95% completed on time, within the approved tolerance of the 97% target. This reflects progress from quarter one, which reported 93%, and from quarter two of the previous year, which reported at 91%. Notably, this improvement has been achieved alongside a 35% year-on-year increase in the volume of information requests received for quarter two. Ongoing proactive engagement with relevant teams remains central to maintaining and strengthening performance.

GLC04 - This measure supports transparency by tracking formal notifications received directly from the Information Commissioner's Office (ICO) in relation to FOI, SAR, or EIR requests. In quarter two, one formal notification was received. However, the ICO upheld WLDC's position regarding the information disclosed, confirming that officer names should not be released to the requester.

CUS03/04 - In quarter two, 27% of complaints were upheld, equating to 14 cases, an increase from the 17% (six complaints) upheld during the same period last year. Of these, eight related to Waste Services, four to Customer Services, one to Revenues (Council Tax), and one to Development Management.

An overall rise in complaints was observed during the quarter, with the most significant increase occurring in July 2025, when ten more complaints were received compared to July of the previous year. The increase was primarily driven by complaints concerning Waste Services.

CUS06-09 - The suite of customer services measures to provide a comprehensive overview of all incoming demand on the Customer Services Team. The new Contact Centre technology, rolled out in quarter three 2024/25, now moving into phase three, continues to be developed, and the team continue to closely monitor both performance and customer satisfaction.

CUS08 - Quarter two reports strong performance in call handling, with the percentage of abandoned calls at 6%, which is an improvement on the service target of 8%. The Customer Contact Centre received 8,176 calls, of which 7,697 were successfully answered. System enhancements introduced in July included upgrades that allow certain call data to be automatically recorded within the system, reducing the need for manual input. Additional ongoing work

has continued to improve the routing for calls relating to Council Tax and Home Choices, improving the speed the customer reaches the most appropriate officer.

The team continues to conduct fortnightly reviews of available data, with a focus on identifying and responding to emerging trends to further improve service delivery.

As part of the ongoing Contact Centre Technology project, quarter two saw the launch of the new chatbot – Lindsey, designed to expand access channels and offer customers greater choice in how they engage with the Council. The chatbot is supported by robust monitoring and feedback mechanisms, which will inform continuous improvements based on customer input. To date, 46 chats have been responded to, with common queries relating to Council Tax, Cost of Living, Planning, and Operational Services, work continues to promote the service.



HUM02 - Staff turnover is a key indicator of organisational health, helping to identify retention trends and inform workforce planning and development strategies. It is calculated by comparing the number of leavers to the overall headcount during the reporting period. In quarter two, the staff turnover rate was 0.87%, representing an increase from 0.64% in quarter one.

HUM03 - Health and Safety incidents encompass all staff while undertaking work duties, as well as customers present within Council buildings or attending events. In quarter two, 18 incidents were reported - consistent with the figure from quarter one. However, this represents a notable increase compared to quarter two of the previous year, which recorded only five incidents.

The majority of cases originated from Operational Services, including ten incidents involving vehicles or plant equipment. All reported incidents are reviewed by the Council's Health and Safety Officer, to ensure safe working practices are upheld and appropriate measures are taken to prevent recurrence.

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
COF02 - % of invoices paid within 30 days of receipt of the invoice	99%	98%	99%		
COF03 - Overall Council budget forecast outturn	-0.87%	0%	-0.83%		↑
COF06 - Value of savings identified *new measure*	N/A	N/A	£5,100	-	-
COF07 - Value of savings delivered *new measure*	N/A	N/A	£5,100	-	-
CUS01 - Overall customer satisfaction	85%	75%	83%		↓
CUS02 - Compliments received	394	N/A	380	-	-
CUS03 - Complaints received	39	N/A	51	-	-
CUS04 - % of complaints where the Council is at fault	17%	40%	26%		↓
CUS05 - Average number of calendar days taken to resolve a complaint	7 days	14 days	6 days		↑
CUS06 - Volume of face-to-face demands received into the Customer Contact Centre	2,265	N/A	2,209	-	-
CUS07 - Volume of telephone demands received into the Customer Contact Centre	9,923	N/A	8,176	-	-
CUS08 - % of abandoned calls	11%	N/A	6%	-	-
CUS09 - % of on-line demands received	23%	N/A	30%	-	-

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
GLC01 - Number of data breaches reported internally *new measure*	N/A	N/A	1	-	-
GLC02 - Number of FOI and EIR requests received	158	N/A	212	-	-
GLC03 - % of FOIs and EIRs completed within the statutory timeframe	91%	97%	95%		↑
GLC04 - Number of formal notifications received from the Information Commissioners Office (ICO) in relation to information requests *new measure*	N/A	N/A	1	-	-
HUM01 - Staff absenteeism (average days sickness per FTE)	0.82 days	1.5 days	0.51 days		↑
HUM02 - Staff Turnover *new measure*	N/A	N/A	0.87%	-	-
HUM03 - Health & Safety incidents	5	N/A	18	-	-
ICT05 - Server and system availability	100%	98%	100%		→

Performance Improvement Plan (PIP)

The Performance Improvement Plan forms part of the Progress and Delivery framework here at West Lindsey and supports the on-going maturity of performance management at West Lindsey District Council. The plan includes measures where performance has remained below target for two consecutive quarters or more.

Additional information will be provided as to the reasons relating to the measure reporting below target, the impact this has, the actions in place to improve performance and when we expect to see the improvement following the action.

The Plan adds further context and provides the extra level of assurance Members are seeking and have requested as to why P&D measures within services are reporting as underperforming.

The table overleaf shows a summary of improvement actions identified with associated Team Managers and Management Team. A more detailed plan is managed at service level with oversight by the senior management team including clear linkages to the objectives of both teams and individuals.

The plan will be monitored by the Council's Senior Transformation and Performance Officer and the relevant Team Manager with the quarterly P&D report used to update members on progress.

Performance Improvement Plan

Portfolio / Service	Measure	Reason	Impact	Actions – what can we do to improve?	When will we see an improvement?
Homes and Communities	HME07 - % of households spending more than 42 nights in B&B accommodation	• Due to the unsuitability of temporary accommodation in Gainsborough for some cases. • Since the only temporary accommodation is located in the town, if someone cannot be accommodated in Gainsborough, the only alternative is to use B&B accommodation. • The Homelessness Code of Guidance states it is not acceptable for anyone to spend more than 42 nights in B&B accommodation. For this reason, the target for this measure was set at zero.	• Increased use of B&B accommodation. • B&B accommodation is only considered suitable for short-term use, due to the lack of amenities. • Financial impact to the Council for the use of B&B accommodation.	• The temporary accommodation project is underway to ensure the Council are delivering within the code of guidance to have this measure at zero. The project is due to be delivered by March 2026.	• End of financial year 2025/2026
Operational and Commercial Services	MKT01 - Average number of market stalls on Tuesday MKT03 - Average weekly number of Tuesday market traders MKT04 - Average weekly number of Saturday market traders	• Reduced number of stalls/traders - lack of town centre offering in terms of shops and change in habits.	• Potential loss of historic market in the town.	• Refurbished market stalls, a coherent brand and marketing plan, the personal touch for our traders and businesses and our quality street cleansing and CCTV offer will ensure we deliver a place that feels safe and inviting. • Short term ongoing action to focus trader retention, sustainment and satisfaction to be coupled with a refresh of marketing materials and communication plan	• Updated stall infrastructure and layout has been delivered, alongside opening of new cinema and leisure scheme.

Portfolio / Service	Measure	Reason	Impact	Actions – what can we do to improve?	When will we see an improvement?
				and ongoing delivery of footfall driving events. •The cinema and leisure scheme, townscape heritage investments and public realm improvements will serve as both a footfall driver and backdrop for a regenerated town centre.	
Operational and Commercial Services	LFC01 - Services Held	• Reduction in the number of cremations, however the annual death rate is monitored using data from the Office for National Statistics (ONS); figures for 2025/26 will not be published until next year, which make it difficult to use to use.	•Potential underachievement of business plan targets. •42% of the annual target has been met at the half year.	• Targeted awareness campaigns and increased activity on Facebook. •The service has also joined the Federation of Burial and Cremation Authorities (FBCA), strengthening its professional network. •As part of cost-efficiency measures, the Crematorium Manager is actively monitoring gas consumption to optimise operational performance.	•Quarter three and four.

Change Management, ICT and Regulatory Services Performance Summary

Services Included:

- Environmental Protection
- Food Safety
- Housing and Planning Enforcement
- ICT
- Licensing
- Digital (Systems Development)
- Customer Services



Measures where performance is above target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
ENV02 - % of environmental protection cases closed within 6 months	100%	75%	100%	●
FDS01 - % of Food Standard Agency inspections completed	32%	45% (Q1 22.5%)	60%	●
FDS02 - % of registered food premises rated 3 stars or above	98%	96%	98%	●
ENF03 - % of planning enforcement cases closed within 6 months	86%	75%	98%	●
ENF05 - % of housing enforcement cases closed within 6 months	92%	75%	92%	●
ICT04 - % of low priority ICT helpdesk calls closed within 48 working days	100%	90%	100%	●
LIC01 - % of licensing applications processed within target time	100%	96%	100%	●
SYS01 - Website availability	99.9%	99%	100%	●
SYS03 - % of systems development requests completed within 10 working days	99%	85%	98.3%	●

Measures where performance is below target for at least two consecutive quarters.

There are no measures within this portfolio that have performed above target for two consecutive quarters.

Environmental Protection

The summer period is typically the busiest for this service area, largely due to the district's rural and agricultural character and the associated challenges of industries such as farming. Officers have worked proactively with partner agencies to ensure appropriate action is taken in response to agricultural complaints - particularly those relating to odour. Additionally, as more residents spend time outdoors during the warmer months, there has been an increase in issues such as noise and other nuisances. These have all been addressed in accordance with the council's policies. Officers have also been progressing work to update the Contaminated Land Strategy, which is scheduled to be presented to Committee in the coming months.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
ENV01 - Number of environmental protection requests received	156	N/A	177	-	-
ENV02 - % of environmental protection cases closed within 6 months	100%	75%	100%		→

Food Safety

FDS01 - Quarter two reports food inspection performance above target, with 60% of inspections completed by the mid-year point. A total of 213 inspections have been carried out, representing a 56% (120) increase compared to the 93 completed by the same time last year. The addition of permanent resources within the team has supported progress, and current performance indicates we are ahead of schedule to meet the year-end inspection target.

During this quarter, the Council also successfully prosecuted a food business for non-compliance. The outcome was positively received by the public and served to highlight the valuable work undertaken by the team in maintaining food safety standards.

FDS02 - The level of compliance overall remains good across the majority of food businesses and the team continue to report progress and performance regularly to the Food Standard Agency.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
FDS01 - % of Food Standard Agency inspections completed	32%	45%	60%		↑
FDS02 - % of registered food premises rated 3 stars or above	98%	96%	98%		→

Housing and Planning Enforcement

ENF04/05 - The summer period is normally a quieter period for housing enforcement work, and this is shown in the figures. During this period proactive compliance checking takes place across the district and will continue until the winter increase in reporting is felt.

ENF09/10/11 - The proactive efforts of the Community Safety and Enforcement Officers are reflected in the increased activity across recorded performance measures. The team's visibility has been enhanced through hotspot patrols and ongoing community outreach and engagement. During this period, several Fixed Penalty Notices and Community Protection Notices were issued.

During quarter two, West Lindsey District Council hosted the Police Serious Violence Partnership Meeting, reinforcing its commitment to collaborative approaches in tackling serious violence across the district. This work will be known as Operation Climb moving forward and will seek to put in place interventions to tackle this issue across Gainsborough.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
ENF01 - Number of planning enforcement requests received	39	N/A	47	-	-
ENF02 - % of planning enforcement cases given an initial response within 20 working days	100%	75%	92%		↓
ENF03 - % of planning enforcement cases closed within 6 months	88%	75%	98%		↑
ENF04 - Number of housing enforcement requests received	23	N/A	24	-	-
ENF05 - % of housing enforcement cases closed within 6 months	84%	75%	92%		↑
ENF09 - Number of new community safety complaints	96	N/A	153	-	-
ENF010 - Number of community safety cases closed following intervention	92	N/A	123	-	-
ENF11 - Number of community safety complaints that result in formal action	117	N/A	138	-	-

Street Cleaning/Enforcement – Fly Tipping

ENF07/08 - Fly-tipping reports involve two teams: Waste Services - Street Cleansing and Enforcement. Initially, the Street Cleansing team receives the reports to ensure prompt clearance of incidents. If evidence identifying the culprit is found, it is passed on to the Enforcement team for further investigation and the issuance of fixed penalty notices when appropriate.

A total of 30 fly-tipping cases were investigated during quarter two, resulting in six fixed penalty notices being issued. This is consistent with the number reported in quarter two of the previous year. However, it reflects an increase compared to quarter one of this year, which saw 25 cases investigated and five fixed penalty notices issued.

STR01 - Quarter two reports a 39% reduction in fly-tipping incidents, with 240 cases recorded compared to 393 in the same period last year. This also reflects a 21% decrease from quarter one, which saw 304 incidents reported.

Of the 240 fly incidents reported, 212 were collected and disposed of within the target timeframe, resulting in a collection/removal rate of 88%, which is within the approved tolerance for this measure.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
ENF07 - Number of fly-tipping cases attended for investigation	31	N/A	30	-	-
ENF08 - Number of Fixed Penalty Notices (FPN) issued for fly tipping offences	6	N/A	6	-	-
Counts of fly-tipping by waste / incident size					
Single item	113	N/A	33	-	↓
Car boot load or less	70	N/A	86	-	↑
Small van / transit van load	185	N/A	111	-	↓
Tipper lorry load / significant or multiple loads	25	N/A	10	-	↓
Total	393	N/A	240	-	↓

ICT Infrastructure

The ServiceDesk recorded 494 requests during quarter two with a total of 494 closed within their target time, an increase in requests when compared to the previous year's quarter two where a total of 366 was received by the team. All calls received were categorised as low priority with no high or medium requests received during quarter one.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
ICT02 - % of high priority ICT helpdesk calls closed within 24 working hours	No high priority calls received	95%	No high priority calls received		→
ICT03 - % of medium priority ICT helpdesk calls closed within 74 working hours	No medium priority calls received	90%	No medium priority calls received		→
ICT04 - % of low priority ICT helpdesk calls closed within 48 working days	100%	90%	100%		→

Licensing

LIC01 - The licensing team continues to process all applications within the target timescales and ensures that the necessary licences are in place for the relevant premises. During this period, compliance checks have been carried out across licensed premises.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LIC01 - % of licensing applications processed within target time	100%	96%	100%		→

Digital (Systems Development)

SYS01 - Continued monitoring to ensure website availability and no broken links to guarantee the standard is maintained.

SYS02 - Automated allocation of requests to the correct officer ensures there are no delays in work being reviewed and all work is completed in a timely manner.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
SYS01 - Website availability	99.99%	99%	100%		↑
SYS02 - % of systems development requests completed within 10 working days	99.7%	85%	98.3%		↓

People and Democratic Performance Summary

Services Included:

- Democratic Services

Measures where performance is above target for at least two consecutive quarters.

There are no measures within this portfolio that have performed above target for two consecutive quarters.

Measures where performance is below target for at least two consecutive quarters.

There are no measures within this portfolio that have performed below target for two consecutive quarters.

Democratic Services

The figures provided for quarter two 2025/26 comprise mainly of Council and Committee meetings and their associated briefings. It has continued to be a quieter period for one-off briefings (for matters such as LGR), predominantly because quarter two covers the summer break period. An increase in all Member activity will be seen in figures for quarter three.

In July, Members were provided with a training session aimed at those Councillors appointed to the Planning Committee, however political changes through the summer saw changes to the memberships of all committees, and therefore training requirements have since been revisited.

September shows the increase in activity after the summer break, with several workshops taking place alongside the Committee and briefings. These included a first all-member workshop regarding plans for the West Lindsey Leisure Centre as well as an information session on plans for the site at Scampton.

Performance Exceptions

Statistic	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
DEM01 - Number of committee meetings, briefings, workshops, and training events supported by Democratic Services.	35	N/A	28	-	-

Finance and Assets Performance Summary

Services Included:

- Property Services
- Council Tax & NNDR
- Benefits



Green Amber Red

Measures where performance is above target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
BEN01 - End to end processing times	4 days	7 days	4 days	●
BEN02 - Claims older than 50 calendar days	4	6	4	●
LOT05 - NNDR in-year collection rate	31.94%	56.44% (30.22% Q2)	57.90%	●

Measures where performance is below target for at least two consecutive quarters.

There are no measures within this portfolio that have performed below target for two consecutive quarters.

Property Services

PRO01 - The 'Percentage of void property (by rental income)' is a new measure introduced for 2025/26, replacing the previous 'Rental portfolio voids' indicator. During quarter two, rental income lost due to voids totalled £17,491 representing 2.82% of the overall rent roll of £620,469.

PRO02 - The 'Percentage of the planned annual maintenance programme delivered in-year' is a new measure introduced for 2025/26. It is designed to track the Council's effectiveness in delivering scheduled maintenance activities and to provide assurance regarding the completion of statutory and non-statutory building maintenance. This measure enhances visibility of progress and supports the ongoing commitment to maintaining safe and compliant facilities. The percentage reports at 95.9%, which considers data from the calendar year (Jan 25 to Dec 25).

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
PRO01 - % of void property (by rental income) *new measure*	N/A	N/A	2.82%	-	-
PRO02 - % of the planned annual maintenance programme delivered in year *new measure*	N/A	N/A	95.9%	-	-

Council Tax and NNDR

The Council Tax and National Non-Domestic Rate (NNDR) team moved portfolio, moving from Change Management ICT and Regulatory Services to the Finance and Assets portfolio.

LOT02/03 - The council tax collection rate for quarter two stands at 54.86%, a slight reduction of 0.15% from the target of 55.01%, but still within the approved tolerance. The total amount of council tax due for collection in 2025/26 has increased by £3.4 million compared to 2024/25. The actual amount collected so far this year is nearly £3.5 million higher than the same period last year.

Council Tax recovery action continued into quarter two, resulting in the issuance of 5,369 reminder notices to date, 944 fewer than the same period last year. During quarter two, 3,508 summonses were issued, marking a reduction of 288 compared to the same quarter last year. Additionally, 1,845 liability orders have been granted so far, representing a decrease of 291 year-on-year.

The reduction in reminder notices and summonses is largely attributed to the proactive approach taken by the team, including the continued use of pre-reminder SMS messages and emails to council taxpayers who fall into arrears. So far this year, 1,353 SMS messages and 701 emails have been issued, resulting in 793 accounts avoiding the need for formal reminder notices. Feedback from these contacts has generally been positive, with more council taxpayers opting to spread their instalments into March 2026.

Since 1 April 2025, the number of customers choosing to pay their council tax over 12 instalments rather than 10 has increased by 435, bringing the total to over 16,000. While this shift supports more flexible payment options for residents, it does impact the collection rate earlier in the year, as monthly instalments are slightly lower than they would be under the 10 month-installment plan.

A Single Person Discount review concluded in August, with 2,586 canvass forms issued to individuals who may have had another adult residing at their property. As a result, 154 individuals confirmed the presence of another resident, and 322 failed to respond, leading to the removal of their discount effective from 1 April 2025. Since the review concluded, a further 44 discounts have been reinstated for council taxpayers who responded following the removal of their discount.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LOT01 - Number of properties on the Council Tax Valuation List.	46,533	N/A	46,968	-	-
LOT02 - Amount of Council Tax collected	£19,594,359	N/A	£20,427,519	-	-
LOT04 - Amount of National Non-Domestic Rates collected	£5,280,185	N/A	£5,385,915	-	-
LOT05 - NNDR in-year collection rate	56.44%	56.44%	57.90%		↑
LOT06 - Number of businesses on the Non-Domestic Rating list	3,050	N/A	3,044	-	-

Benefits

The Benefits team moved portfolio, moving from Change Management ICT and Regulatory Services to the Finance and Assets portfolio.

BEN01 - End-to-end processing times averaged four calendar days during quarter two. However, in July, the average rose to five calendar days, primarily due to a seasonal influx of changes to claims from the Department for Work and Pensions (DWP) during May and June. By September, processing times had improved, returning to an average of four calendar days. This reflects a modest improvement compared to quarter two of 2024/25, when the average stood at five days. During the first two quarters of 2025/26, a total of 14,917 changes and new claims were received, slightly fewer (2%) than the 15,228 recorded during the same period last year.

BEN02 - Quarter two reports four claims exceeding 50 calendar days, consistent with the figure reported in quarter one, but representing an increase compared to quarter two of the previous year, which recorded two cases. While a small number of complex claims surpassed the 50-day threshold, primarily due to property valuation requirements and delays in universal credit calculations - proactive case management has ensured that overall performance targets remain on track.

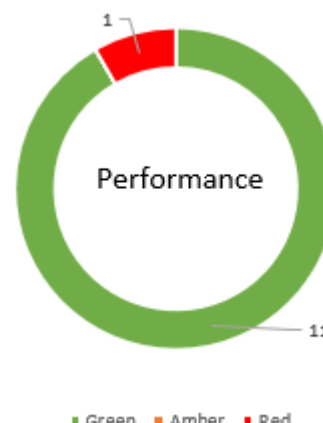
Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
BEN01 - End to end processing times	5 days	7 days	4 days		↑
BEN02 - Claims older than 50 calendar days	2	6	4		↓

Planning, Regeneration and Communities Performance Summary

Services Included:

- Home Choices
- Homes, Health and Wellbeing
- Communities
- Development Management
- Local Land Charges



Measures where performance is above target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
HHW04 - Long term empty properties as a percentage of all housing stock in the district	1.47%	2%	1.52%	●
HME02 - % of homelessness approaches with positive outcomes	82%	75%	85%	●
HME05 - % of households spending more than 56 nights in leased accommodation	19%	40%	7%	●
DEV03 - % of major planning applications determined within 13 weeks or within agreed timescales	100%	90%	92%	●
DEV04 - % of non-major planning applications determined within 8 weeks or within agreed timescales	99%	94%	100%	●
DEV05 - % of major development applications, allowed on appeal	0%	8%	8%	●
DEV06 - % of non-major development applications, allowed on appeal	0%	8%	0%	●
LLC03 - Average number of working days taken to process a search	1 day	10 days	1 day	●
HHW01 - The average number of working days from DFG application to completion of works	117 days	120 days	110 days	●

Measures where performance is below target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
HME07 - % of households spending 42 nights or more in B&B accommodation **Included in PIP**	17%	0%	12%	

Home Choices

HME01/02 - Positive outcome numbers and percentages remain very high, reporting at 85% for quarter two, which equates to 163 positive approaches. Positive outcomes relate to either the homelessness has been prevented (pro-active action providing people with the ways and means to address their housing and other needs to avoid homelessness), relieved (re-active action taken to help resolve homelessness) or accepted (cases not relieved within the 56 days relief duty stage, move to main duty where the case is 'accepted'). Negative outcomes include no further response from the customer.

HME04 - The utilisation of the Council's temporary leased accommodation significantly improved in quarter two, reaching 95% by the end of the period. This marks a substantial increase from quarter one, which fell below target (75%) at 45%, largely due to specific household needs that could not be accommodated within the existing provision. To accelerate placements as spaces become available, the team is now submitting referrals even when the service is at full capacity.

HME05 - During quarter two, only one household remained in temporary leased accommodation for more than 56 nights. The team is actively supporting this household, in collaboration with Change 4 Lincs, to secure additional input from adult social care and help them transition into independent accommodation.

HME07 - The target for the percentage of households spending more than 42 nights in B&B accommodation remains at zero for 2025/26, in line with government guidance. During quarter two, four households remained in bed and breakfast accommodation for over 42 nights. Two of these required wheelchair-accessible properties - one has since moved into permanent housing with a registered provider, while the other is now in more suitable, self-contained temporary accommodation awaiting a permanent offer. Another household was retained in B&B to maintain access to employment and has now transitioned into permanent accommodation with a registered provider. The final household, currently excluded from Gainsborough, is still being supported by the team as they work to secure a suitable outcome.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
HME01 - Number of homelessness approaches with positive outcomes	149	N/A	163	-	-
HME02 - % of homelessness approaches with positive outcomes	81%	75%	85%		↑
HME03 - Total number of households in leased/B&B accommodation	70	N/A	74	-	-
HME04 - % utilisation of temporary leased accommodation	83%	75%	95%		↑
HME05 - % of households spending 56 nights or more in temporary leased accommodation	20%	40%	7%		↑
HME06 - Number of households in B&B accommodation	44	N/A	62	-	-
HME07 - % of households spending more than 42 nights in B&B accommodation **Included in PIP**	16%	0%	12%		↑

Homes, Health and Wellbeing

HHW01/02 - The average number of working days to complete a Disabled Facilities Grant (DFG) has decreased from 166 to 110 when compared to quarter two of the previous year. This trend has continued from quarter one, which reported an average of 117 days, consistently exceeding the target. Additionally, 66% of DFG referrals in quarter two were completed within 120 working days, surpassing the 50% target and showing improvement from the 46% reported in quarter one.

Currently £237k of the DFG budget remains not committed, which continues to be monitored carefully and reviewed appropriately to ensure no overspend on budget but it is meaning there is no requirement to hold cases back currently due to budget constraints.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
HHW01 - The average number of working days from DFG application to completion of works	166 days	120 days	110 days		↑
HHW02 - % of DFG referrals completed within 120 working days	34%	50%	66%		↑
HHW04 - Long term empty properties as a percentage of all housing stock in the district	1.44%	2%	1.52%		↓

Communities

COM01/02 - During quarter two, 75 grants were awarded - 71 from the Councillor Initiative Fund totalling £18,330, three from the Community Action Fund totalling £7,000, and one from the Community Facilities Fund totalling £1,230.

COM03 - A total of £63,201 of match funding has been secured by four projects supported with grant funding awards.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
COM01 - Total number of grants awarded	34	N/A	75	-	-
COM02 - Total value of grants awarded	£7,310	N/A	£26,560	-	-
COM03 - External community funds levered by WLDC	0	N/A	£63,201	-	-
COM04 - The number of Good Causes registered with West Lindsey Lottery	68	N/A	68	-	-
COM05 - The amount of funds raised for Good Causes registered with the West Lindsey Lottery	£7,350	N/A	£8,914	-	-

Development Management

DEV01 - Planning application fees for quarter two totalled £569,826, representing a 111% increase on quarter two 2024/25, while pre-application enquiries generated £17,312 (up 47%). This growth was driven by several high-fee major applications for residential, agricultural (poultry farms), and renewable energy projects.

DEV02 - A total of 387 planning applications was received during quarter two, compared to the 407 applications received in quarter two of 2024/25. Of these, 12 were major planning applications, an increase from eight in the same period last year.

DEV03/04 - A total of 92% of major applications (11 out of 12) have been determined in time; and 100% of non-major applications (167 out of 167) determined in time.

DEV05/06 - During quarter two, seven appeal decisions were issued; six of which were dismissed, including two major appeals, with one major appeal allowed for a battery energy storage system.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
DEV01 - Planning and pre-application income	£281,785	N/A	£587,138	-	-
DEV02 - Received planning applications	407	N/A	387	-	-
DEV03 - % of major planning applications determined within 13 weeks or within agreed timescales	75%	90%	92%		↑
DEV04 - % of non-major planning applications determined within 8 weeks or within agreed timescales	96%	94%	100%		↑
DEV05 - % of major development applications, allowed on appeal	0%	8%	8%		↓
DEV06 - % of non-major development applications, allowed on appeal	1%	8%	0%		↑

Local Land Charges

As part of the restructuring of the Land Based Admin team, the Local Land Charges team moved portfolio, moving from Change Management ICT and Regulatory Services to the Planning, Regeneration and Communities portfolio.

LLC01/03 - Quarter two saw an increase of 55 searches (7%) compared to the same period in 2024/25. The team continues to deliver a high-performing service, consistently completing searches within one working day. This performance has been maintained throughout the year to date, well within the agreed target of 10 working days.

LLC02 - The target for the Local Land Charges Market Share measure has been removed for the 2025/26 reporting year. Although the measure will no longer be performance-targeted, it will continue to be monitored through the Progress and Delivery report to maintain visibility.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LLC01 - Number of Local Land Charge searches received	741	N/A	796	-	-

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LLC02 - Market Share	25%	N/A	19%	-	-
LLC03 - Average number of working days taken to process a search	2 days	10 days	1 day		↑
LLC05 - Income Received	£37,921	N/A	£28,869	-	-

Operational and Commercial Services Performance Summary

Services Included:

- Building Control
- Crematorium
- Markets
- Trinity Arts Centre
- Leisure
- Street Cleansing
- Waste Management



Measures where performance is above target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
TAC01 - Total number of performance and screenings held	64	35	43	●
TAC02b - Live theatre audience figures as a percentage of capacity	71%	60%	80%	●
TAC03 - Total number of engagement activities held	180	100	142	●
TAC05 - Average spend per head on secondary sales	£3.36	£3.00	£4.01	●
WAS02 - Amount of residual waste collected per household	42kg	45 kg	41kg	●
WAS04 - % of missed black, blue, green and purple lidded bins collected within 5 working days	97%	95%	95%	●

Measures where performance is below target for at least two consecutive quarters.

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
MKT01 - Average weekly number of market stalls – Tuesday **Included in PIP**	21	37	22	●
MKT03 - Average weekly number of market traders – Tuesday **Included in PIP**	9	20	10	●

KPI	Q1 (2025/26)	Target	Q2 (2025/26)	Perf
MKT04 - Average weekly number of market traders-- Saturday **Included in PIP**	5	10	6	
LFC01 - Services Held **Included in PIP**	136	155.5	123	

Building Control

Following the introduction of the new Building Safety Regulations, representing the most significant change to Building Control practices since the 1984 Act, the way the service operates has been fundamentally transformed.

The updated regulations, introduced in response to the public inquiry into the Grenfell Tower fire, have introduced numerous additional steps and checks through the Operating Standards Rules, the introduction of 43 new KPIs and mandatory professional competency requirements.

These changes have had a profound impact on Building Control teams nationwide, further exacerbated by a national shortage of Registered Building Inspectors, which has affected both practices and performance.

What was once a commercially competitive market, where market share was a key indicator of service success, it is now viewed differently. Pursuing market share, particularly for local authority building control services, is no longer encouraged and should not be prioritised.

As such, in light of this change in emphasis for the service it is recommended that market share is no longer reported on and that in the short term the presentation of factual information relating to income and applications received is maintained to provide members with an overview of the service until the annual review of Performance and Delivery measures is completed and options for future reporting on the building control team performance can be reviewed and potentially aligned with the new nationally collated KPIs.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
BDG01 - Income Received	£65,368	N/A	£59,582	-	-
BDG02 - Applications Received	135	N/A	143	-	-
BDG03 - Market Share	71%	78%	No data available	-	-

Crematorium

LFC01 - Services held reported below target for quarter two, this is the second quarter the measure has reported below target. As a result, this measure has now been incorporated into the performance improvement plan. At the half-year point, 259 services were delivered out of the 311 planned, leaving a shortfall of 52 services, equating to 42% of the annual (622) target being delivered at the half year as set out in the business plan.

Lea Fields Crematorium successfully applied for Corporate Membership with the Federation of Burial and Cremation Authorities (FBCA). Prior to acceptance, a comprehensive inspection was carried out in September, assessing all operational areas and procedures. This resulted in a detailed report, with the crematorium achieving an overall score of 95.5%.

Quarter two saw Lea Fields Crematorium hosted its annual Funeral Directors and Celebrant meeting, an invaluable opportunity to exchange ideas and gather feedback from key stakeholders.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LFC01 - Services Held **Included in PIP**	139	155.5	123		↓
LFC03 - Income received	£115,686	N/A	£110,793	-	-
LFC04 - Secondary sales	£2,499	N/A	£574	-	-
LFC05a - % of services that are full services *new measure*	N/A	71%	66%	-	-
LFC05b - % of services that are direct	N/A	20%	22%	-	-
LFC05c - % of services that are Farewell (attended direct) services *new measure*	N/A	4%	3%	-	-
LFC05d - % of services that are early start services *new measure*	N/A	5%	9%	-	-
LFC05e - % of services that are Saturday services *new measure*	N/A	0.3%	1%	-	-

Markets

MKT02/04 - The definitions for the measures MKT02 - Average weekly number of market stalls on a Saturday market and MKT04 - Average weekly number of market traders on a Saturday market have been updated. These measures now exclude Farmers' Market and special event stalls, which have been removed and are instead recorded under newly introduced measures. This change ensures that these KPIs reflect only regular market activity, while data related to Farmers' Markets and special events is captured separately. The 2024/25 data is not included within the report due to the data no longer being comparable due to the changes in measure definition.

Table 2. Includes data for measures, MKT01, MKT02, MKT03 and MKT04:

Date	Tuesday Stalls	Tuesday Traders	Date	Saturday Stalls	Saturday Traders
01/07/2025	26	12	05/07/2025	12	5
08/07/2025	24	11	12/07/2025	13	5
15/07/2025	20	10	19/07/2025	8	3
22/07/2025	23	10	26/07/2025	12	5
29/07/2025	18	7	02/08/2025	13	6
05/08/2025	20	9	09/08/2025	13	6
12/08/2025	21	8	16/08/2025	12	6
19/08/2025	24	11	23/08/2025	14	7
26/08/2025	22	9	30/08/2025	13	6
02/09/2025	15	9	06/09/2025	12	4
09/09/2025	21	10	13/09/2025	13	5
16/09/2025	21	11	20/09/2025	12	6
23/09/2025	26	12	27/09/2025	14	8
30/09/2025	29	14	x	x	x
Total Sum Q2	310	143	Total Sum Q2	161	72
Total Average Q2	22	10	Total Average Q2	12	6

Table 2.

The programme of supporting events run by the Council alongside the Gainsborough market for quarter two included the following:

- Saturday 12th July: Farmers and Craft Market
- Saturday 9th August: Farmers and Craft Market
- Saturday 13th September: Farmers and Craft Market & Literature Village

MKT01/03 - The average weekly number of market stalls on a Tuesday continued to fall below target in quarter two when compared with the same period last year. However, there was a slight improvement from quarter one, which reported an average of 21 stalls. Similarly, the average weekly number of market traders remained below target, with 10 reported for quarter two compared to 11 in the same quarter last year. This also reflects a slight increase from quarter one, which recorded nine traders. Both measures

MKT02/04 - The average weekly number of market stalls on Saturdays stood at 12.33 in quarter two, which falls within the approved tolerance range for the target. Meanwhile, the average number of market traders was six, below the target of ten, but this reflects a slight improvement from quarter one, which reported five traders.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
MKT01 - Average weekly number of market stalls – Tuesday **Included in PIP**	22	37	22		→
MKT03 - Average weekly number of market traders – Tuesday **Included in PIP**	11	20	10		↓
MKT04 - Average weekly number of market traders– Saturday **Included in PIP**	N/A	10	6		-
MKT05 - Average monthly number of farmers market traders – Saturday *new measure*	N/A	N/A	4	-	-
MKT06 - Total number of special event market traders – Saturday *new measure*	N/A	N/A	8	-	-
MKT07 - Average monthly number of farmers market stalls – Saturday *new measure*	N/A	N/A	4	-	-
MKT08 - Total number of special event market stalls – Saturday *new measure*	N/A	N/A	8	-	-

Trinity Arts Centre

TAC03 - Engagement activities experienced a slight decline over the summer holidays, as many of our regular sessions paused during this period. However, September saw the launch of two new initiatives: one focused on visual arts - marking a fresh direction for Trinity - and another centered on heritage, with the introduction of backstage tours at the venue.

TAC02a - As expected, the mid-July opening of the Savoy Cinema in Gainsborough had a noticeable impact on Trinity Arts Centre's cinema attendance. Quarter Two recorded a decline in audience numbers, with occupancy levels falling to 7%. This in part due to the screening which has been programmed well in advance at Trinity Arts Centre being shows at the Savoy over the same period.

TAC02b - Live theatre audience figures have increased compared to the previous year's quarter two, with 80% capacity reported in the 200-seat auditorium, which is in excess of the 60% target.

TAC05 - In addition to the strong attendance at live events, quarter two also reported an increase in average spend per head, rising to £4.01. This represents an uplift from £3.36 in the previous quarter and the same figure recorded in Quarter Two of the previous year.

Trinity Arts Centre has been named a finalist in the 'Best Service Team: Sports, Leisure & Cultural Service' category at the prestigious APSE (Association for Public Service Excellence) Annual Service Awards 2025. The awards, which celebrate excellence in public services, will take place in September. Although Trinity Arts Centre did not win, it was proudly recognised for its excellence in customer service, high levels of customer satisfaction, increased community engagement, innovative use of technology, and strong commitment to staff development.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
TAC01 - Total number of performance and screenings held	41	35	43		↑
TAC02a - Cinema Screening audience figures as a percentage of capacity	20%	N/A	7%	-	-
TAC02b - Live theatre audience figures as a percentage of capacity	76%	60%	80%		↑
TAC03 - Total number of engagement activities held	153	100	142		↓
TAC04 - Income Received	£46,354	N/A	£38,538	-	-
TAC05 - Average spend per head on secondary sales	£3.36	£3.00	£4.01		↑

Leisure

LEI01 - Quarter two reports an increase in full fee-paying memberships at the Gainsborough site, rising to 2,108 compared to 2,065 in the same period of 2024/25 and 2,073 in quarter one. Market Rasen recorded 635 members in quarter two, up from 616 in the same period last year, but slightly lower than quarter one, which reported 653 members at the end of June.

LEI04 - Everyone Active delivers low-intensity sports sessions such as walking netball and football at both facilities, along with cricket and wheelchair basketball at Market Rasen. In-centre activities include Easy Line, SIT Fitness, and Stretch and Sculpt, all operating at over 90% capacity, with total participation across West Lindsey reaching 1,194 in quarter two. At Market Rasen, active seniors sessions feature zumba gold, pilates gold, and walking sports, with total participation for these activities recorded at 777 in quarter two.

LEI05 - In quarter two, the average number of non-members using both sites increased to 10,276, up from 9,078 in the same period last year and 8,743 in quarter one. Gainsborough accounted for 9,471 visits, while Market Rasen recorded 805. This represents a slight decrease for Market Rasen compared to 934 in quarter two of 2024/25, but an improvement on quarter one, which reported 704 non-member visits.

LEI08 - With the free Exercise on Prescription scheme supported by One You Lincolnshire ending in 2024/25, Everyone Active introduced its own programme offering the same service at a significantly reduced cost for a 12-week period. In quarter two, 25 new participants joined the scheme - 20 at West Lindsey Leisure Centre and five at Market Rasen.

LEI09 - A new performance measure introduced for 2025/26 tracks the cumulative percentage of the contractual annual maintenance plan delivered in-year, providing visibility on Everyone Active's compliance with their agreed maintenance schedule. In quarter two, completed activities included repairing all wet-side lockers by the end of July in preparation for the summer holidays, servicing the Munters wheel to ensure adequate airflow throughout the building, completing the annual health suite service (including the sauna and salt room), servicing sports hall equipment in August, and carrying out all PAT testing.

LEI10 - The number of complaints includes all comments submitted through the Single Customer View (SCV) across both sites. Gainsborough received 44 comments and Market Rasen 17, mainly relating to gym facilities, group exercise sessions, swimming, and swim lessons. In response to the question, *"How would you rate the overall cleanliness of the centre (Gainsborough)?"*, the results show that 61% rated cleanliness as good or very good, an improvement from 47% in quarter one.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LEI01a - Number of individual full fee-paying Gainsborough leisure centre members	2,065	N/A	2,108	-	-
LEI01b - Number of individual full fee-paying Market Rasen leisure centre members	616	N/A	635	-	-
LEI02a - % of members visiting the Gainsborough leisure centre at least once a week	77%	N/A	87%	-	-
LEI02b - % of members visiting the Market Rasen leisure centre at least once a week	57%	N/A	64%	-	-
LEI04a - Number of users of the Seniors Active Programme at Gainsborough Leisure Centre	1,396	N/A	1,194	-	-
LEI04b - Number of users of the Seniors Active Programme at Market Rasen Leisure Centre	633	N/A	777	-	-
LEI05a - Average number of non-members using Gainsborough Leisure Centre per month	8,144	N/A	9,471	-	-

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
LEI05b - Average number of non-members using Market Rasen Leisure Centre per month	934	N/A	805	-	-
LEI06 - Number of outreach sessions held	6	N/A	6	-	-
LEI07 - Number of outreach users	124	N/A	138	-	-
LEI08 - Number of leisure centre users referred through the Healthy Lifestyle scheme	96	N/A	25	-	-
LEI09 - % of the contractual annual maintenance plan delivered in year *new measure*	N/A	N/A	50%	-	-
LEI10a - Number of complaints received – Gainsborough leisure centre *new measure*	N/A	N/A	44	-	-
LEI10b - Number of complaints received – Market Rasen leisure centre *new measure*	N/A	N/A	17	-	-

Waste Management

WAS02 - Residual waste levels remained at 41kg when compared with the same quarter last year, however, there has been a slight decrease from the 42kg reported in quarter one.

WAS04 - In quarter two, 95% of all missed bins were collected within the service level agreement of five working days. This marks a slight decrease compared to both quarter two of the previous year and the preceding quarter, which reported a 97% collection rate.

The team continues preparations for the rollout of the new weekly food waste collection service. From 2026, Lincolnshire will introduce this initiative in line with the legal requirements set out in the Environment Act 2021, with the aim of increasing recycling rates and reducing environmental harm. Coordinated by Lincolnshire County Council and the Lincolnshire Waste Partnership, the rollout will begin in March with West Lindsey, Lincoln City, North Kesteven, and South Kesteven, with specific dates to follow. Each household will receive a 5-litre indoor caddy, a 23-litre outdoor caddy, and a roll of liners, with the option to use other soft plastic bags. These secure, odour-resistant caddies will be emptied weekly using dedicated vehicles, and residents will be provided with full guidance. Collected food waste will be sent to a local anaerobic digestion facility to be converted into biogas and fertiliser, supporting clean energy and agriculture.

Performance Exceptions

KPI	Q2 (2024/25)	Target	Q2 (2025/26)	Perf	DoT
WAS02 - Amount of residual waste collected per household	41kg	45kg	41kg		→
WAS04 - % of missed bins collected within 5 working days	99%	95%	95%		↓

