

Helping Britain Prosper Plan 2014-2016 performance

HELPING PEOPLE

	2016 Target	2016 Performance	2015 Target	2015 Performance	2014 Target	2014 Performance
Number of first-time buyers supported through delivering the most comprehensive mortgage proposition in the UK mortgage market	1 in 4	●	1 in 4	●	>80,000	●
Share of new-built mortgages provided ¹	1 in 4	●	1 in 4	●	1 in 4	●
Amount invested in smaller house builders' projects via our Housing Growth Fund to support the house building sector	£30m	●	£6m	●	X	X
Arrange and provide new funding support for the Social Housing Sector	£500m	●	X	X	X	X
Number of customers we help to plan for later life through company pension schemes	X	X	100,000	●	£1.1m (cumulative)	●
Number of customers we help post-retirement by providing income via annuities	X	X	X	X	526,000	●
To help consumers plan for later life through use of our Retirement Planning website	250,000	●	X	X	N/A	N/A
Amount of additional funding provided to support Credit Unions per year	X	X	£1m	●	£1m	●
Additional sustainable lending Credit Unions make to their customers across the UK through our annual £1 million commitment to capital funding	£5m	●	X		X	X
Share of social banking accounts we will support	1 in 4	●	1 in 4	●	1 in 4	●
Number of colleagues helping people and organisations use the internet to improve digital skills and financial capability	4000	●	7000	●	N/A	●
Number of community support workers accredited to deliver financial education ³	N/A	N/A	900	●	650	

HELPING BUSINESSES

Number of start-up businesses we will help to get off the ground	100,000	●	1 in 5	●	>100k	●
Increased amount of Net Lending to SMEs and Mid-Market companies per year	£2bn	●	>£2bn	●	>£1bn (£28bn)	●
Increased amount of new funding support provided to UK Manufacturing businesses per year	£1bn	●	£1bn	●	£1bn	●
Number of High Value manufacturing apprenticeships as a result of our £1m per year funding (in the Lloyds Bank Advanced Manufacturing Training Centre)	120	●	X	X	X	X
Number of businesses helped to trade internationally	X	X	72,000	●	X	X
Number of clients we will help export for the first time (per year)	5,000	●	X	X	X	X
Value of UK infrastructure projects the Government's National Infrastructure Plan supported	£10bn	●	£10bn	●	X	X
% of supplier invoices paid within 30 days	X	X	96%	●	95% (100%)	●
Number of colleague trained to mentor SMEs and social enterprises ⁴	X	X	260	●	1,000 (cumulative)	●
Number of entrepreneurs supported through Lloyds Bank and Bank of Scotland Social Entrepreneurs programmes	270	●	270	●	>750 (cumulative)	●
Number of new Lloyds Banking Group Apprenticeship positions created with permanent employment	1000	●	1000	●	2,450 (cumulative)	●
% of Lloyds Banking Group Apprenticeships taken up by external candidates from the UK's most disadvantaged areas	X	X	15%	●	N/A	X
% of undergraduates from low income families (Lloyds Scholars) who have secured a job within six months of graduating from university	X	X	90%	●	90%	●
Number of undergraduates from lower income households supported through the Lloyds Scholars Programme	120	●	X	X	X	X

Helping Britain Prosper Plan 2014-2016 performance continued

HELPING COMMUNITIES

	2016 Target	2016 Performance	2015 Target	2015 Performance	2014 Target	2014 Performance
Number of paid volunteer hours used by colleagues to support community projects	240,000	●	320,000	●	800,000 (cumulative)	●
Number of community organisations and schools supported by our volunteers or funding	X	X	19,500	●	6,500	●
Amount donated to the Bank's Foundations to help tackle disadvantage	X	X	£17m	●	£16.5m	●
Number of charities we will support as a result of our £100m commitment to the Foundations	2500	●	X	X	X	X
Amount raised by colleagues and communities for our Charity Partners (including Matched Giving) to support those in need	£4m	●	£4m	●	£4m (cumulative)	●
% of senior roles to be held by women	33%	●	31%	●	29%	●
We will consistently increase the engagement levels of ethnic minority colleagues in all roles	70% (Colleague Survey Score)	●	66% (Colleague Survey Score)	●	66% (Colleague Survey Score)	●
We will consistently increase the engagement levels of disabled colleagues in all roles	65% (Colleague Survey Score)	●	55% (Colleague Survey Score)	●	55% (Colleague Survey Score)	●
We will consistently increase the engagement levels of LGBT colleagues in all roles	64% (Colleague Survey Score)	●	60% (Colleague Survey Score)	●	60% (Colleague Survey Score)	●
Maintain gold status (>90% score) with the Business Disability Forum on our journey to be the Best Bank for colleagues and customers with disabilities ⁷	X	X	Gold	●	90%	●

KEY

ACHIEVED	●
PARTIALLY ACHIEVED	●
NOT ACHIEVED	●

Targets achieved

	%
2016	83 (20/24)
2015	96 (27/28)
2014	80 (20/25)