






































Helping Britain Proper Plan 2014-2017 performance

Targets achieved %

2017		95 (21/22)
2016		83 (20/24)
2015		96 (27/28)
2014		80 (20/25)

	2017 Target	2017 Performance	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	X	X	1 in 4		1 in 4		>80,000	
Share of new-build mortgages provided	X	X	1 in 4		1 in 4		1 in 4	
Amount of lending committed to help people buy their first home	£10bn		X	X	X	X	X	X
Amount invested in smaller house builders' projects via our Housing Growth Fund to support the house building sector	X	X	£30m		£6m		X	X
Number of homes our Housing Growth Partnership has committed to build	1,500 (cumulative)		X	X	X	X	X	X
Arrange and provide new funding support for the Social Housing sector	£500m		£500m		X	X	X	X
Number of customers we help to plan for later life through company pension schemes	X	X	X	X	100,000		£1.1m (cumulative)	
Number of customers we help post-retirement by providing income via annuities	X	X	X	X	X	X	526,000	
The number of customers better informed and making plans for later life as a result of our guidance and support	82,000		250,000		X	X	N/A	N/A
Amount of additional funding provided to support Credit Unions per year	X	X	X	X	£1m		£1m	
Additional sustainable lending Credit Unions make to their customers across the UK through our annual £1m commitment to capital funding	£5m		£5m		X	X	X	X
Share of social banking accounts we will support	1 in 4		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	X	X	4,000		7,000		N/A	N/A
Number of individuals, SMEs and charities trained in digital skills including internet banking	700,000		X	X	X	X	X	X
Number of community support workers accredited to deliver financial education	N/A	N/A	N/A	N/A	900		650	

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Helping Britain Proper Plan 2014-2017 performance continued

HELPING BUSINESS								
	2017 Target	2017 Performance	2016 Target	2016 Performance	2015 Target	2015 Performance	2014 Target	2014 Performance
Number of start-up businesses we will help to get off the ground	100,000	●	100,000	●	1 in 5	●	>100,000	●
Increased amount of Net Lending to SMEs and Mid Market companies per year	£2bn	●	£2bn	●	>£2bn	●	>£1bn (£28bn)	●
Increased amount of new funding support provided to UK Manufacturing businesses per year	£1bn	●	£1bn	●	£1bn	●	£1bn	●
Number of High Value manufacturing apprenticeships as a result of our £1m per year funding (in the Lloyds Bank Advanced Manufacturing Centre)	500	●	120	●	X	X	X	X
Number of businesses helped to trade internationally	X	X	X	X	72,000	●	X	X
Number of clients we will help export for the first time	5,000	●	5,000	●	X	X	X	X
Value of UK infrastructure projects supported in the Government's National Infrastructure Plan	£10bn	●	£10bn	●	£10bn	●	X	X
% of supplier invoices paid within 30 days	X	X	X	X	96%	●	95%	●
Number of colleague trained to mentor SMEs and social enterprises	X	X	X	X	260	●	1,000 (cumulative)	●
Number of social entrepreneurs supported through Lloyds Bank and Bank of Scotland Social Entrepreneurs programmes	250	●	270	●	270	●	>750 (cumulative)	●
Number of new Lloyds Banking Group Apprenticeship positions created with permanent employment	1,000	●	1,000	●	1,000	●	2,450 (cumulative)	●
% of Lloyds Banking Group Apprenticeships taken up by external candidates from the UK's most disadvantaged areas	X	X	X	X	15%	●	X	X
% of undergraduates from low income families (Lloyds Scholars) who have secured a job within six months of graduating from university	X	X	X	X	90%	●	90%	●
Number of undergraduates from lower income households supported through the Lloyds Scholars Programme	135	●	120	●	X	X	360	●
Amount of commercial real estate space we will fund to become more energy efficient with green loans	2m square feet	●	X	X	X	X	X	X

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Helping Britain Proper Plan 2014-2017 performance continued

HELPING COMMUNITIES								
	2017 Target	2017 Performance	2016 Target	2016 Performance	2015 Target	2015 Performance	2014 Target	2014 Performance
Number of colleague volunteer hours used to support community projects	240,000	●	240,000	●	320,000	●	800,000 (cumulative)	●
Number of community organisations and schools supported by our volunteers or funding	X	X	X	X	19,500	●	6,500	●
Amount donated to the Bank's Foundations to help tackle disadvantage	X	X	X	X	£17m	●	£16.5m	●
Number of charities we will support as a result of our £100m commitment to the Foundations	2,500	●	2,500	●	X	X	X	X
Amount raised by colleagues and communities for our Charity Partners (including Matched Giving)	£2m	●	£4m	●	£4m	●	£4m (cumulative)	●
% of senior roles to be held by women	34%	●	33%	●	31%	●	29%	●
We will consistently increase the engagement levels of ethnic minority colleagues in all roles	70% (colleague survey score)	●	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)	●	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	65% (colleague survey score)	●	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	X	X	X	X	Gold	●	90%	●

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