

REPORT FROM: HEAD OF CENTRAL & REGENERATION SERVICES

TO: PERFORMANCE MONITORING PANEL

DATE: 12TH AUGUST 2013

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**PERFORMANCE INDICATOR (PI) REPORT:
 1ST APRIL – 30TH JUNE 2013**

PURPOSE OF REPORT

The report presents the Performance Monitoring Panel (PMP) with details of performance for the period 1st April – 30th June 2013.

RECOMMENDATIONS

That PMP Members note:

- (1) the underperforming key PIs and related comments as detailed in Appendix 1;
- (2) 'actual' waste management performance and the work related absence performance for 2012/13 as detailed in Appendix 2;
- (3) a further review of the PI set (to be completed prior to the 30th September 2013) is required for the Communications Team and the Localities, Communities & Policy Team due to a change of focus in their areas of work;
- (4) that TR 2 (No. of Pendle Tourism Forums supported and facilitated) is to be removed from the Corporate PI Set for the reasons specified in this report;
- (5) the performance information for Pendle Leisure Trust detailed in Appendix 3.

REASONS FOR RECOMMENDATIONS

To ensure that we retain focus on our priorities and deliver good quality, accessible services.

ISSUE

Background

1. As you will know, following the changes introduced by Central Government towards more localised scrutiny of Council performance, we took the opportunity to review our performance management arrangements for 2011/12 onwards.
2. Part of this review was to devise, with services, a revised PI set with a focus on moving towards more productivity based measures of performance. This change has helped us to

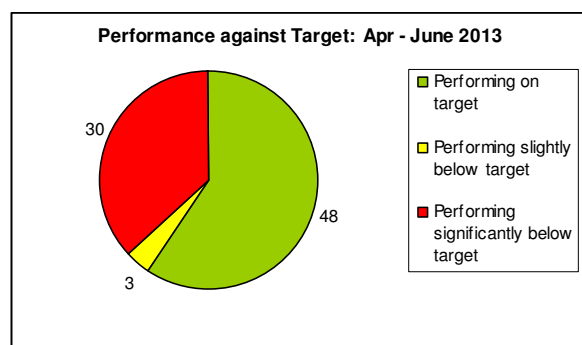
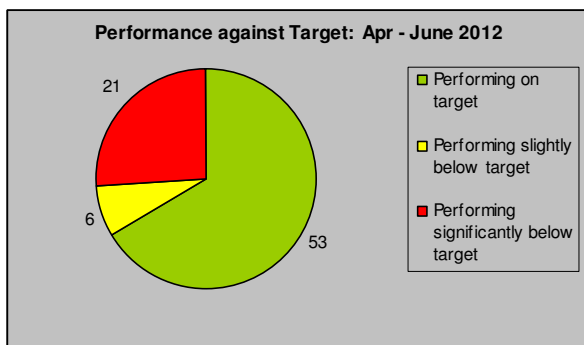
establish how things are working more effectively with the resources that we have, and will be used to improve and drive our performance.

3. Managers were also asked to report regular performance information on a timelier basis. This has helped us to see how services are performing more quickly than previous years and allows us to resolve any issues identified more promptly.
4. A review of this PI set has taken place at the end of each year. This involved the Performance Management Team discussing the existing PIs, previous performance and the proposed targets for 2013/14 with each service group. A few minor changes were made to the PI set as a result of these discussions via the deletion, amendment and introduction of a small number of PIs.
5. The proposed PI set and targets for 2013/14 were approved by Management Team at the meeting on 21st May 2013.

Present Position

General Performance

6. With regard to the Quarter 1 PIs, detailed performance information is attached as follows:
 - Appendix 1 – contains Corporate PIs that have performed below target for the period 1st April – 30th June 2013. These have been identified as 'key' (previously by Management Team) where appropriate in terms of their importance to the services being delivered by the Council.
 - Appendix 2 – contains:
 - a) an update on the recycling PIs performance for 2012/13. The data presented to you in our last report contained estimates for March 2013. The actual figures for this period are now available.
 - b) performance information for work related absence during 2012/13 as this was not available in the last report.
 - Appendix 3 – contains PIs that are delivered by Pendle Leisure Trust and have been provided for your information.
7. Of our 117 Corporate PIs reported on for the quarter, performance could only be measured against 81 (69%). Performance cannot be assessed against 36 PIs because:
 - 32 are 'Data Only' PIs. This means that targets have not been set either due to the nature of the PI (e.g. monitoring trends), or because they are feeder PIs and are provided in this report for information / context.
 - 4 PIs are related to street cleanliness surveys which are not reported in Quarter 1.
8. The summary below shows how these 81 PIs have performed during the period April – June 2013. 48 (59.3%) of our PIs are performing on or above target whilst 40.7% are underperforming (30 (37%) are Red and three (3.7%) are Amber). The summary from Quarter 1 2012/13 has also been provided as a comparison.



9. It is important to note at this stage that within Covalent:
 - there have been 'blanket' variances/thresholds set (1% for Amber and 5% for Red) for the majority of PIs. Therefore, dependant on how the PI is measured, a very small underperformance can result in the traffic light icon displaying as 'red';
 - the 'Long Trend' arrow reported for each PI compares current performance (where possible) by averaging data reported previously.
10. Forecasts for 80 PIs were also provided by services on performance towards annual targets. This information indicates that 62 (77.5%) of these 80 PIs are expected to meet or exceed targets set for the year.
11. Appendix 1 details the 18 PIs that show an underperformance against target during the period April – June 2013 and have been identified as 'key' by Management Team.
12. These have been presented to the respective Directors/Heads of Service regarding the performance of these PIs and their comments sought and included in the table, where relevant.
13. None of these PIs present any significant cause for concern at this stage and will be closely monitored throughout the remainder of the year.
14. The Localities, Communities & Policy Team and the Communications Team have approached the Performance Management Officer requesting to review a number of their PIs prior to the next quarter end.
15. This is due to the focus of their work having changed in some areas since these PIs were originally developed. As a result, whilst the data is still obtainable, some of the PIs no longer represent meaningful measures of performance as they no longer represent the work of the teams.
16. Also, it is suggested that TR 2 (No. of Pendle Tourism Forums supported and hosted) be removed from the Corporate PI Set. This is due to the decision that has been taken to replace the quarterly forums with an Annual Pendle Tourism Conference; thus rendering this PI meaningless.
17. With regard to the recycling PIs, the data reported in our 2012/13 Annual PI Report contained estimates for March 2013. The 'actual' data for this time period is now available and is detailed in Appendix 2.
18. The actual performance is either the same or better than that forecast / estimated for the Quarter 4 2012/13 reporting period, particularly for WM 9 (Residual household waste per household). The actual figure for waste collected per household is 513.52kg and, whilst this is below target and a lower level of performance than the previous two years it is much more positive than the estimate of 520.85kg.

19. The PI HR 5 has also reported an underperformance for 2012/13 with 9.53% of occasions of sickness absence being attributed to work related illness and / or injury. A separate report is to be presented to Management Team in September 2013 providing further analysis of work related absence along with some possible solutions to the issue.

IMPLICATIONS

Policy: The Council has a duty to regularly report on its performance and make this information available to members of the public, staff and councillors.

Financial: None.

Legal: The Council has a duty to regularly report on its performance and make this information available to members of the public, staff and councillors.

Risk Management: Failure to effectively monitor performance and deal with any problems of underperformance could impact upon the Council's ability to deliver its priorities.

Health and Safety: None.

Sustainability: A number of our current performance measures relate to Sustainability issues.

Community Safety: A number of our current performance measures relate to Community Safety issues.

Equality and Diversity: A number of our current performance measures relate to Equality and Diversity issues.

APPENDICES

Appendix 1 – Underperforming PIs for 1st April – 30th June 2013

Appendix 2 – Update on Performance Information relating to 2012/13

Appendix 3 - Pendle Leisure Trust PIs: 1st April – 30th June 2013

LIST OF BACKGROUND PAPERS






- Performance data received from individual services
- Supporting commentary received from individual services
- Covalent Performance Management Software reports
- Partnership Steering Group Report for June 2013





PI Report 2013/14: Underperforming PIs in Quarter 1

APPENDIX 1

Generated on: 29 July 2013

Key:

Status: Performance Against Target / Expected Outcome	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	Performance for this PI cannot be measured.
	Information only PI.













Long Trend: Are we consistently improving?	
	The value of this PI has improved when compared to an average of previous reporting periods
	The value of this PI has not changed when compared to an average of previous reporting periods
	The value of this PI has worsened when compared to an average of previous reporting periods
	No comparable performance data is available.

Please Note:
















PIs in **bold** type have been brought to your attention for underperformance in up to two reports during 2012/13










PIs in *italic* type have been brought to your attention for underperformance in three reports during 2012/13







PIs in ***bold italic*** type have been brought to your attention for underperformance in each of the reports for 2012/13













Central & Regeneration Services						
PI	2013/14 Outturn to date	2013/14 Target to date	Status	Long Term Trend	Expected Outcome	Comments
DL 2 Standard land charge searches completed in less than 5 days	91.35%	99.8%				The total number of standard searches for the first quarter of 2013-14 was 185. Replies to 169 of these were sent within 5 working days and replies to 94 within 3 working days. All were completed within 10 working days.
HN 1 Recording cases where positive action is taken to prevent or relieve homelessness (per 1,000 households) (formerly HRS 12)	.97	1.74				The out-turn for Quarter 1 is 0.97 per thousand households which equates to 36 cases. This represents a slow start towards the target although it does not include some partner organisation data which could not be collated by the deadline (it will be added for Q2). Many of the cases relate to accessing alternative accommodation to prevent homelessness such as private rented (bond scheme) and help to resolve issues which helped to keep the customer in their own home.
HS 2 % of 'no hot water' complaints responded to within 1 working day	92.3%	95.0%				We are on target to achieve our target. The reduction is due to us not responding to one complaint within the required time due to workloads. Again the number of complaints was above what we would have expected for this time of year.
<i>HS 6 Number of private sector dwellings where Category 1 hazards</i>	12	25				<i>The number of Category 1 hazards being removed is low, however the complaint level has reduced and officers are now concentrating on getting the notices</i>

PI	2013/14 Outturn to date	2013/14 Target to date	Status	Long Term Trend	Expected Outcome	Comments
are removed (formerly HRS 13)						complied with. However, we are confident that we will meet the target.

Environmental & Recreation Services						
PI	2013/14 Outturn to date	2013/14 Target to date	Status	Long Term Trend	Expected Outcome	Comments
DIR 1 Percentage of complaints handled within timescales (formerly CEPU 3)	98.0%	100.0%				<p>A total of 302 complaints were received in the quarter. This is significantly higher than the equivalent quarter in 2012/13 when 160 complaints were received but note the comments provided below on behalf of Waste Services.</p> <p>Of the total of 302 complaints, 266 were received by Waste Services of which 3 were unresolved at the end of the quarter. A total of 296 complaints (98.0%) were resolved within the 15 day target. The six complaints that fell outside this target related to Waste Services. Of the total complaints received during the quarter all but 1 were dealt with at Stage 1.</p> <p>Overall, during the quarter a total of 36 compliments were received.</p>
PBC 1a Percentage of all appeals determined in accordance with officer recommendation	71.43%	80.00%				In the first quarter there were 7 appeal decisions received from the Planning Inspectorate. 5 of these were in accordance with the planning officer's recommendation. There are currently just 5 planning appeals awaiting decision.
PBC 6 Percentage of 'Minor' planning applications determined within 8 weeks (formerly NI 157b)	82.22%	87%				There were a total of 45 applications determined. 35 applications determined by officers were within the time limit. Whereas, of the 9 applications determined by Committee, 2 were within the 8 week time limit. 37 applications in total were within the time limit giving a result of 82.22% which is below the target of 87%.
PBC 7 Percentage of 'Other' planning applications determined within 8 weeks (formerly NI 157c)	90%	92%				90 applications were determined within this category. 81 were within the time limit giving a result of 90% which meets the target. Of the 14 application determined at Committee 6 were within the time limit.
WM 2 Reported number of missed	33	26.3				The number of missed collections not dealt with within one working day for

PI	2013/14 Outturn to date	2013/14 Target to date	Status	Long Term Trend	Expected Outcome	Comments
collections not dealt with within 1 working day						quarter 1 is 33. The figure is above the desired number and as such the issue will be raised with both supervising officers and frontline operatives during the next group meetings. Reports will be monitored to ensure the performance improves over the next quarter.
WM 3 Number of fixed penalty notices (FPNs) issued (formerly OS 7)	18	33				The Council has various powers to issue fixed penalty notices for offences such as littering and the failure to remove dog fouling. In Quarter 1 Officers issued 18 Fixed Penalty Notices. Within the same period the team have carried out 2 educational / dog chipping events and participated in a further 13 multi agency Environmental Visual Audits and 11 joint patrols with PCSO's. Officers have also carried out educational visits to 3 schools within the Brierfield and Reedley committee area to reduce problems with littering and fouling of pavements.
WM 4 Number of s215 actions commenced	198	235				<p>Section 215 of the Town and Country Planning Act 1990 allows a Local Authority to serve notice on the owners and occupiers of land requiring the site to be tidied up if the condition of any land is in such a state as to adversely affect the amenity of the neighbourhood.</p> <p>In Quarter 1 formal actions commenced against 198 owners and occupiers which is consistent with activity reported within quarter 4. Within Quarter 1 Officers have written to a further 78 residents / landowners regarding the need to tidy land and it is felt that this action may have resulted in land being cleared without the need for formal intervention being required.</p>
WM 6 Number of s46 notices issued	5	47				<p>Section 46 of the Environmental Protection Act 1990 allows a Waste Collection Authority to specify how waste is to be presented for collection; i.e. to request an occupier to place waste into receptacles of a kind and number specified. Section 46 Notices are used to enforce the separation of waste types for recycling and the removal of receptacles from the public highway following their emptying.</p> <p>Within Quarter 1 Officers have written to 177 occupiers and following re-inspection have only had to issue 5 notices.</p>






PI	2013/14 Outturn to date	2013/14 Target to date	Status	Long Term Trend	Expected Outcome	Comments
WM 7 Number of s79 notices issued	3	6.5				<p>Section 79 of the Public Health Act 1936 allows a Local Authority to serve notice where the owner or occupier of land or property has allowed noxious waste to accumulate. Noxious waste being described as food waste or dog fouling. The notice gives the owner 24 hours to remove the waste. On failing to react to the notice the Local Authority can remove the waste and recover the expenses of any actions taken.</p> <p>Within Quarter 1 there were 3 Section 79 notices issued. This suggests that owners and occupiers of land or properties are continuing to deal with noxious waste more responsibly.</p> <p>Time limits within Section 79 of the Public Health Act 1936 do not allow informal letters to be sent and as such the Council in all cases issues formal notices requiring the noxious waste to be removed within 24 – 48 hours.</p>
WM 8a Percentage of the total tonnage of household waste which has been recycled (formerly BV82a(i))	20.94%	25.50%				<p>These figures include estimated tonnages for disposal, garden waste and third party recycling for June 2013 as Lancashire County Council (LCC) cannot provide final figures yet.</p> <p>The rolling year estimated performance of 23.09% (see WM 8c) is below the annual target of 25.5%. We have seen a decrease in the amount of paper and card collected for recycling, from 3261 tonnes in 2010/11 to 3063 tonnes in 2011/12, and then 3013t in 2012/13. There has also been a decrease in the amount of co-mingled recycling from 3914t in 2011/12 to 3817t in 2012/13. This combined with a slight increase in our residual waste tonnage is causing our recycling performance to drop.</p> <p>There is work being done to see if we can increase our recycling rates whilst within the constraints of LCC's cost sharing agreement, and within budget limits.</p>





PI	2013/14 Outturn to date	2013/14 Target to date	Status	Long Term Trend	Expected Outcome	Comments
WM 8c Percentage of the total tonnage of household waste which has been recycled - Rolling Year %	23.09%	25.50%				Please see commentary for WM 8a.
WM 8d Percentage of the total tonnage of household waste which have been sent for composting or for treatment by anaerobic digestion - Rolling Year %	12.09%	14.50%				<p>These figures include estimated tonnages for disposal, garden waste and third party recycling for June 2013 as Lancashire County Council (LCC) cannot provide final figures yet.</p> <p>The rolling year estimated performance of 12.09% (see WM 8d) is below the target of 14.5%. The estimated tonnage for quarter 1 of 2013/14 is similar to tonnages seen in quarter 1 of 2012/13 which also saw poor weather conditions. Poor weather means less gardening activity, hence less garden waste collected.</p> <p>There is work being done to see if we can increase our recycling rates whilst within the constraints of LCC's cost sharing agreement, and within budget limits.</p>
WM 10 Percentage of household waste sent for reuse, recycling and composting (formerly NI 192)	36.98%	40.00%				<p>These figures include estimated tonnages for disposal, garden waste and third party recycling for June 2013 as Lancashire County Council (LCC) cannot provide final figures yet.</p> <p>The rolling year estimated performance of 35.55% is below the annual target of 40%. As well as the comments submitted for WM8a and WM8b, the target set is a challenging one and reflects the need to achieve the high recycling targets set in the Lancashire Waste Strategy. There is work being done to see if we can increase our recycling rates whilst within the constraints of LCC's cost sharing agreement, and within budget limits.</p>
WM 10a Percentage of household waste sent for reuse, recycling and composting - Rolling Year %	35.55%	40.00%				See WM 10

Performance Information 2012/13: Update

APPENDIX 2

Key:





Status: Performance Against Target / Expected Outcome	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	Performance for this PI cannot be measured.
	Information only PI.

Long Trend: Are we consistently improving?	
	The value of this PI has improved when compared to an average of previous reporting periods
	The value of this PI has not changed when compared to an average of previous reporting periods
	The value of this PI has worsened when compared to an average of previous reporting periods
	No comparable performance data is available.

Environmental & Recreation Services: Waste Management

Performance Data Traffic Light: Red – 5; Green - 2

WM 8a Percentage of the total tonnage of household waste which has been recycled





	Forecast	Value	Target	Status	Long Trend	What is Good Performance?	Lead Officer
2011/12	23.17%	23.32%	25.50%			Aim to Maximise	David Walker - Waste Services Manager
2012/13	23.30%	23.41%	25.50%				

Supporting Commentary

We have seen a decrease in both recycling and composting tonnages this year as well as an increase in the amount of residual waste to landfill, all which contribute to a low percentage for this indicator. However, performance has improved slightly when compared to 2011/12.

There is work being done to see if we can increase our recycling rates whilst within the constraints of LCC's cost sharing agreement, and within budget limits.

WM 8b Percentage of the total tonnage of household waste which have been sent for composting or for treatment by anaerobic digestion



	Forecast	Value	Target	Status	Long Trend	What is Good Performance?	Lead Officer
2011/12	13.98%	14.05%	14.50%			Aim to Maximise	David Walker - Waste Services Manager
2012/13	12.17%	12.17%	14.50%				

Supporting Commentary

We have seen a decrease in both recycling and composting tonnages this year as well as an increase in the amount of residual waste to landfill, all which contribute to a low percentage for this indicator.

There is work being done to see if we can increase our recycling rates whilst within the constraints of LCC's cost sharing agreement, and within budget limits.



WM 8c Percentage of the total tonnage of household waste which has been recycled - Rolling Year %

	Forecast	Value	Target	Status	Long Trend	What is Good Performance?	Lead Officer
2011/12	New for 2012/13					Aim to Maximise	David Walker - Waste Services Manager
2012/13	23.30%	23.42%	25.50%				

Supporting Commentary

Please see commentary for WM 8a.





WM 8d Percentage of the total tonnage of household waste which have been sent for composting or for treatment by anaerobic digestion - Rolling Year %

	Forecast	Value	Target	Status	Long Trend	What is Good Performance?	Lead Officer
2011/12	New for 2012/13					Aim to Maximise	David Walker - Waste Services Manager
2012/13	12.17%	12.17%	14.50%				

Supporting Commentary

Please see commentary for WM 8b.

WM 9 Residual household waste per household





	Forecast	Value	Target	Status	Long Trend	What is Good Performance?	Lead Officer
2011/12	515.71kg	512.08kg	520.00kg			Aim to Minimise	David Walker - Waste Services Manager
2012/13	520.85kg	513.52kg	510.00kg				

Supporting Commentary

We have seen a decrease in both recycling and composting tonnages this year as well as an increase in the amount of residual waste to landfill, all which contribute to a low percentage for this indicator.

There is work being done to see if we can increase our recycling rates whilst within the constraints of LCC's cost sharing agreement, and within budget limits.

WM 10 Percentage of household waste sent for reuse, recycling and composting



	Forecast	Value	Target	Status	Long Trend	What is Good Performance?	Lead Officer
2011/12	37.35%	37.59%	40.00%			Aim to Maximise	David Walker - Waste Services Manager
2012/13	35.77%	35.88%	40.00%				

Supporting Commentary

We have seen a decrease in both recycling and composting tonnages this year as well as an increase in the amount of residual waste to landfill, all which contribute to a low percentage for this indicator.

There is work being done to see if we can increase our recycling rates whilst within the constraints of LCC's cost sharing agreement, and within budget limits.

WM 10a Percentage of household waste sent for reuse, recycling and composting - Rolling Year %

	Forecast	Value	Target	Status	Long Trend	What is Good Performance?	Lead Officer
2011/12	New for 2012/13					Aim to Maximise	David Walker - Waste Services Manager
2012/13	35.77%	35.88%	40.00%				

Supporting Commentary



Please see commentary for WM 10.

Liberata

Performance Data Traffic Light: Red - 1

HR 5 Percentage of sickness absence due to work related injury and/or work related ill health (occasions of absence)

	Value	Target	Status	Long Trend	What is Good Performance?	Lead Officer
2011/12	9.78%	New for 2011/12			Aim to Minimise	Michelle Molloy -

2012/13	9.53%	8.00%				Principal Human Resources / Health & Safety Officer
Supporting Commentary						
<p>There has been an increase in both work related absence and injury this year. 10 employees have reported work related illness compared to 3 in the previous year; 7 of these were reported as stress, although one was a continued absence from the previous year. For work related injuries there was an increase from 18 to 22 of absences reported, although 3 were continued absence from last year. However 13 of the 22 absences were reported by 5 employees reporting between 2 and 3 cases each. This year all the cases of work related injury were in Waste Services. In 11/12 all but 2 cases were in Waste Services. A report will be taken to Management Team in September providing further analysis of work related absence and some possible solutions for reducing absence.</p>						

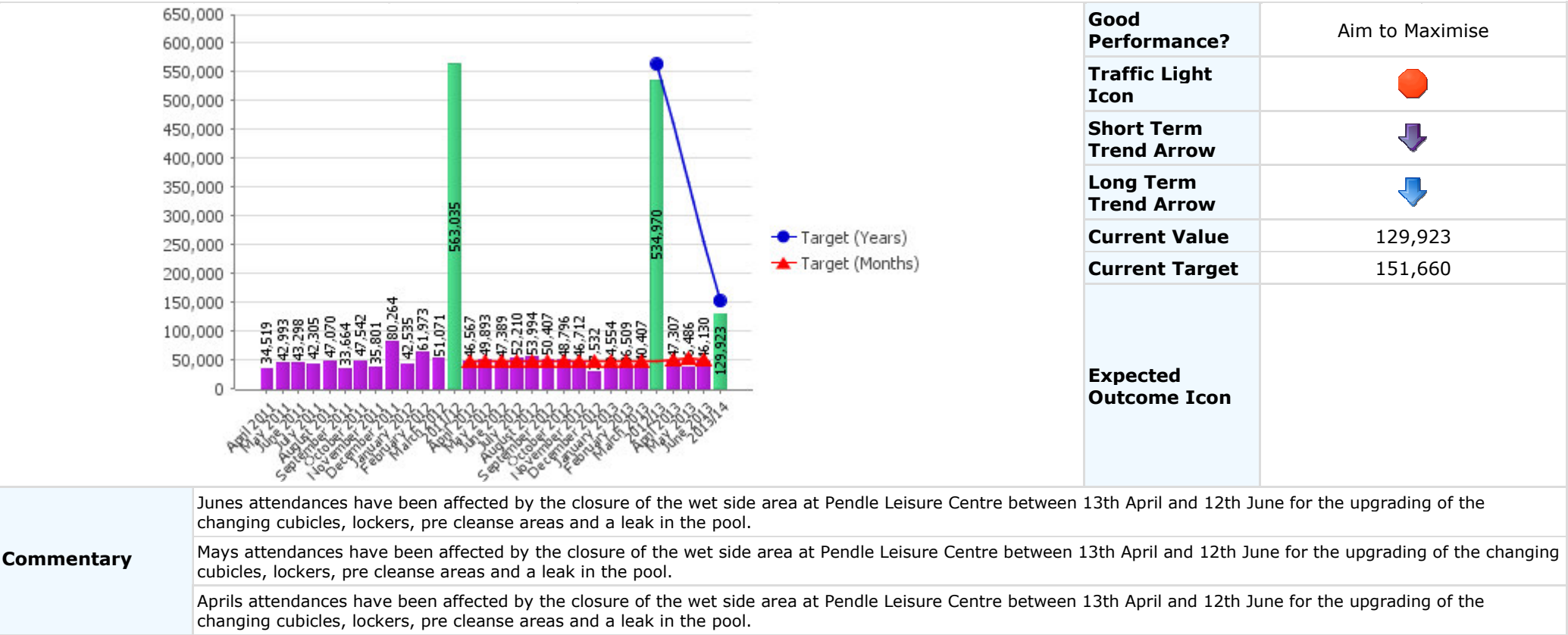
Pendle Leisure Trust PI Report: April – June 2013

Generated on: 15 July 2013

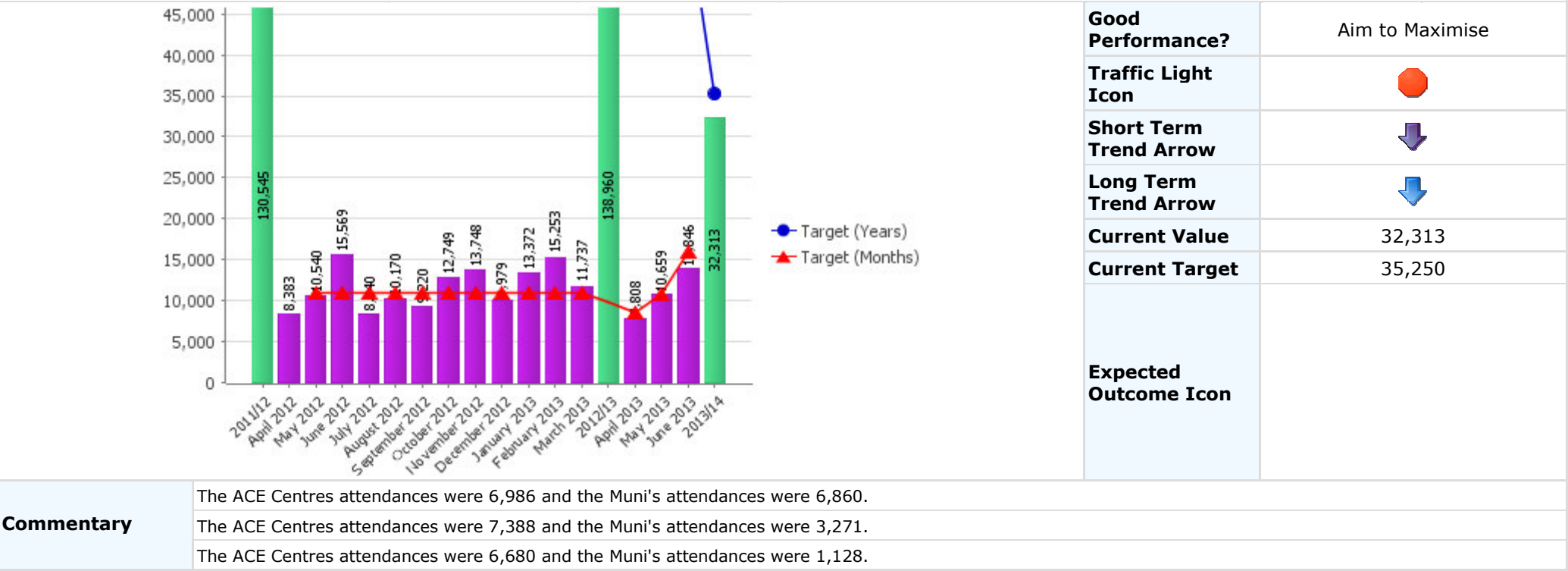
APPENDIX 3

PLT 1 Total number of visits to PLT leisure facilities

PLT leisure facilities include Inside Spa, Pendle Wavelengths, Pendle Leisure Centre, West Craven Sports Centre, Marsden Park Golf Course, and Seedhill Athletics & Fitness Centre.



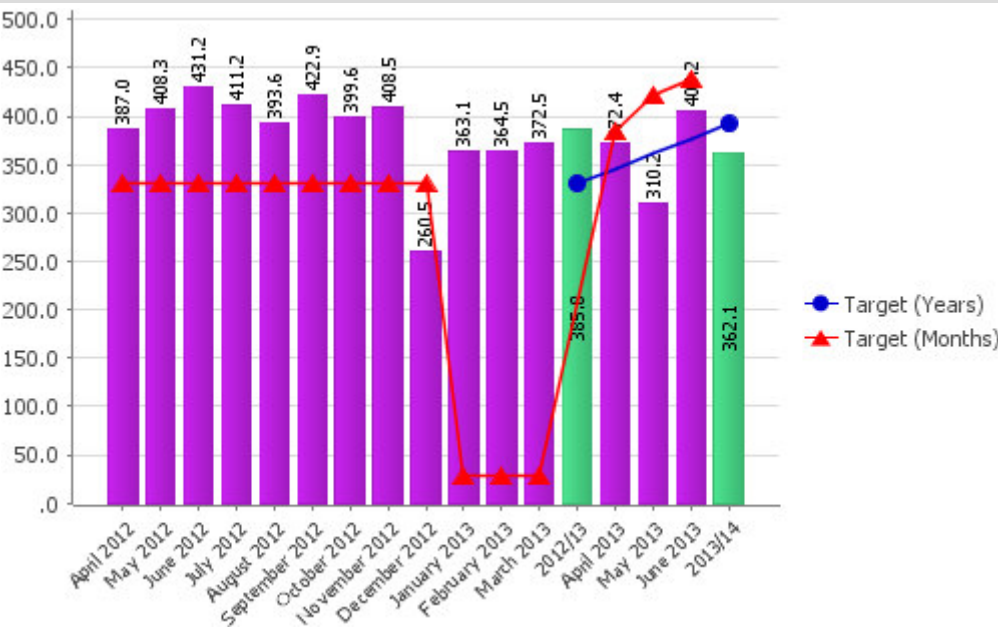
PLT 2 Number of attendees at events held in the ACE Centre and Colne Muni



PLT 3 Attendances at all PLT facilities per FTE staff member

PLT facilities included are Inside Spa, Pendle Wavelengths, Pendle Leisure Centre, West Craven Sports Centre, Marsden Park Golf Course, Seedhill Athletics & Fitness Centre, The ACE Centre and The Muni.

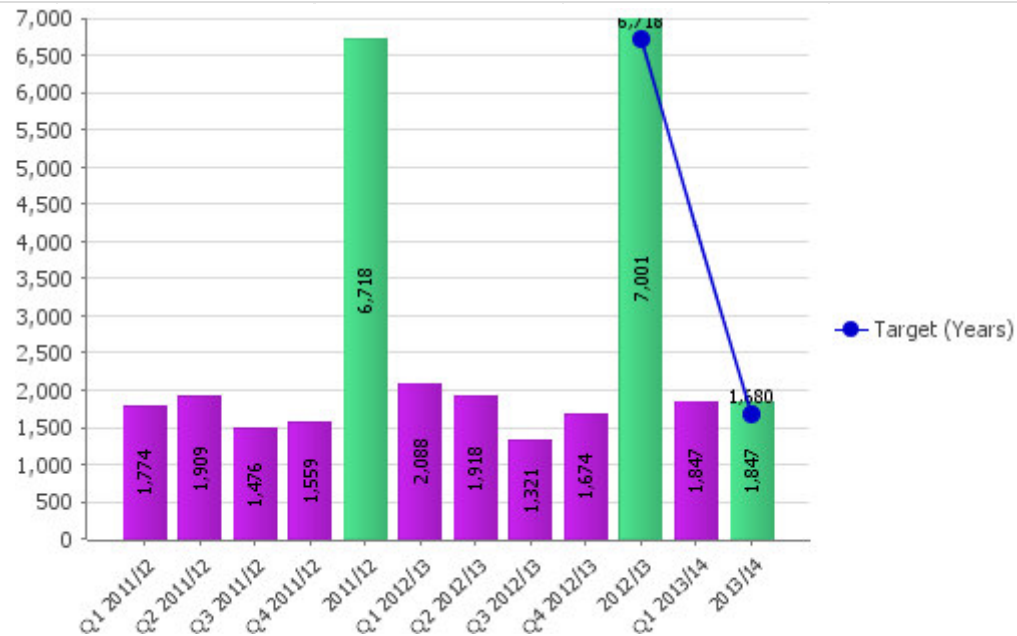
There is a one month time lag in the availability of FTE staff data. Therefore, it is accepted that this PI will be reported one month in arrears.



Good Performance?	Aim to Maximise
Traffic Light Icon	
Short Term Trend Arrow	
Long Term Trend Arrow	
Current Value	362.1
Current Target	392.2
Expected Outcome Icon	

Commentary

PLT 4 Number of participants attendances in the Healthy Lifestyle Programme (all activities are reliant on external funding)



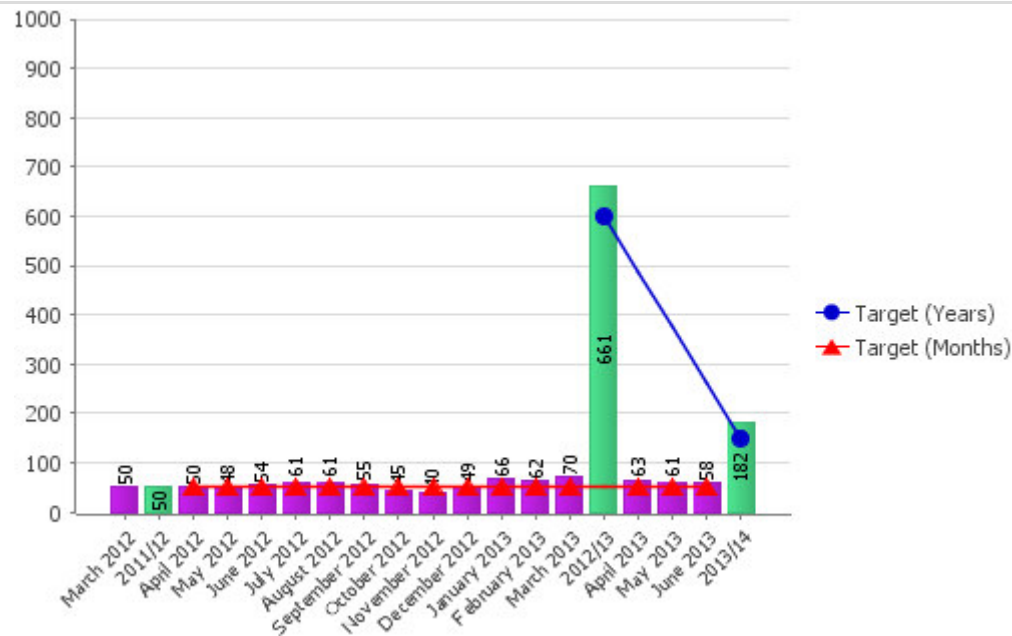
Good Performance?	Aim to Maximise
Traffic Light Icon	✓
Short Term Trend Arrow	↑
Long Term Trend Arrow	↑
Current Value	1,847
Current Target	1,680
Expected Outcome Icon	

Commentary

1,395 for Out and About, 204 for Smoking Cessation, 248 for Exercise on Referral and Weight Management.

PLT 5 Number of people actively volunteering to provide support in Pendle Leisure Trust activities

PLT activities include all PLT controlled activity which relies on the support of volunteers. These activities are Sports Development, Out and About, Live Well and Eat Well, Healthy Lifestyles projects.



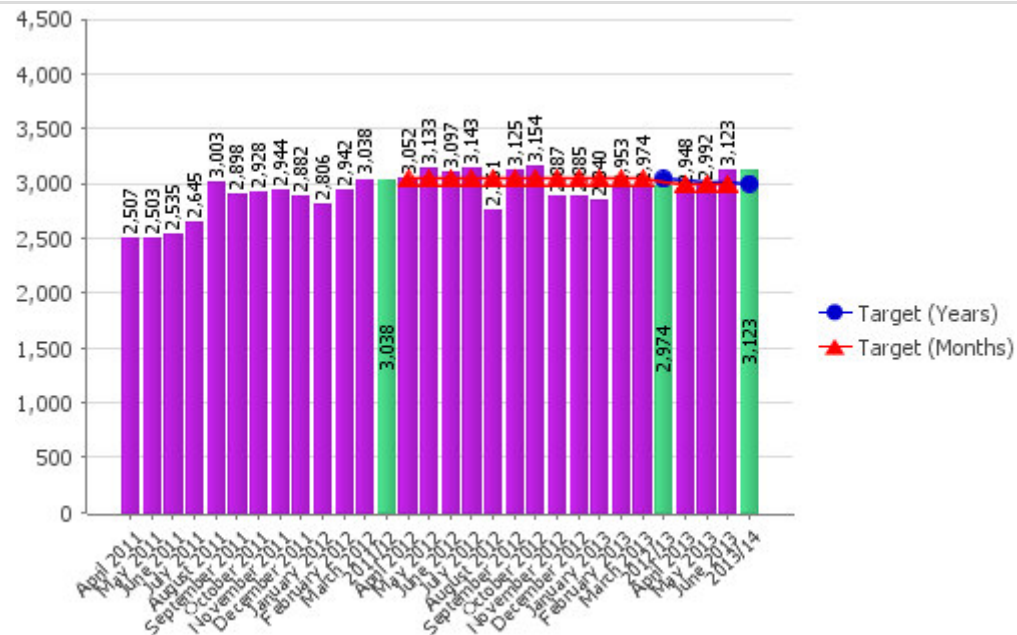
Good Performance?	Aim to Maximise
Traffic Light Icon	✓
Short Term Trend Arrow	↓
Long Term Trend Arrow	↑
Current Value	182
Current Target	150
Expected Outcome Icon	

Commentary

37 for Out & About project and 21 for Sports Development.
 37 for Out & About project and 24 for Sports Development.
 37 for Out & About project and 26 for Sports Development.

PLT 6 Total number of members

A 'member' is a person who joins any of the membership schemes offered by the Pendle Leisure Trust.



Good Performance?

Aim to Maximise

Traffic Light Icon



Short Term Trend Arrow



Long Term Trend Arrow



Current Value

3,123

Current Target

3,000

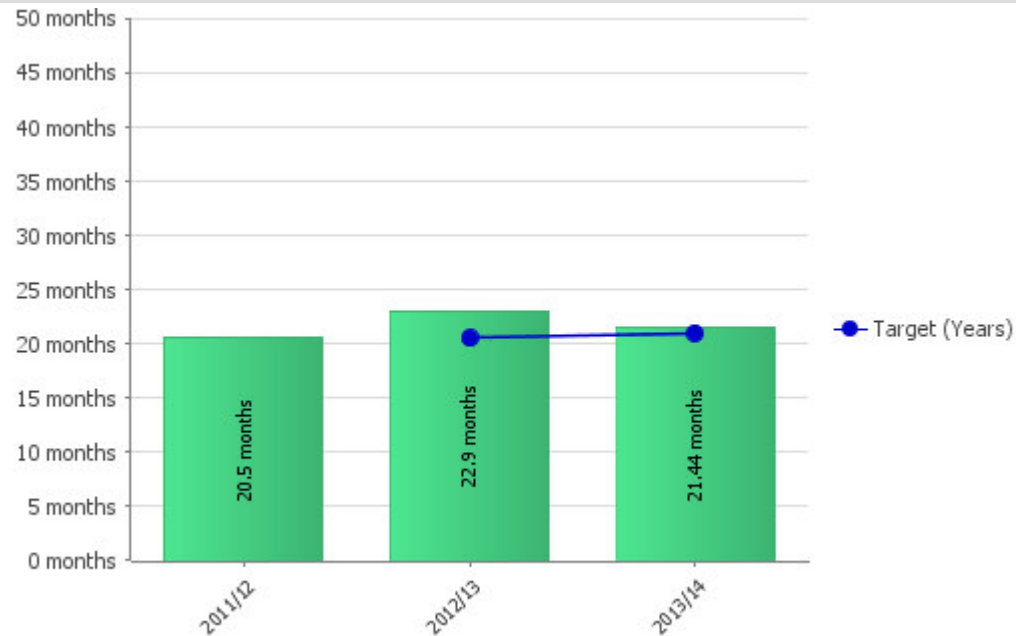
Expected Outcome Icon




Commentary

Summer membership campaign started from 15th June and will end on 31st Aug.

PLT 6a Current member retention rate (in month)

A 'member' is a person who joins any of the membership schemes offered by the Pendle Leisure Trust.

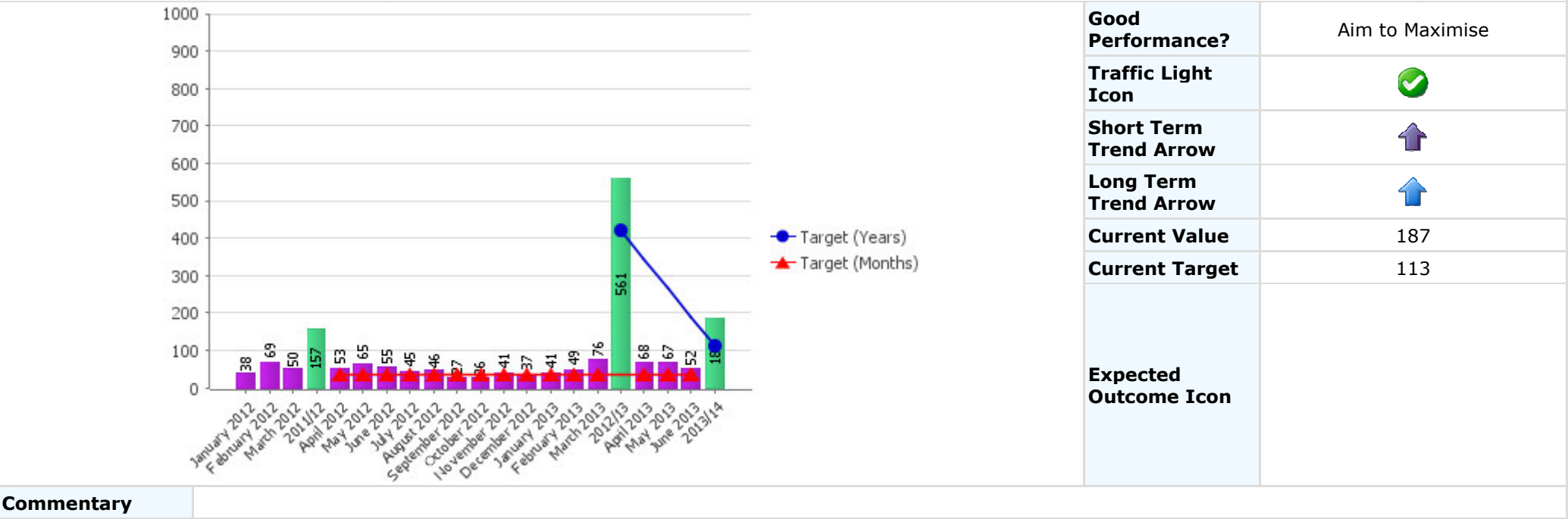


Good Performance?	Aim to Maximise
Traffic Light Icon	
Short Term Trend Arrow	
Long Term Trend Arrow	
Current Value	21.44 months
Current Target	21 months
Expected Outcome Icon	

Commentary

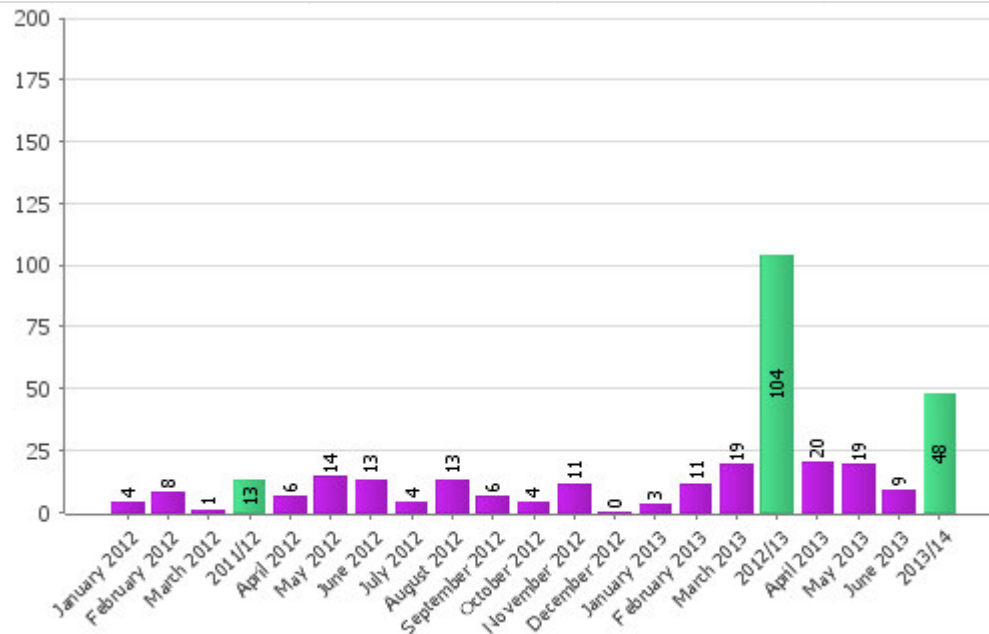
Fully Paid members retention is 18.30 months and the Direct Debit members retention is 24.29 months.

PLT 7 Amount of feedback received



Commentary

PLT 7(i) Number of complaints received



Good Performance?

Aim to Minimise

Traffic Light Icon



Short Term Trend Arrow



Long Term Trend Arrow



Current Value

48

Current Target

N/A

Expected Outcome Icon

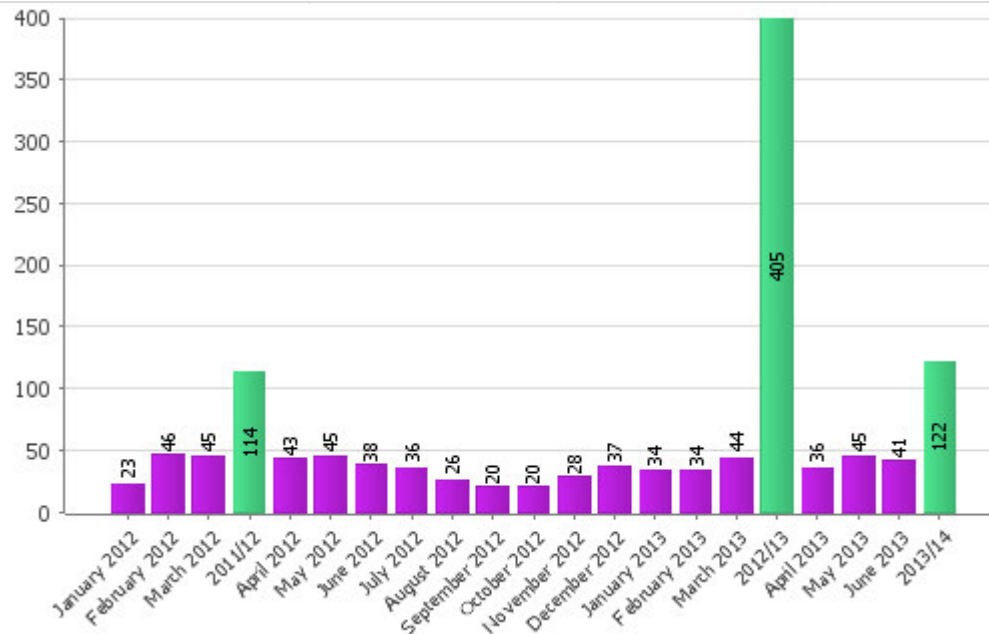
Commentary

1 at Pendle Wavelengths, 6 at Pendle Leisure Centre and 2 at West Craven Sports Centre.

4 at Pendle Wavelengths, 14 at Pendle Leisure Centre and 1 at West Craven Sports Centre.

6 at Pendle Wavelengths, 1 at Inside Spa, 2 at Pendle Leisure Centre and 11 at West Craven Sports Centre.

PLT 7(ii) Number of compliments received



Good Performance?	Aim to Maximise
Traffic Light Icon	
Short Term Trend Arrow	
Long Term Trend Arrow	
Current Value	122
Current Target	N/A
Expected Outcome Icon	

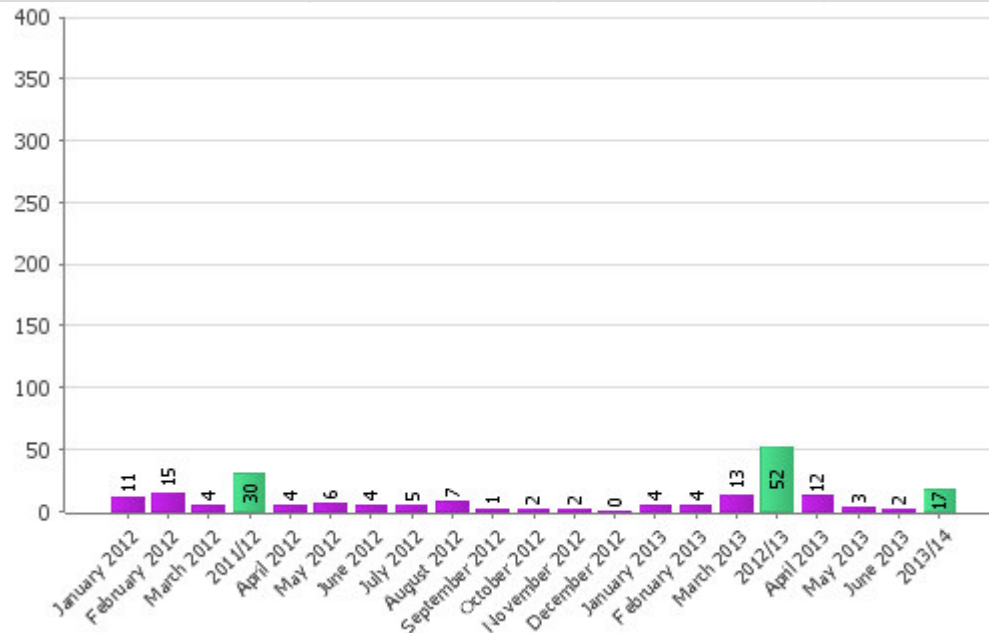
Commentary

4 at Pendle Wavelengths, 15 at Inside Spa, 8 at Pendle Leisure Centre, 5 at West Craven Sports Centre, 8 at The Ace Centre and 1 at The Muni.

6 at Pendle Wavelengths, 9 at Inside Spa, 18 at Pendle Leisure Centre, 7 at West Craven Sports Centre and 5 at The Ace Centre.

13 at Pendle Wavelengths, 4 at Inside Spa, 2 at Pendle Leisure Centre, 16 at West Craven Sports Centre and 1 at The Ace Centre.

PLT 7(iii) Number of suggestions received



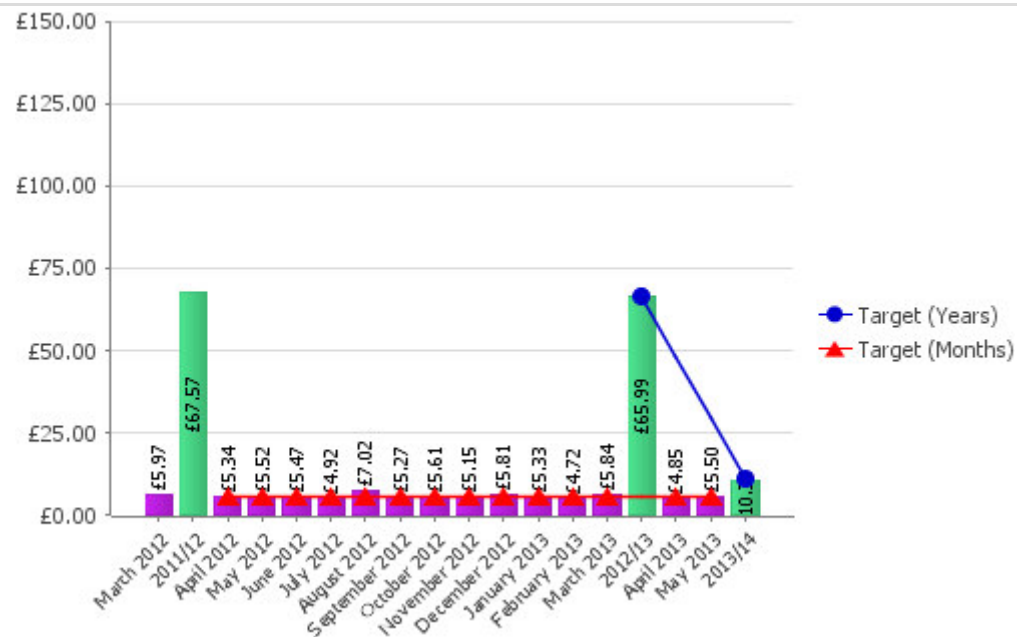
Good Performance?	Aim to Maximise
Traffic Light Icon	
Short Term Trend Arrow	
Long Term Trend Arrow	
Current Value	17
Current Target	N/A
Expected Outcome Icon	

Commentary

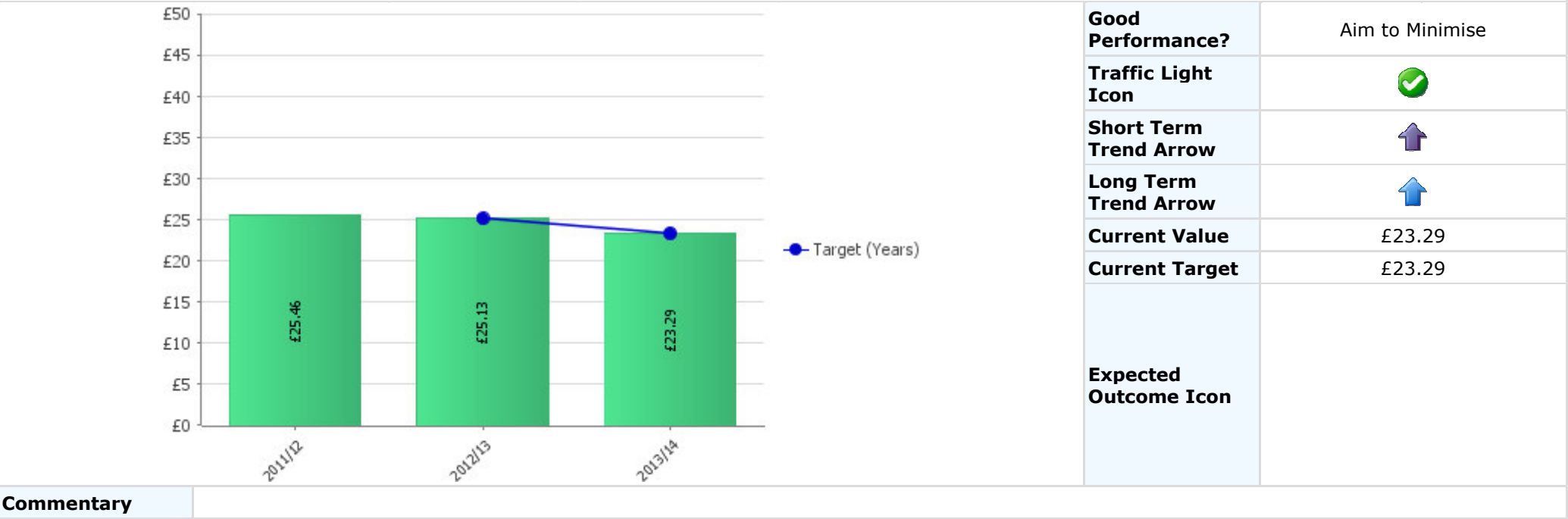
- 1 at Pendle Leisure Centre and 1 at West Craven Sports Centre.
- 1 at Pendle Wavelengths and 2 at West Craven Sports Centre.
- 2 at Pendle Wavelengths, 1 at Pendle Leisure Centre and 9 at West Craven Sports Centre.

PLT 8a Total cost of Pendle Leisure Trust per head of population










There is a 3wk time lag in the availability of financial data. Therefore, it is accepted that this PI will be reported one month in arrears.



PLT 8b Subsidy per head of population (PBC Grant)



Key:

Status: Performance Against Target		Long Trend: Are we consistently improving?	
	This PI is significantly below target.		The value of this PI has improved when compared to an average of previous reporting periods
	This PI is slightly below target.		The value of this PI has not changed when compared to an average of previous reporting periods
	This PI is on target.		The value of this PI has worsened when compared to an average of previous reporting periods
	Performance for this PI can not be measured.		No comparable performance data is available.
	Information only PI.		