

# Pendle Council

Annual Report 2016 - 2017



# Welcome

Our latest Annual Report looks back at the highlights of our year and the challenges we've faced during 2016/17.

It's been a year where Pendle has become an even better place to live, work and visit and we're proud that ambitious plans, made in partnership, are now becoming a reality.

They include the £32m transformation of our flagship project Northlight into a new learning, living, working, leisure and cultural destination for the North West. The impressive seven acre mill complex is now the new home of Lancashire Adult Learning. And Burnley Football Club in the community is working on a range of fantastic new facilities there, too.

Pendle has become much better connected this year thanks to the first major highway scheme to safely increase capacity at junctions 12 and 13 of the M65 as our economy grows. This has improved access to Northlight and other employment sites including Lomeshaye Industrial Estate.

We now have backing to expand Lomeshaye, one of Lancashire's biggest strategic employment sites. This means we can help to create hundreds of new jobs and provide a great place for Pendle businesses to expand.

It's also been a year of taking tough decisions and facing up to challenges as we continue to find new ways to balance our budget in a cold climate of shrinking government funding.

Since 2010 our funding has reduced by £7 million and we expect reductions to continue until at least 2020/21. Each year we have to balance the budget with fewer resources.

Next year we need to save around £1.2m and to achieve this we have put in place a new financial strategy where our watchword is to **grow** - including raising more income from business rates, **charge** - including looking at new charges for services and **save** by reducing the cost of delivering services.

Our strategy involves the transfer of some services and facilities to town and parish councils so that they can be protected and run locally, whilst reducing our costs.

Despite these challenges, we're happy that we were given a clean bill of health by an independent watchdog for the way we manage our finances and provide value for money for local residents.

Our values are to:

- Always act with fairness, integrity and courtesy
- Ensure equality of opportunity for all of our citizens by striving to create a community that values diversity and is socially inclusive, cohesive and tolerant towards the needs of others
- Consult in appropriate ways with, and listen to, the people of Pendle and to make opportunities for involvement in our decision making processes
- Act in the interests of the whole community by working in partnership with citizens, businesses and other organisations
- Promote sustainable development, whilst protecting, enhancing and celebrating Pendle's unique natural environment
- Make the best use of all our resources to deliver our services as effectively and economically as possible
- Value our staff and to develop their potential.



**Councillor Mohammed Iqbal**  
Leader of Pendle Council  
(Shared Labour/Liberal Democrat Executive)

**Dean Langton**  
Strategic Director



# Our performance in 2016/17

Performance indicators are facts and figures about the services we provide. They're collected every year to help us to evaluate how much progress we're making towards our aims and objectives. They're also used to help us plan future work and make improvements to services.

	2014/15	2015/16	2016/17
Percentage of undisputed invoices paid within 30 days	99.02%	99.21%	98.88%
Speed of processing new Housing Benefit /Council Tax Support claims	20.0 days	19.5 days	19.0 days
Speed of processing change of circumstances for Housing Benefit /Council Tax Support claims	6.6 days	5.5 days	4.8 days
Percentage of overpayments recovered (Housing Benefit)	73.19%	85.76%	82.42%
Claims paid within 14 days	98.38%	98.55%	98.97%
Percentage of Council Tax collected	95.98%	96.05%	96.44%
Percentage of Business Rates collected	98.55%	98.28%	98.87%
Working days lost because of sickness absence	10.613 days	6.105 days	9.825 days
Percentage of complaints handled within timescales	86.9%	81.8%	86.0%
Standard land charge searches completed in less than five days	90.52%	92.35%	93.15%
Recording cases where positive action is taken to prevent or relieve homelessness (per 1,000 households)	6.08	4.78	5.19
Number of empty properties that are brought back into use	793	921	1104
Number of private sector houses where health and safety hazards are removed	102	83	74
Percentage of all appeals determined in accordance with officer recommendation	75.00%	45.00%	78.26%
Percentage of major planning applications determined within 13 weeks	72.22%	76.92%	93.55%
Percentage of minor planning applications determined within eight weeks	81.25%	76.74%	76.85%
Percentage of other planning applications determined within eight weeks	89.23%	84.64%	83.74%
Percentage of telephone customers greeted within 40 seconds	61.32%	74.92%	79.81%
Percentage of call abandonment	3.87%	5.54%	4.23%
Percentage of drop-in customers and cash transactions to be seen / handled within 15 minutes	93.67%	93.99%	94.92%
Reported number of missed collections not dealt with within 24hrs (excluding non-working days)	128	73	65
Percentage of the total tonnage of household waste which has been recycled	23.71%	23.97%	23.00%
Percentage of the total tonnage of household waste which has been sent for composting or for treatment by a process called anaerobic digestion	9.88%	11.83%	11.20%
Improved street and environmental cleanliness: litter	1%	1%	2%
Improved street and environmental cleanliness: dog fouling	0%	0%	0%

# Things we've done in 2016/17



## Safer communities

Pendle is part of the Pennine Community Safety Partnership and we've retained our own community safety partnership for Pendle to make sure we can continue to tackle local issues.

In 2016/17 Pendle Community Safety Partnership focused on the following priorities:

- Substance misuse
- Alcohol and drugs
- Anti-social behaviour (ASB)
- All violent crime (including domestic abuse and child sexual exploitation)
- Road safety
- Burglary.



Over the last year we've worked on a range of initiatives to help keep Pendle people safe and to tackle crime.

This year 76 retailers in Nelson and Colne took up the chance to use forensic property marking kits to protect themselves against burglary.

The Pendle Community Safety Partnership with Pendle Council and Lancashire Constabulary visited retailers including cafes, newsagents, and off licences to offer them free SelectaDNA property marking kits.

Some of the town's retailers had already been targeted by thieves who have broken in at the rear of the premises to steal valuable stock and metal items.

In September Pendle Council's Tax Licencing Policy was strengthened to protect vulnerable people and all taxi drivers and operators had free training at Nelson and Colne College to spot the signs of child sexual exploitation (CSE).

And taxi drivers must now register with the Disclosure and Data Barring Service (DBS) to allow Pendle Council to check online for any convictions since their licence was granted.

In November, the Pendle Community Safety Partnership gave a stark reminder that speed kills by displaying the crumpled wreckage of a crash car as part of a **speed kills – slow down** initiative. The car was involved in a horrific accident involving a young person in Lancashire.

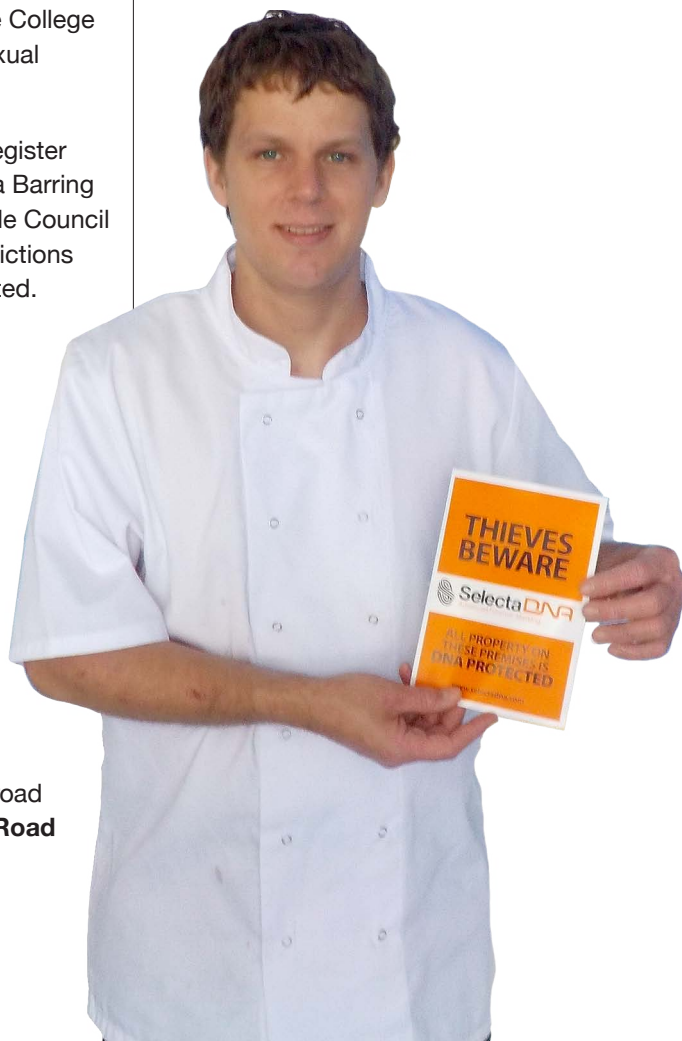
This was part of a series of road safety initiatives to support **Road**

**Safety Week** and local people signed pledges to slow down and save lives. In 2015 51 people were killed or seriously injured in a road traffic collision on Pendle's roads 12 of whom were children.

During Road Safety Week 250 students from Nelson & Colne College attend the Safe Drive Stay Alive event at Burnley Mechanics. This is a huge increase from the previous year where 85 students attended.

During the festive season Pendle Community Safety Partnership issued warnings as burglaries and thefts tend to increase. Local residents were given simple steps to avoid being the victims of crime.

In January we announced **speed enforcement measures for a notorious Pendle road**, often dubbed one of the most dangerous in the country.





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# Things we've done in 2016/17



Over 30 people have been injured and over 20 suffered serious injuries or died on a five mile stretch of the A59 between Gisburn and Blacko. That's why we've had average speed enforcement cameras with number plate recognition technology installed. This is one of eight routes across the county which have been funded by Lancashire Road Safety Partnership and enforced by Lancashire Constabulary.

At times, the road has been part of a route used as a racetrack and installing average speed cameras is probably the most effective way of reducing speeding and cutting casualties.



In 2015 **51 people** were killed or seriously injured in a road traffic collision on Pendle's roads **12 of whom were children.**



# Things we've done in 2016/17

## Strong Services

As the gardening season started we contacted almost 8,000 customers to renew their annual subscription for our **garden waste collections**. It's a very popular service costing less than 60p a week.

**We collect almost 3,000 tonnes of garden waste a year** which is recycled into compost and a huge amount is returned to local people via The Big Heap initiative run by our partners Lancashire County Council.

In May we encouraged Pendle residents to **save time, do it online**. We launched the new service which means residents can access their council tax account online using our website. Using the online service residents can check how much they owe, make payments, let us know if they've moved and set up to pay by Direct Debit.

The new service is free, fast, reliable and secure and means people no longer have to call or visit the Council. And it will ultimately save paper so it's better for the environment and the cost per transaction is less for the Council so it will help us save money.

In September we launched a pay by direct debit competition where residents who pay their council tax by Direct Debit are in with a chance of winning a prize draw to win £5,000 and in December we launched a win an i-pad competition to boost sign-up.

In January we expanded our online service, speeding up the service for customers. By using [www.pendle.gov.uk/benefitsonline](http://www.pendle.gov.uk/benefitsonline) people can now apply for Housing Benefit or Council Tax Support, submit evidence online and tell us of a change in circumstances.

This year our dedicated Dog Wardens scooped an RSPCA Gold Pawprint Award for the 8th year running. They won the award for going above and beyond their basic service

requirements to care for nearly 200 stray dogs they collect each year.

In addition, the Team launched a **new Petsafe scheme**, working with local police, ambulance, fire services and social services after problems arose when people who lived alone were rushed into hospital leaving no-one to care for their animals.

The scheme ensures there are contacts for pets in case of an unexpected emergency.

We also launched a leaflet to tackle dog problems, explaining the service we provide to deal with problem dogs and to help with stray dogs.

In April this year new legislation came in which means that it's now the law to have your dog microchipped and dog owners risk a £500 fine if they don't. We've helped local dog owners through a series of free microchipping events in different parts of Pendle, working with the national charity, the Dogs Trust.



# Things we've done in 2016/17

Pendle Council often has to take a tough line to provide a strong service to local residents by dealing with people who are making other people's lives difficult. For example, in June we prosecuted a woman under the Dangerous Dogs Act and in July silenced a noisy resident who was playing music late at night, thanks to court action.

In August Pendle's parks became joint top in Lancashire and among the best in Britain as we got 8/8 **Green Flag awards for our parks**. Pendle and Hyndburn were the only two areas in Lancashire to get eight green flag awards, with neighbouring Burnley getting five, Preston four and Lancaster two.

The awards are a great tribute to our hard-working staff, dedicated Park Friends and volunteers who make our parks great places for Pendle residents and visitors to enjoy.

In September **BBC TV's Dom on the Spot** came to see the service provided by our Environmental Crime Team in tackling littering, fly tipping and graffiti.

People's champion Dom Littlewood fronts the programme which follows law enforcers across the country as they dole out fines for offences which create a blight on local environments in town and country.

Our team does a fantastic job tackling many of the issues which affect our residents' lives and the TV programme has helped to spotlight some of the work they do.

This year our Customer Services Team won **Best Outsourced Contact Centre in The North West** Contact Centre Awards. We're proud of the service our call centre provides with 98.2% of customers telling us they're

satisfied with the service they receive with 84.1% describe our service as excellent.

Pendle's Customer Services Centre is managed by Liberata and runs customer services on behalf of the Council. The team is responsible for managing contact with more than 80,000 residents and is pivotal to keeping them informed about key public services.

In November we took action to deal with the problem of taxi companies persistently failing spot checks and we named and shamed companies and took court action to revoke licences.

With the support of the police and the Government's Vehicle Operator Services Agency, Pendle Council carries out routine unannounced spot checks on taxis to make sure they are roadworthy and safe for our residents to use.

This winter we used our annual recycling calendar sent to residents to **boost metal recycling** and remind residents that metal chocolate and

biscuit tins, aerosols and clean foil can all be recycled using our brown recycling bins.



**We also used this annual leaflet to all homes in Pendle to promote optional paid for services** such as gardening services, collection of DIY waste and commercial waste and recycling for businesses. Increasing take up of paid for services is one of our financial priorities as charges like these help us balance our budget.





# Things we've done in 2016/17

## Strong economy

Pendle is better connected this year thanks to the first major highway scheme to boost access to employment areas and future housing sites along the M65 as a corridor for growth.

The £0.9m scheme in Pendle paid for by the government's Growth Deal was carried out by Lancashire County Council.

They've supported our plans to **expand our employment site at Lomeshaye Industrial estate** by improving access. Work on junction 12 of the M65 was also designed to create better access to the **£32m transformation of the former Brierfield Mill into Northlight, a new learning, living, working, leisure and cultural destination for the North West.**

In May, Lancashire County Council approved funding of £2.15m for Northlight including redeveloping the marina for leisure use, as well as £650,000 to support the relocation of Lancashire Adult Learning from its current base in Chorley to Northlight.

And work started in October to develop exciting new facilities for **Burnley Football in the Community** at Northlight. The first phase includes refurbishing a huge warehouse and once all work has been completed, the leisure facilities will include indoor and outdoor pitches, a climbing wall, cricket nets, dance and fitness areas and a play area.

The Northlight project is led by PEARL (Pendle Enterprise And Regeneration Ltd), a joint venture established between Barnfield Investment

Properties Ltd and Pendle Council. In January, the Lancashire Enterprise Partnership (LEP) agreed to a cash injection to expand Lomeshaye Industrial Estate to accommodate a further 1,500 jobs. Lomeshaye is one of the largest employment sites along the M65 corridor.

And in February, a £4.2m Growth Deal allocation in support of Northlight was approved by the Lancashire Enterprise Partnership (LEP).

This year we put the spotlight on a range of brilliant businesses, from the global to the local, the large to the micro, in the **Pendle Business Awards 2016**. Working with our Pendle Vision Board of business leaders, we had our largest number of entries ever. 80 businesses competed for the prestigious awards which included Business Technology and Innovation of the Year and Rising Star of the Year.

Later in the year, we helped businesses keep their competitive edge through a week of free workshops, drop-ins and seminars aimed at giving Pendle businesses a boost.

Organised by Pendle Council and Pendle Vision Board, this year's **Focus on Your Business Week** included a one day female leadership course called *Women on the Up* led by some of the UK's most inspiring leaders.

In June we consulted with local residents about our plans to demolish the former Colne Health Centre and make way for an exciting new development for the town.

Pendle Council bought the Centre and corner surgery on Market Street in February to ensure this prime town centre building is developed in a way

which meets the town's needs. In February 2017 we worked with leading local business people to establish **Pendle Connects**, a quarterly event combining business networking with expert panel interviews.

Each session focuses on important themes for Pendle's economy including the latest digital technologies and cyber security.

In March 2017 we used new films on Pendle including competitive and leisure cycling and a new mini guide to launch a new Visit Pendle information point at Boundary Mill in Colne. Boundary Mill is the UK's largest mill store retailer and Visit Pendle was launched inside the Coffee Shop on the first floor of their flagship store which has 50,000 visitors each week.

In the spring we celebrated **multi-million investment in housing across Pendle** with new housing sites underway and others nearing completion with a total development value of over £50 million.

We experienced an upsurge in planning applications and completion of new houses by 48% last year with an expected rise to 84% this year.

And PEARL is on site at Carry Lane, Colne working on a new £6.1 million housing development including family homes and bungalows for elderly people.

In Brierfield, work is well underway at Clitheroe Road, Brierfield for another PEARL housing project where Barnfield Construction is building a £6.7 million development called Foxhills, close to PEARL's flagship project Northlight.

In June we marked work starting to create a new Costa Coffee in the heart



# Things we've done in 2016/17

of Nelson town centre, boosting our Pendle Rise Shopping Centre and demonstrating new confidence in the town. The Council helped to bring pavement café culture to the town by preparing the area for outside seating.

We also worked with Pendle Rise Shopping Centre for a **Win a Shop competition** which was won by young entrepreneur Sameera Shahid who wowed the judges with plans for her new hair, make up, nail, brow and henna art bar at a gruelling Dragon's Den style interview.

She won a 100ft retail unit in Pendle Rise free of rent and rates for a year and a free package of support to help get her new business underway.





## Things we've done in 2016/17



This year we've continued to encourage volunteering, helping local people of all ages play their part in making Pendle a great place to live.

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### Strong communities

In May the Pendle Dementia Action Alliance held the first in a series of Dementia Awareness Days to help people access the help and support they need. An estimated 4,000 people in Pendle are affected by dementia - either living with dementia or caring for someone with dementia and that figure is growing.

The Alliance is supported by people in the private, voluntary and public sector and is co-ordinated by Pendle Council.

This year's Pendle Business Awards raised money to support local charities including The Royal British Legion who were able to extend their office and create a quiet consultation room.

Following the winter flooding in parts of Pendle, we supported local residents and businesses in becoming

more **flood resistant**, taking advantage of affordable insurance, grants and advice.

This year we've continued to **encourage volunteering**, helping local people of all ages play their part in making Pendle a great place to live. Initiatives include promoting our park friends groups and our biggest ever spring clean event which involved over 700 people. School children, local community groups and young people from Nelson and Colne College were among those who took part in litter-picking across the borough.

In Trawden, local residents, businesses and organisations were asked how they'd like to see their area develop in the future. In July Trawden Forest Parish Council took the first step towards creating a **Neighbourhood Plan** for the area which will give residents new rights to help shape development and a better chance of attracting funding.

In August we had our first **Paint Amnesty** in a bid to recycle and re-use people's unwanted paint rather



# Things we've done in 2016/17



than it risking contaminating our recycling collections and ending up in landfill. The amnesty was also designed to help the local Community RePaint charity which re-distributes paint to community groups and charities and supplies our Housing Pendle tenants too.

In September we celebrated the success of Pendle's triple Olympic cycling champion Steven Burke MBE at our free **Pendle Cycling Festival** and welcomed everyone from complete beginners to young racing cyclists and spectators. Following Steven's gold medal success at the Rio Olympics we promoted him as a great role model for young people in Pendle, including aspiring competitive cyclists. The event also marked the first anniversary of the Tour of Britain cycle race in Pendle, confirming the commitment of our cycling community to put Pendle on the map as part of the UK's capital for cycling.

In the autumn Pendle welcomed **10 refugee families from war-torn Syria** and made a pledge to re-house

another 10 families. We're one of four areas in Lancashire to provide homes and support for Syrian families, working with Lancashire County Council and local voluntary and faith organisations in Pendle to provide a package of support. Local people kindly donated furniture and clothes and helped them to settle in and find their way around Pendle. In December we finalised a commitment to take 10 more families in time for the start of the school year in September 2017.

This year we increased our efforts to raise aspirations and confidence amongst our local schoolchildren at Marsden Heights Community College and West Craven High School. We funded a pilot project called **Pendle Business Class** which aims to prevent social background predicting a young person's success at school and beyond. The three-year project run in partnership with Business in the Community is one of the charities of HRH The Prince of Wales.

By linking schools with businesses, the pilot, which is part-funded by

the Council's Gearing Up for Growth Fund, aims to give young people more confidence, greater motivation at school and a better understanding of the careers available for a brighter future.

In October local charities got a boost thanks to Pendle's past Mayor & Mayoress

Councillor Nawaz Ahmed, his wife Mrs Azmat Ahmed and daughter Uzma raised money for **Pendleside Hospice, The Royal British Legion (Nelson and District) and Help for Heroes** during their mayoral year. The final fundraising event, an overnight vigil outside Nelson Town Hall, raised over £2,400! And this year's Mayor and Mayoress raised much needed funds for Pendle's Samaritans, based in Nelson, **Pendle Dogs in Need, Pendle Women's Refuge** and **Homestart**, a local charity supporting families of young children and teenagers in need.

In the autumn we consulted local residents on a new Neighbourhood Plan for Colne as Colne Town Council

# Things we've done in 2016/17



looks at a new way of determining future development in the town.

Local people have new rights to help shape development in their areas by drawing up planning policies to guide the development and use of land in their neighbourhoods.


In November key organisations in Pendle joined us in renewing our pledge to support armed service men and women in Pendle. Representatives from NHS East Lancashire, Burnley Football Club in the Community and Lancashire Adult Learning were amongst the organisations which signed the **Armed Forces Community Covenant**. It ensures men and women and their families are treated fairly and get the services they need. This includes working with Pendle businesses to match the skills of those leaving the armed forces with local jobs. And Housing Pendle Be with Us Scheme gives anyone who has left the armed forces within the last five years a level of priority. The Covenant also includes Pendle Leisure Trust offering current serving armed forces personnel free gym /

swimming use at all their centres. And Pendle Council's Communications Team developed a new website for Pendle's Armed Forces to help promote the services and support available.

Also in November we joined forces on the Together A Healthier Future partnership between the NHS and local councils in Pennine Lancashire. We helped launch a programme of consultation designed to find new ways of improving health and wellbeing in an area where people have some of the worst health in the country and die earlier than people living elsewhere.

In early winter we asked local people to comment on new proposals to clamp down on dog fouling through a new Protection Order for all our sports grounds where we've had a lot of complaints about people not clearing up after their dogs.

The proposals are designed to protect children, young people and adults while they play and exercise and support the efforts of local football teams to have a good, clean game!



Thoughtless dog owners  
**We're watching you!**

9 out of 10 dog owners clean up after their dog.  
Are you the one who doesn't?

Bag that poo, any bin will do.

As part of our efforts to stamp out dog fouling, we've joined the successful Keep Britain Tidy **We're Watching You** dog fouling campaign with signs at problem hotspots to remind people to pick up after their dogs.

Winter came early in 2016 with heavy doses of rain, sleet, snow and ice. We gathered all advice in one place on our website [www.pendle.gov.uk/badweather](http://www.pendle.gov.uk/badweather) to help our community



# Things we've done in 2016/17



be prepared and stay safe, especially following previous flooding in some parts of Pendle.

The bad weather web pages include tips on how to prepare for flooding, snow and ice. And we added useful telephone numbers and links to websites where people can get the help and information they need. This includes Home Office advice on finding out if your home or business could be at risk of flooding and on steps people can take to reduce the risk.

The Council's web pages also have useful links to Lancashire County Council's snowcode on clearing snow and ice and being a good neighbour.

We started the new year with the launch of **The Pendle Challenge**. This is a new partnership working for **a better future for children and young people in Pendle** by improving education and opportunities.

Over 80 people joined forces including teachers from nursery, primary and secondary schools and

Nelson and Colne College, with representatives from Pendle Council and Lancashire County Council working together to help young people reach their full potential.

The new network aims to put into practice the philosophy that it takes a village to raise a child. A number of groups have been established with the shared aim of making Pendle a place where children and young people are going to be more successful, happier, and optimistic about living a purposeful life.

Over **80 people** joined forces including teachers from nursery, primary and secondary schools and Nelson and Colne College.

# Things we're already doing in 2017/18



## Strong organisation

This June we worked with other local councils across Lancashire to submit our bid to the government to become a **Combined Authority** and in July we formed a shadow Combined Authority.

Just weeks later, Pendle and other Lancashire councils celebrated the award of £260,000 of funding through the government's One Public Estate programme. The funding will provide extra capacity to get publicly-owned sites developed that may otherwise have lain derelict or not be used to their full potential for the benefit of local communities.

**This money will help us create better homes while opening up new areas for employment sites, potentially creating hundreds of new jobs.**

It heralds a new era of local government as we work together

across the county on issues such as better public services and housing. Together we're in a stronger position to take advantage of funding opportunities through the Northern Powerhouse, helping us create a more prosperous, connected and skilled Lancashire.

This summer our Executive gave the green light to acquire parts of Nelson's Arts Culture and Enterprise (ACE) Centre to help us save thousands of pounds every year.

The ACE Centre is owned by PEARL, the Council's pioneering joint venture partnership with local contractor, developer and investor, Barnfield Construction.

Pendle Council had two 25 year leases; one for the ground floor and first floor and one for the Bistro. By borrowing the money and paying it back at the current very low interest rates instead of the rent commitment under the two leases, we've been able to save £145,000 in the first year and will save almost £100,000 each year

afterwards. It's just like paying back a mortgage instead of paying rent – but at half the cost each year!

This move means **we've taken a significant step towards the figure of around £4 million we need to save over the next three years** due to less money coming from the Government to help fund Pendle's services.

In September Pendle Council adopted a **new code of practice for enforcement agents**, previously known as bailiffs. It sets out the standards we expect of companies working to collect council tax and business rate debt on our behalf.

We aim to protect residents and ensure that enforcement agents are respectful at all times. The new code underlines our aim to adopt a firm, flexible and fair approach to debt recovery. That's because we recognise that some individuals do experience genuine personal or financial difficulties and may not be able to pay their debts when they are due.



# Things we're already doing in 2017/18

We offer support to protect vulnerable and socially excluded residents and work to recover debt but ensure this is done in the right way.

Also in September we reviewed ways to raise more income and make more savings and presented them to our councillors in a bid to make progress in the autumn and well ahead of the final budget decisions in February.

To achieve £3.4m in savings by 2019/20 our Management Team proposed to increase a number of fees and charges and devised a range of ways to save money as part of **the Council's financial strategy which is to grow, charge and save.**

One of the decisions which councillors agreed to was moving the Discover Pendle Centre at Boundary Mill inside the store with significant cost savings.

Councillors also agreed to close ten public recycling sites as they were costing over £20,000 a year and becoming an eyesore due to persistent problems with the fly tipping of household and trade waste. Pendle residents can still recycle up to six types of material via the fortnightly kerbside collections from their homes.

Other big decisions taken include extending our contract with Liberata for 10 years. Liberata provides Pendle Council's customer services, IT, Human Resources and takes care of

our estates including our markets.

**As well as saving us half a million pounds a year, the contract extension will safeguard 300 jobs in Nelson.**

In November we were given a clean bill of health by an independent watchdog for the way we manage our finances and provide value for money for local residents.

Also in November we rejected the Boundary Commission's proposal for Pendle, in particular the proposal to create a Clitheroe and Colne constituency. The Council believes that the best interests of people in Pendle would be met by keeping the whole of the present parliamentary constituency (and the local authority area) within one new enlarged parliamentary constituency and we put forward three options which would include some additional neighbouring wards as the Boundary Commission considered Pendle too small as a parliamentary constituency.

Before Christmas we met with over 60 people from Pendle's taxi companies to discuss the Council's proposals to take **a tougher line with taxi companies** whose cars are persistently failing spot checks, in the interests of public safety.

We revoked the licence of one company as the standard of cars in

their fleet was unacceptably poor and in January successfully prosecuted a taxi driver for driving without a licence. The Council set up a cross party working group to tackle problems with the area's taxis and improvements are being made with less taxis failing our spot checks.

Still getting tough, in December we successfully made our prosecution under the new dog micro-chipping laws and a Pendle man was fined £330 at Burnley Magistrates' Court.

Later, a Nelson dog owner was fined over £800 for repeatedly letting his dog stray.

This was our first prosecution for breaching a Community Protection Notice. And a young woman was fined £385 for not clearing up after her dog at a park where there have been problems with dog fouling.

In January we were chosen as a new 'trailblazer' area to **prevent young people becoming homeless.** We're now part of a pilot programme as Lancashire is one of 28 areas in the UK chosen to try out new approaches, with a share of £735,000. The funding is designed to tackle youth homelessness by preventing family breakdown before things reach a crisis point and includes early intervention services for 14 – 25 year olds at risk of eviction and support for young people and their families.

In February we held a public meeting for local residents and businesses to find out about **flood alleviation measures** in the borough. We were joined by representatives from the Environment Agency and Yorkshire Water and persuaded them to fund community resilience work including temporary flood barriers and flood proofing for businesses.



# Things we're already doing in 2017/18



## Strong services

This summer we celebrated Pendle's Green Flag success as eight out of the eight parks we entered for the prestigious award retained their status.

And in recognition of the hard work done by park volunteers, Pendle's Mayor, Councillor David Whalley and his wife Barbara, Mayoress of Pendle, chose Pendle's Park Friends groups for their charity fundraising this year.

## Strong economy

This spring saw a boost to our tourism economy as we launched our new Visit Pendle Guide. And in the summer we celebrated the Pendle Way's 30th birthday with a series of walks during the week long **Pendle Walking Festival**. Over 1,200 walkers from as far as Sydney, London and France enjoyed stunning views as they explored our varied landscape.

We also raised a cup of Costa to celebrate the opening of Costa Coffee

in the heart of Nelson town centre. Pendle Council helped the new Pendle Rise owners and Costa to create a south facing seating area, bringing pavement culture to complement our radically improved town centre.

In June we held our second **Pendle Connects** business to business gathering, this time at Nelson and Colne College. Experts were brought together to discuss apprenticeships, skills and recruitment. Pendle Council pays for these quarterly themed sessions which are free to businesses.

Also in the summer we started working with Colne businesses to promote the idea of a **Colne Business Improvement District (BID)**.

There are more than 250 BIDs in towns and city centres across the UK, including several in towns of a similar size to Colne such as Skipton. The aim is to help businesses and organisations work together to build customer loyalty, make the most of specialist shops and services and boost nightlife in the town.

This summer we stepped up our efforts to boost development on Pendle's brownfield sites, making use of our £1.5m Brownfield Sites Fund.

We are working closely with prospective developers and since the Fund was launched a few months ago over £500,000 has been committed. This means nearly 40 houses will be built.

Work is also getting underway in Colne to transform the overgrown and derelict Oak Mill site into an attractive new housing development called Langroyd Place. This is through our joint venture company with local contractor and developer Barnfield Construction called Pendle Enterprise And Regeneration Ltd (PEARL).

Through these brownfield site schemes Pendle will get the benefit of private sector investment of £7.6m, 56,000 sq. ft. of extra employment floor space and around 100 new jobs.

In September we welcomed the new **Lancashire Adult Learning Centre** to the Pendle Enterprise And



# Things we're already doing in 2017/18



Regeneration (PEARL) flagship project **Northlight** at the former Brierfield Mill.

PEARL, owns the iconic Victorian mill complex on a huge site covering seven acres.

Lancashire County Council and Lancashire Enterprise Partnership (LEP) provided a total of £1.4m to support the relocation of Lancashire Adult Learning from Chorley to Northlight thanks to LEP's £750,000 of Growth Deal Skills Capital and £650,000 from Lancashire County Council.

Lancashire Adult Learning's new home is in the elegantly restored office buildings and supports a staggering 22,000 adult learners in Lancashire across 120 venues.

This is the first organisation to open on site as Northlight takes shape to become a new learning, living, working, leisure and cultural destination for the North West.

## Strong Communities

In April, budding entrepreneurs took part in **Bradley Soup** – an idea from Detroit where people with business ideas can pitch their projects.

The Lottery funded project is being run in partnership with Pendle Council and is designed to boost the community and neighbourhood in the Bradley area of Nelson.

The £500 winner of the Bradley Soup pitch was Safe Space Young People's

project for new equipment for a sensory area to help vulnerable young people relax and get into better sleep patterns, reducing the possibility of anti-social behaviour during the night.

And Warburton's who provided the bread for Bradley Soup pledged £250 for sessions to teach women to ride a bike - an idea put forward by Pendle Vale College's Mums 2 Mums group.

In August the new **Pendle Challenge**, which was launched in February came together to discuss progress







# recycle for Pendle

## Give your views!

Have your say on  
proposed changes  
to refuse/recycling  
collections!

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and future developments towards a **better future for children and young people in Pendle.**

In an area which includes some of the most deprived neighbourhoods in the country, The Pendle Challenge brings together local schools, Nelson and Colne College, Pendle Council and other organisations to tackle challenges to learning.

Pendle Council is playing a vital part by agreeing to fund hundreds of places for Pendle primary school children to join a national Children's University designed to raise aspirations.

And we also recently funded a three year Business Class project with West Craven High School and Marsden Heights Community College to help secondary school students get ready for the work environment.

### Strong Organisation

Thousands of tenants in Pendle will be better protected thanks to new enforcement powers to tackle rogue landlords. Our Executive has agreed how the new national legislation, which became law in April 2017, will work in Pendle, where there are 7,000 rented properties owned by private landlords.

The Housing and Planning Act has introduced the new civil penalties of up to £30,000 as an alternative to prosecution for certain offences. This means we can now give civil penalties for a range of offences which badly affect people's quality of life, including failing to comply with an improvement notice and contravening an overcrowding notice.

Our Executive councillors also agreed that money raised from the new civil penalties will be used to fund more enforcement activity to improve

privately rented housing standards. In September, following a six week consultation period in the spring, we gathered over 150 suggestions for sites which could be developed for housing or employment. The new sites were put forward by local residents, landowners and developers for us to consider. We're now in process of carrying out a detailed assessment of more than 300 sites before we publish the first draft of our new Local Plan for further comments in 2018. This will become our blueprint for development in Pendle over the next five years.

Also in September we put forward a range of proposals to reduce our spending and raise income as we continue to face up to the challenge of balancing our budget in a climate of shrinking government funding.

The Council agreed to increase pest control and cemeteries charges and pre-planning application advice fees.

We also started a six week consultation with local people to ask for their views on changing refuse



# Things we're already doing in 2017/18



and recycling collections and street cleaning in a bid to save around £400,000 over the next year.

The views of local people will help to inform the difficult decisions councillors will have to make for Pendle Council's 2018/19 budget.

## Safer communities

In July our Pendle Community Safety Partnership launched the **Let's Look Out for Each Other** road safety campaign. Run in collaboration with Lancashire County Council's Road Safety Partnership, drivers and families were reminded of the hazards. Since 2012, 48 children were injured or seriously injured in a road traffic

collision on Pendle's roads. This is one of the highest numbers of child casualties in Lancashire.

The Partnership produced new road signs and posters and leaflets were sent out via primary schools for parents of young children.



Following the series of terrorist attacks in Britain and abroad, Pendle Council's Executive agreed to a newly updated plan designed to help prevent terrorism and the radicalisation which leads to it.

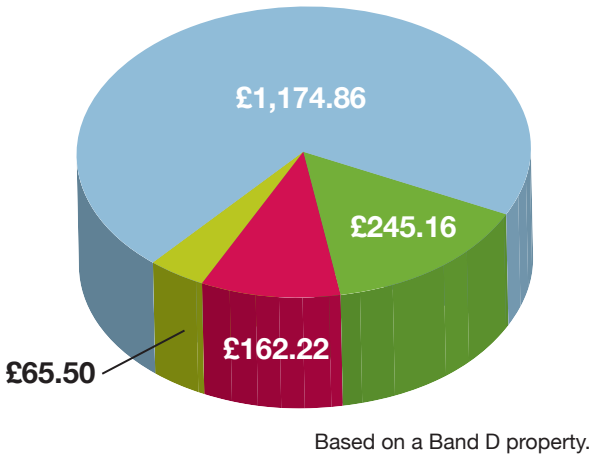


The next stage of the Prevent Plan will include setting up an Operation Griffin event for Pendle businesses, helping them to be prepared and vigilant. It will also involve developing the leadership role of councillors as part of wider engagement with the community on Prevent issues. Included in the plan is further training of Pendle Council staff and work with local schools and Nelson and Colne College.



# Our finances

## What goes where – how 2016/17 Council Tax is split



Here's a summary of our income and expenditure for the last financial year, compared with the previous year.

## Council Tax

In 2016/17, the average Council Tax bill, before any charges for Town and Parish Councils, was £1,647.74

Included within this amount is a charge for Pendle Borough Council services of £245.16. This increased by £4.78 compared with the charge for the previous year. This is the first time the Council's share of council tax has increased since 2008/09.

The chart (shown left) provides a comparison of the different charges made for an average (Band D) household.

## Our revenue income

To pay for the cost of providing services to you, we received total net revenue income of £16.3m. In comparison we received income of £16.4m in 2015/16.

Most of our income comes from central government grants and just over a third comes from council tax charges.

Government Grant	£m	
	£7.6m **	2015/16
	£6.6m	2016/17
<b>Council Tax</b>		
	£5.4m	2015/16
	£5.7m	2016/17
<b>Other Net Income</b>		
	£1.8m	2015/16
	£2m	2016/17
<b>Use of Reserves</b>		
	£1.5m	2015/16
	£2m	2016/17
<b>Total 2015/16</b>		<b>£16.4m</b>
<b>Total 2016/17</b>		<b>£16.3m</b>

\*\* includes Efficiency Support Grant of £41k



# Our finances

## Our revenue spending

We spend money on the delivery of a range of services. The charts below compare our net spending on these services for 2016/17 to net spending in 2015/16.

Directorate	2015/16	2016/17	£m
Directorate			0.006
Financial Services			6.772
Democratic and Legal			0.962
Planning, Building Control & Licensing			0.600
Environmental Services			3.822
Housing, Health & Economic Development			2.292
Neighbourhood Services			1.898
<b>Totals</b>	<b>2015/16</b>	<b>2016/17</b>	<b>16.352</b>
			<b>16.295</b>

## Our services financial performance for 2016/17

At the beginning of each financial year, we set a budget (net of fees and charges) for each of our services. This is what we expect to spend during the year. The table below shows how each service has performed against their budget. Overall, we spent in line with our expectations.

	Approved Budget 2016/17 £000	Actual 2016/17 £000	Variance 2016/17 £000
Directorate	(3)	(3)	0
Financial Services	6,753	6,747	(6)
Democratic and Legal	1,020	1,027	7
Planning, Building Control & Licensing	627	542	(85)
Environmental Services	3,760	3,686	(74)
Housing, Health & Economic Development	2,215	2,268	53
Neighbourhood Services	1,904	2,028	124
Net cost of services	16,276	16,295	19
Other corporate income and expenditure variations			(19)
<b>Net underspend in 2016/17</b>			<b>(0)</b>

## Our capital spending

The net spending information reflects the ongoing cost of providing services and is known as revenue spending. We also spend money, on for example, buying land and buildings and major projects which will extend the life of the Council's assets. This is known as capital expenditure and the amount spent by the Council in 2016/17 was £4m as shown in the table below. In comparison the Council spent £2.5m in 2015/16.

	£'000	£'000	
<b>Housing Expenditure</b>		<b>Asset Renewal / Acquisition</b>	
Whitefield, Nelson	6.0	Parks & Recreation Services (incl. Vehicles)	57.1
Walton Street, Colne	116.5	Information & Communications Technology	121.1
Brierfield Mill (Northlight)	147.9	<b>Parks and Recreation</b>	
Disabled Facilities Grants	577.9	Facilities managed by Pendle Leisure Trust	814.8
Warm Home Grants	31.4	Area Committees	213.8
Empty Home Loans / Works	131.5	Resource Procurement - Loan to Leisure Trust	1,100.0
Other housing related projects	265.2	Other Capital Projects	396.0
<b>Environmental and Transport Projects</b>		<b>Total</b>	<b>4,012.8</b>
Domestic & Trade Waste Collection - replacement bins	33.6		

If you want to read more about the Council's finances, our Statement of Accounts is available by visiting our website [www.pendle.gov.uk/councilfinances](http://www.pendle.gov.uk/councilfinances)

## Alternatively, you can contact:

**The Financial Services Manager**  
**Pendle Borough Council**  
**Town Hall**  
**Market Street**  
**Nelson**  
**BB9 7LG**  
**T: 01282 661867**



**If you would like this information in a way  
which is better for you, please telephone  
01282 661977.**

**Pendle Council**

Town Hall, Market Street, Nelson, Lancashire, BB9 7LG.

Telephone: 01282 661661

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**Liberata**