Welcome

Pendle’s Annual Report for the year 2013/14.

Looking back on the last 12 months we can be immensely proud of what we’ve achieved. Once again thanks to everyone pulling together, councillors, staff, partners and residents have continued to make Pendle a great place in which to live, work, play and visit.

These are very difficult times for us, as like many councils, we struggle to balance our books and continue to provide quality services that our residents deserve.

But Pendle has a reputation for getting things done and we’re going to make sure we continue to live up to this.

We’re doing all we can to reduce the number of empty homes. In fact, we’ve been recognised as one of the top councils in the country for bringing long-term empty houses back into use.

And we’re continuing to regenerate the area. Through our partnership with PEARL2 we’ve bought Brierfield Mill, now called Northlight. It’s a Victorian mill, which has lain empty for nearly seven years and was identified as one of English Heritage’s listed buildings at risk. This is a really exciting project which could see this iconic building become a fantastic destination for the North West.

To ensure our local economy can continue to thrive, we’re clear we must try and keep those businesses already here, support those who want to expand and encourage new businesses to set up here.

In 2013/14, 41 new businesses started with support from our Start-up programme. We hope that these businesses will grow and stay in the borough, helping to underpin our economy. We’ll continue to support new and existing businesses through our successful Gearing up for Growth programme.

Our three Strategic Objectives help to shape everything we do. These are:

- achieving economic growth, sustainable development and the creation of jobs
- delivering affordable and good value services
- leading our community and encouraging partnership working

And you’ll see over the following pages just how much we’ve achieved against our objectives in a year.

Councillor Joe Cooney
Council Leader of Pendle Council

Stephen Barnes
Chief Executive of Pendle Council
### Our performance in 2013/14

Performance indicators are facts and figures about the services we provide. They’re collected every year to help us 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.

Here are some areas where we have improved:

<table>
<thead>
<tr>
<th>Area</th>
<th>2011/12</th>
<th>2012/13</th>
<th>2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of new business start-ups supported via the Council’s Start-up Programme</td>
<td>n/a</td>
<td>34</td>
<td>41</td>
</tr>
<tr>
<td>Food premises improved to a minimum rating of three within three months of inspection</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of household waste sent for reuse, recycling and composting</td>
<td>37.59%</td>
<td>35.88%</td>
<td>36.41%</td>
</tr>
<tr>
<td>Average time in removing fly-tips (excluding non-working days)</td>
<td>53.57 hrs</td>
<td>27.73 hrs</td>
<td>14.20 hrs</td>
</tr>
<tr>
<td>Missed collections not dealt with within one day</td>
<td>116</td>
<td>108</td>
<td>148</td>
</tr>
<tr>
<td>Percentage of Environmental health Service Requests responded to on target</td>
<td>93.6%</td>
<td>96.1%</td>
<td>96.4%</td>
</tr>
</tbody>
</table>

#### Tackling crime and anti-social behaviour

During 2013/14 Pendle Community Safety Partnership became part of a strategic community safety group which includes Rossendale and Burnley Councils. Over the past 12 months we’ve collaborated on joint priorities.

- Reduce all violent crime including child sexual exploitation
- Tackle domestic violence
- Reduce the harm caused by Anti-social Behaviour
- Reduce problematic substance misuse (alcohol and drugs)
- Improve road safety
Over the last 12 months we’ve continued to grow our economy and make our town centres vibrant places to visit.

Regenerating Pendle

We’ve continued our work with PEARL2 (Pendle, Economic and Regeneration), our pioneering joint venture company with Barnfield Investment Properties, to regenerate Pendle.

In May we revealed a hidden gem in the heart of Nelson when restoration work on an Edwardian building, the former library, was completed. And in July we updated Colne’s 1970s shopping parade giving it an attractive new frontage to encourage even more shoppers to the area.

November saw the completion of eight new family homes in the Bunkers Hill area in Waterside, Colne, just off Greenfield Road. The small development was built thanks to PEARL2. These well designed homes are in a good location, close to the town centre, but also near the river in an attractive and historic corner of Colne.

In December we were thrilled to unveil our plans for the transformation of Brierfield Mill, now called Northlight. Plans include a hotel and retirement apartments along with restaurants, gallery, retail space and an activity centre. The architects’ visuals show how a new marina and leisure facilities make the most of the Mill’s position, on the edge of both town and country with views of an Area of Outstanding Natural Beauty.

We successfully negotiated to buy the empty Mill for £1.5m in March 2012, thanks to a 100% grant from the government’s Homes And Communities Agency.

In January work started on the final stage of a major regeneration scheme in the historic Whitefield area of Nelson. Our agreement with Great Places Housing Group means that 18 Victorian terraced homes on Mosley Street and Macleod Street, which will be refurbished by PEARL, will become attractive and affordable heritage homes on the former presbytery site. The refurbished homes are being sold to Great Places for £1.56m to provide affordable housing for local people.

Achieving economic growth, sustainable development and the creation of jobs
Our message is clear – Pendle makes business sense!

We’ve continued our Gearing up for Growth programme which is all about encouraging the local economy to thrive and create more jobs. In July we set aside a further £340,000 to help new businesses start-up and existing businesses to grow. Since 2012, 135 companies have received grants to help them start or expand.

In October we ran a series of free workshops, drop-ins and seminars for new and established businesses. It followed on the success of last year’s Focus on your Business programme and was again organised jointly with Pendle Vision. Sessions included how to use social media and keeping the tax man happy.

Increasing footfall in our towns

Work has continued to improve footfall in Nelson Town Centre. In April we named our Portas Pilot high street champions. Store Manager at Boots in Nelson became Chair and Director at the town’s Oddies bakery became Vice-Chair. During the year they led the Town Team in delivering the Portas Pilot in Nelson and addressed other important issues for the town centre. They joined our High Street Champion, Store Manager at Wilkinson.

We’re striving to attract younger people to the town. In July we held our first ever Vintage Festival which included the hugely popular Art & Vintage market which attracts thousands of people to Nelson. It’s one of the many ways we’re helping to breathe new life into the town as part of the Portas Pilot.

In September a former empty building on Scotland Road in Nelson was re-opened providing vital help and support to jobseekers and students. Nelson and Colne College now provides advice and training in the town from its Apprenticeship and Training Centre. It’s part of our joint effort with the College to increase footfall in Nelson by encouraging students and jobseekers to come in to the town.

In December an exciting initiative to persuade shoppers to spend locally and bring in a staggering £19m a year was unveiled. Celebrate What’s Great encouraged residents to spend £5 of their weekly shopping bill in Pendle independent shops every week.
Tackling our empty homes

In June we were delighted to receive £668,000 from the government to help tackle the number of empty homes we have. Our aim is to make empty properties good homes to live in and this money means we can offer loans to people who own empty properties so they can improve them. Since the appointment of our Empty Homes Officer in 2009 there’s been a marked increase in the number of empty homes brought back into use, including more than 180 long-term empty properties between 2011 and 2013.

We were recognised as one of the top councils in the country for tackling empty homes in December. We came in the top 25 councils in the UK for bringing long-term empty houses back into use which meant we received funds from the Government’s New Homes Bonus. In the last year almost 400 empty properties were brought back into use.

Attracting visitors to Pendle

Meanwhile the Colne Grand Prix attracted thousands of people to the town in July. The Grand Prix is one of the main ingredients which makes Pendle an essential part of the UK’s Capital of Cycling – Lancashire. It puts Colne on the map, with coverage from British Eurosport TV and the UK’s top sports photographers.

In August we launched our 10th Walking Festival. Walkers from across the UK and beyond flocked to Pendle to take part in one of over 70 guided walks. It’s a major highlight in our tourism calendar with a wide variety of walks which show that Pendle is the place to be for exploring the countryside.

Colne’s annual Blues Festival, which attracts thousands of people to Pendle, celebrated its 25th anniversary this year. Organised by Pendle Leisure Trust the Festival on August Bank Holiday had some great names for this amazing milestone. These included Eric Burdon, Lucky Peterson, Andy Fairweather Low, The Yardbirds and Dr Feelgood. These Blues musicians – and hundreds more - performed throughout the four day event.

Improving our sporting facilities

Over the last 12 months we’ve continued in our programme of improving sports facilities with the completion of two new sports pavilions. In August we kicked off the new football season with a new sports pavilion at Holt House playing Fields in Colne. Developed as part of a £1.85m programme to create three new sports pavilions across Pendle, the new clubhouse at Holt House was designed to better suit the needs of local football teams.

And in the same month we won £150,000 of funding from Sport England for a new Steven Burke Sports Hub. Along with Cycle Sport Pendle and other local clubs and organisations we put together the successful bid to the
Inspired Facilities fund. Altogether an investment of £308,000 will be made in the area around Swinden playing fields in Nelson to create a cycle track and improve sporting facilities.

In August we completed our second sports pavilion at the site of the former Edge End school in Nelson. It includes two senior sized 11-a-side football pitches, a junior 9-a-side football pitch and a cricket pitch.

Making our parks places to be proud of

In July we were thrilled to hear that seven of our parks would be flying their Green Flags proudly for another year, proving Pendle’s the place for top-class parks! The national award, handed out by environmental charity Keep Britain Tidy, recognises and rewards the best parks and green spaces across the country.

Delivering affordable and good value services

Throughout the year we’ve continued to make improvements to our services and offer new ones too.

Improving our online presence

Last year we improved public access to online planning applications. You can now view applications and make comments online as well as search for applications by map as well as address. We were delighted when our website www.pendle.gov.uk was once again rated as ‘very good’ by the National Society of IT Managers (SOCITM). Our website retained its three star rating for the second year running in SOCITM’s annual review of local government websites. Each winter the independent group carries out a ‘mystery surfer’ exercise to rate all UK council websites, then reports on the findings and ratings. Our planning application search function on the home page of the website was praised as “innovative”, and the inspectors were impressed with our adoption of the noise nuisance mobile app.

And in May we created dedicated Facebook and Twitter accounts for Contact Pendle so residents who like to contact us this way are dealt with by customer services staff and they get a more co-ordinated response.
Managing our finances

We face significant challenges in moving forward to balance our budget and achieve efficiency targets, as well as meeting the demands of increasing spending pressures.

In October we launched our third Savings Challenge giving residents a chance to suggest how we can save money. All of the practical ideas were considered by our Executive councillors.

In November we were delighted to again be rated as providing good value for money by independent watchdog, the Audit Commission.

And in November we received confirmation that we’d receive a £250,000 Efficiency Support Grant in December. The Grant is awarded to those councils which are recognised for making savings by working more efficiently.

In February we agreed to freeze Council Tax for the sixth year running. We were able to do this despite our funding for 2014/15 through prudent financial management.

Leading our community and encouraging partnership working

We’ve continued to engage with local residents on things which matter to them.

Working with our partners

During 2013/14 we’ve worked even closer with parish and town councils to address the financial challenge in keeping local facilities and services going.

In April, we once again launched our Small Grants Fund set up for community, voluntary and not-for-profit organisations to apply to if they needed financial support. Awards ranged from £100 up to £5,000 and went to a number of local groups including Barlick Fell Runners, Burnley and Pendle Music Society and South Valley Children’s Action Group.

As part of Bradley Big Local, part of the Big Lottery Fund, we encouraged local people to apply to the Community Project Fund. Big Lottery handouts of £100 – £500 are available to voluntary, community and faith sector groups and organisations based in Bradley, Nelson or with a connection to the area. Called the Community Project Fund it’s intended for a variety of uses including, initiatives aimed at children and young people, sport and recreational activities for all ages and backgrounds, activities and projects that bring different people together and things that will help develop people’s work skills and experience.

And throughout the year we encouraged residents to make a difference by promoting voluntary opportunities in our local parks. We also organised volunteer clean-ups of the canal and other public spaces.

In December the Plain English Campaign recognised us once again in its annual awards. Our recycling communication materials were given a Plain English Award for being clear and well written. Our annual refuse and recycling calendar leaflet and a special recycling edition of the Council newspaper Pendle News were praised by the judges.

In January, the Council was identified by Which? as being in the top 10 for ensuring our local businesses comply with food hygiene rules. It looked at 395 local authorities in the UK and, using the latest data submitted to the Food Standards Agency (FSA), ranked how we’re performing on food safety enforcement. This shows we take food safety very seriously and Pendle’s residents and visitors can have confidence in our restaurants, cafes and takeaways.
Looking forward - things we’re doing in 2014/15

April 1, 2014 marks the 40th birthday of Pendle Council. In 1974 Pendle was born, bringing together the former municipal boroughs of Nelson and Colne, the urban districts of Barnoldswick, Barrowford, Brierfield, Earby and Trawden and parts of Burnley rural district and Skipton rural district.

Throughout the year we’ll be celebrating our birthday by holding a number of events, linking in with schools and community groups. We’ll also be handing over a unique gift to our twinning colleagues in Creil.

Work will continue to develop Brierfield Mill, known as Northlight. And we’ll continue to regenerate houses so that we can provide accommodation that our residents aspire to own. Work in Whitefield will complete this year, providing modernised family homes which are close to a brand new £9m infant school and nursery. The houses will respect their Victorian heritage on the outside but have contemporary design features inside. And 18 terraced houses in Whitefield which have been bought from us by Great Places will be refurbished by the end of February as affordable homes to rent.

No-one should have to rent a property that is dangerous or below standard in this day and age. Our newly appointed Rogue Landlord Officer will work with landlords across Pendle to encourage them to improve the standards of private rented properties. They will target the worst landlords and ensure that their properties are maintained and improved and complaints reduce.

Our hugely successful Gearing up for Growth programme, will continue over the next 12 months. An additional £500,000 will be put into the scheme in 2014/15, bringing the total investment to £1.1m. Since September 2012 it has helped to create 110 new businesses, supported 26 businesses to grow and created 135 new jobs (projected).

We’re seeking to make Pendle a dementia friendly borough and over the next 12 months we’ll be raising awareness about dementia and how it affects people living with the condition. Dementia Friends is an Alzheimer’s Society initiative aimed at developing a network of 1 million dementia friends across the UK by 2015.

We want to highlight the needs of those in our community who are living with dementia and their carers’ and help make everyday life better for them.

Our fourth Pendle Business Awards, celebrating the cream of our businesses, will be held in May. The Awards, organised by Pendle Council and Pendle Vision, recognise the most promising and fastest growing businesses in the borough as well as...
the people behind them. The event demonstrates our ongoing commitment to our business community and our desire to recognise outstanding achievements.

Our website is one of the main access channels for Council services so it’s vital that we continue to make improvements. During 2014 we’ll be upgrading our website – [www.pendle.gov.uk](http://www.pendle.gov.uk) – so that it’s even easier to do business with us. Those who view our website on their mobile phones will be able to access a responsive site, one which is designed for their screen.

With budgets tighter than we’ve ever faced before, we’ve had to make changes to how we finance some of our services. Reluctantly, we’ve agreed to bring in an annual subscription charge for [green bin collections](#) from summer. The annual garden waste subscription charge will be £25 per bin – this works out at about 50p a week. This will not make a profit for the Council, but help to cover the costs of providing the service. Residents will be able to choose to opt in to the scheme or make their own arrangements to dispose of their garden waste.

We recognise that dog and litter fouling are a problem and is unacceptable. Our Environmental Crime Team will continue to work hard to ensure our parks and streets are clean.
Here’s a summary of our income and expenditure for the last financial year, compared with the previous year.

**Council Tax**

In 2013/14, the average Council Tax bill, before any charges for Town and Parish Councils, was £1,543.08.

Included within this amount is a charge for Pendle Borough Council services of £240.38. This has remained unchanged since 2008/09 - there has been no increase in Pendle Council’s part of the council tax for the last five years.

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 £16.7m. In comparison we received income of £17.3m in 2012/13.

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

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**What goes where – how 2013/14 Council Tax is split**

- Lancashire County Council: £63.65
- Police and Crime Commissioner for Lancashire: £240.38
- Pendle Council: £152.92
- Lancashire Fire Authority: £1,086.13

Based on a Band D property.
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 2013/14 to net spending in 2012/13.

<table>
<thead>
<tr>
<th>Policy Unit</th>
<th>2012/13</th>
<th>2013/14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central &amp; Regeneration Services</td>
<td>£2.170</td>
<td>£1.814</td>
</tr>
<tr>
<td>Environmental and Recreation Services</td>
<td>£8.307</td>
<td>£8.440</td>
</tr>
</tbody>
</table>

Our service financial performance for 2013/14
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 underspent by £547,000.

<table>
<thead>
<tr>
<th>Service</th>
<th>Approved Budget 2013/14 £000</th>
<th>Actual 2013/14 £000</th>
<th>Variance 2013/14 £000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Unit</td>
<td>1,859</td>
<td>1,814</td>
<td>(45)</td>
</tr>
<tr>
<td>Central &amp; Regeneration Services</td>
<td>8,803</td>
<td>8,440</td>
<td>(363)</td>
</tr>
<tr>
<td>Environment and Recreation Services</td>
<td>6,537</td>
<td>6,397</td>
<td>(140)</td>
</tr>
<tr>
<td>Net cost of services</td>
<td>17,199</td>
<td>16,651</td>
<td>(548)</td>
</tr>
<tr>
<td>Other corporate income and expenditure variations</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Net underspend in 2013/14 (547)

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 2013/14 was £5.7m as shown in the table below. In comparison the Council spent £7.3m in 2012/13.

<table>
<thead>
<tr>
<th>Housing Expenditure</th>
<th>£’000</th>
<th>Parks and Recreation</th>
<th>£’000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brierfield Canal Corridor</td>
<td>72</td>
<td>Loan to Leisure Trust</td>
<td>110</td>
</tr>
<tr>
<td>Brierfield Mill</td>
<td>43</td>
<td>Changing room improvements - Leisure Centres</td>
<td>151</td>
</tr>
<tr>
<td>Bradley, Nelson</td>
<td>159</td>
<td>Parks - New pavilions &amp; changing facilities</td>
<td>476</td>
</tr>
<tr>
<td>Whitefield, Nelson</td>
<td>1,623</td>
<td>Seedhill Athletics Track Improvements</td>
<td>93</td>
</tr>
<tr>
<td>Walton Street, Colne</td>
<td>135</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improvement for Sale Properties</td>
<td>193</td>
<td>Steven Burke Sports Hub (cycle track)</td>
<td>304</td>
</tr>
<tr>
<td>Contribution to Social Housing</td>
<td>141</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disabled Facilities Grants</td>
<td>557</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warm Home Grants</td>
<td>52</td>
<td>Car Park Improvements - Bullhome &amp; Holt House</td>
<td>81</td>
</tr>
<tr>
<td>Empty Home Loans / Works</td>
<td>108</td>
<td>Area Committees</td>
<td>331</td>
</tr>
<tr>
<td>Other housing related projects</td>
<td>164</td>
<td>Resource Procurement</td>
<td>199</td>
</tr>
</tbody>
</table>

Environmental and Transport Projects
Waste Collection - replacement bins | 53

Asset Renewal
Parks - Vehicles and Plant | 62
Information & Communications Technology | 407 Total 5,669

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/council finances

Alternatively, you can contact:

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You can also write to:

Head of Central Services,
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Elliott House,
9 Market Square,
Nelson BB9 OLX.
If you would like this information in a way which is better for you, please telephone 01282 661977.