





















### STRATEGIC OBJECTIVE 1: STRONG SERVICES - Working With partners, the community and volunteers to sustain services of good value

Status	Corporate Actions
	SP22 - 1.01 Strategic car parking review complete
	SP22 - 1.02 Future of Leisure strategic review complete with way forward
	SP22 - 1.03 Pendle Leisure Trust (PLT) performance review undertaken with a costed business plan from PLT
	SP22 - 1.04 Gib Hill management arrangements in place
	SP22 - 1.05 New cemetery site identified
	SP22 - 1.06 Strategic response to the Environment Bill agreed
	SP22 - 1.07 Domestic battery collection scheme rolled out
	SP22 - 1.08 Behaviour change programme on litter delivered











### STRATEGIC OBJECTIVE 2: STRONG ECONOMY - Helping to create strong, sustainable economic and housing growth

Status	Corporate Plan
	SP22 - 2.01 Local Plan programme delivered (Year 1)
	SP22 - 2.02 Economic Development and Recovery Strategy delivered (Year 1)
	SP22 - 2.03 Nelson Town Deal business cases submitted and progress made on Pendle Rise
	SP22 - 2.04 Nelson town centre customer service/technology business relocations secured
	SP22 - 2.05 Colne, Barnoldswick and Earby master plans complete
	SP22 - 2.06 Colne Levelling Up programme delivered (Year 1)
	SP22 - 2.07 Investment Plan for UK Shared Prosperity Fund (UKSPF) developed and delivered
	SP22 - 2.08 County devolution arrangements influenced to ensure future investment in Pendle
	SP22 - 2.09 Governance and delivery arrangements in place with new Joint Venture partner
	SP22 - 2.10 PEARL/PEARLTogether projects at Northlights, Lomeshaye, Harrison Drive, Further Clough Head and Bankhouse Road delivered
	SP22 - 2.11 Lomeshaye Phase 2 plans facilitated with the private sector
	SP22 - 2.12 Connectivity and accessibility plan developed for delivery from 2023






















### **STRATEGIC OBJECTIVE 3: STRONG COMMUNITIES - Help to create and sustain resilient communities**

Status	Corporate Actions
	SP22 - 3.01 Covid-19 recovery programme delivered
	SP22 - 3.02 Response on future outbreaks of Covid-19 well managed
	SP22 - 3.03 Programme of support delivered in relation to the Ukraine situation
	SP22 - 3.04 Holiday and Activities Programme delivered
	SP22 - 3.05 Transfer of Assets programme complete with lessons learned review delivered
	SP22 - 3.06 Safeguarding priorities delivered: Safeguarding policies and training update, including Prevent, Prevent Action Plan, CE Awareness Group set up and intervention programme shaped
	SP22 - 3.07 Health and well-being plan developed ready for delivery in Year 2
	SP22 - 3.08 Hardship programme delivered
	SP22 - 3.09 Housing Standards Strategy: way forward on private rented sector and housing standards agreed in response to the forthcoming white paper

### **STRATEGIC OBJECTIVE 4: STRONG ORGANISATION - A sustainable, resilient and efficient organisation which is Digital by Default**

Status	Corporate Actions
	SP22 - 4.01 Constitutional review undertaken
	SP22 - 4.02 Budget revised to deliver the £500k savings
	SP22 - 4.03 Transforming Pendle Programme delivered (Year 1)
	SP22 - 4.04 Liberata service provision reimaged
	SP22 - 4.05 Organisational restructure complete
	SP22 - 4.06 New Vision and Corporate Plan 2023-27 in place linked to MTFP
	SP22 - 4.07 Corporate values refreshed, linked to employee engagement and new employee recognition scheme
	SP22 - 4.08 CPC Improvement Plan agreed and delivered (Year 1)
	SP22 - 4.09 Climate Emergency engagement plan delivered to revise the strategy and action plan
	SP22 - 4.10 Climate Emergency action plan revised with Year 1 actions delivered

## Key Performance Indicators

Status	KPI's	Current Value	Current Target
	BV9 KPI - Percentage of Council Tax collected	28.47%	28.79%
	BV10 KPI - Percentage of Non-Domestic Rates Collected	26.87%	26.23%
	TS 1b KPI - Percentage of telephone customers greeted within 40 seconds: cumulative	63.26%	75.60%
	TS 2b KPI - Percentage of call abandonment: cumulative	3.52%	2.60%
	AC 2 KPI - Percentage of undisputed invoices paid within 30 days	99.24%	99.5%
	BV78a(i) KPI - Speed of processing new HB/CTB claims: cumulative	9.43 days	18.40 days
	BV78b(i) KPI - Speed of processing change of circumstances for HB/CTB claims: cumulative	2.83 days	5.60 days
	TS 9b KPI - Claims paid within 14 days: cumulative	100.00%	99.50%
	PBC 1a KPI - Percentage of all appeals determined in accordance with officer recommendation	83.33%	80.00%
	PBC 5 KPI - Percentage of 'Major' planning applications determined within 13 weeks	80%	86%
	PBC 6 KPI - Percentage of 'Minor' planning applications determined within 8 weeks	59.46%	87%
	PBC 7 KPI - Percentage of 'Other' planning applications determined within 8 weeks	73.68%	92%
	HN 1(ii) KPI - Number of cases where homelessness has been prevented or relieved	45	33
	WM 2 KPI - Reported number of missed collections not dealt with within 24hrs (excluding non-working days)	4	15
	WM 8c KPI - Percentage of the total tonnage of household waste which has been recycled - Rolling Year %	19.90%	20.72%
	WM 8d KPI - Percentage of the total tonnage of household waste which have been sent for composting or for treatment by anaerobic digestion - Rolling Year %	9.57%	11.00%
	WM 11a KPI - Improved street and environmental cleanliness: Litter	N/A	5%
	WM 11d KPI - Improved street and environmental cleanliness: Dog fouling	N/A	5%
	BV12 KPI - Working Days Lost Due to Sickness Absence	0.8917 days	1.6000 days
	CA 10a KPI - Percentage of payments made online by the customer	33.84%	35.00%
	DIR 1 KPI - Percentage of complaints handled within timescales	98.7%	95.0%