





















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; and
	SP22 - 4.10 Climate Emergency action plan revised with Year 1 actions delivered (MERGED)

Key Performance Indicators

Status	KPI's	Current Value	Current Target
✓	BV9 KPI – Percentage of Council Tax collected	55.64%	55.16%
✓	BV10 KPI – Percentage of Non-Domestic Rates Collected	66.56%	55.76%
✗	TS 1b KPI – Percentage of telephone customers greeted within 40 seconds: cumulative	61.05%	71.54%
✗	TS 2b KPI – Percentage of call abandonment: cumulative	4.57%	3.39%
✓	AC 2 KPI – Percentage of undisputed invoices paid within 30 days	99.43%	99.5%
✓	BV78a(i) KPI – Speed of processing new HB/CTB claims: cumulative	9.18 days	18.17 days
✓	BV78b(i) KPI – Speed of processing change of circumstances for HB/CTB claims: cumulative	2.94 days	6.30 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	82.35%	80.00%
✗	PBC 5 KPI – Percentage of 'Major' planning applications determined within 13 weeks	70%	86%
✗	PBC 6 KPI – Percentage of 'Minor' planning applications determined within 8 weeks	64.37%	87%
✗	PBC 7 KPI – Percentage of 'Other' planning applications determined within 8 weeks	70.9%	92%
✓	HN 1(ii) KPI – Number of cases where homelessness has been prevented or relieved	93	65
✓	WM 2 KPI – Reported number of missed collections not dealt with within 24hrs (excluding non-working days)	43	45
✗	WM 8c KPI – Percentage of the total tonnage of household waste which has been recycled – Rolling Year %	19.24%	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 %	9.74%	11.00%
✓	WM 11a KPI – Improved street and environmental cleanliness: Litter	1%	5%
✓	WM 11d KPI – Improved street and environmental cleanliness: Dog fouling	0%	5%
✓	BV12 KPI – Working Days Lost Due to Sickness Absence	3.3170 days	3.5000 days
✗	CA 10a KPI – Percentage of payments made online by the customer	31.92%	35.00%
✓	DIR 1 KPI – Percentage of complaints handled within timescales	98.7%	95.0%

