Priority 1: Providing High Quality Services and Facilities

- CP23 1.01 Continuous Improvement
- CP23 1.02 Liberata Contract Review
- 📀 CP23 1.03 Corporate Peer Challenge Improvement Plan
- CP23 1.04 Online services
- CP23 1.05 Elections Act 2022
- CP23 1.06 Staff Values and Achievements
- CP23 1.07 Transfer of Assets and Shared Services
- CP23 1.08 Financial Resilience
- 📀 CP23 1.09 Citizens Hub

Priority 2: Proud and Connected Communities and Places

- CP23 2.01 Health & worklessness
- CP23 2.02 Realising the Leeds & Liverpool Canal as a key asset
- CP23 2.03 Connectivity and accessibility
- CP23 2.04 Climate Emergency
- CP23 2.06 Biodiversity and Local Nature Reserve
- CP23 2.07 Behaviour change campaigns
- CP23 2.08 Community Safety
- b CP23 2.09 Bereavement services
- CP23 2.10 Tree Planting

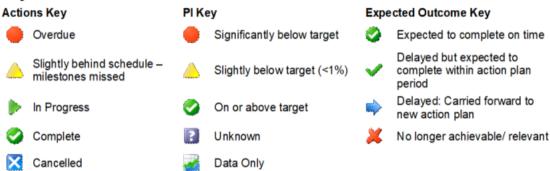
Priority 3: Good Growth

- CP23 3.01 An ambitious Local Plan
- CP23 3.02 UK Shared Prosperity Fund (UKSPF)
- 🥝 CP23 3.03 Green Growth
- CP23 3.04 Links with Local Businesses
- CP23 3.05 Nelson Town Deal
- CP23 3.06 Barnoldswick, Colne and Earby Masterplans
- CP23 3.07 Colne Levelling Up programme
- CP23 3.08 PEARL/PEARL Together

Priority 4: Healthy Communities

- CP23 4.01 Indoor Leisure Review
- CP23 4.02 Green Spaces
- CP23 4.03 Cycle ways and Footpaths
- CP23 4.04 Health and Wellbeing Plan
- CP23 4.05 Housing Standards
- 💫 CP23 4.06 Cultural Activities
- CP23 4.07 Taxi Licensing
- CP23 4.08 Youth Services

Key



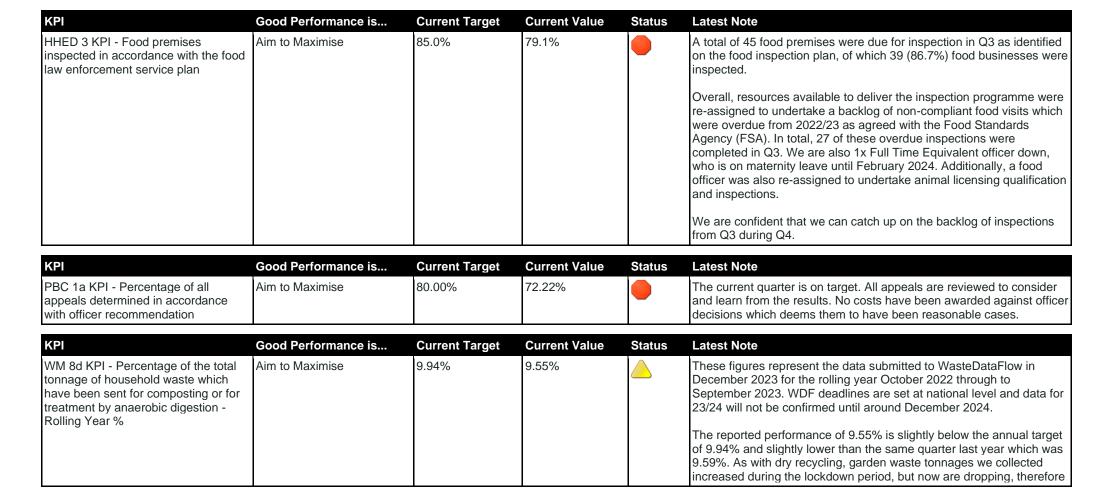
KEY PERFORMANCE INDICATORS

DW

- DW SWM 8c KPI Percentage of the total tonnage of household waste which has been recycled Rolling Year %
 - 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 %
- DW WM 15 KPI Percentage of reported number of missed collections dealt with within 24 hours of report being shared with Waste Management Team (excludes evenings and non-working days)
- DW 🥝 WM 11a KPI Improved street and environmental cleanliness: Litter
- DW 🥝 WM 11d KPI Improved street and environmental cleanliness: Dog fouling
- NW OPBC 1a KPI Percentage of all appeals determined in accordance with officer recommendation
- NW 🥝 PBC 5a KPI Percentage of 'Major' planning applications determined within 13 weeks
- NW 🥝 PBC 5b KPI Percentage of 'Minor' and 'Other' planning applications determined within 8 weeks
- SW SHS 9 KPI Number of private rented properties inspected where formal or informal intervention has improved properties and safeguarded tenants
- SW 😑 HHED 3 KPI Food premises inspected in accordance with the food law
- SW 🥝 HN 1(ii) KPI Number of cases where homelessness has been prevented or relieved
- HC 📓 DIR 1 KPI Percentage of formal complaints handled within timescales
- ALL 🛛 😑 BV12 KPI Working Days Lost Due to Sickness Absence
- SAW 🥝 CA 10a KPI Percentage of payments made online by the customer
 - TS 1b KPI Percentage of telephone customers greeted within 40 seconds: cumulative
 - 🔴 TS 2b KPI Percentage of call abandonment: cumulative
 - STAND STATES AND A COUNCIL Tax collected
 - BV10 KPI Percentage of Non-Domestic Rates Collected
 - STRA(i) KPI Speed of processing new HB/CTB claims: cumulative
 - Section 2012 Constraints and the section of the sec
 - 📀 TS 9b KPI Claims paid within 14 days: cumulative
 - PLT 01 KPI Total number of live members
 - SPLT 07a(i) KPI Total PLT dryside facility attendances
 - A PLT 07a(ii) KPI Total PLT wetside facility attendances

KPI's By Exception - Red & Amber Report

Generated on: 30 January 2024





		this PI percentage is also reducing.	
		Garden waste collections are affected by the weath we have no control over how much people compose August 2023, we collected 20.96t less than the sar probably due to a combination of weather, reduced and post-lockdown conditions resulting in residents they did during the lockdowns. NB - There are no of Dec/Jan/Feb	st. From June to me period in 2022 d subscription levels s not gardening as

KPI	Good Performance is	Current Target	Current Value	Status	Latest Note
BV12 KPI - Working Days Lost Due to Sickness Absence	Aim to Minimise	5.5000 days	7.9825 days		In December we lost 97 days to sickness absence, 59 days to short term and 38 to long term absence. This is a significant reduction in the previous months date for both short and long term is the lowest for the year by a significant margin, even considering the reduction in working days for the month. We were at 0.49 days of absence per FTE and brings our year-to-date figure to 7.98 day lost per FTE. Although this is an improvement our annual target is 8 days and we are at that with 3 months still to go.
KPI	Good Performance is	Current Target	Current Value	Status	Latest Note
BV10 KPI - Percentage of Non- Domestic Rates Collected	Aim to Maximise	92.54%	85.28%		NNDR collection stands at 85.28% at the end of Quarter 3 of 2023/24. This is down on the previous year by 3.90% which is due to the CARF relief having an inflated effect on last year's collection rate. There is also a large credit which we are waiting to refund of c£900K which will impact the collection rate once paid, further increasing the deficit on last year's performance. We currently have 4.95% of NNDR customers signed up to e-billing via the portal; however, this is a slight drop from last quarter when it was at 5.29%.

KPI	Good Performance is	Current Target	Current Value	Status	Latest Note
TS 1b KPI - Percentage of telephone customers greeted within 40 seconds: cumulative		74.47%	69.18%		The current service level for Quarter 3 saw a better start than the previous quarter and for December we were within desired target levels of 80%. We ended December within target at 80.66% and the overall service level for the quarter (Oct-Dec combined) was 77%. Abandonment was achieved at 1.37% for December and combined for Quarter 3 is 2%. This continues to demonstrate that customer will hold to speak to an Agent.

KPI	Good Performance is	Current Target	Current Value	Status	Latest Note
TS 2b KPI - Percentage of call abandonment: cumulative	Aim to Minimise	3.29%	3.71%		Abandonment was achieved at 1.37% for December and combined for Quarter 3 is 2%. This continues to demonstrate that customer will hold to speak to an Agent.
KPI	Good Performance is	Current Target	Current Value	Status	Latest Note
PLT 01 KPI - Total number of live members	Aim to Maximise	3,916	3,677		Slightly off the ambitious target. Membership levels have dipped slightly this quarter as expected. Sales are off target for the growth level we wanted but are up on last year. Plans are in place and we are expecting a strong response in the next quarter which is historically our strongest period.
KPI	Good Performance is	Current Target	Current Value	Status	Latest Note
PLT 07a(ii) KPI - Total PLT wetside facility attendances	Aim to Maximise	300,973	294,619		Poor October half term performance at Pendle Wavelengths which is a peak month for swimming contributed to the shortfall. Some recovery shown in November and December.