

Performance Summary – Quarter 2, 2024/25

Priority 1: Providing High Quality Services and Facilities

-  **CP24 1.01** Financial Resilience
-  **CP24 1.02** Continuous Improvement
-  **CP24 1.03** Liberata Contract Review
-  **CP24 1.04** Governance
-  **CP24 1.05** Citizens' Hub
-  **CP24 1.06** Online services
-  **CP24 1.07** Elections Act 2022
-  **CP24 1.08** Staff Values and Achievements
-  **CP24 1.09** Transfer of Assets and Shared Services
-  **CP24 1.10** Waste and Recycling

Priority 2: Proud and Connected Communities and Places

-  **CP24 2.01** Confident communities
-  **CP24 2.02** Connectivity and accessibility
-  **CP24 2.03** Climate Emergency
-  **CP24 2.04** Biodiversity and Local Nature Reserve
-  **CP24 2.05** Behaviour change campaigns
-  **CP24 2.06** Community Safety
-  **CP24 2.07** Bereavement services
-  **CP24 2.08** Community Cohesion























Priority 3: Good Growth

-  **CP24 3.01** An ambitious Local Plan
-  **CP24 3.02** UK Shared Prosperity Fund (SPF)
-  **CP24 3.03** Development Control
-  **CP24 3.04** Green Growth
-  **CP24 3.05** Links with Local Businesses
-  **CP24 3.06** Nelson Town Deal
-  **CP24 3.07** Nelson Long Term Towns Plan
-  **CP24 3.08** Barnoldswick, Colne and Earby Masterplans
-  **CP24 3.09** Colne Levelling Up programme
-  **CP24 3.10** PEARL/PEARL Together

Priority 4: Healthy Communities






-  **CP24 4.01** Indoor Leisure Review
-  **CP24 4.02** Green Spaces
-  **CP24 4.03** Cycleways and Footpaths
-  **CP24 4.04** Health and Wellbeing
-  **CP24 4.05** Housing Standards
-  **CP24 4.06** Cultural Activities
-  **CP24 4.07** Taxi Licensing

KEY PERFORMANCE INDICATORS






-  **WM 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 %
-  **WM 11a** KPI - Improved street and environmental cleanliness: Litter
-  **WM 11d** KPI - Improved street and environmental cleanliness: Dog fouling
-  **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)
-  **PBC 1a** KPI - Percentage of all appeals determined in accordance with officer recommendation
-  **PBC 5a** KPI - Percentage of 'Major' planning applications determined within 13 weeks
-  **PBC 5b** KPI - Percentage of 'Minor' and 'Other' planning applications determined within 8 weeks
-  **HS 9** KPI - Number of private rented properties inspected where visits have resulted in positive outcomes
-  **HHED 6** KPI - Percentage of premises scoring 3 or higher on the National Food Hygiene Rating Scheme (NFHRS)
-  **HN 1(ii)** KPI - Number of cases where homelessness has been prevented or relieved
-  **DIR 1** KPI - Percentage of formal complaints handled within timescales
-  **CA 10a** KPI - Percentage of payments made online by the customer
-  **BV12** KPI - Working Days Lost Due to Sickness Absence
-  **TS 1b** KPI - Percentage of telephone customers greeted within 40 seconds: cumulative
-  **TS 2b** KPI - Percentage of call abandonment: cumulative
-  **BV9** KPI - Percentage of Council Tax collected
-  **BV10** KPI - Percentage of Non-Domestic Rates Collected
-  **NI 181a** KPI - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events: cumulative (Right Time)
-  **HR 6a** KPI - Payroll Accuracy Rate
-  **ITS 1b** KPI - Percentage of Helpdesk calls resolved within target times: cumulative
-  **ITS 2a** KPI - Availability of applications
-  **ITS 3** KPI - Availability of networks
-  **PLT 01** KPI - Total number of live members
-  **PLT 07a(i)** KPI - Total PLT dryside facility attendances
-  **PLT 07a(ii)** KPI - Total PLT wetside facility attendances

Key





Actions Key

-  Overdue
-  Slightly behind schedule – milestones missed
-  In Progress
-  Complete
-  Cancelled

PI Key

-  Significantly below target
-  Slightly below target (<1%)
-  On or above target
-  Unknown
-  Data Only

Expected Outcome Key

-  Expected to complete on time
-  Delayed but expected to complete within action plan period
-  Delayed: Carried forward to new action plan
-  No longer achievable/ relevant

Corporate Priorities - Review Report

Generated on: 29 October 2024



Priority 3: Good Growth



CP24 3.01 An ambitious Local Plan

Status	Expected Outcome	Progress Update
		<div style="display: flex; align-items: center;"> <div style="width: 100px; height: 15px; background-color: #4a86e8; margin-right: 5px;"></div> 97% </div> <p>Local Plan agreed at Council and will be out for publication at Regulation 19 shortly. The Plan has gone through Council and will be consulted on at Regulation 19 shortly. It is now understood that the new NPPF (National Planning Policy Framework) will not be published until January which will give a little more time for preparation. Pre-submission meeting with PINS scheduled for 1st November.</p>






Milestones

Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 3.01a Continue to develop the Council's final version of the Local Plan to proceed to examination	30-Jun-2024		<div style="display: flex; align-items: center;"> <div style="width: 100px; height: 15px; background-color: #4a86e8; margin-right: 5px;"></div> 95% </div> <p>The Plan has gone through Council and will be consulted on at Regulation 19 shortly. It is now understood that the new NPPF (National Planning Policy Framework) will not be published until January which will give a little more time for preparation. Pre-submission meeting with PINS scheduled for 1st November.</p>	
		CP24 3.01b Incorporate identified Local Green Spaces into the Local Plan	30-Jun-2024	02-Oct-2024	<div style="display: flex; align-items: center;"> <div style="width: 100px; height: 15px; background-color: #4a86e8; margin-right: 5px;"></div> 100% </div> <p>Complete as it is within the agreed Local Plan.</p>	

CP24 3.10 PEARL/PEARL Together

Status	Expected Outcome	Progress Update
		<div style="border: 1px solid black; width: 80px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;"> 83% </div> <p>Why is the action red, amber or green? This Corporate Priority is red with two milestones overdue due to technical issues persisting. One other milestone has been completed on time.</p> <p>What are you doing to maintain or improve the situation? We are working closely with PEARL with regular reports and mitigating any technical challenges through investment of PBC resources. It is expected that this outstanding milestone will complete in January 2025.</p> <p>Following the development of a viable scheme for Bankhouse Road, work is ongoing to identify market value for the site and test the financial viability of the scheme in light of challenges associated with freehold and leasehold ownerships. Further market testing is being undertaken.</p> <p>With regards to Spring Mill, 50% of the foundations are complete with various stages of walls and roofs being installed, as well as internal fit outs. This milestone was complete on time.</p>

Milestones

Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 3.10a Start on site for phase 1 of Further Clough Head, Nelson development	30-Sep-2024		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">75%</div>	<p>Why is the action red, amber or green? This action is red and now overdue with technical issues persisting. It is likely that this will now be delivered in January 2025.</p> <p>What are you doing to maintain or improve the situation? We are working closely with PEARL with regular reports and mitigating any technical challenges through investment of PBC resources.</p>
		CP24 3.10b Develop housing options and a viable scheme for the Bankhouse Road, Nelson site	30-Sep-2024		<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">75%</div>	<p>Why is the action red, amber or green? This action is red and is now overdue.</p> <p>What are you doing to maintain or improve the situation? Following the development of a viable scheme, work is ongoing to identify market value for the site and test the financial viability of the scheme in light of challenges associated with freehold and leasehold ownerships. Further market testing is being undertaken.</p>
		CP24 3.10c Deliver 50% of housing numbers at Spring Mill, Earby	30-Sep-2024	17-Oct-2024	<div style="border: 1px solid black; width: 60px; height: 15px; background-color: #ADD8E6; display: flex; align-items: center; justify-content: center;">100%</div>	<p>Why is the action red, amber or green? This action is green and has been completed.</p>

						What are you doing to maintain or improve the situation? 50% of the foundations are complete with various stages of walls and roofs being installed, as well as internal fit outs.
--	--	--	--	--	--	--

KPI's By Exception - Red & Amber Report (Pendle Council)

Generated on: 29 October 2024




KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
PBC 1a KPI - Percentage of all appeals determined in accordance with officer recommendation	Aim to Maximise	80.00%	50.00%		Two appeals. Both were appeals on landscape and the decisions were planning judgement.


KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
HHED 6 KPI - Percentage of premises scoring 3 or higher on the National Food Hygiene Rating Scheme (NFHRS)	Aim to Maximise	84.8%	82.7%		<p>Throughout Q2, a total of 75 food hygiene inspections were undertaken, with 62 (82.7%) achieving a Food Hygiene Rating Score of 3 or higher.</p> <p>This is a decrease in level of compliance amongst food businesses in comparison to last quarter, with a correlation to higher risk rated business and activities in comparison to Q1.</p> <p>Overall, the team aims to drive up standards of compliance and change behaviour, but this is dependent upon the willing nature of businesses to meet legislative requirements.</p>


KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
CA 10a KPI - Percentage of payments made online by the customer	Aim to Maximise	40.00%	35.99%		<p>Why is the PI red, amber or green? This KPI is red and performing approximately 4% under target. Performance is still up when compared to the same period last year (3.09% higher)</p> <p>This reduction in the % of payments made online is "seasonal" as Q2 & 3 have historically seen a reduction in performance. It is likely that Q4 will see this KPI green again.</p> <p>What are you doing to maintain or improve the situation? Estore payments in decline. We should have no EStore payments next month as this has been deactivated by Civica.</p> <p>All payments that were previously made via EStore are now made via Jadu forms and this change should have no impact on the overall</p>

					number of payments made online by the customer.
--	--	--	--	--	---


KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
WM 8c KPI - Percentage of the total tonnage of household waste which has been recycled - Rolling Year %	Aim to Maximise	19.00%	18.24%		<p>These figures represent the data submitted to WasteDataFlow in September 2024 for the rolling year July 2023 through to June 2024. WDF deadlines are set at national level and data for 23/24 will not be confirmed until around December 2024.</p> <p>The reported performance of 18.24% is slightly below the annual target of 19.00% and is a slight decrease on the same quarter last year which was 18.82%.</p> <p>The figure is impacted upon by the total tonnages collected inclusive of recycling and none recycling streams.</p> <p>Within the last week of quarter 2 the service has recruited a recycling officer who will work on increasing participation rates and the quality of the materials collected. The service has additionally presented cases to Overview and Scrutiny which if accepted will encourage service users to re-use and recycle more than they do now.</p> <p>Data provided by LCC in June 2024 shows that Pendle is generally recycling more than our nearest neighbours but is also collecting more waste though our none recycling schemes such as bulky household collections and grey bins.</p>


KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV12 KPI - Working Days Lost Due to Sickness Absence	Aim to Minimise	3.5000 days	4.1368 days		An improved month with a reduction in long term sick.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
ITS 1b KPI - Percentage of Helpdesk calls resolved within target times: cumulative	Aim to Maximise	98.25%	97.88%		Idox calls raised which are not necessarily for IT to resolve but were opened for visibility. Due to ongoing shared investigation these have now been closed and are being managed through the collaboration project.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV9 KPI - Percentage of Council Tax	Aim to Maximise	55.65%	55.21%		Marginally behind profile and this time last year by 0.23%

collected					
-----------	--	--	--	--	--

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
TS 1b KPI - Percentage of telephone customers greeted within 40 seconds: cumulative	Aim to Maximise	80.00%	73.84%		<p>Abandonment was achieved at 5.0%, the Service Level was not quite within target at 75.27% which includes the RPIQ figure, Service level figure without RPIQ is 73.53%. Calls offered were 6534 and we handled 6115 calls this month which increased in comparison to August. Our average handling time for September was 4 minutes and 50 seconds, which is a slight decrease to the previous month.</p> <p>Call demand remained high and this outstripped capacity throughout the month. On the 20th we were offered 699 calls which related to the recovery issued.</p> <p>We have worked with the team to reduce AHT which has included some side-by side coaching and call reviews to coach Agents to reduce AHT</p>

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
TS 2b KPI - Percentage of call abandonment: cumulative	Aim to Minimise	5.00%	5.59%		<p>Abandonment was achieved at 5.0%, the Service Level was not quite within target at 75.27% which includes the RPIQ figure, Service level figure without RPIQ is 73.53%. Calls offered were 6534 and we handled 6115 calls this month which increased in comparison to August. Our average handling time for September was 4 minutes and 50 seconds, which is a slight decrease to the previous month.</p> <p>Call demand remained high and this outstripped capacity throughout the month. On the 20th we were offered 699 calls which related to the recovery issued.</p> <p>We have worked with the team to reduce AHT which has included some side-by side coaching and call reviews to coach Agents to reduce AHT</p>