

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 bin 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








Priority 1: Providing High Quality Services and Facilities

CP24 1.04 Governance						
Status	Expected Outcome	Progress Update				
		<div><div>75%</div></div>	Why is the action red, amber or green? JV report has been received and will be presented to members in May 2025. Planning report is expected by the end of May 2025. Value for money report recommendations are yet to be implemented.			
Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 1.04a Consider the actions from the Value for Money review by external audit	31-Mar-2025		<div><div>50%</div></div>	Why is the action red, amber or green? JV report has been received and will be presented to members in May 2025. Planning report is expected by the end of May 2025. Value for money report recommendations are yet to be implemented.
		CP24 1.04b Review of constitution	31-Mar-2025	14-Apr-2025	<div><div>100%</div></div>	Why is the action red, amber or green? Constitution has been reviewed and accepted.



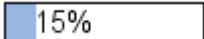
CP24 1.05 Citizens' Hub						
Status	Expected Outcome	Progress Update				
		<div><div>50%</div></div>	Still exploring potential venues for Community Hub. Innovation Centre likely to be retained as a commercial interest so no longer considered a contender for Community Hub. LGR impacting on staff accommodation review which means Town Hall is unlikely to be available as a community hub space within Plan for Neighbourhoods timescales. Steering Group has met 3 times during this quarter. Now exploring Nelson library as a potential site. Continue exploring possible short term accommodation solution for PNN.			

Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 1.05a Implement shared service delivery with partners, including the community and voluntary sector	31-Mar-2025		<div><div>50%</div></div>	This is now showing as overdue as we are still exploring potential venues for a Community Hub. Innovation Centre likely to be retained as a commercial interest so no longer considered a contender for Community Hub. LGR impacting on staff accommodation review which means Town Hall is unlikely to be available as a community hub space within Plan for Neighbourhoods timescales. Steering Group has met 3 times during this quarter. Now exploring Nelson library as a potential site. Continue exploring possible short term accommodation solution for PNN.



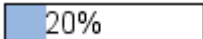



CP24 1.06 Online services						
Status	Expected Outcome	Progress Update				
		<div><div>95%</div></div>	The strategy is due to go to Council in May. It has been delayed due to delays with the IT Strategy and further work to develop a meaningful Customer Strategy. The two will go to Council for approval together. The strategy has been in draft form for some time. Engagement work has been ongoing to support the strategy, both with Liberata colleagues in Customer Services and IT, and with customers via a research piece by NWA.			
Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 1.06a Review live streaming of meetings	30-Jun-2024	24-Jul-2024	<div><div>100%</div></div>	Why is the action red, amber or green? This action is green and expected to complete on time. What are you doing to maintain or improve the situation? The existing contract has been extended until the end of March 2025.
		CP24 1.06b Implement the customer contact strategy including accessibility	31-Mar-2025		<div><div>90%</div></div>	Why is the action red, amber or green? The strategy is due to go to Council in May. It has been delayed due to delays with the IT Strategy and further work to develop a meaningful Customer Strategy. The two will go to Council for approval together. What are you doing to maintain or improve the situation? The strategy has been in draft form for some time.

						Engagement work has been ongoing to support the strategy, both with Liberata colleagues in Customer Services and IT, and with customers via a research piece by NWA.
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CP24 1.09 Transfer of Assets and Shared Services





Status	Expected Outcome	Progress Update				
			<p>Why is the action red, amber or green? This priority has been delayed and will carry over into 2025/26.</p> <p>What are you doing to maintain or improve the situation? A summit was held with local parish councils and more information was requested on asset transfers. Property services will take lead with support from financial services.</p> <p>Implementation of shared services has been delayed but LGR will likely encourage further shared services in the near future.</p>			



Milestones

Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 1.09a Implement the next wave of asset transfer	31-Mar-2025			<p>Why is the action red, amber or green? This priority has been delayed and will carry over in to 2025/26. It will likely fall under Property services from next year.</p> <p>What are you doing to maintain or improve the situation? A summit was held with local parish councils and more information was requested. Property services will take lead with support from financial services.</p>
		CP24 1.09b Implement identified shared service opportunities	31-Mar-2025			<p>Why is the action red, amber or green? This milestone has been delayed but LGR will likely encourage further shared services in the near future.</p>

CP24 1.10 Waste and Recycling



Status	Expected Outcome	Progress Update				
			<p>Why is the action red, amber or green? This Corporate Priority has achieved 4/5 of its milestones but is red and will not complete before the end of 2024/25 with one milestone being carried forward in to 2025/26.</p>			

			What are you doing to maintain or improve the situation? Positive recent discussions held with LCC leads for environment and waste. Further discussions agreed to be held. Date to be confirmed. Capital funding for the development of the Waste Transfer Station withdrawn February 2025. Discussions ongoing with LCC waste and environment leads to secure facilities for Pendle's waste and recycling streams from April 2026.			
Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 1.10a Present report to Council Executive to seek councillor support on the recommended way forward	30-Jun-2024	05-Jul-2024	<div><div>100%</div></div>	Why is the action red, amber or green? This sub-action has been completed. What are you doing to maintain or improve the situation? Report presented to the Council's Executive 30th May 2024. Report set out the tight timeline for the introduction of weekly food waste collections for domestic premises and sought Executives approval to work towards introduction of the new scheme by April 2026. Executive approved recommendations
		CP24 1.10b Recruit necessary skills and experience to oversee permitting, design and development of the waste transfer station	30-Sep-2024	02-Oct-2024	<div><div>100%</div></div>	Why is the action red, amber or green? Application for exemption from contract procedure rules submitted July 2024. Approval accepted. Wardell Armstrong consultants recruited same month. Wardell Armstrong had worked on the initial modelling of sites and were better placed to support delivery of the project within the tight timeline.
		CP24 1.10c Update Members on the progress towards achieving both planning and permitting approval	31-Mar-2025	02-Apr-2025	<div><div>100%</div></div>	Capital funding for the development of the Waste Transfer Station withdrawn February 2025. Discussions ongoing with LCC waste and environment leads to secure facilities for Pendle's waste and recycling streams from April 2026.
		CP24 1.10d Commence formal tendering processes for vehicles and equipment required to deliver weekly food waste collections from April 2026	31-Mar-2025	10-Oct-2024	<div><div>100%</div></div>	Why is the action red, amber or green? This action is green and on target for delivery. The tender for the vehicles has been completed (Aug 2024). The tender for the Equipment recently closed (Sep 2024) with the information received now being evaluated. What are you doing to maintain or improve the situation? Vehicles have been ordered and will be delivered Feb 26 and an order for the Equipment will be finalised once the received information has been reviewed


		CP24 1.10e Secure funding from LCC in relation to the management of waste materials and domestic weekly food waste collections.	31-Mar-2025		<div><div>65%</div></div>	Positive recent discussions held with LCC leads for environment and waste. Further discussions agreed to be held. Date to be confirmed.
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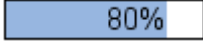




Priority 2: Proud and Connected Communities and Places

CP24 2.03 Climate Emergency



Status	Expected Outcome	Progress Update				
		<div><div>95%</div></div>	<p>Why is the action red, amber or green? 3/4 Milestones have been completed; however, the final milestone (Earby Phase 3 flood defence study) is overdue and will carry forward into 2025/26.</p> <p>What are you doing to maintain or improve the situation? With regards to carbon reduction, Property services have carried out an asset review and carbon emissions review. We have submitted an application for two leisure centres in Nelson and Barnoldswick through the PSDS (Public sector decarbonisation scheme). With a view to implementing initiatives to reduce carbon. Also agreed, investment in to the ACE Centre for the upgrade / replacement of the current HVAC system. The Feasibility study for Earby Phase 3 is split into 3 stages with a review at the end of each stage before we decide to progress to the next stage. We are nearing completion of stage 1 and following this we will progress to stages 2 and 3 it will be completed by Sept / Oct 2025. Framework for continued planning and development of EV charging schemes is well established and underway. Pendle has been used as a case study where one resident was used as an example of how to implement on street charging for electric vehicles.</p>			

Milestones





Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 2.03a Implement a range of carbon reduction measures to reduce the Council's carbon footprint associated with building stock	31-Aug-2024	17-Jan-2025	<div><div>100%</div></div>	<p>Why is the action red, amber or green? This milestone has been completed.</p> <p>What are you doing to maintain or improve the situation? Property services have carried out an asset review and carbon emissions review. We have submitted an application for two leisure centres in Nelson and Barnoldswick through the PSDS (Public sector decarbonisation scheme). With a view to implementing initiatives to reduce carbon. Also agreed, investment into the ACE Centre for the upgrade / replacement of the current HVAC system.</p>

		CP24 2.03b Completion of the feasibility study for Earby phase 3 flood defence and agree next steps	30-Sep-2024			<p>Why is the action red, amber or green? This Milestone is overdue and will be carried forwards in to the 2025/26 year.</p> <p>What are you doing to maintain or improve the situation? The Feasibility study for Earby Phase 3 is split into 3 stages with a review at the end of each stage before we decide to progress to the next stage.</p> <p>We are nearing completion of stage 1 and following this we will progress to stages 2 and 3 it will be completed by Sept / Oct 2025.</p>
		CP24 2.03c Complete review to identify opportunities to incorporate alternatively fuelled vehicles into the Council's liveried fleet	30-Sep-2024	23-Oct-2024		<p>Fleet decarbonisation review was completed in June 2024.</p> <p>There seems little chance of the Council moving the fleet to electric due to limitations in the market place and infrastructure. Some opportunities did exist though, the mayor's car could be replaced with an electric car and some Light commercial vans could be swapped out as well.</p> <p>The heavier fleet will continue to use HVO and we will need to ensure replacement units can run off HVO in the future.</p>
		CP24 2.03d Continue to plan the delivery of electric vehicle charging schemes	31-Mar-2025	17-Jan-2025		<p>Why is the action red, amber or green? This milestone has been completed as the framework for continued planning and development of EV charging schemes is well established and underway.</p> <p>What are you doing to maintain or improve the situation? Presentation done by LCC on the LEVI scheme supporting the introduction of electric vehicle charging. Pendle has been used as a case study where one resident was used as an example of how to implement on street charging for electric vehicles.</p> <p>Regular meetings with LCC, with regards to the roll out of the EV charging scheme and contributed towards discussions on having charging points in public car parks as part of a possible solution.</p>



CP24 2.04 Biodiversity and Local Nature Reserve











Status	Expected Outcome	Progress Update	
		<div><div>73%</div></div>	<p>Why is the action red, amber or green? This Corporate Priority has achieved 2/3 of its milestones but is red and will not complete before the end of 2024/25. We are presently awaiting comments from consultants procured by planning to progress final milestone.</p> <p>What are you doing to maintain or improve the situation? New Gib Hill Guardians group fully set up and constituted. Regular communications between members. Pendle Vale and Fishermore school now committed to being actively involved. Planning for summer works and in depth works on the current management plan in progress. Funding received from both Town Councils for the 24/25 year. Members of both Town Councils also actively involved in the new Gib Hill Guardians group.</p>

Milestones








Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 2.04a Create woodland nature reserve group for Gib Hill	31-May-2024	04-Apr-2025	<div><div>100%</div></div>	New Gib Hill Guardians group fully set up and constituted. Regular communications between members. Pendle Vale and Fishermore school now committed to being actively involved. Planning for summer works and in depth works on the current management plan in progress.
		CP24 2.04b Work with Colne and Nelson Town Councils on future management arrangements	31-Mar-2025	04-Apr-2025	<div><div>100%</div></div>	Funding received from both Town Councils for the 24/25 year. Members of both Town Councils also actively involved in the new Gib Hill Guardians group.
		CP24 2.04c Develop the economic case for including sites for bio-diversity net gain delivery	31-Mar-2025		<div><div>20%</div></div>	As previously reported, we are awaiting comments and recommendations from consultants procured by Planning.








CP24 2.07 Bereavement services

Status	Expected Outcome	Progress Update	
		<div><div>56%</div></div>	<p>Why is the action red, amber or green? This Corporate Priority has completed 2/6 of its milestones with the remainder carrying forward into the 2025/26 Corporate Plan.</p> <p>What are you doing to maintain or improve the situation? For Ghyll Cemetery, we have continued to monitor borehole readings through the winter to create evidence that will be required by the Environment Agency when consulted as part of the planning application process. Sufficient evidence captured and work on creating the planning application has been ordered at the start of April 2025. Dependant on statutory consultants responses, full application should be submitted within 9 months. Planning application submitted early March 2025 for Halifax Road. Update at 02.04.2025. Application still awaiting responses from statutory</p>







			consultee's, LLFA and LCC highways. EA and Coal Authority response positive, UU response positive with standard conditions to be applied. Awaiting LLFA response prior to commented on UU conditions. Invitation to tender documents being created for new cemetery site.			
Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 2.07a Complete all surveys and required consultations prior to submission of planning application for Ghyll cemetery	30-Jun-2024		<div><div>70%</div></div>	We have continued to monitor borehole reading through the winter to create evidence that will be required by the Environment Agency when consulted as part of the planning application process. Sufficient evidence captured and work on creating the planning application has been ordered at the start of April 2025. Dependant on statutory consultants responses full application should be submitted within 9 months.
		CP24 2.07b Secure planning consent for Halifax Road	30-Sep-2024		<div><div>70%</div></div>	Planning application submitted early March 2025. Update at 02.04.2025. Application still awaiting responses from statutory consultee's. LLFA and LCC highways. EA and Coal authority response positive UU response positive with standard conditions to be applied. Awaiting LLFA response prior to commented on UU conditions.
		CP24 2.07c Oversee tendering process inclusive of post tender analysis and post tender meeting with chosen suppliers for the construction of the new cemetery site	31-Dec-2024		<div><div>0%</div></div>	Invitation to tender documents being created.
		CP24 2.07d Complete all surveys and consultations to establish whether lower parts of Colne Cemetery can be opened for burial plots	31-Mar-2025	30-Aug-2024	<div><div>100%</div></div>	Radar surveys completed on sections of land within existing footprint of the cemetery. Additional space for 120 plots found providing 5 years life. Option to expand into neighbouring field available when required.
		CP24 2.07e If surveys, consultations and financial bid have a successful outcome, develop area within Colne cemetery for burial plots.	31-Mar-2025	31-Aug-2024	<div><div>100%</div></div>	Radar survey completed within footprint of existing site. Sufficient space found for 120 plots providing a further 5 years of use. Work to bring the section up to a useable standard has commenced.
		CP24 2.07f Review of cemetery services with a view to making them financially viable	31-Mar-2025		<div><div>0%</div></div>	Review due to take place in 2025/26.

Priority 3: Good Growth



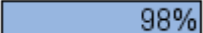
CP24 3.09 Colne Levelling Up programme						
Status	Expected Outcome	Progress Update				
		<div><div>90%</div></div>	<p>Why is the action red, amber or green? This Corporate Priority has achieved 3/4 of its milestone on time with significant progress being made on the remaining milestone.</p> <p>What are you doing to maintain or improve the situation? Work continues at Colne Market Hall with the refurbished market hall due to open in September 2025.</p>			
Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 3.09a Complete the refurbishment of the Little Theatre	30-Sep-2024	11-Jul-2024	<div><div>100%</div></div>	<p>Why is the action red, amber or green? This sub action has been completed on time and on budget.</p> <p>What are you doing to maintain or improve the situation? This was completed on time with no additional works forecast.</p>
		CP24 3.09b Complete the refurbishment of the Municipal Theatre	30-Sep-2024	14-Oct-2024	<div><div>100%</div></div>	<p>Why is the action red, amber or green? This action is green and has been completed on time.</p> <p>What are you doing to maintain or improve the situation? Municipal Theatre has been refurbished and is now open.</p>
		CP24 3.09c Complete the refurbishment of the Hippodrome Theatre	30-Sep-2024	11-Jul-2024	<div><div>100%</div></div>	<p>Why is the action red, amber or green? This sub-action has been completed ahead of schedule.</p> <p>What are you doing to maintain or improve the situation? The works on the Hippodrome Theatre has now been completed.</p>
		CP24 3.09d Complete the refurbishment of Colne Market Hall	31-Mar-2025		<div><div>60%</div></div>	<p>Why is the action red, amber or green? Work is still progressing and this milestone will be carried forward in to 2025/26.</p> <p>What are you doing to maintain or improve the situation? Work continues with the refurbished market hall due to open in September 2025.</p>

CP24 3.10 PEARL/PEARL Together						
Status	Expected Outcome	Progress Update				
		<div><div>93%</div></div>	<p>Why is the action red, amber or green? This Corporate Priority is overdue but has made significant progress.</p> <p>What are you doing to maintain or improve the situation? Surveys have been undertaken and further requirements have been identified at Further Clough Head. It is likely that work will commence in May 2025. The Bankhouse Road site is due to be marketed for offers for development.</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><div>85%</div></div>	<p>Why is the action red, amber or green? This milestone is overdue but progress has been made. It will carry over in to 2025/26.</p> <p>What are you doing to maintain or improve the situation? Surveys have been undertaken and further requirements have been identified. It is likely that work will commence in May 2025.</p>
		CP24 3.10b Develop housing options and a viable scheme for the Bankhouse Road, Nelson site	31-Mar-2025		<div><div>95%</div></div>	<p>Why is the action red, amber or green? This milestone is overdue but significant progress has been made. It is expected to complete early in Q1 2025/26.</p> <p>What are you doing to maintain or improve the situation? The site is due to be marketed for offers for development.</p>
		CP24 3.10c Deliver 50% of housing numbers at Spring Mill, Earby	30-Sep-2024	17-Oct-2024	<div><div>100%</div></div>	<p>Why is the action red, amber or green? This action is green and has been completed.</p> <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.</p>






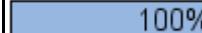


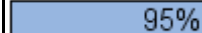
Priority 4: Healthy Communities








CP24 4.01 Indoor Leisure Review						
Status	Expected Outcome	Progress Update				
		<div><div>91%</div></div>	<p>Why is the action red, amber or green? Good progress being made with one milestone being carried forward into 2025/26 to continue to pursue the viability of the existing leisure centres. PLT are continuing to progress this with another meeting scheduled for June 2025.</p> <p>What are you doing to maintain or improve the situation? Phase 1 of the refurbishment programme has been delivered and additional works are scheduled for 2025/26. The bid for Public Sector Decarbonisation Fund has been approved with implementation commencing in 2025/26.</p>			
Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 4.01b Determine how existing leisure centres can become financially and environmentally sustainable	31-Dec-2024		<div><div>75%</div></div>	<p>Why is the action red, amber or green? This milestone has been carried over with a good amount of work already being completed.</p> <p>What are you doing to maintain or improve the situation? PLT continue to progress this action. Another meeting is being scheduled in June 2025 to get an update.</p>
		CP24 4.01c Complete phase one of the refurbishment programme currently underway	31-Mar-2025	14-Apr-2025	<div><div>100%</div></div>	<p>Why is the action red, amber or green? Phase one has been completed on time and additional work is scheduled for 2025/26</p> <p>What are you doing to maintain or improve the situation? Nelson Town Deal funded projects will continue to be delivered in to 2025/26.</p>
		CP24 4.01d Plan/implement energy saving schemes	31-Mar-2025	14-Apr-2025	<div><div>100%</div></div>	<p>Why is the action red, amber or green? Bid for Public Sector Decarbonisation Fund has been approved with implementation will start in 2025/26.</p>

CP24 4.02 Green Spaces


Status	Expected Outcome	Progress Update	
		 98%	<p>Why is the action red, amber or green? This Corporate Priority has achieved 3/4 of its milestones and has made significant progress to achieving the final milestone.</p> <p>What are you doing to maintain or improve the situation? Local Facilities plan updated. No plans for FA investment in facilities currently bar investigating new 3G pitch in West Craven.</p> <p>All landscaping completed on Netherfield Road site. Wildflower scheme for 2025 has been prepared.</p> <p>Various volunteering events held through the quarter and year included work at Gib Hill. Management Plans in place and new Gib Hill Guardians group established. Other events in the quarter have been delivered at Langroyd, Colne, tree guard removal; Lucas, Reedley - tree planting event; Ballgrove, Colne - woodland works; and Avon Drive, Barnoldswick - tree planting event.</p> <p>New MUGA at Marsden completed and open to the public. Fencing of bowling green now underway following delays caused by contractors working on UKSP schemes. Tender for Marsden Surfacing and Victoria Playground being sent out in Q1. Walverden main works completed. Any residual funds to be spent in the park on line markings at the end of the scheme.</p>


Milestones


Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 4.02a Complete playing pitch strategy for the borough	30-Apr-2024	04-Apr-2025	 100%	Local Facilities plan also updated. No plans for FA investment in facilities currently bar investigating new 3G pitch in West Craven.
		CP24 4.02b Complete landscaping and wildflower scheme on Netherfield Road	30-Jun-2024	04-Apr-2025	 100%	All landscaping completed on site. Wildflower scheme for 2025 has been prepared
		CP24 4.02c Create further volunteering opportunities for residents, schools and businesses through Gib Hill Nature reserve	31-Aug-2024	04-Apr-2025	 100%	Various volunteering events held through the quarter and year included work at Gib Hill. Management Plans in place and new Gib Hill Guardians group established. Other events in the quarter have been delivered at Langroyd, Colne, tree guard removal; Lucas, Reedley - tree planting event; Ballgrove, Colne - woodland works; and Avon Drive, Barnoldswick - tree planting event.
		CP24 4.02d Deliver Nelson Town Deal Healthy Towns Parks project for Victoria Park and Walverden Park	31-Mar-2025		 95%	New MUGA at Marsden completed and open to the public. Fencing of bowling green now underway following delays caused by contractors working on UKSP schemes. Tender for Marsden Surfacing and Victoria Playground being sent out in Q1. Walverden main works completed. Any residual funds to be spent in the park on line markings at the end of the scheme


CP24 4.05 Housing Standards						
Status	Expected Outcome	Progress Update				
		<div><div>65%</div></div>	<p>Why is the action red, amber or green? The delivery of this corporate priority has been delayed and it will carry forward into 2025/26.</p> <p>What are you doing to maintain or improve the situation? The delay in delivery is due to financial approval that was only granted in Feb 2025. BRE (consultations for the survey) have now been provided with a PO. All consent forms have been signed off and we are working with them to provide the data for this project</p>			
Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP24 4.05a Investigate the feasibility of retrofitting the borough's housing stock by commissioning a housing stock condition survey	30-Sep-2024		<div><div>95%</div></div>	<p>Why is the action red, amber or green? The delivery of this corporate priority has been delayed and it will carry forward in to 2025/26.</p> <p>What are you doing to maintain or improve the situation? The delay in delivery is due to financial approval that was only granted in Feb 2025. BRE (consultations for the survey) have now been provided with a PO. All consent forms have been signed off and we are working with them to provide the data for this project.</p>
		CP24 4.05b Report on the findings of the borough's housing stock modelling survey	31-Dec-2024		<div><div>0%</div></div>	<p>Why is the action red, amber or green? The delivery of this corporate priority has been delayed and it will carry forward in to 2025/26.</p> <p>What are you doing to maintain or improve the situation? The delay in delivery is due to financial approval that was only granted in Feb 2025. BRE (consultations for the survey) have now been provided with a PO. All consent forms have been signed off and we are working with them to provide the data for this project.</p>
		CP24 4.05c Continue to work to reduce the number of long-term empty properties	31-Mar-2025	14-Apr-2025	<div><div>100%</div></div>	Approval sought and gained for an empty homes officer. In addition funding is in place for CPO's on long term empty properties, which links into the TA project.

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


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%	37.36%		<p>Why is the PI red, amber or green? The Q4 performance for this KPI green with performance as projected. The overall outrun for the KPI is still just below target at 37.36% (40% target) however annual performance has improved year on year since 2015/16 and it is expected that this trend will continue in to 2025/26.</p> <p>What are you doing to maintain or improve the situation? This increase in payments should be monitored to see if it is a anomalous increase or a new seasonal trend.</p>


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%	81.25%		<p>In Q4, 108 food business were inspected against the Food Standards Agency National Food Hygiene Rating Scheme, of which 78 (72.2%) achieved a score of 3 or higher, with the target being 84.8%.</p> <p>Overall, it is a concern that the national average for food safety compliance is 92% but over the past 12 months in Pendle, this not the case with only 80.4% of food businesses found to be compliant with food safety legislation. This is evident in the two simple cautions offered to businesses for non-compliance, two prosecutions and a further 13 prosecutions pending. Officers have no direct control over those business achieving a 3 or higher but indirectly provide support and advice.</p>

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
HS 9 KPI - Number of private rented properties inspected where visits have resulted in positive outcomes	Aim to Maximise	90	86		<p>We have improved 23 rented properties this quarter. We have also issued four Prohibition Orders, effectively banning them from use until they are brought up to standard.</p> <p>Overall, we have achieved this target.</p>


KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
PBC 1a KPI - Percentage of all appeals determined in accordance	Aim to Maximise	80.00%	60.87%		2 appeals were determined against officer recommendation. One was a householder extension but the other was a poor decision from the


with officer recommendation					inspectorate that was not and would not be predicted to occur.
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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%	17.41%		<p>These figures represent the data submitted to WasteDataFlow in March 2025 for the rolling year January 2024 to December 2025. WDF deadlines are set at national level and data for 24/25 will not be confirmed until around December 2025.</p> <p>The reported performance of 17.41% is slightly below the annual target of 19.00%, and is a slight decrease on the same quarter last year which was 18.40%.</p> <p>The figure is impacted upon by the total tonnages collected inclusive of recycling and all none recycling streams which include street cleansing, flytips and bulky household waste.</p> <p>To help the service improve the quality and amount of materials separated for recycling and to encourage the reduction of waste arising the Service has recruited a recycling officer who will work in part on our residents understanding of what steps can be taken to reduce waste arising. The service had additionally presented cases to the Executive via Overview and Scrutiny which if accepted would have encouraged service users to re-use and recycle more than they do now. Unfortunately these recommendations were not accepted.</p> <p>Data provided by LCC in March 2025 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, flytips and grey bins.</p>

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
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 %	Aim to Maximise	10.00%	9.81%		<p>These figures represent the data submitted to WasteDataFlow in March 2025 for the rolling year January 2024 to December 2025. WDF deadlines are set at national level and data for 24/25 will not be confirmed until around December 2025.</p> <p>The reported performance of 9.81% is slightly below the annual target of 10.00% but is higher than the same quarter last year which was 9.76%. Weather conditions are one of the main factors impacting on the amount household waste which has been sent for composting or treatment by Aneorobic Digestion. A warm and wet period will increase growth and result in a higher yield being collected at the kerbside.</p>


					Services were impacted for several weeks during quarter 4 due to snow, compacted ice and storms. Data provided by LCC in March 2025 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, flytips and grey bins.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV9 KPI - Percentage of Council Tax collected	Aim to Maximise	96.00%	95.68%		KPI Amber as just behind target but within tolerance levels, please note we ended the year very marginally 0.04% above this time last year.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV12 KPI - Working Days Lost Due to Sickness Absence	Aim to Minimise	8.0000 days	10.4790 days		For the month, there was low short term absence in March but very high long term absence. Our year end figure is 10.4790 against a target of 8 days. How this compares to previous years is broken down below (rounded up to 2 decimal places). You will see there is an improvement on last year which is positive news. 2024/25 - 10.48 days 2023/24 - 11.29 days 2022/23 - 10.35 days 2021/22 - 8.79 days 2020/21 - 8.45 days

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%	75.34%		Call volumes were significantly higher this month due to the annual billing period. The following steps were taken to ensure that resource was maximised across all accounts. <ul style="list-style-type: none"> • Annual leave levels were restricted • No non-essential training took place • Team meetings and non-essential meetings were cancelled • Coaching support was available • Resource was closely monitored and flexed to meet increased demand, wherever possible • IVR changed to reflect most common annual billing queries

					<p>Abandonment was not achieved and month end finished at 15.4%, the Service Level was not within target at 58.72% which includes the RPIQ figure, Service level figure without RPIQ is 54.26%. Calls offered were 6260 and we handled 5179 calls this month which increased in comparison to February. Our average handling time for March was 5 minutes and 18 seconds, which is a slight increase to the previous month. This is due to peak billing demand.</p> <p>Call demand remained high, and this outstripped capacity throughout the month. Recovery was issued on the 4th and 12th and this impacted alongside annual billing impact with spikes on the 17th March where we were offered 533 calls.</p>
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
TS 2b KPI - Percentage of call abandonment: cumulative	Aim to Minimise	5.00%	5.48%		See Latest Note for TS 1b.