

Priority 1: Providing High Quality Services and Facilities

- ▶ CP25 1.01 Financial Resilience
- ▶ CP25 1.02 Local Government Reorganisation
- ▶ CP25 1.03 Continuous Improvement
- ▶ CP25 1.04 Liberata Contract
- ▶ CP25 1.05 Governance
- ▶ CP25 1.06 Citizens' Hub
- ▶ CP25 1.07 Building Control
- ▶ CP25 1.08 Online Services
- ▶ CP25 1.09 Staff Values and Achievements
- ▶ CP25 1.10 Transfer of Assets
- ▶ CP25 1.11 Waste and Recycling

Priority 2: Proud and Connected Communities and Places

- ▶ CP25 2.01 Confident Communities
- ▶ CP25 2.02 Connectivity and Accessibility
- ▶ CP25 2.03 Climate Change and Biodiversity
- ▶ CP25 2.04 Behaviour Change Campaigns
- ▶ CP25 2.05 Community Safety
- ▶ CP25 2.06 Bereavement Services
- ▶ CP25 2.07 Community Cohesion

Priority 3: Good Growth

- ▶ CP25 3.01 An ambitious Local Plan
- ▶ CP25 3.02 UK Shared Prosperity Fund (SPF)
- ▶ CP25 3.03 Green Growth
- ▶ CP25 3.04 Links with Local Businesses
- ▶ CP25 3.05 Nelson Town Deal
- ▶ CP25 3.06 Trafalgar House
- ▶ CP25 3.07 Plan for Neighbourhoods (Nelson)
- ▶ CP25 3.08 Barnoldswick, Colne and Earby Masterplans
- ▶ CP25 3.09 Colne Levelling Up Programme
- ▶ CP25 3.10 PEARL/PEARL Together
- ▶ CP25 3.11 Housing/Regeneration

Priority 4: Housing & Healthy Communities

- ▶ CP25 4.01 Indoor Leisure Review
- ▶ CP25 4.02 Green Spaces
- ▶ CP25 4.03 Cycleways and Footpaths
- ▶ CP25 4.04 Health and Wellbeing
- ▶ CP25 4.05 Housing Standards
- ▶ CP25 4.06 Cultural Activities
- ▶ CP25 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 - Condition of Street cleanliness when surveyed – Litter
- ✔ 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		PI Key	Expected Outcome Key	
●	Overdue	●	✔	Expected to complete on time
▲	Slightly behind schedule – milestones missed	▲	✔	Delayed but expected to complete within action plan period
▶	In Progress	✔	➡	Delayed: Carried forward to new action plan
✔	Complete	❓	✖	No longer achievable/ relevant
✖	Cancelled	📄		
				Data Only

KPI's By Exception - Red & Amber Report

Generated on: 28 July 2025



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	18.00%	16.77%		These figures represent the data submitted to WasteDataFlow in June 2025 for the rolling year April 2024 to March 2025. WDF deadlines are set at national level and data for 24/25 will not be confirmed until around December 2025. The reported performance of 16.77% is below the annual target of 19.00% and is a decrease on the same quarter last year which was 18.45%. 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. 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. Over the 1st Quarter frontline teams have reported 383 contaminated bins. In response to these reports and following inspection of the container the recycling Officer has written to 99 resident and completed 63 residential and 189 commercial property visits to discuss contamination issues. Data provided by LCC in March 2025 shows that Pendle is generally recycling more than our nearest neighbours but is also collecting more waste through our none recycling schemes such as bulky household collections, flytips and grey bins. <table> <tr> <td>Authority</td><td>Residual</td><td>Comingled</td><td>Organics</td><td>Paper/card</td><td>% QTR2 4/5</td></tr> <tr> <td>Pendle</td><td>20981</td><td>3722</td><td>2460</td><td>2384</td><td>28.7</td></tr> <tr> <td>Burnley</td><td>19657</td><td>3594</td><td>2216</td><td>2228</td><td>32.5</td></tr> <tr> <td>Rosendale</td><td>15558</td><td>3565</td><td>1838</td><td>1796</td><td>31.3</td></tr> </table>	Authority	Residual	Comingled	Organics	Paper/card	% QTR2 4/5	Pendle	20981	3722	2460	2384	28.7	Burnley	19657	3594	2216	2228	32.5	Rosendale	15558	3565	1838	1796	31.3
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					Investigation into the reasons for the decline in performance has shown that rejection rates from LCC's off takers is increasing. Hard plastic and film are shown has high contaminates within the loads sampled. Film 5.35% and Dense plastic 4.58% LCC have been approached to provide guidance on the increasing rejection rates.
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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%	9.52%		These figures represent the data submitted to WasteDataFlow in June 2025 for the rolling year April 2024 to March 2025. WDF deadlines are set at national level and data for 24/25 will not be confirmed until around December 2025. The reported performance of 9.52% is slightly below the annual target of 10.00% and is lower than the same quarter last year which was 10.81%. The figure is higher than the same quarter of 2023/24 in which we reported 9.46%. A fluctuation is to be expected with this Indicator as weather conditions are one of the main factors impacting on the amount household waste which has been sent for composting or treatment by Anaerobic Digestion. A warm and wet period will increase growth and result in a higher yield being collected at the kerbside. Data provided by LCC in March 2025 shows that Pendle is generally recycling more than our nearest neighbours but is also collecting more waste through our none recycling schemes such as bulky household collections, flytips and grey bins. <table> <tr> <td>Authority</td><td>Residual</td><td>Comingled</td><td>Organics</td><td>Paper/card</td><td>% QTR 24/5</td></tr> <tr> <td>Pendle</td><td>20981</td><td>3722</td><td>2460</td><td>2384</td><td>28.7</td></tr> <tr> <td>Burnley</td><td>19657</td><td>3594</td><td>2216</td><td>2228</td><td>32.5</td></tr> <tr> <td>Rosendale</td><td>15558</td><td>3565</td><td>1838</td><td>1796</td><td>31.3</td></tr> </table> Figures above may include HWRC performance Authority Total recycled at via kerbside schemes Pendle 8566	Authority	Residual	Comingled	Organics	Paper/card	% QTR 24/5	Pendle	20981	3722	2460	2384	28.7	Burnley	19657	3594	2216	2228	32.5	Rosendale	15558	3565	1838	1796	31.3
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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%	66.67%		Why is the PI red, amber or green? This KPI is red and performing below target in Q1. What are you doing to maintain or improve the situation? 66.66% of appeals were determined in accordance with the officer recommendation. Of the three that were not there is no specific pattern to them and the decisions were ones of planning balance.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV12 KPI - Working Days Lost Due to Sickness Absence	Aim to Minimise	2.2000 days	3.1016 days		Very high long term sickness in June, all cases are being closely managed. Short term was consistent from last month but higher than April.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
TS 2b KPI - Percentage of call abandonment: cumulative	Aim to Minimise	5.00%	6.25%		June Service Level was achieved at 80.93% and call abandon also achieved at 2.9%. Calls offered were slightly higher at 5877, compared to 5717 in May, but AHT was reduced at 5 minutes and 13 seconds (May was 6 minutes and 8 seconds), which has contributed to improved performance. Service Level was impacted on 6 out of 21 available days with all other days above 80%. Mondays through the month were the highest call volume days, all exceeding 300 calls. Monday 2nd June being the busiest, at 389 calls offered, followed by 30th June with 365 calls offered. Call drivers included recovery issued through the month. There were a total of 2019 mailings issued, with largest volume sent 17/06 (1732 Reminders) with impact felt on call volumes from 20/06.

					The top enquiries were on balance and payment enquiries for Council Tax, followed by Bulky Waste and Council Tax Support.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV10 KPI - Percentage of Non-Domestic Rates Collected	Aim to Maximise	30.23%	29.82%		NNDR collection is currently at Red; however, whilst this is a volatile PI, there are no concerns at this stage that we will not meet the annual target.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
PLT 07a(ii) KPI - Total PLT wetside facility attendances	Aim to Maximise	112,416	107,856		Recreational swimming has fallen short of targets every month in Q1. The sunny weather has negatively impacted attendance, particularly at Pendle Wavelengths. A new targeted swimming campaign is scheduled to begin in July.