

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**

-  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: 23 October 2025



Priority 3: Good Growth

CP25 3.09 Colne Levelling Up Programme

Status	Expected Outcome	Progress Update	
		60%	Why is the action red, amber or green? This Corporate Priority has been delayed and is now overdue but is likely to be completed by Q4. What are you doing to maintain or improve the situation? Works to the Market Hall are scheduled to complete by early November 2025. Works to the Public Realm will complete in Spring 2026. Negotiations to secure an operator are ongoing.

Milestones

Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP25 3.09a Open the refurbished Colne Market Hall	30-Sep-2025		60%	Why is the action red, amber or green? Progress on this milestone has been delayed but is ongoing. It is likely to complete in Q4 now. What are you doing to maintain or improve the situation? Works to the Market Hall are scheduled to complete by early November 2025. Works to the Public Realm will complete in Spring 2026. Negotiations to secure an operator are ongoing.

CP25 3.11 Housing/Regeneration

Status	Expected Outcome	Progress Update	
		26%	Why is the action red, amber or green? Progress on this Corporate Priority has been difficult with all three milestones now overdue. What are you doing to maintain or improve the situation? The development of options for the Bankhouse Road scheme has been delayed as no new responses have been received but two parties have

			expressed interest. We are working with the interested parties to develop options. With regards to Lomeshaye Phase 2 development we have made some good progress and met with developers in late Q2 to discuss challenges on the site in terms of dealing with local community and potential objections. With regards to the Bunkers Hill development, we are discussing options with owner of neighbouring site to enable independent access and development options.			
Milestones						
Status	Expected Outcome	Milestone	Date	Completed Date	Progress (%)	Progress Update
		CP25 3.11a Develop housing options and a viable scheme for the Bankhouse Road, Nelson, site	30-Jun-2025		15%	Why is the action red, amber or green? This milestone has been delayed as no new responses have been received but two parties have expressed interest. What are you doing to maintain or improve the situation? We are working with the interested parties to develop options for the scheme.
		CP25 3.11b Explore Lomeshaye Phase 2 development potential	30-Sep-2025		50%	Why is the action red, amber or green? Good progress has been made in Q2. Met with developers in late Q2 to discuss challenges on the site in terms of dealing with local community and potential objections. What are you doing to maintain or improve the situation? We will continue to work with developers, adnan group.
		CP25 3.11c Explore potential development for Bunkers Hill in Colne	30-Sep-2025		15%	Why is the action red, amber or green? Progress made in Q2 but this milestone is still delayed. What are you doing to maintain or improve the situation? Need to discuss options with owner of neighbouring site to enable independent access and development options.

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

Generated on: 23 October 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%	15.77%		These figures represent the data submitted to WasteDataFlow in September 2025 for the rolling year July 2024 to June 2025. WDF deadlines are set at national level and data for 24/25 will not be confirmed until around December 2026. The reported performance of 15.77% is below the annual target of 18% and is a decrease on the same quarter last year, which was 18.24%. The figure is impacted upon by the total tonnages collected inclusive of recycling and all none recycling streams which include street cleansing, fly tips 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 2nd Quarter, frontline teams have reported 295 contaminated bins. In response to these reports and following inspection of the container, the recycling Officer has written to 159 residents and completed 56 residential and 44 commercial property visits to discuss contamination issues. Data provided by LCC in September 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, fly tips and grey bins. LCC Data additionally captures recovery rates from Household waste recycling centres creating a difference between PBC and LCC reports. LCC record our recycling rate as 26.7% inclusive of green and HWRC weight.

					Authority Residual Co-mingled Organics Paper and card Burnley 19,657 3,594 2,228 2,216 Hyndburn 15,376 3,948 2,592 1,333 Pendle 20,981 3,722 2,460 2,384 Rossendale 15,558 3,565 1,838 1,796 Ribble Valley 14,324 3,033 3,831 1,513 Pendle collects the most residual waste. 1,324 tonnes more than Burnley 5,423.00 tonnes more than Rossendale. Pendle's total recycling weights against other Easte Lancashire neighbours Pendle = 8566 tonnes Burnley = 8038 tonnes Rossendale = 7199 Ribble Valley = 8377 tonnes Hyndburn = 7873 tonnes Population count Pendle population (2022) – 96,110 Burnley population (2021) 78,266 Rossendale population (2022) 71,170 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 2.54% and Dense plastic 4.40% LCC report WEEE accounted for 1.32% of contamination This contamination theme is mirrored across our nearest neighbours. Rossendale record 4.50% film and 5.56% contamination through dense plastic.
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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%	9.74%		These figures represent the data submitted to WasteDataFlow in September 2025 for the rolling year July 2024 to June 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 9.74% is slightly below the annual target of 10% and is lower than the same quarter last year which was 10.66%. The figure is higher than the same quarter of 2023/24 in which we reported 9.58%. A fluctuation is to be expected with this

					Indicator as weather conditions are one of the main factors impacting on the amount of 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, fly tips and grey bins. <table><tr><td>Authority</td><td>Residual</td><td>Co-mingled</td><td>Organics</td><td>Paper and card</td></tr><tr><td>Burnley</td><td>19,657</td><td>3,594</td><td>2,228</td><td>2,216</td></tr><tr><td>Hyndburn</td><td>15,376</td><td>3,948</td><td>2,592</td><td>1,333</td></tr><tr><td>Pendle</td><td>20,981</td><td>3,722</td><td>2,460</td><td>2,384</td></tr><tr><td>Rossendale</td><td>15,558</td><td>3,565</td><td>1,838</td><td>1,796</td></tr><tr><td>Ribble Valley</td><td>14,324</td><td>3,033</td><td>3,831</td><td>1,513</td></tr></table> Figures above may include HWRC performance impacting on performance data. <table><tr><td>Authority</td><td>Total recycled via HWRC's</td></tr><tr><td>Pendle</td><td>1766 tonnes</td></tr><tr><td>Burnley</td><td>6669 tonnes</td></tr><tr><td>Rossendale</td><td>2166 tonnes</td></tr></table> Investigation into the reasons for the decline in performance has shown as well as weather impacts rejection rates from LCC's off takers is increasing. Hard plastic and film are shown has high contaminates within the loads sampled. Film 2.54% and Dense plastic 4.40%. LCC have been approached to provide guidance on the increasing rejection rates. Film will be included as a recyclable material from 2027.	Authority	Residual	Co-mingled	Organics	Paper and card	Burnley	19,657	3,594	2,228	2,216	Hyndburn	15,376	3,948	2,592	1,333	Pendle	20,981	3,722	2,460	2,384	Rossendale	15,558	3,565	1,838	1,796	Ribble Valley	14,324	3,033	3,831	1,513	Authority	Total recycled via HWRC's	Pendle	1766 tonnes	Burnley	6669 tonnes	Rossendale	2166 tonnes
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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%	83.5%		During Q2, 91 food business were inspected and assessed against the National Food Hygiene Rating Scheme (NFHRS). Of those 76 (83.5%) achieved a score of 3 or higher on the NFHRS. Overall, it is expected that we should be in the region of the annual target come the year end. This factor is dependent upon businesses being willing to improve and maintain food hygiene standards.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV12 KPI - Working Days Lost Due to Sickness Absence	Aim to Minimise	3.6000 days	5.8214 days		September saw still high numbers of long term although there has been a small improvement and an increase in short term. The monthly target is very low at 0.4 days but overall we are high at the 6 month stage.
KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV9 KPI - Percentage of Council Tax collected	Aim to Maximise	55.39%	55.19%		Amber but only marginally behind the profile - and is only down by 0.02% on this time last year
KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV10 KPI - Percentage of Non-Domestic Rates Collected	Aim to Maximise	58.02%	57.60%		NNDR collection is currently at amber and 0.86% behind this time last year. This is a volatile PI and 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
TS 1b KPI - Percentage of telephone customers greeted within 40 seconds: cumulative	Aim to Maximise	80.00%	75.46%		Service Level for the Q2 was achieved at 82.33% and call abandon at 1.8% which concluded 3 consecutive months of achieving SLA in July, August and September. Total calls offered were 12,097 for the quarter. September Service Level was achieved at 80.67% and call abandon also achieved at 2.2%. This was the fourth consecutive month of achieving SLA. Calls offered increased to 6,125, compared to 5,656 in August. AHT also reduced slightly to 4 minutes, and 47 seconds compared to 4 minutes and 50 seconds in August. Service Level was impacted on 7 out of 22 available days with all other days above 80%. Mondays through the month continued to have the highest call volume days, with all exceeding 300 calls. Monday 29th September was the busiest, with 409 calls offered, followed by 1st September with 395 calls offered. Call drivers were primarily related to recovery issued through the month. There was a total of 3,940 mailings issued, with largest volume sent on 23/09 (1,142 Reminder 1 and 2, along with 1,389 SPD reviews) with impact felt on call volumes from 26/09. There was a 46.41% increase in mailings issued compared to the same period last year (2,691). The top enquiries were balance enquiries, change of address and payment enquiries for Council Tax, followed by Bulky Waste, missed collections and container/bag request on Waste Services. Council Tax

					support remained the top call driver on the benefits line along with providing evidence and change of circumstances.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
PLT 07a(ii) KPI - Total PLT wetside facility attendances	Aim to Maximise	232,718	223,670		Recreational swimming has fallen short of target this quarter, finishing 3.4% below Target. The fine summer weather has increased competition from outdoor family activities. Swimming lessons have performed well, partially offsetting the shortfall but not fully closing the gap in overall attendances.