

KPI's Report – Quarter 1, 2026/27

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV12 KPI - Working Days Lost Due to Sickness Absence	Aim to Minimise	2.25 days	2.7951 days		Attendance over the quarter is above target. This is due to a high proportion of long-term sickness in April, May and some reduction in June. The short-term sickness is tracking on target. All attendance cases are being managed closely against the policy and support given to facilitate return to works where possible. Please Note: Additional PI information provided below for context.
HR 7a Working Days Lost Due to Short-term Sickness (STS) Absence	Aim to Minimise	1.1 days	1.0944 days		Short term sickness for the quarter is on target with a small increase in days in June, but overall we are tracking for less than 4 days lost per individual overall.
HR 7b Working Days Lost Due to Long-term Sickness (LTS) Absence	Aim to Minimise	1.15 days	1.7075 days		Long-term sickness was very high at the start of Quarter 1. During the quarter we have seen a number of people returning to work and this resulted in only 44 days lost in June compared to 208 in April. All cases are being managed closely with occupational health interventions alongside policy management.

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%	48.79%		Why is the PI red, amber or green? The PI is green as 15,845 online payments were made independently by customers in Q1 2026/27. This is the highest quarterly figure recorded to date, demonstrating continued growth in customers choosing to make payments through the Council's digital self-service channels. The council also experienced a higher total number of payments made in the first quarter compared to prior year, at 32,473. What are you doing to maintain or improve the situation? A continuous promotion of online payment options as well as ensuring the website is as accessible as possible. Further improvements are made by analysing customer feedback and ensuring any changes are implemented quickly. Overall, regularly reviewing the customer experience and ensuring that it is as seamless as possible.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
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DIR 1 KPI - Percentage of formal complaints handled within timescales	Aim to Maximise	95.0%	68%	 Why is the PI red, amber or green? This KPI is red with performance dropping slightly from Q4. This is mainly due to a large increase in the number of complaints received this quarter. Many of which were in fact service requests. In Q1 2026/27 - 266 valid complaints were received In Q4 2025/26 - 193 complaints were received This is an increase of 73 In addition to this we have received 78 complaints forms that were reclassified as service requests, or that were not valid complaints simply customers trying to get in contact. This means that a total of 344 complaints forms were filled out in Q1. It is due to this increase in volume that officers are struggling to keep up and performance has dropped. What are you doing to maintain or improve the situation? Despite the overall drop in performance of this KPI the number of complaints responded too on time has increased significantly over the past two quarters. Q1 - 2026/27 - 181 complaints closed on time Q4 - 2025/26 - 144 complaints closed on time Q3 - 2025/26 - 81 complaints closed on time This demonstrates that despite the significant increases in volume officers continue to respond in an efficient and timely manner. The total number of complaints received has increased due to a surge in the number of complaints (and service requests) relating to Waste Services and Missed Bins with 215 of all received complaints falling into this category. Of these 215 complaints: 18% - relate to missed bins 13% - relate to assisted collections 9% - relate to food waste 10% - relate to bulky waste collections 10% - relate to bin placement after collection 10% - relate to bin delivery, repair and subscriptions The remaining 30% are made up of various other smaller issues like street cleansing, fly tipping, bin placement and crew conduct.
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					This increase in waste related complaints is directly related to significant changes to service delivery which has generated the increase in calls. The service has introduced weekly food waste collections resulting in 40,000 more collections each week. Request for front door collection did cause some confusion with residents and did increase the number of complaints received for missed bins and missed assisted collections. In addition the service has started tipping at locations in Burnley and Leyland while working through two Public Bank Holidays. This results in an increase in requests and complaints as collections times vary from the norm due to the travel time between tipping locations being different and some streets have to be re-visited on days following the bank holiday due to parked cars preventing access.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
HHED 7a KPI - % of food hygiene rating scheme programmed inspections completed	Aim to Maximise	85%	81.13%		Why is the PI red, amber or green? During Q1, 53 food premises were identified for inspection as part of the Food Hygiene Rating Scheme (FHRS) programme, of which 43 (81.1%) received a food hygiene inspection and rating. What are you doing to maintain or improve the situation? The target was narrowly missed due to a higher-than-usual number of newly registered food businesses requiring inspection during the quarter, alongside officers completing outstanding inspections carried forward from the previous year. Despite this additional workload, significant progress was made, and we anticipate improved performance against this target during Q2 as the backlog is reduced and resources are focused on the current inspection programme.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
HN 1(ii) KPI - Number of cases where homelessness has been prevented or relieved	Aim to Maximise	50	44		The total number of cases where homelessness has been prevented during Q1 is 31 cases, and the total number of cases where homelessness has been relieved is 13 cases. Overall, the new focus on tackling homelessness is now on upstream working and averting homelessness crisis. The new National Plan to end homelessness and rough sleeping emphasises averting homelessness crisis by working upstream with people who are identified as at risk of becoming threatened with homelessness. We are providing housing solutions and/or comprehensive housing advice

					and support without needing to trigger statutory duties to carry out inquiries under homelessness. Our aim is to find a housing solution efficiently for our applicants at the advice stage wherever possible. For those people who are homeless, we are working more quickly at the advice stage wherever possible to resolve their housing problem. For example, intensive work with local landlords is already providing positive housing solutions for many households identified as homeless and they would otherwise require support from the Council via the homelessness duty route. There is a reduction in numbers of applicants triggering the statutory duty route because we are focussing on upstream solutions. This area of our work has expanded during Q1 and will continue to expand wherever possible with our partners across the Borough. The homelessness service can experience unpredictable demand, with increasing or decreasing throughput occurring at any given time throughout the year. Single men continue to be the largest cohort in Pendle requiring help and support with housing solutions. Single women are the next largest cohort with couples and families being the third largest cohort.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
HR 6a KPI - Payroll Accuracy Rate	Aim to Maximise	99.5%	100%		No reported errors in June 2026 pay period.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
HS 14 KPI - The number of PRS properties where formal action has been taken to address any hazards, standards, or defects, etc. and those enforcement actions have been complied with.	Aim to Maximise	N/A	14		Why is the PI red, amber or green? This is a baseline setting year for this measure. What are you doing to maintain or improve the situation? As reported to MHCLG as part of the Renters Rights Data Request, 14 properties have been identified as having Category 1 hazards present. 7 Housing Act Improvement Notices have been issued.

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%	98.68%		ITS1 - Achieved ITS1a targets (in month) at 99.07%, 90 Incidents raised this month, which has increased significantly from 61 in May. This is due to the increased volume of IDOX related issues following the major incidents detailed below. 124 Service requests raised this month, monthly target achieved at 98.39%. Two service requests

					resolved outside of SLA; this was regarding setup up of a local desktop printer outside of the corporate Ricoh solution and a separate request for elections team to share elections data with external parties.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
ITS 2a KPI - Availability of applications	Aim to Maximise	99%	99.45%		ITS2 – Achieved 99.45% for ITS 2 this month, with 72 minutes downtime. On 1 June 2026, the printers at Nelson Town Hall were unavailable, and users attempting to log in to release documents were presented with an error message. The issue was caused by the Ricoh SLNX services following Windows Server 2025 upgrades carried out over the preceding weekend and was resolved at 09:13 by restarting the affected services. Total downtime was 72 minutes.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
ITS 3 KPI - Availability of networks	Aim to Maximise	99%	100%		Achieved 100.00% for ITS 3 (Networks) this month, no major incident impact to downtime minutes.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
NI 181a KPI - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events: cumulative (Right Time)	Aim to Minimise	3.4 days	2.9 days		Green no issues

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%	61.54%		There were five appeals that were recommended for approval but were dismissed leading to an underperformance in this KPI.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
PBC 5a KPI - Percentage of 'Major' planning applications determined within 13 weeks	Aim to Maximise	80%	66.67%		In Quarter 1, there were three planning applications one of which exceeded the target timeframe. This was a 'Major' planning application that had taken a long time to deal with due to drainage complexities and the applicants refusal to agree to an extension of time. The two year performance position against which Councils are assessed nationally is 86%. The national target in order not to be designated as a standards authority is 60%. There is a national target of how many appeals against major applications are lost of 10%. Pendle is performing at 3.57% well below

					the threshold for designation.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
PBC 5b KPI - Percentage of 'Minor' and 'Other' planning applications determined within 8 weeks	Aim to Maximise	85%	92.71%		92.71% of applications were determined in the time period. This included 78.12% of all applications being determined in the time frame without the need for extension of time agreements. The national standard required over 2 years to avoid being a standards authority is 70%. Pendle's 2 year performance is 91.55% which is above target.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV9 KPI - Percentage of Council Tax collected	Aim to Maximise	28.87%	28.19%		Red - collection is tracking behind this time last year by 0.47% and behind target by 0.68%, an improving picture from May's collection. Collection down nationally and the introduction of the second home premium from 1st April 2026 will be having an impact. We have 141 accounts on the extra 100% charge currently.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
BV10 KPI - Percentage of Non-Domestic Rates Collected	Aim to Maximise	30.01%	28.04%		NNDR for June stands at 28.04% down on target by 1.97% and last year by 1.78% - analysis shows that compared to 2025/26 due to all the changes on NNDR we have an additional £920k to collect which equates to an additional 4% than previous year. Analysis found that 15 accounts contributed to the deficit of 1.2% due to missed/late instalments and new accounts being put on system in June with no time to collect in that month.

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TS 1b KPI - Percentage of telephone customers greeted within 40 seconds: cumulative	Aim to Maximise	82.00%	61.10%		June Service Level was not achieved at 59.45% against a target of 82%. The % of abandoned calls were not achieved for June, ending the month with 6.8% abandoned against a target of 4.5% Call volumes increased in June to 7,524, compared to 6,349 in the previous month. When comparing to the same period last year, call volumes were higher in June 2026, compared to 5,877 in 2025. Mondays were the busiest weekday, averaging 409.60 calls per day, Monday 1 Jun saw the most calls, at 622 offered, which was the busiest call day since Genesys introduced, with call drivers including waste and usual Monday call traffic. The next busiest days were Tuesday 2 Jun with 530 offered and Tuesday 16 Jun with 535 offered.
TS 2b KPI - Percentage of call abandonment: cumulative	Aim to Minimise	4.50%	6.14%		A total of 3,103 mailings were issued in June, representing a year-on-year change of 53.69%, which included increases in Telsolutions SMS (1,309 net increase), e Reminder (290 net increase). Other issues that impacted performance this month included: 01/06 issue with GGW barcodes emerging, with increased contact on phones and F2F. There was a spike in customers at No.1 on 04/06 relating to this issue and frustration they could not make payment. 04/06 Council confirmed issue related to an incorrect code value, with 728 properties impacted based on this method of payment in previous year. Letters to be re-issued 08/06, accompanied by a Social Media comms. Client confirmed there would be a grace period for anyone missing June 10th deadline. 02/06 Increase in call relating to Trade Waste relating to return of duty of case form. Customers reporting, they had responded previously. Identified the form was issued again in error.; 16/06 Issued 1309 SMS from 9am, which prompted a spike in contact on phones. For Council Tax, top call types were CT - Balance Enquiry, CT - Direct Debit, CT - Change of Address, CT - Recovery - Summons; For Corporate, top call types were WS - Missed Collections, WS - GGW - Green Garden Waste, PK - PCN, RG - Notice of Marriage;

					For NNDR, top call types were NNDR -Balance Enquiry, NNDR - Change of Address, NNDR - Small Business Rates Relief, Payment; For Benefits, top call types were Benefits - Change in Circumstances, Benefits - Council Tax Enquiry, Benefits - Entitlement Query, Payment Enquiry. RPIQ had a 100% call back rate with 843 calls offered and 843 answered. The Voicebot handled 10.67% of 12,808 calls offered (1366 fully handled).
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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	18.00%	17.74%		These figures represent the data submitted to WasteDataFlow in June2026 for the rolling year April 2025 to March 2026. WDF deadlines are set at national level and data for 25/26 will not be confirmed until around December 2026. The reported performance of 17.74% is below the annual target of 18% and is an increase on the same quarter last year, which was 16.77%. 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. The quarters figure will have been impacted by a period of inclement weather resulting in disruption to the service. The indicator will have similarly been impacted by the Recycling Officers involvement in the roll out of the weekly food waste collection. The new scheme was successfully introduced on the 30th of March. Over the 1st Quarter, frontline teams have reported 454 contaminated bins. In response to these reports and following inspection of the container, the Recycling Officer has written to 125 residents and completed 49 residential and property visits to discuss contamination issues.

					3 commercial bins recorded as being contaminated by Trade Recycling Collection Teams. No advisory letters issued to businesses following confirmation of contamination being presented for collection. The Recycling Officer completed no visits to commercial properties on day of collection to check on contamination within the 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 26.3% inclusive of green and HWRC weight. HWRC's are reported to be recovering 66.69% of material presented at the facility in Barnoldswick. Authority Residual Co-mingled Organics Paper and card Burnley 19657 3594 2216 2228 Hyndburn 15376 3948 1333 2592 Pendle 20981 3722 2460 2384 Rossendale 15558 3565 1838 1796 Ribble Valley 14324 3831 3033 1513 Pendle collects the most residual waste. 1324 tonnes more than Burnley 5423 tonnes more than Rossendale. Pendle's total recycling weights against other East Lancashire neighbours Pendle = 8566 tonnes Burnley = 8038 tonnes Rossendale = 7199 tonnes Ribble Valley = 8377 tonnes Hyndburn = 7873 tonnes Population count Pendle population (2021) – 95,800 Burnley population (2021) - 94,700 Rossendale population (2021) - 70,900 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 2.70%and Dense plastic 4.51% LCC report Waste Electrical and Electronic Equipment (WEEE) accounted for 1.95% of contamination. This contamination theme is mirrored across our
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					nearest neighbours. Rossendale record 3.94% film and 3.52% contamination through dense plastic and 1.78% through WEEE
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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%	9.10%		These figures represent the data submitted to WasteDataFlow in June 2026 for the rolling year April 2025 to March 2026. WDF deadlines are set at national level and data for 24/25 will not be confirmed until around December 2026. The reported performance of 9.10% is below the annual target of 10% and is lower than the same quarter last year which was 9.52%. A fluctuation is to be expected with this Indicator as weather conditions and suspension of services can impact 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 January 2026 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. Authority Residual Co-mingled Organics Paper and card Burnley 19657 3594 2216 2228 Hyndburn 15376 3948 1333 2592 Pendle 20981 3722 2460 2384 Rossendale 15558 3565 1838 1796 Ribble Valley 14324 3831 3033 1513 Pendle collects the most residual waste. 1324 tonnes more than Burnley 5423 tonnes more than Rossendale. Pendle's total recycling weights against other East Lancashire neighbours Pendle = 8566 tonnes Burnley = 8038 tonnes Rossendale = 7199 tonnes Ribble Valley = 8377 tonnes Hyndburn = 7873 tonnes Population count

					Pendle population (2021) – 95,800 Burnley population (2021) - 94,700 Rossendale population (2021) - 70,900 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 2.70% and Dense plastic 4.51%. LCC have been approached to provide guidance on the increasing rejection rates. Film will be included as a recyclable material from 2027.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
WM 11a KPI - Condition of Street cleanliness when surveyed – Litter	Aim to Minimise	5%	0%		The first surveys for 2026/2027 were carried out in March 2026. They included 180 sample locations. The wards surveyed in this quarter were Vivary Bridge, Brierfield West & Reedley and Brierfield East & Cloverhill. The surveys were completed at a time independent to the waste collection and street cleansing schedules as required by Keep Britain Tidy. The areas surveyed included a mix of recreational land, high and low density housing as well as commercial and retail areas. The street cleansing service has been impacted through the quarter with one vehicle being off road due to mechanical failure each day, shortages of temporary Cat C drivers and our inability to move trained drivers from other services. The impacts have reduced the level of mechanical resources being deployed and resulted in resources being re-prioritised and manual litter picking activities being completed to ensure street cleaning activities were delivered. Based on the challenges faced we feel the team have worked extremely hard to monitor and adjust street cleansing schedules ensuring we have made the best use of the resources we have had available to deliver the frontline service.

KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
WM 15 KPI - Percentage of reported number of missed bin collections dealt	Aim to Maximise	90%	61.6%		Officers continue to make good use of both the JADU and onboard CCTV system to investigate and respond to missed collection reports.

with within 24 hours of report being shared with Waste Management Team (excludes evenings and non-working days)					The introduction of in cab technology has resulted in an increase in the speed of communication from the frontline resulting in reports being handled much quicker and more thoroughly than they would have been prior to installation and resulting in the team's not returning for bins that were contaminated or not presented on the day. During quarter 1, we have seen an increase in missed collection reports over the previous quarter. Though the period covers local school holidays and a seasonal peak in demand for leave we feel the biggest impact this quarter has been down to vehicle failure which has resulted in collection times varying and our response to genuine missed collections being delayed. To overcome these issues staff have worked with the vehicle provider to ensure additional resources are provided to enable us to deliver statutory and income generating services without issue. During quarter 1, the Service collected average of 34 tonnes each week above our pre pandemic levels with highest amounts of increases being identified within the Nelson and Brierfield areas of the Borough. The additional weight may have been created by school holidays and residents being at home more over this period. Out of 3,627 reported missed bins, 1,394 were not returned to within 24 hours. During quarter 1 we emptied 1,138,098 bins from 41,660 properties.
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KPI	Good Performance is...	Current Target	Current Value	Status	Latest Note
PLT 01 KPI - Total number of live members	Aim to Maximise	4,678	4,625		Live membership has continued to grow as expected and remains within tolerance, albeit slightly below the Q1 target. Membership sales slowed during June as periods of warm weather typically reduce demand for indoor leisure activities and gym memberships. Despite this seasonal impact, an increase in online sales has helped to support overall growth. The improvements made to the customer journey and digital membership processes are continuing to make it easier for customers to join and engage with our services, providing a strong foundation for future growth throughout the remainder of the year.

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PLT 07a(i) KPI - Total PLT dryside facility attendances	Aim to Maximise	86,966	86,793		Dryside facilities have performed strongly overall in Q1, with improved attendance driven by increased class participation, stronger gym usage, and enhanced customer engagement across sites. Performance has been supported by improvements to the digital customer journey, including the new booking system and online membership functionality, which have made it easier for customers to access and manage activity bookings. Across the estate, WCSC has delivered the strongest growth, Seedhill has remained stable within tolerance despite staffing changes, and overall dryside activity continues to reflect positive engagement with the offer and effective use of digital channels, with a significant proportion of class bookings now made online.
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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	110,684	103,917		Wetside facilities have been slightly below target in Q1, primarily influenced by disruption at Pendle Wavelengths, including changing room works, temporary pool closures, and operational impacts on lane swimming and structured sessions. In addition, swimming attendances may be affected by potential inaccuracies in recording, as swimming is not a bookable activity and there may be inconsistencies in how entries have been captured. Despite this, underlying usage appears stronger on site, supported by improved facilities such as the new changing areas and water features, with staff reporting increased customer presence, particularly at Pendle Wavelengths.