




	The KPI has improved		The KPI is broadly the same		The KPI has worsened
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The measures marked with a * compare to like quarters of the previous year, and not the previous quarter.






Priorities Key

I	An inclusive and Prosperous Local Economy (Economy)	H	Healthy and Happy Communities (Social)
S	A Sustainable District (Environmental)	R	A Co-operative, Kind and Responsible Council (Governance)

An Inclusive and Prosperous Local Economy (Economy)

Priority	Measure	2022-23	2023-24				Comments and direction of travel
		Q4	Q1	Q2	Q3	Q4	
I	% of minor planning applications determined within 8 weeks or agreed time (National Target 70%)	91.61	88.57	87.14	89.79	82.22	Performance for the quarter is lower than previous quarters but is still higher than the government target. What we have found in the last quarter is that we have determined more applications than we typically would. We would expect for future quarters this to improve. 
I	% of other planning applications determined within 8 weeks or agreed time (National Target 70%)	88.40	95.55	93.27	90.90	87.50	There has been a greater proportion of refused applications this quarter which has pushed this figure down ever so slightly. When we work proactively to try and overcome a reason for refusal, and this takes us over the prescribed 8 weeks, if we still cannot support a proposal it can mean gaining the agreement of time can be more problematic. 
I	% of major planning applications determined within 13 weeks or agreed time (National Target 60%)	100	100	87.50	100	90.90	Performance is consistent with previous months and includes the determination of a new holiday village in south Lancaster with 100,000 square feet of commercial floorspace and 450 holiday lodges. 

A Sustainable District (Environmental)

Priority	Measure	2022-23	2023-24				Comments and direction of travel
		Q4	Q1	Q2	Q3	Q4	
S	% of household waste recycled (quarter behind)	38.3	34.7	39.1	39.2	To follow	
S	Kg of residual waste per household (quarter behind)	94.3	84.9	90.8	90.5	To follow	
S	Diesel consumption of council vehicle fleet (ltrs)	113,298	114,907	117,060	116,318	112,381	There is a slight decrease from last quarter, but the figure is broadly the same. 
S	Cost/m2 (£) energy across corporate buildings (quarter behind)*	£12.69	£12.94	£9.16	£9.52	-	Information not currently available due to concerns regarding accuracy and availability of the data with the supplier. This information will be added as soon as feasible.
S	Gas KWH usage in council buildings (quarter behind)*	777,515	824,978	223,109	98,752	663,234	Figures show a reduction in consumption against the same period in the previous year. Further analysis would be required to determine to the cause(s) for this reduction although it is noted that the previous year will have included Palatine Hall which is no longer within the council's operational control. 
S	Electricity KWH usage in council buildings (quarter behind)*	1,000,721	1,188,505	601,585	643,048	-	Information not currently available due to concerns regarding accuracy and availability of the data with the supplier. This information will be added as soon as feasible.
S	Number of parks and cemeteries achieving the Green Flag award (Annual Measure)	<u>2022-23</u> 5	<u>2023-24</u> 5				The KPI has remained the same in comparison to the previous year. 
S	Number of volunteer groups supporting parks and open spaces (Annual Measure)	<u>2022-23</u> 30	<u>2023-24</u> 35				The KPI has improved in comparison to the previous year. 
S	Exposure to air pollution away from roads (nitrogen dioxide per cubic metre) (Annual Measure)	<u>2022-23</u> 12.2	<u>2023-24</u> 9.2				These indicators continue to show improvement in air quality across the district, at both the roadside and away from roads (urban background). The exposure to pollution away from the road decreased by 3%, and exposure at the roadside decreased by 10% between 2022 and 2023. The general decline in nitrogen dioxide concentrations is in line with the national trend and is likely attributed to the use of less polluting vehicles (tighter emission standards) including electric vehicles. 
S	Exposure to pollution at roadside (nitrogen dioxide per cubic metre) (Annual Measure)	<u>2022-23</u> 26.2	<u>2023-24</u> 21.8				

						Road transport continues to be the major contributor for nitrogen dioxide concentrations both locally and nationally.	
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Healthy & Happy Communities (Social)

Priority	Measure	2022-23	2023-24				Comments and direction of travel	
		Q4	Q1	Q2	Q3	Q4		
H	Number of people statutorily homeless	-	2^	7^	17^	18	Main duty rehousing decisions since the beginning of the year have steadily increased from single to double figures mainly due to the lack of options to prevent homelessness via the private rented sector due to higher rents less availability and a lack of properties available in our own housing stock and social housing generally across the board. This is national issue with a chronic shortage of affordable housing. ^ These figures have been amended from previous quarters due to checks within the system and reporting errors, current figures shown are correct.	↓
H	Number of people recorded sleeping as rough (Annual Measure)	<u>2022-23</u> 4	<u>2023-24</u> 4				This is the figure for Quarter 4 as a snapshot monthly figure which we now have to provide on a monthly basis to central government as well as an annual snapshot figure.	→
H	Number of Disabled Facilities Grants completed	75	63	91	93	81	Referrals for Disabled Facilities Grants (DFG) are received from the County Council, Occupational Therapy (OT) service who have the duty to assess residents to determine their needs for adaptations. Throughout 2023/24 the number of referrals received reduced significantly as a result of the county council focusing on clearing backlogs in other districts. This lack of referrals resulted in a lower than forecasted level of grant approvals and subsequent completions in Q1. However, as a result of an extensive promotional campaign carried out by the Home Improvement Agency to raise awareness of grants and encourage direct referrals the number of completed grants for 2023/24 was 328 and inline with the forecasted number.	→
H	Number of properties improved	63	137	71	66	84	The number of complaints increased in quarter 4 which might be attributable to the cold, damp weather and high energy costs. Housing Standards and Housing Options are working on the Supported Housing Improvement Programme - targeting 60 properties. The team carried out works in default of the owner on two properties to resolve ongoing issues.	↑
I	% of premises scoring 4 or higher on the food hygiene rating scheme	91.1	93	92.5	92.7	92.9	98.7% scored 3 or higher (generally satisfactory)	→
H	Number of admissions to Salt Ayre Leisure Centre*	263,320	227,950	249,184	222,044	249,704	The admission figures are down compared to the previous Q4 data. However, the annual throughput for 2023/2024 has increased by 18,111 in comparison to 2022/2023.	↓
H	Average number of days taken to re-let Council houses (Internal KPI <28 days)	27.92	19.76	18.21	18.48	19.43	Effective management of empty properties, tied in with an efficient and timely allocation and lettings process, has continued to assist in the steady decrease in the Standard Relet time of Council Homes.	→

A Co-operative, Kind and Responsible Council (Governance)

Priority	Measure	2022-23	2023-24				Comments and direction of travel	
		Q4	Q1	Q2	Q3	Q4		
R	Average number of days' sickness per full-time equivalent (measure revised in Q1 23-24)	-	2.91	2.76	2.92	1.86	The reduction in the average figure may be due to a reduction seen in the number of long-term sickness cases since the previous quarter.	↑
R	% occupancy rates for commercial properties	98.53	98.18	97.38	97.39	97.33	The Occupancy rate remains more or less unchanged from last quarter. The occupation of our commercial properties continues to be at a high level overall.	→
H	Average time taken to process new Housing Benefit claims (days)	16.8	Revised Q1 figure 24.5 (prev 26.51)	26.8	17.54	11.01	The significant improvement is due to starting Quarter 4 in an up-to-date position and little leave taken in Quarter 4 as only 1 week of school holidays.	↑