



The KPI has improved



The KPI is broadly the same



The KPI has worsened

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	2023-24				2024-25	Comments and direction of travel
		Q1	Q2	Q3	Q4	Q1	
I	% of minor planning applications determined within 8 weeks or agreed time (National Target 70%) High is good	88.57	87.14	89.79	82.22	93.90	As promised in the narrative for the last quarter the figures show a 10% increase. The team have been supported by the internal progression of one of our Graduate Planners that started with us in 2023.
I	% of other planning applications determined within 8 weeks or agreed time (National Target 70%) High is good	95.55	93.27	90.90	87.50	94.89	The performance on householder applications is above last quarters figures. This shows the good work officers are doing in not only making decisions on time, but securing amendments to lead to fewer than 10% of those applications refused.
I	% of major planning applications determined within 13 weeks or agreed time (National Target 60%) High is good	100	87.50	100	90.90	92.00	Performance is consistent with previous quarters, and demonstrates a professional approach by officers. This included the support of Lancaster Universities application for a new energy centre and extension to the existing district heat network.

A Sustainable District (Environmental)

Priority	Measure	2023-24				2024-25	Comments and direction of travel
		Q1	Q2	Q3	Q4	Q1	
S	% of household waste recycled High is good	34.7 (quarter behind)	39.1 (quarter behind)	39.2 (quarter behind)	-	32.7	From Quarter 1 2024/2025, this KPI is no longer reported on as a 'quarter behind' and is now current. N/A
S	Kg of residual waste per household Low is good	84.9 (quarter behind)	90.8 (quarter behind)	90.5 (quarter behind)	-	82	From Quarter 1 2024/2025, this KPI is no longer reported on as a 'quarter behind' and is now current. N/A
S	Diesel consumption of council vehicle fleet (ltrs) Low is good	114,907	117,060	116,318	112,381	116,616	There is a slight increase from last quarter, but the figure is broadly the same.
S	Cost/m2 (£) energy across corporate buildings (quarter behind)* Low is good	£12.94	£9.16	£9.52	-	£16.53	Energy consumption is slightly down on same period reported in 2023/24, but energy costs have significantly increased over the same period. It is noted that these figures are for Jan-Mar when rates were higher. Rates have now fallen.
S	Gas KWH usage in council buildings (quarter behind)* Low is good	824,978	223,109	98,752	663,234	826,795	Comparison with Quarter 1 from previous year shows consumption has seen a slight increase. Further analysis would be required to determine the cause for this change.
S	Electricity KWH usage in council buildings (quarter behind)* Low is good	1,188,505	601,585	643,048	-	1,021,726	Comparison with Quarter 1 from previous year shows consumption has seen a slight decrease. Further analysis would be required to determine the cause for this change.

Healthy & Happy Communities (Social)

Priority	Measure	2023-24				2024-25	Comments and direction of travel
		Q1	Q2	Q3	Q4	Q1	
H	Number of people statutorily homeless Low is good	2	7	17	18	32	Main duty acceptances are increasing due to the lack of available affordable housing options in the social and private rented sector.
H	Number of Disabled Facilities Grants completed High is good	63	91	93	81	117	The number of completed grants is higher than forecasted at the end of Q1. However, the council carried forward a higher than expected amount of uncommitted grant funding from 2023/24. The council has also received an additional grant allocation of £187,000 from the government, resulting in an overall DFG allocation of £2,338.873 in 24/25. As a result the number of completed grants remains on target to fully maximise the grant allocation.

		H	Number of properties improved High is good	137	71	66	84	78	The team is involved in a number of projects to improve accommodation, including the SHIP project, where a member of the Housing Standards Team has been seconded to assist Preston City Council. We are starting to see results in our project to improve living conditions in mobile homes.	➔
I		H	% of premises scoring 4 or higher on the food hygiene rating scheme High is good	93.00	92.50	92.70	92.90	94.00	93.9% of food premises have scored 4* or higher (good or very good). 99% of food premises have scored 3* or higher (satisfactory)	➔
		H	Number of admissions to Salt Ayre Leisure Centre* High is good	227,950	249,184	222,044	249,704	234,443	The throughput for Quarter 1 2024/2025 has increased in comparison to Quarter 1 2023/2024, this could be attributed to the wet Spring/Summer experienced in 2024.	➔
		H	Average number of days taken to re-let Council houses (Internal KPI <25 days) Low is good	19.76	18.21	18.48	19.43	23.94	Meets the departmental KPI target of 25 calendar days.	➔

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

Priority	Measure	2023-24				2024-25	Comments and direction of travel			
		Q1	Q2	Q3	Q4	Q1				
		R	Average number of days' sickness per full-time equivalent Low is good	2.91	2.76	2.92	1.86	1.63	The sickness figure is slightly lower for this quarter compared to the previous. Although we have had more long-term sickness cases this quarter, there have been fewer total days lost to sickness overall. This appears to be due to a reduction in short-term intermittent sickness – in the previous quarter there were almost twice the number of instances of chest and respiratory sickness and infections such as viruses, colds and flu.	➔
		R	% occupancy rates for commercial properties High is good	98.18	97.38	97.39	97.33	91.53	The occupancy rate remains high, however there has been some decrease in the last quarter mainly due to the surrender of the lease a large industrial unit in The Gateway building after the company occupying the unit went into administration (laundry direct).	⬇
		H R	Average time taken to process new Housing Benefit claims (days) Low is good	Revised Q1 figure 24.5 (prev 26.51)	26.8	17.54	11.01	18.95	The target for processing new Housing Benefit claims is 25 days. The performance against the target varies each quarter due to leave, staff resources, year-end etc. Quarter 1 started slightly behind due to year end procedures and included February and Easter school holidays which increased staff leave.	➔
		H R	Council Tax Collection Rates (cumulative % quarter on quarter)* High is good	28.40	55.00	81.90	94.40	28.00	This is a new KPI that has recently been added. The target for the quarter is 27.9%	➔
		H R	Business Rates Collection Rates (cumulative % quarter on quarter)* High is good	28.50	54.80	79.80	99.20	27.80	This is a new KPI that has recently been added. The target for the quarter is 26.2%	➔