LANCASTER CITY COUNCIL

*Promoting City, Coast & Countryside*

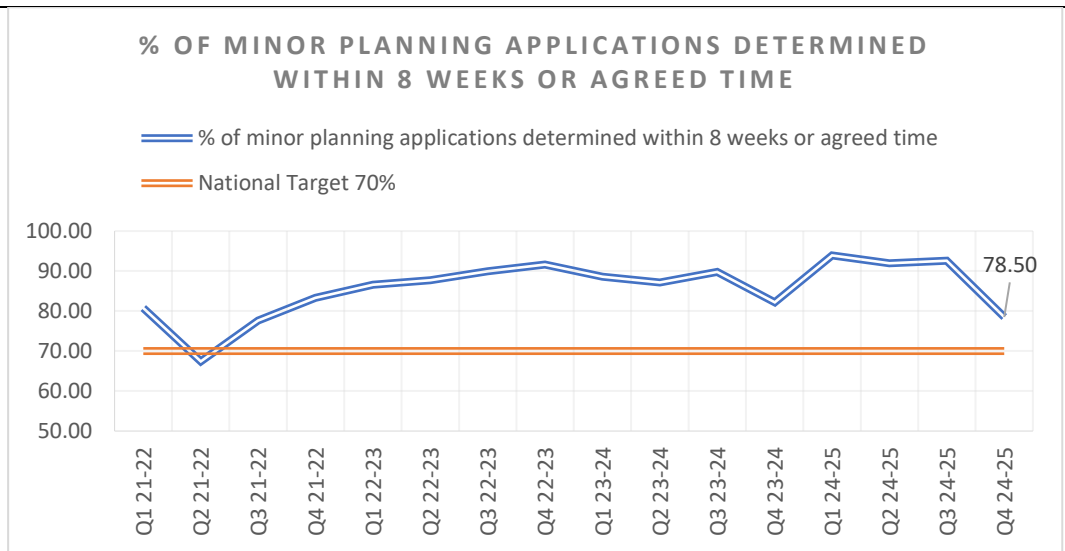
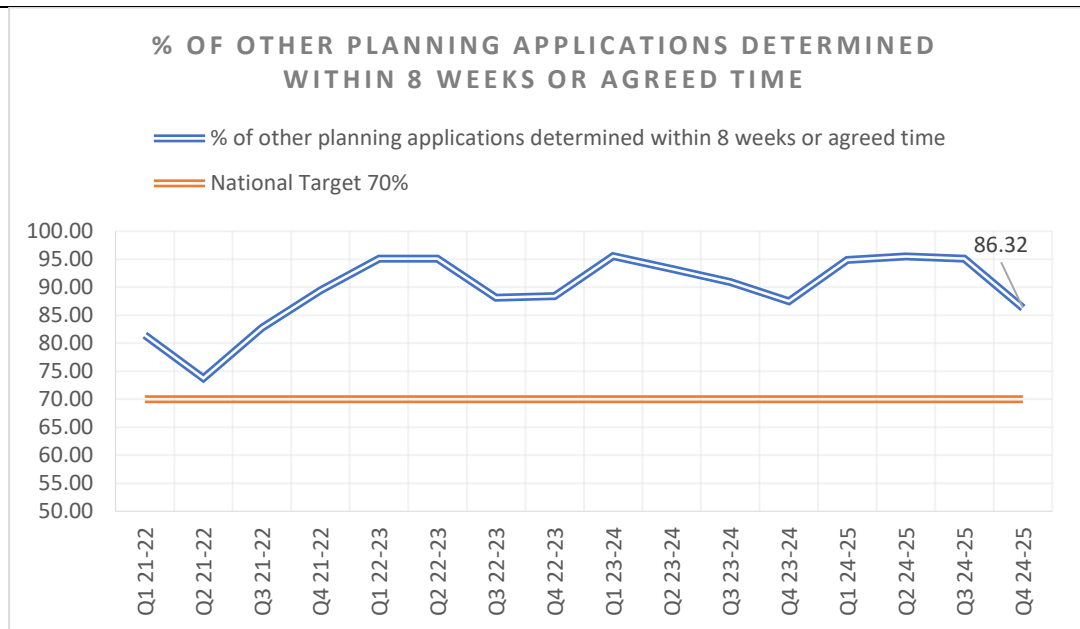
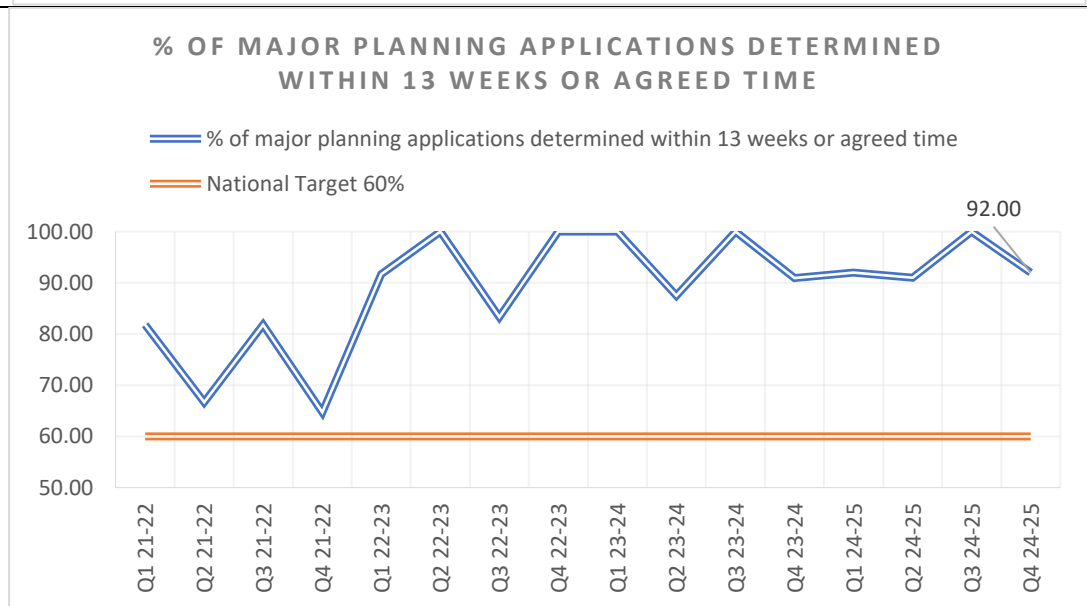
# Corporate Performance updates
# 31st March 2025 (Q4)

**Council Priorities Key**

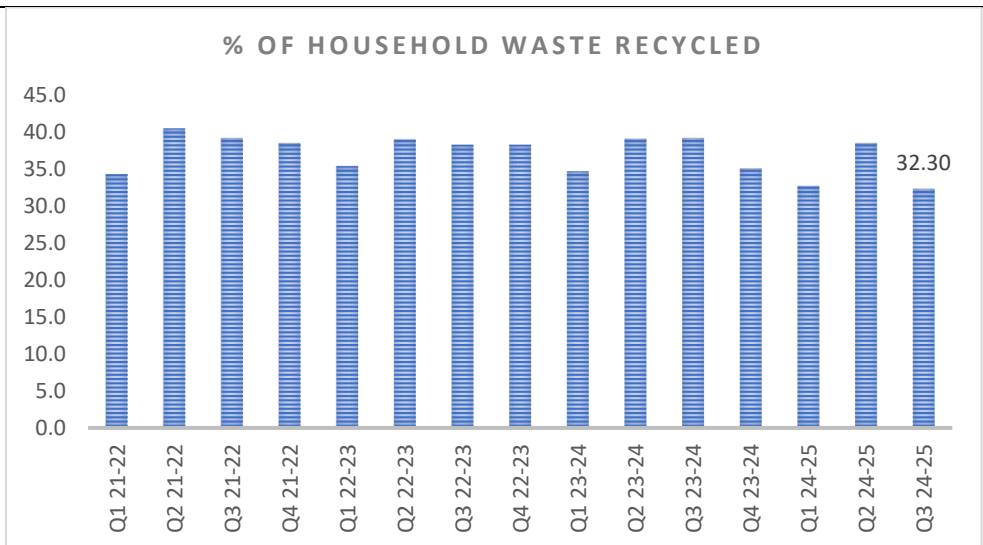
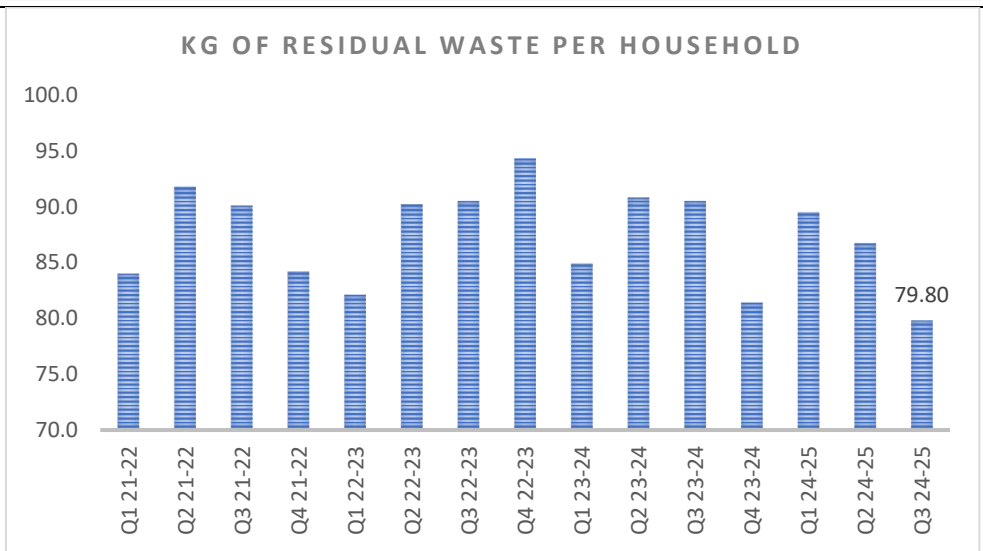
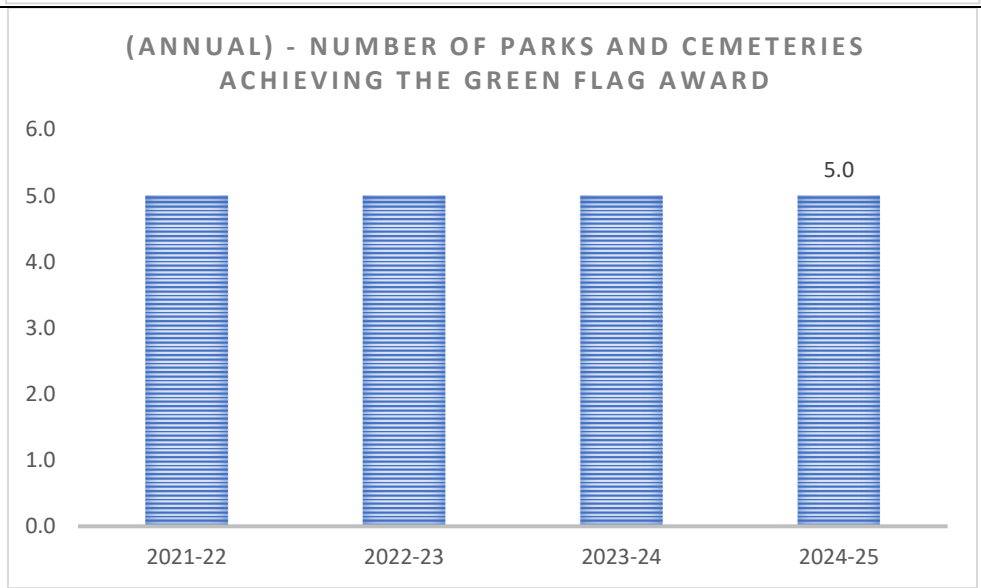
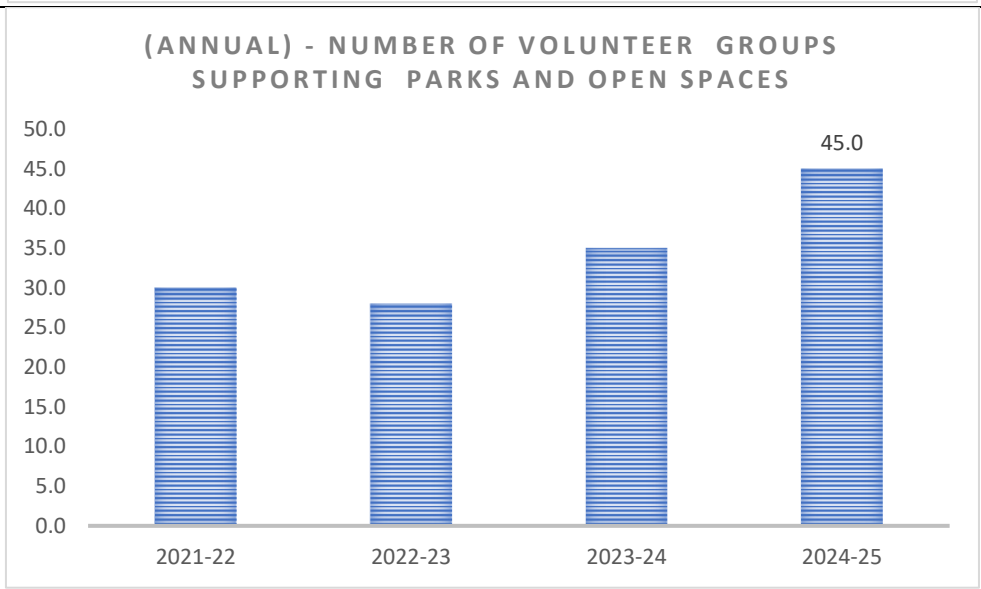
| | |
|---|---|
| I | An inclusive and Prosperous Local Economy (Economy) |
| S | A Sustainable District (Environmental) |
| H | Healthy and Happy Communities (Social) |
| R | A Co-operative, Kind and Responsible Council (Governance) |

Measures marked with a * are usually compared to the same quarter from the previous year.

## An Inclusive and Prosperous Local Economy (Economy)

| Priority | KPI Measure and Direction of Travel | Comments provided by KPI Owners |
|---|---|---|
| I |  | Performance appears to have fallen significantly in respect of minor applications compared to the last quarter; however, the period has coincided with the adoption of the LPA's Climate Emergency Development Plan Review at the end of January 2025. The stringent policies have challenged developers and where additional information has been required, Officers have had to request further information on all applications. A small number of local agents have also confirmed during this period that where an application is to be refused, they will not work with the LPA and agree extensions of time, as a matter of course. With a lower number of overall applications submitted, the actions of a small number of agents on a small number of applications, has had a significant impact upon the performance figures of the minor applications. The LPA is working hard with all agents to help them improve the quality of their submissions and implement the adopted local planning policies and it is considered that this performance drop is a temporary concern.<br><br>**High is good** |
| I |  | Again, there is a fall in the number of applications determined in time. The performance drop here can also be understood due to the changes in policy and the reduced number of applications received and the impact that a small number of out of time applications without agreed extensions of time can have. The performance is still good however, and the quality of the decisions is still considered to be high, especially when viewed in light of the number of appeals that have been dismissed. The appeal success rate reflects both Minor and Other apps and the quality of work that is carried out by the LPA.<br><br>**High is good** |
| I |  | Although down on last quarter from 100%, the lower number of applications received and determined has contributed to this statistical drop in performance. With a fall in the number of applications received, Officers have tried to move forward historic major applications that had become stuck due to further information being required due to local and national policy changes. Although down, performance is still considered to be very good and in line with the national averages.<br><br>**High is good** |

# A Sustainable District (Environmental)

| Priority | Measure and Direction of Travel | Comments |
|---|---|---|
| S |  | The graph represents the correct figures for each quarter. However, there is a delay in receiving the data from Lancashire County Council, so they are reported on a quarter behind.<br><br>**High is good** |
| S |  | The graph represents the correct figures for each quarter. However, there is a delay in receiving the data from Lancashire County Council, so they are reported on a quarter behind.<br><br>**Low is good** |
| |  | In 2024-25, 5 awards were retained which aligns to the previous year. The green flag scheme recognises and rewards well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the UK.<br><br>**High is good** |
| |  | The performance has significantly increased from the previous year, with an increase of 10 volunteer groups. This increase has been achieved due to additional litter picking groups being established which is linked with the increased awareness raised through social media.<br><br>Volunteers are a vital asset to parks, enabling them to function more efficiently while connecting communities to nature. The ways in which volunteers help can include litter picking, planting and raising funds for playground renovations. They also strengthen community engagement, fostering a sense of ownership and responsibility within the community.<br><br>**High is good** |

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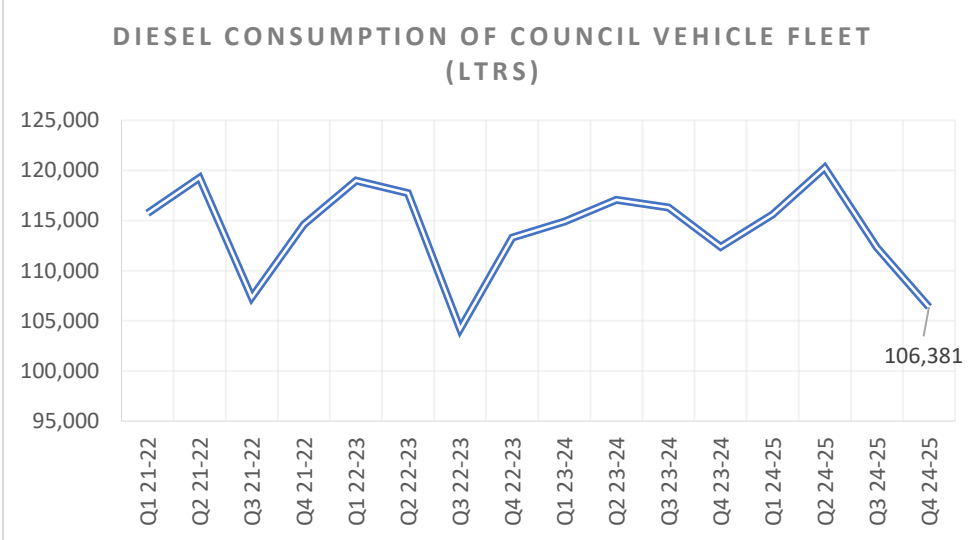
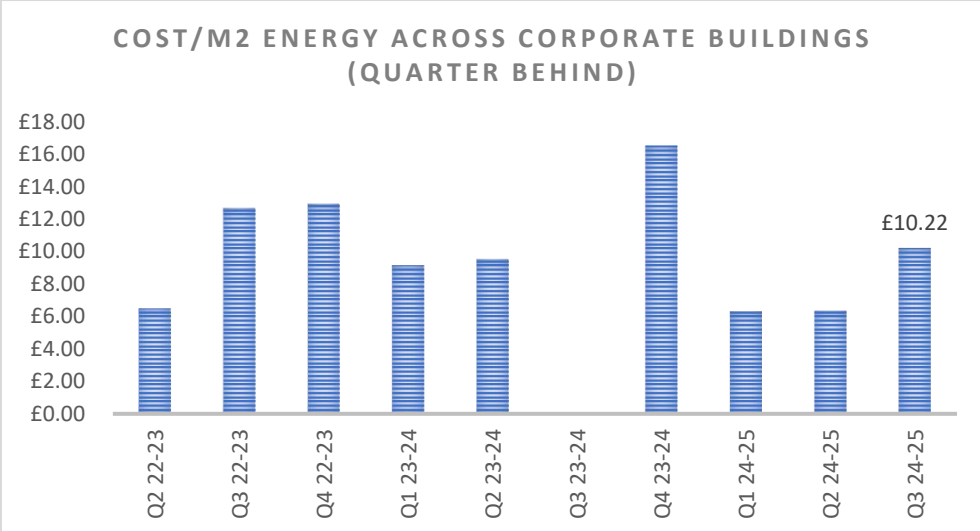
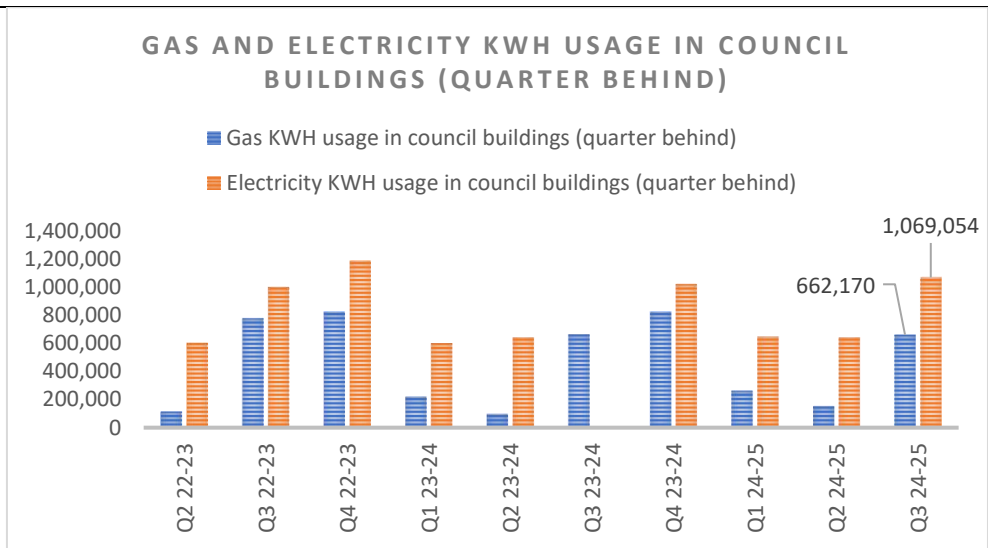
| | S | | |  | No comment available.<br><br>**Low is good** |
| | S | | |  | Energy consumption has slightly increased on 2023/24 figures, but energy costs have decreased over the same period. Further analysis would be required to check for reasons for consumption increase.<br><br>The graph represents the correct data for each quarter, but the measure is reported on a quarter behind.<br><br>**Low is good** |
| | S | | |  | Comparison with same period from previous year shows consumption of gas has seen a slight decrease.<br><br>Comparison with same period from previous year shows consumption of electricity has seen a slight increase. Further analysis of both measures would be required to determine the cause for this change.<br><br>The graph represents the correct data for each quarter, but the measure is reported on a quarter behind.<br><br>**Low is good** |

## Healthy & Happy Communities (Social)

| Priority | | | | Measure and Direction of Travel | Comments |
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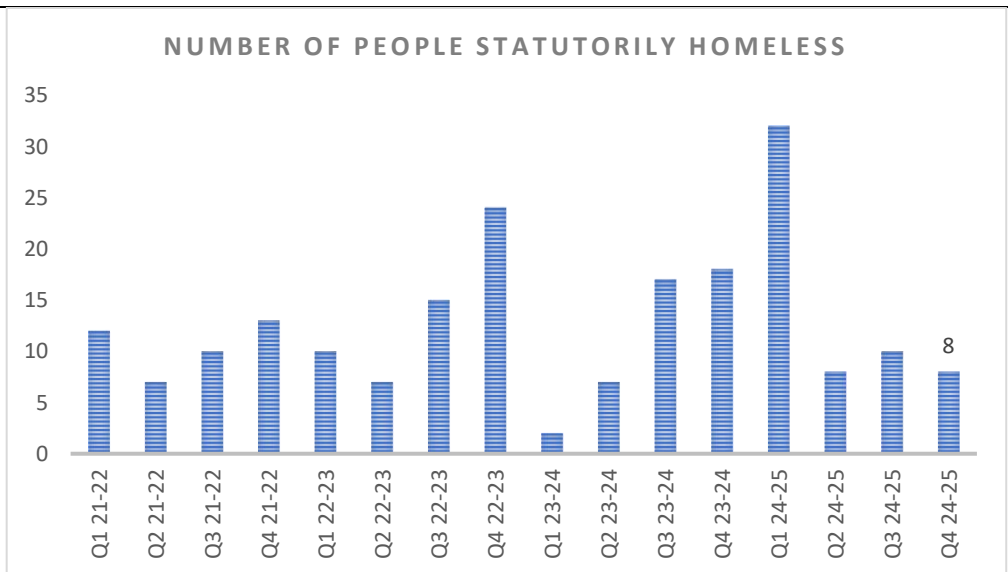
| | | H | |  | There were 8 re-housing duties where the Council owed a full rehousing duty in Quarter 4 which is a slight reduction from the previous quarter. In addition, the Council separately made 6 intentionally homeless decision, 31 non-priority homeless decisions and one decision where the applicant was not homeless in the quarter.<br><br>**Low is good** |

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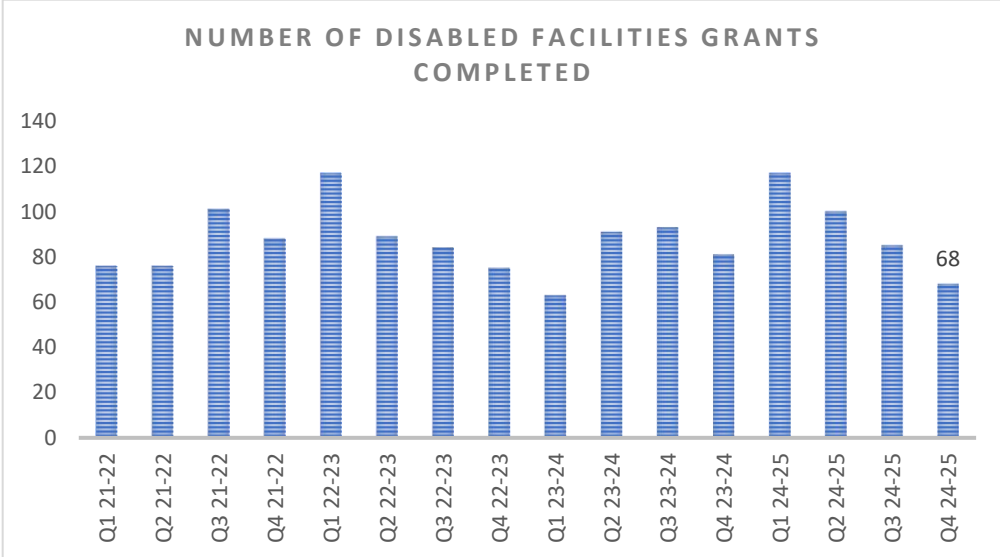
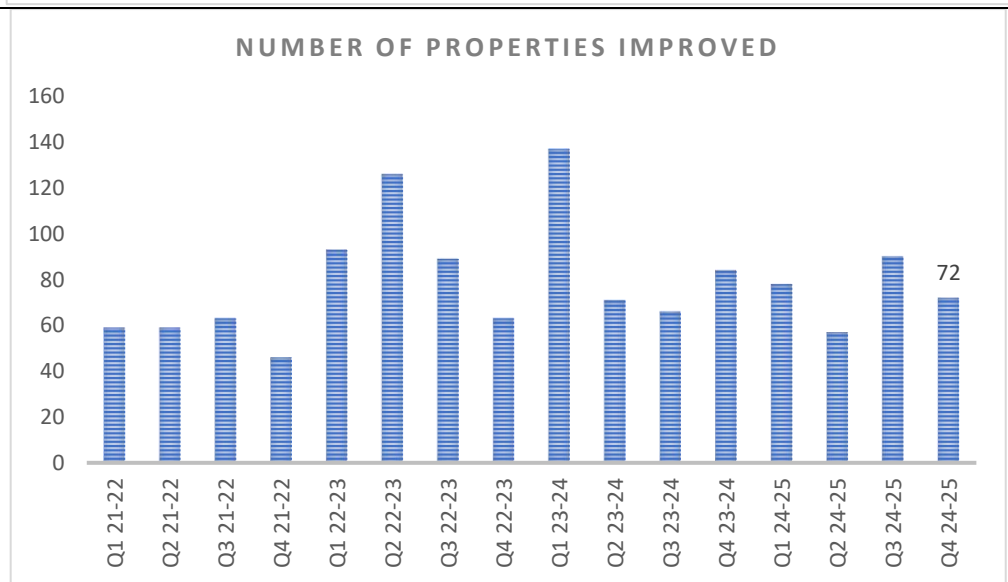
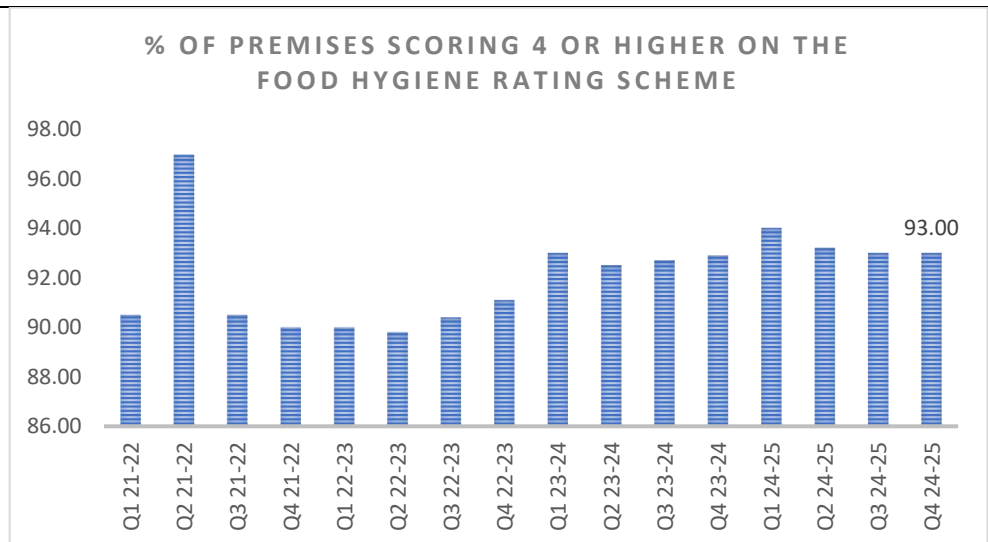
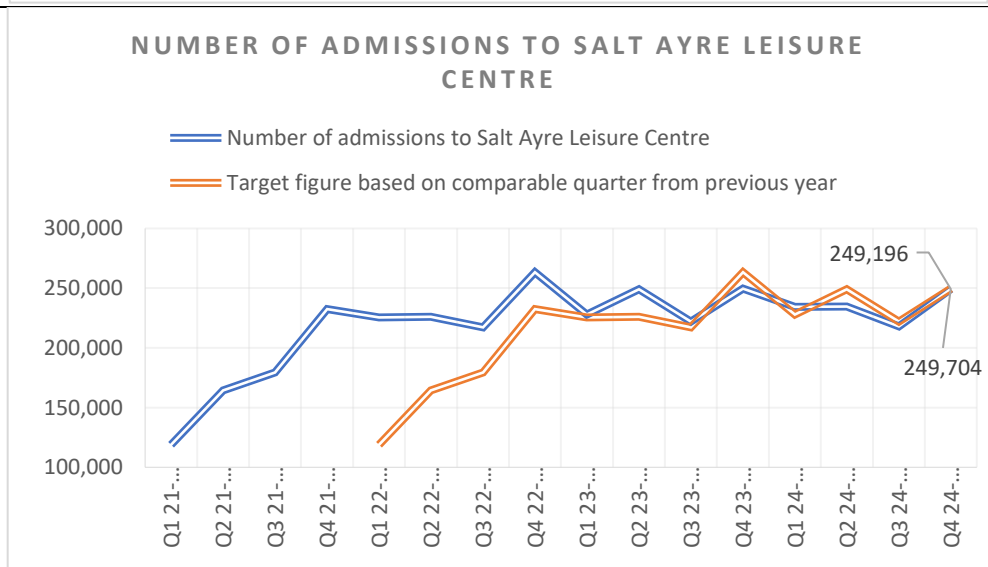
| | | H | |  | 370 grants were completed in 24/25 with a total spend of £2,516,067. The average completed grant including fees was £6,757.00, well below the national average. The 24/25 grant allocation was £2,338,873 with an additional allocation of £321,829 received in February 25. Any unspent allocation is carried forward and added to the 25/26 grant allocation, which has been confirmed at the same level as 24/25.<br><br>**High is good** |
| | | H | |  | Damp, mould and excess cold continue to be the most common complaints. The creation of an online process for HMO licensing applications was completed in this quarter and we are still waiting for legislative changes.<br><br>**High is good** |
| I | | H | |  | 93% of premises scored 4 or higher but there were 98% of premises that scored 3 or higher which is considered generally satisfactory.<br><br>Note - 3* = satisfactory, 4* = good<br><br>**High is good** |
| | | H | |  | Year on year figures are similar with a small decrease in Q4. Whilst some areas are performing well, swimming enrolments are slightly down due to shortage of teachers and will have contributed to the negligible reduction. This is being addressed through training and recruitment processes.<br><br>**High is good** |

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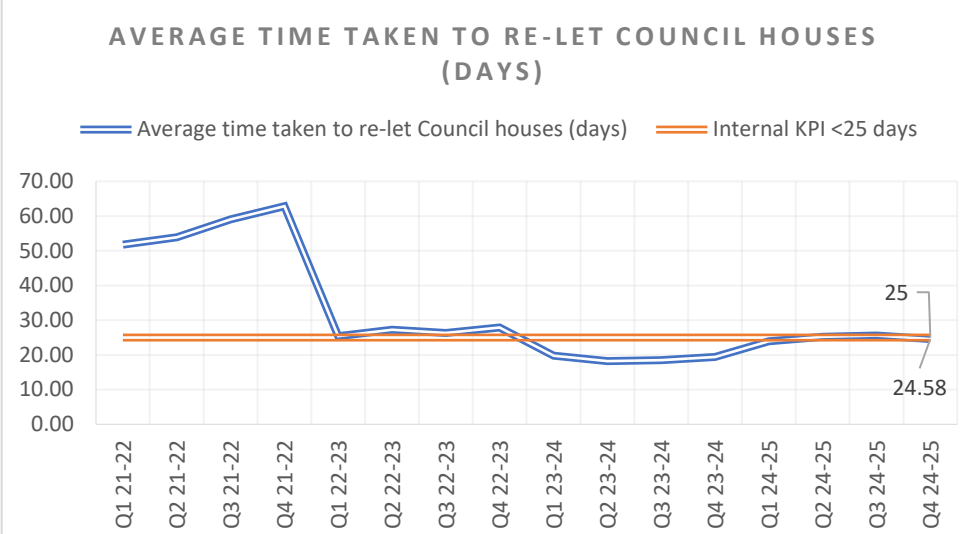
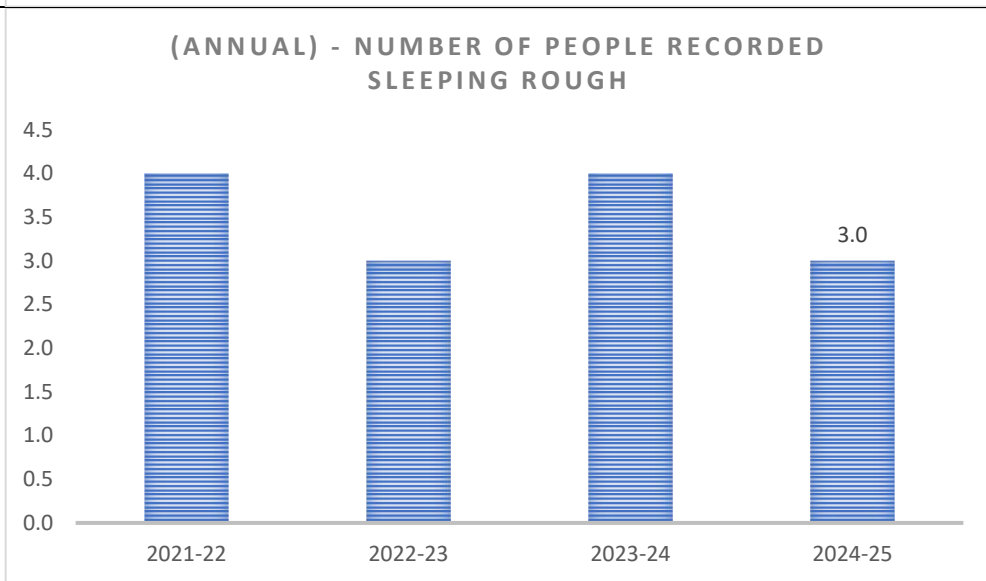
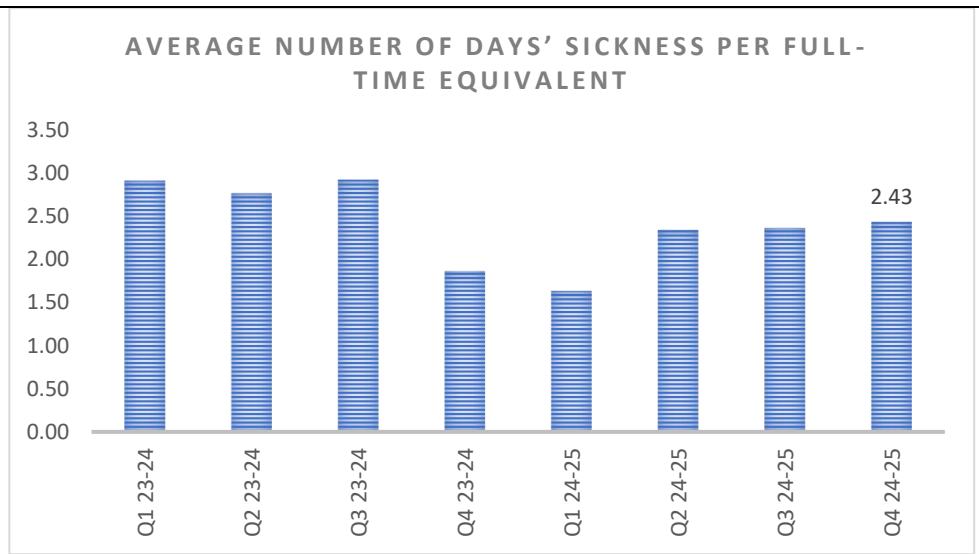
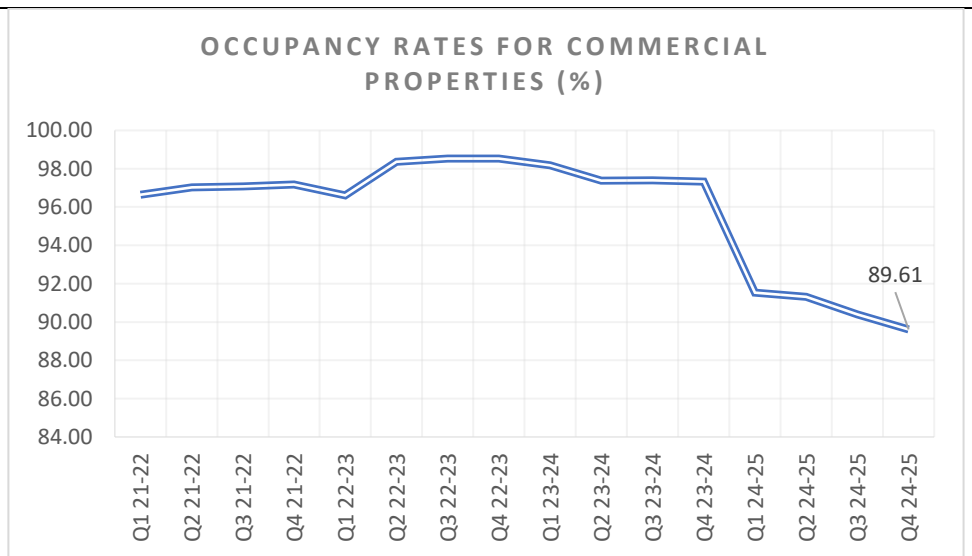
| | | H | | |  | Performance meets our internal target of 25 days for standard relet times.<br><br>**Low is good** |
| | | H | | |  | The annual number of people recorded sleeping rough for 24-25 is 3 people. This is based on the most recent monthly snapshot that was recorded on 28th March. As Lancaster City Council receive rough sleeper initiative funding there is a requirement to carry out a monthly rough sleeper count and submit this to central Government each month. The figures fluctuate during the course of each month, but an internal figure of 2.0 people is set. This target may not be deemed achievable due to the current housing crisis.<br><br>**Low is good** |

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

| Priority | | | | Measure and Direction of Travel | Comments |
|---|---|---|---|---|---|
| | | | R |  | The average for Q4 is slightly higher than that for Q3 (0.09 difference) - there has been a decrease in days lost due to mental health/stress-related sickness, but an increase in days lost due to coughs/colds/viruses/chest infections which have been mainly short-term and are more prominent in Q4 which crosses the winter period.<br><br>There has also been an increase in the number of new long-term sickness cases, although the majority of these have now returned to work.<br><br>Musculoskeletal-related sickness remains high compared to Q4 last year, with progress/returns to work limited by increasingly long NHS waiting times for treatment/specialist appointments/surgery. The Council pays for 4 sessions with a local physiotherapist for employees where this would help them to return to work or reduce the likelihood that they will be off work.<br><br>**Low is good** |
| | | | R |  | The occupancy rate remains high although there has been a slight reduction on the last quarter's figures. This relates to 2 further tenants vacating premises on lease expiry and further commercial space coming back on to programme.<br><br>The Estates team are actively progressing deals on the majority of LCC's void commercial space which will translate into improved figures going forward.<br><br>**High is good** |

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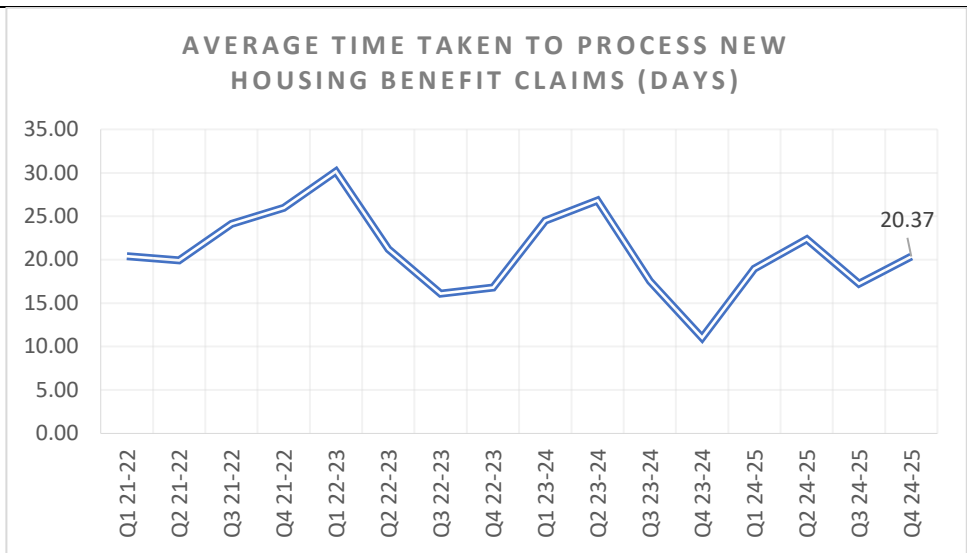
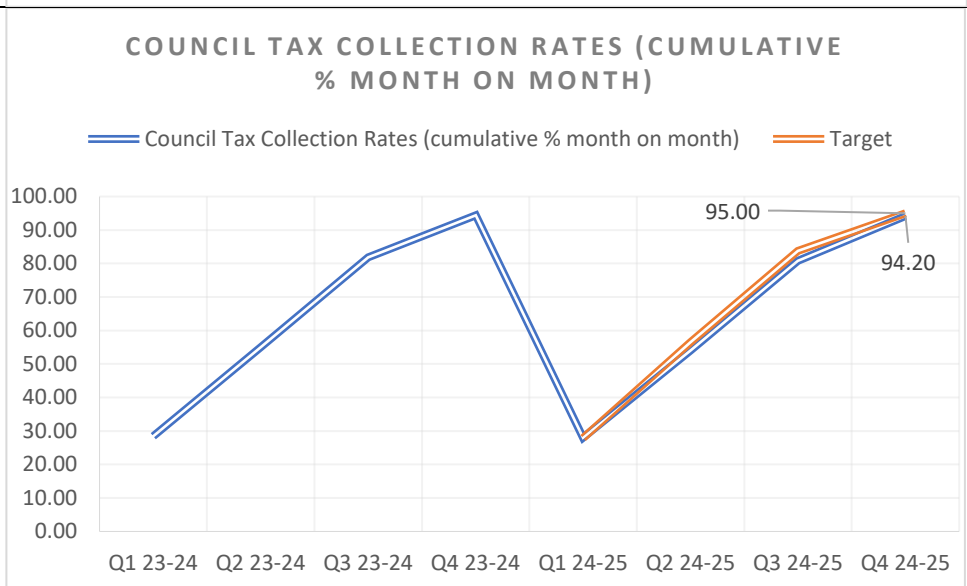
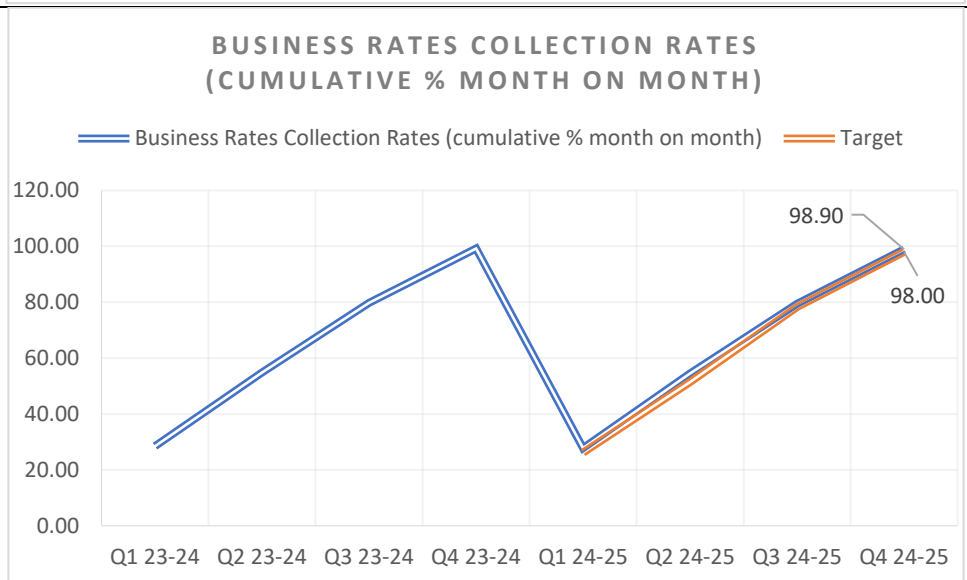
| | | H | R | |  | | No comment available.<br><br>**Low is good** |
| | | H | R | |  | | No comment available.<br><br>Annual target for collection rate is 95%<br><br>**High is good** |
| | | H | R | |  | | No comment available.<br><br>Annual target for collection rate is 98%<br><br>**High is good** |