

Priority	KPI Measure and Direction of Travel	Comments provided by KPI Owners
I	<div>% OF MINOR PLANNING APPLICATIONS DETERMINED WITHIN 8 WEEKS OR AGREED TIME</div> <div><div>% of minor planning applications determined within 8 weeks or agreed time</div><div>National Target 70%</div></div> <div><div></div><div></div></div>	<p>There has been a marked improvement by the team since Quarter 4 in 2024/2025 when the figure at that point was 78%. For the team to increase this by this margin is exceptional and should be highly commended. Not least because during this majority of this time no Planning Applications Manager was in post, and the team had lost two of its Principal Planning Officers. The number of applications determined as well is broadly consistent with the previous quarter a fabulous achievement.</p> <p>High is good</p>
I	<div>% OF OTHER PLANNING APPLICATIONS DETERMINED WITHIN 8 WEEKS OR AGREED TIME</div> <div><div>% of other planning applications determined within 8 weeks or agreed time</div><div>National Target 70%</div></div> <div><div></div><div></div></div>	<p>Again, a marked improvement over the previous quarter in terms of decision making within the timescales, and the number of applications determined is in line with the previous quarter. The transformation within a short space of time is to be commended across all forms of decision making and credit to the officers within the Planning Applications Team.</p> <p>High is good</p>
I	<div>% OF MAJOR PLANNING APPLICATIONS DETERMINED WITHIN 13 WEEKS OR AGREED TIME</div> <div><div>% of major planning applications determined within 13 weeks or agreed time</div><div>National Target 60%</div></div> <div><div></div><div></div></div>	<p>The number of major applications determined this quarter are consistent with last few quarters and included the conversion of the Mill Hall into student accommodation on the edge of the Canal Quarter.</p> <p>High is good</p>

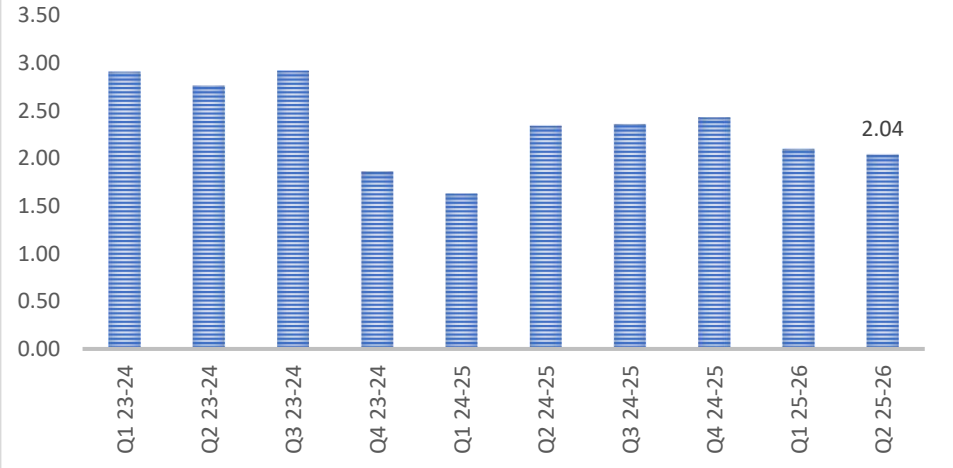
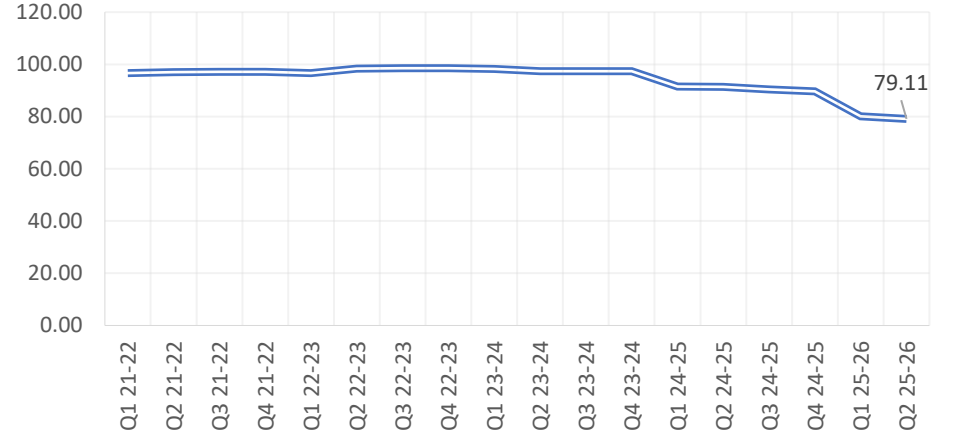
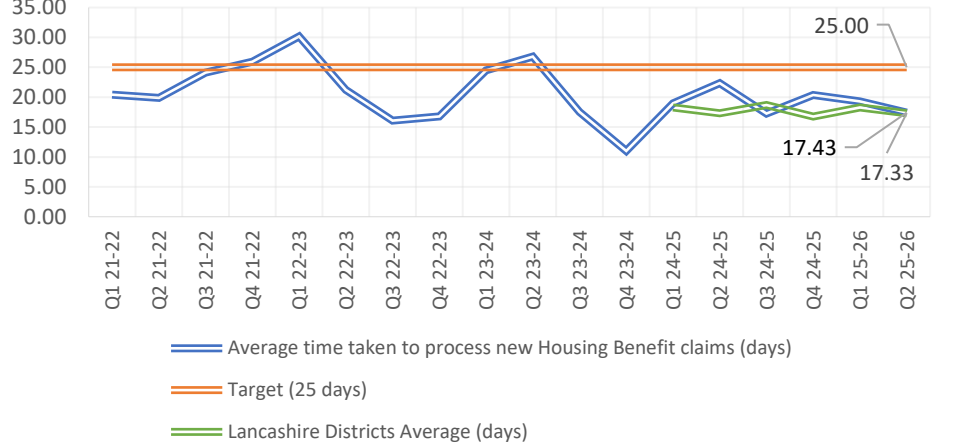
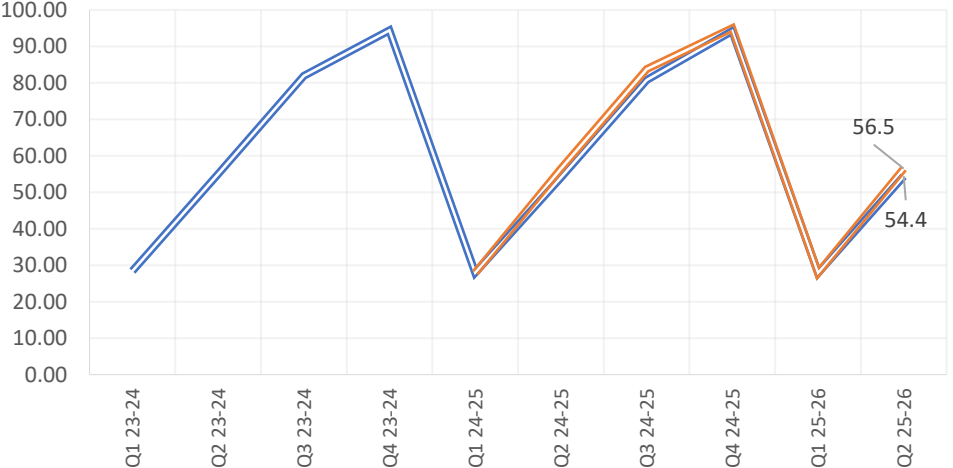
## A Sustainable District (Environmental)

Priority		Measure and Direction of Travel		Comments																																																								
S			<div><p><b>% OF HOUSEHOLD WASTE RECYCLED (QUARTER BEHIND)</b></p><table><tr><th>Quarter</th><th>% of household waste recycled (quarter behind)</th><th>Lancashire Districts Recycling Rate (Average)</th><th>National Recycling Rate (Average)</th></tr><tr><td>Q1 22-23</td><td>35.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q2 22-23</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q3 22-23</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q4 22-23</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q1 23-24</td><td>35.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q2 23-24</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q3 23-24</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q4 23-24</td><td>35.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q1 24-25</td><td>33.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q2 24-25</td><td>38.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q3 24-25</td><td>33.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q4 24-25</td><td>33.0</td><td>37.50</td><td>42.30</td></tr><tr><td>Q1 25-26</td><td>38.1</td><td>37.50</td><td>42.30</td></tr></table></div>	Quarter	% of household waste recycled (quarter behind)	Lancashire Districts Recycling Rate (Average)	National Recycling Rate (Average)	Q1 22-23	35.0	37.50	42.30	Q2 22-23	38.0	37.50	42.30	Q3 22-23	38.0	37.50	42.30	Q4 22-23	38.0	37.50	42.30	Q1 23-24	35.0	37.50	42.30	Q2 23-24	38.0	37.50	42.30	Q3 23-24	38.0	37.50	42.30	Q4 23-24	35.0	37.50	42.30	Q1 24-25	33.0	37.50	42.30	Q2 24-25	38.0	37.50	42.30	Q3 24-25	33.0	37.50	42.30	Q4 24-25	33.0	37.50	42.30	Q1 25-26	38.1	37.50	42.30	<p>No comment available.</p> <p>The benchmarking data includes the National and Lancashire average of Local Authority recycling data provided to APSE. The data is provided annually.</p> <p>High is good</p>
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S			<div><p><b>KG OF RESIDUAL WASTE PER HOUSEHOLD (QUARTER BEHIND)</b></p><table><tr><th>Quarter</th><th>Kg of residual waste per household (quarter behind)</th><th>Residual household waste per household - Lancashire Districts Average</th><th>Residual household waste per household - National Average</th></tr><tr><td>Q1 22-23</td><td>123.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q2 22-23</td><td>125.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q3 22-23</td><td>118.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q4 22-23</td><td>121.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q1 23-24</td><td>118.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q2 23-24</td><td>118.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q3 23-24</td><td>118.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q4 23-24</td><td>119.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q1 24-25</td><td>117.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q2 24-25</td><td>117.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q3 24-25</td><td>118.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q4 24-25</td><td>115.0</td><td>123.9</td><td>117.6</td></tr><tr><td>Q1 25-26</td><td>113.81</td><td>123.9</td><td>117.6</td></tr></table></div>	Quarter	Kg of residual waste per household (quarter behind)	Residual household waste per household - Lancashire Districts Average	Residual household waste per household - National Average	Q1 22-23	123.0	123.9	117.6	Q2 22-23	125.0	123.9	117.6	Q3 22-23	118.0	123.9	117.6	Q4 22-23	121.0	123.9	117.6	Q1 23-24	118.0	123.9	117.6	Q2 23-24	118.0	123.9	117.6	Q3 23-24	118.0	123.9	117.6	Q4 23-24	119.0	123.9	117.6	Q1 24-25	117.0	123.9	117.6	Q2 24-25	117.0	123.9	117.6	Q3 24-25	118.0	123.9	117.6	Q4 24-25	115.0	123.9	117.6	Q1 25-26	113.81	123.9	117.6	<p>No comment available.</p> <p>The benchmarking data includes the National and Lancashire average of Local Authority waste data provided to APSE. The data is provided annually and then divided to get a Quarter average figure.</p> <p>Low is good</p>
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S			<div><p><b>DIESEL CONSUMPTION OF COUNCIL VEHICLE FLEET (LTRS)</b></p><table><tr><th>Quarter</th><th>Diesel Consumption (LTRS)</th></tr><tr><td>Q1 21-22</td><td>116,000</td></tr><tr><td>Q2 21-22</td><td>119,000</td></tr><tr><td>Q3 21-22</td><td>107,000</td></tr><tr><td>Q4 21-22</td><td>115,000</td></tr><tr><td>Q1 22-23</td><td>119,000</td></tr><tr><td>Q2 22-23</td><td>118,000</td></tr><tr><td>Q3 22-23</td><td>104,000</td></tr><tr><td>Q4 22-23</td><td>113,000</td></tr><tr><td>Q1 23-24</td><td>115,000</td></tr><tr><td>Q2 23-24</td><td>117,000</td></tr><tr><td>Q3 23-24</td><td>116,000</td></tr><tr><td>Q4 23-24</td><td>112,000</td></tr><tr><td>Q1 24-25</td><td>116,000</td></tr><tr><td>Q2 24-25</td><td>120,000</td></tr><tr><td>Q3 24-25</td><td>112,000</td></tr><tr><td>Q4 24-25</td><td>106,000</td></tr><tr><td>Q1 25-26</td><td>112,000</td></tr><tr><td>Q2 25-26</td><td>109,146</td></tr></table></div>	Quarter	Diesel Consumption (LTRS)	Q1 21-22	116,000	Q2 21-22	119,000	Q3 21-22	107,000	Q4 21-22	115,000	Q1 22-23	119,000	Q2 22-23	118,000	Q3 22-23	104,000	Q4 22-23	113,000	Q1 23-24	115,000	Q2 23-24	117,000	Q3 23-24	116,000	Q4 23-24	112,000	Q1 24-25	116,000	Q2 24-25	120,000	Q3 24-25	112,000	Q4 24-25	106,000	Q1 25-26	112,000	Q2 25-26	109,146	<p>No comment available.</p> <p>Low is good</p>																		
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S			<div><p><b>COST/M2 ENERGY ACROSS CORPORATE BUILDINGS (QUARTER BEHIND)</b></p><table><tr><th>Quarter</th><th>Cost/M2 Energy</th></tr><tr><td>Q2 22-23</td><td>£6.50</td></tr><tr><td>Q3 22-23</td><td>£12.50</td></tr><tr><td>Q4 22-23</td><td>£12.80</td></tr><tr><td>Q1 23-24</td><td>£9.00</td></tr><tr><td>Q2 23-24</td><td>£9.50</td></tr><tr><td>Q3 23-24</td><td>£0.00</td></tr><tr><td>Q4 23-24</td><td>£16.50</td></tr><tr><td>Q1 24-25</td><td>£6.32</td></tr><tr><td>Q2 24-25</td><td>£6.30</td></tr><tr><td>Q3 24-25</td><td>£10.20</td></tr><tr><td>Q4 24-25</td><td>£10.80</td></tr><tr><td>Q1 25-26</td><td>£5.83</td></tr></table></div>	Quarter	Cost/M2 Energy	Q2 22-23	£6.50	Q3 22-23	£12.50	Q4 22-23	£12.80	Q1 23-24	£9.00	Q2 23-24	£9.50	Q3 23-24	£0.00	Q4 23-24	£16.50	Q1 24-25	£6.32	Q2 24-25	£6.30	Q3 24-25	£10.20	Q4 24-25	£10.80	Q1 25-26	£5.83	<p>Energy consumption has slightly reduced from the 2024/25 figures. Further analysis would be required to check for reasons for consumption increase</p> <p>Low is good</p>																														
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		H		<div><div>NUMBER OF DISABLED FACILITIES GRANTS COMPLETED</div><table><tr><th>Quarter</th><th>Number of Grants Completed</th></tr><tr><td>Q1 21-22</td><td>75</td></tr><tr><td>Q2 21-22</td><td>75</td></tr><tr><td>Q3 21-22</td><td>100</td></tr><tr><td>Q4 21-22</td><td>85</td></tr><tr><td>Q1 22-23</td><td>115</td></tr><tr><td>Q2 22-23</td><td>88</td></tr><tr><td>Q3 22-23</td><td>82</td></tr><tr><td>Q4 22-23</td><td>75</td></tr><tr><td>Q1 23-24</td><td>62</td></tr><tr><td>Q2 23-24</td><td>90</td></tr><tr><td>Q3 23-24</td><td>92</td></tr><tr><td>Q4 23-24</td><td>80</td></tr><tr><td>Q1 24-25</td><td>115</td></tr><tr><td>Q2 24-25</td><td>100</td></tr><tr><td>Q3 24-25</td><td>82</td></tr><tr><td>Q4 24-25</td><td>68</td></tr><tr><td>Q1 25-26</td><td>82</td></tr><tr><td>Q2 25-26</td><td>81</td></tr></table></div>	Quarter	Number of Grants Completed	Q1 21-22	75	Q2 21-22	75	Q3 21-22	100	Q4 21-22	85	Q1 22-23	115	Q2 22-23	88	Q3 22-23	82	Q4 22-23	75	Q1 23-24	62	Q2 23-24	90	Q3 23-24	92	Q4 23-24	80	Q1 24-25	115	Q2 24-25	100	Q3 24-25	82	Q4 24-25	68	Q1 25-26	82	Q2 25-26	81	<p>81 statutory disabled grants were completed in Q2 with a total spend of £1,325,979. The ringfenced DFG government allocation for Lancaster in 2025/26 is £2,660,701. Any unspent allocation is carried forward and added to the following years allocation enabling the council to operate a rolling programme without the need for waiting lists.</p> <p>High is good</p>																			
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I		H		<div><div>% OF PREMISES SCORING 4 OR HIGHER ON THE FOOD HYGIENE RATING SCHEME</div><table><tr><th>Quarter</th><th>% of Premises Scoring 4 or Higher</th></tr><tr><td>Q1 21-22</td><td>90.5</td></tr><tr><td>Q2 21-22</td><td>97.0</td></tr><tr><td>Q3 21-22</td><td>90.5</td></tr><tr><td>Q4 21-22</td><td>90.0</td></tr><tr><td>Q1 22-23</td><td>90.0</td></tr><tr><td>Q2 22-23</td><td>89.8</td></tr><tr><td>Q3 22-23</td><td>90.5</td></tr><tr><td>Q4 22-23</td><td>91.2</td></tr><tr><td>Q1 23-24</td><td>93.0</td></tr><tr><td>Q2 23-24</td><td>92.5</td></tr><tr><td>Q3 23-24</td><td>92.8</td></tr><tr><td>Q4 23-24</td><td>93.0</td></tr><tr><td>Q1 24-25</td><td>94.0</td></tr><tr><td>Q2 24-25</td><td>93.2</td></tr><tr><td>Q3 24-25</td><td>93.0</td></tr><tr><td>Q4 24-25</td><td>93.0</td></tr><tr><td>Q1 25-26</td><td>92.8</td></tr><tr><td>Q2 25-26</td><td>92.3</td></tr></table></div>	Quarter	% of Premises Scoring 4 or Higher	Q1 21-22	90.5	Q2 21-22	97.0	Q3 21-22	90.5	Q4 21-22	90.0	Q1 22-23	90.0	Q2 22-23	89.8	Q3 22-23	90.5	Q4 22-23	91.2	Q1 23-24	93.0	Q2 23-24	92.5	Q3 23-24	92.8	Q4 23-24	93.0	Q1 24-25	94.0	Q2 24-25	93.2	Q3 24-25	93.0	Q4 24-25	93.0	Q1 25-26	92.8	Q2 25-26	92.3	<p>97.2% scored 3 (generally satisfactory) or higher</p> <p>Note - 3* = satisfactory, 4* = good</p> <p>High is good</p>																			
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Q2 23-24	92.5																																																													
Q3 23-24	92.8																																																													
Q4 23-24	93.0																																																													
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Q2 25-26	92.3																																																													
		H		<div><div>NUMBER OF ADMISSIONS TO SALT AYRE LEISURE CENTRE</div><table><tr><th>Quarter</th><th>Admissions</th><th>Target</th></tr><tr><td>Q1 21-22</td><td>120,000</td><td>-</td></tr><tr><td>Q2 21-22</td><td>165,000</td><td>-</td></tr><tr><td>Q3 21-22</td><td>175,000</td><td>-</td></tr><tr><td>Q4 21-22</td><td>230,000</td><td>-</td></tr><tr><td>Q1 22-23</td><td>225,000</td><td>120,000</td></tr><tr><td>Q2 22-23</td><td>225,000</td><td>165,000</td></tr><tr><td>Q3 22-23</td><td>215,000</td><td>180,000</td></tr><tr><td>Q4 22-23</td><td>265,000</td><td>230,000</td></tr><tr><td>Q1 23-24</td><td>225,000</td><td>225,000</td></tr><tr><td>Q2 23-24</td><td>250,000</td><td>225,000</td></tr><tr><td>Q3 23-24</td><td>215,000</td><td>215,000</td></tr><tr><td>Q4 23-24</td><td>250,000</td><td>265,000</td></tr><tr><td>Q1 24-25</td><td>235,000</td><td>235,000</td></tr><tr><td>Q2 24-25</td><td>235,000</td><td>250,000</td></tr><tr><td>Q3 24-25</td><td>215,000</td><td>215,000</td></tr><tr><td>Q4 24-25</td><td>250,000</td><td>250,000</td></tr><tr><td>Q1 25-26</td><td>235,000</td><td>235,000</td></tr><tr><td>Q2 25-26</td><td>249,184</td><td>237,040</td></tr></table></div>	Quarter	Admissions	Target	Q1 21-22	120,000	-	Q2 21-22	165,000	-	Q3 21-22	175,000	-	Q4 21-22	230,000	-	Q1 22-23	225,000	120,000	Q2 22-23	225,000	165,000	Q3 22-23	215,000	180,000	Q4 22-23	265,000	230,000	Q1 23-24	225,000	225,000	Q2 23-24	250,000	225,000	Q3 23-24	215,000	215,000	Q4 23-24	250,000	265,000	Q1 24-25	235,000	235,000	Q2 24-25	235,000	250,000	Q3 24-25	215,000	215,000	Q4 24-25	250,000	250,000	Q1 25-26	235,000	235,000	Q2 25-26	249,184	237,040	<p>Increases in footfall, memberships and improvements in retention of leisure members has led to Salt Ayre increasing its usage across quarter two this year. With more larger events, interaction with members and improved service and standards we should hopefully see further increases into and throughout quarter 3.</p> <p>High is good</p>
Quarter	Admissions	Target																																																												
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		H		<div><div>AVERAGE TIME TAKEN TO RE-LET COUNCIL HOUSES (DAYS)</div><table><tr><th>Quarter</th><th>Average Time (days)</th><th>Internal KPI</th></tr><tr><td>Q1 21-22</td><td>52</td><td>25</td></tr><tr><td>Q2 21-22</td><td>53</td><td>25</td></tr><tr><td>Q3 21-22</td><td>58</td><td>25</td></tr><tr><td>Q4 21-22</td><td>62</td><td>25</td></tr><tr><td>Q1 22-23</td><td>25</td><td>25</td></tr><tr><td>Q2 22-23</td><td>27</td><td>25</td></tr><tr><td>Q3 22-23</td><td>26</td><td>25</td></tr><tr><td>Q4 22-23</td><td>28</td><td>25</td></tr><tr><td>Q1 23-24</td><td>20</td><td>25</td></tr><tr><td>Q2 23-24</td><td>18</td><td>25</td></tr><tr><td>Q3 23-24</td><td>19</td><td>25</td></tr><tr><td>Q4 23-24</td><td>20</td><td>25</td></tr><tr><td>Q1 24-25</td><td>25</td><td>25</td></tr><tr><td>Q2 24-25</td><td>26</td><td>25</td></tr><tr><td>Q3 24-25</td><td>26</td><td>25</td></tr><tr><td>Q4 24-25</td><td>25</td><td>25</td></tr><tr><td>Q1 25-26</td><td>25</td><td>25</td></tr><tr><td>Q2 25-26</td><td>33.35</td><td>25</td></tr></table></div>	Quarter	Average Time (days)	Internal KPI	Q1 21-22	52	25	Q2 21-22	53	25	Q3 21-22	58	25	Q4 21-22	62	25	Q1 22-23	25	25	Q2 22-23	27	25	Q3 22-23	26	25	Q4 22-23	28	25	Q1 23-24	20	25	Q2 23-24	18	25	Q3 23-24	19	25	Q4 23-24	20	25	Q1 24-25	25	25	Q2 24-25	26	25	Q3 24-25	26	25	Q4 24-25	25	25	Q1 25-26	25	25	Q2 25-26	33.35	25	<p>The observed increase in the relet time KPI is directly attributable to operational decisions supporting the Mainway Regeneration Project. Specifically, certain void properties are being strategically reserved to serve as temporary, supported accommodation for tenants relocating from Bridge House. This operational necessity, while extending the relet duration, is critical for project execution and resident support</p> <p>Low is good</p>
Quarter	Average Time (days)	Internal KPI																																																												
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A Co-operative, Kind and Responsible Council (Governance)

Priority				Measure and Direction of Travel	Comments
			R	<div><p>AVERAGE NUMBER OF DAYS' SICKNESS PER FULL-TIME EQUIVALENT</p></div>	<p>The average sickness figure has decreased slightly compared to the previous quarter. This is attributed to a significant decrease in sickness days lost due to coughs/colds/viruses, in addition to a decrease in sickness related to personal stress/mental health issues. There has however been a small increase in Musculo-skeletal sickness days lost, and an increase in sickness due to work-related stress. Note - the majority of sickness due to work-related stress relates to disciplinary investigation processes for the employees concerned at that time and HR continue to proactively manage absence as per our processes and procedures.</p> <p>Low is good</p>
			R	<div><p>OCCUPANCY RATES FOR COMMERCIAL PROPERTIES (%)</p></div>	<p>Whilst still high the commercial occupancy figure has remained broadly static realising a modest downward adjustment of 1.01 % over the quarter. During the period highlights included the letting of the Beach Café in August and new lettings within City Lab. Elsewhere the Estates team are reporting strong interest for Moor Lane Mills, progressing interest on Unit 2A Gateway and finalising deals on Penny Street and Hillmore way. As such, despite the increasingly challenging economic backdrop the Estates team are cautiously optimistic in forecasting that the occupancy rate across the commercial property portfolio will start to increase throughout the third and fourth Quarters of 2025-2026.</p> <p>High is good</p>
		H	R	<div><p>AVERAGE TIME TAKEN TO PROCESS NEW HOUSING BENEFIT CLAIMS (DAYS)</p></div>	<p>No comment available.</p> <p>The benchmarking data is an annual figure provided by the Shared Service which is a comparison against the other Lancashire Authorities. The figure is provided based on the previous year's figures and is the average of each Quarter. This is deemed as best practice but doesn't take into consideration the makeup of the Local Authorities caseload or processing system used.</p> <p>Low is good</p>
		H	R	<div><p>COUNCIL TAX COLLECTION RATES (CUMULATIVE % MONTH ON MONTH)</p></div>	<p>Annual target for collection rate is 95%</p> <p>High is good</p>

