LANCASTER CITY COUNCIL

Promoting City, Coast & Countryside

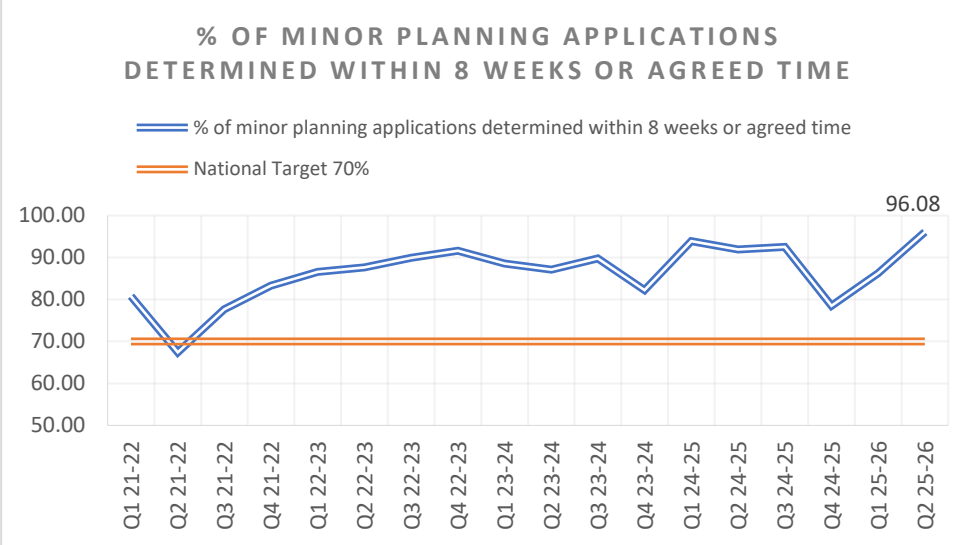
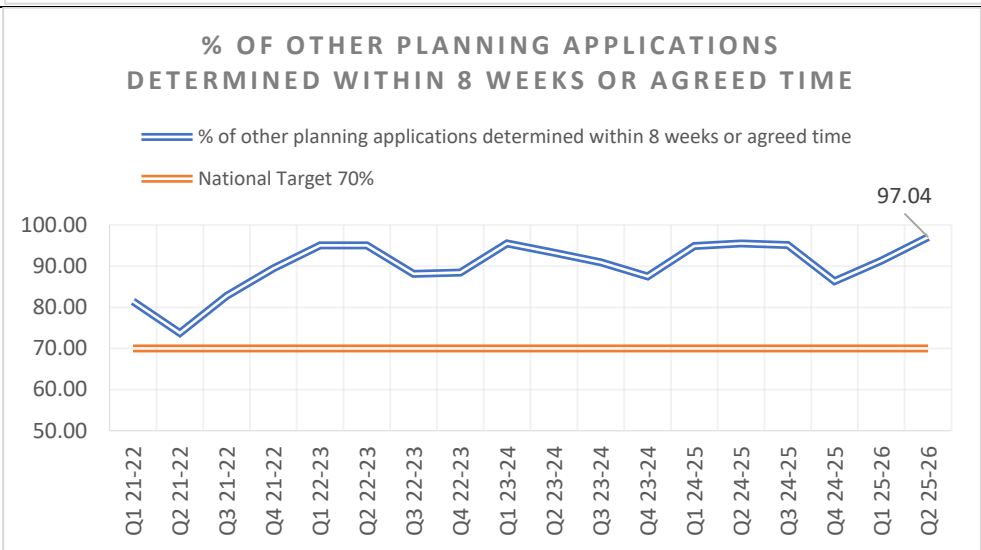
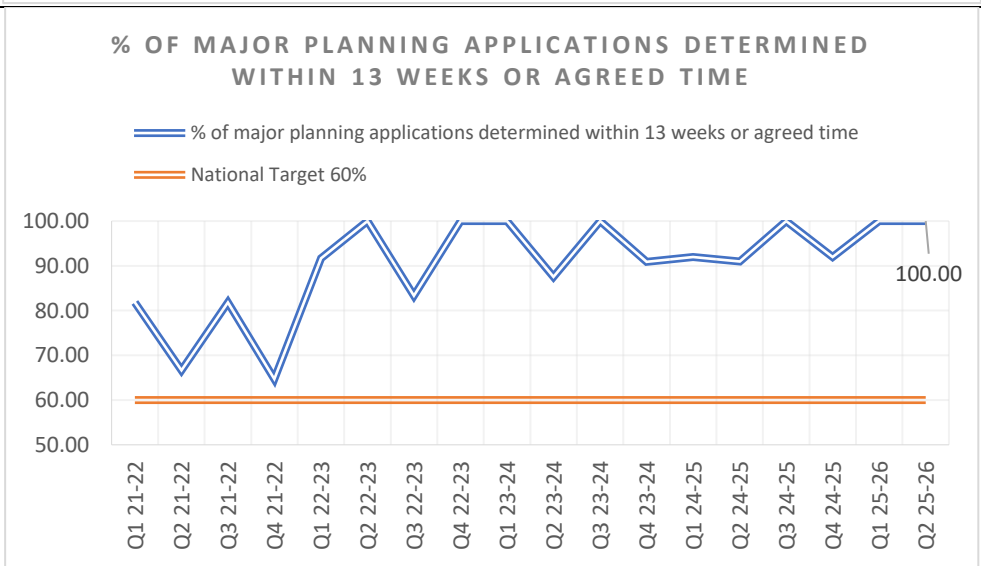
Corporate Performance updates
17th October 2025 (Q2)

Council Priorities Key

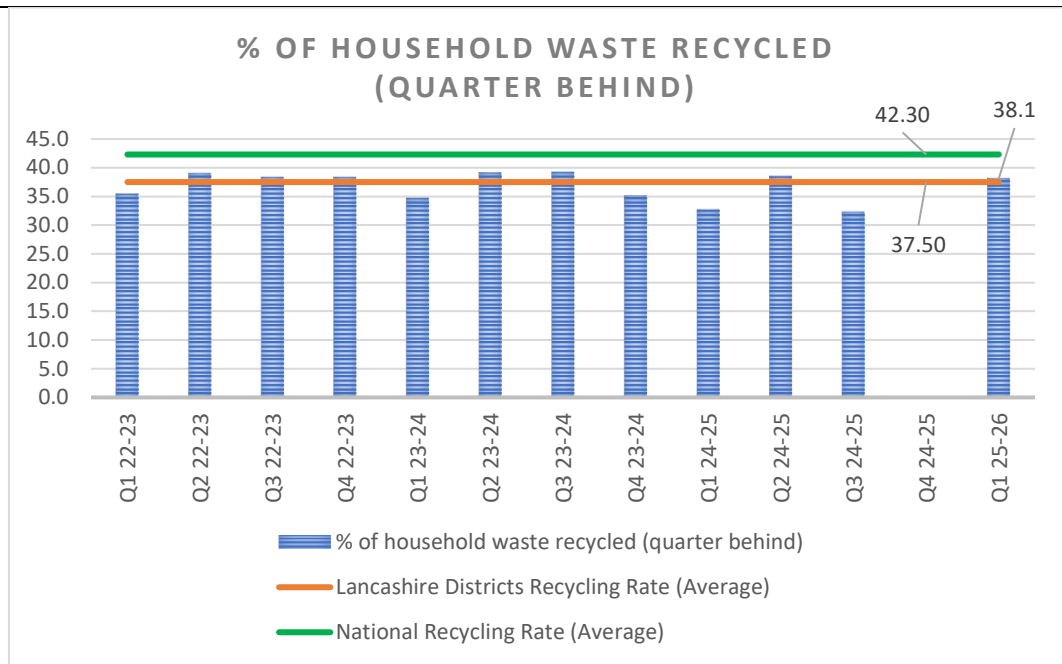
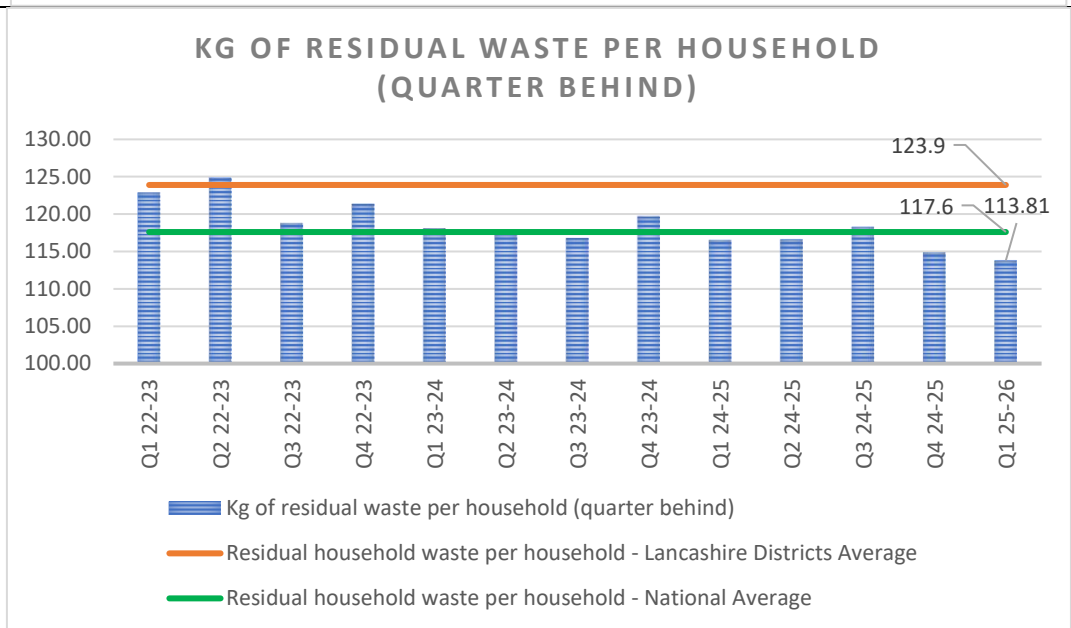
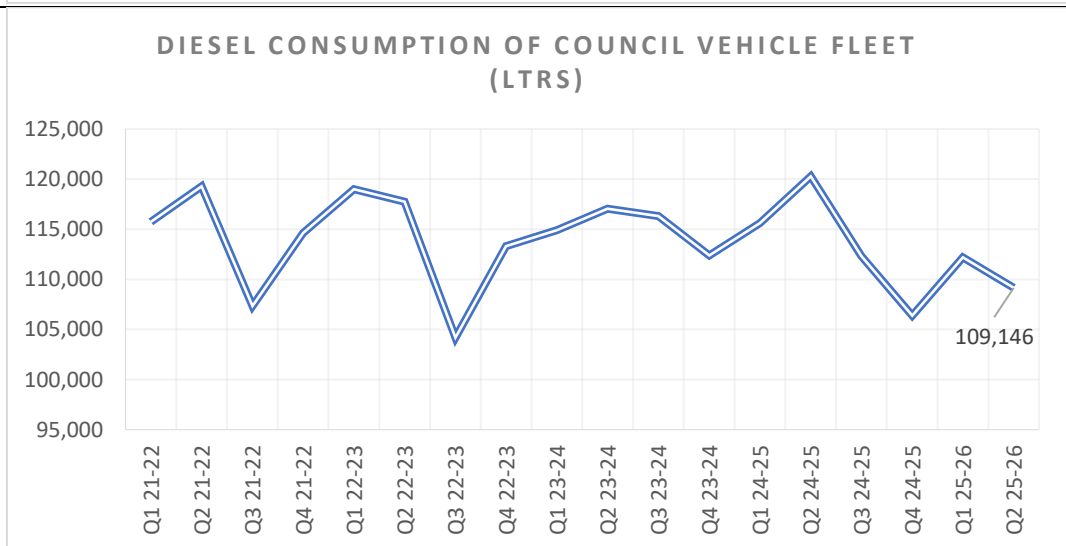
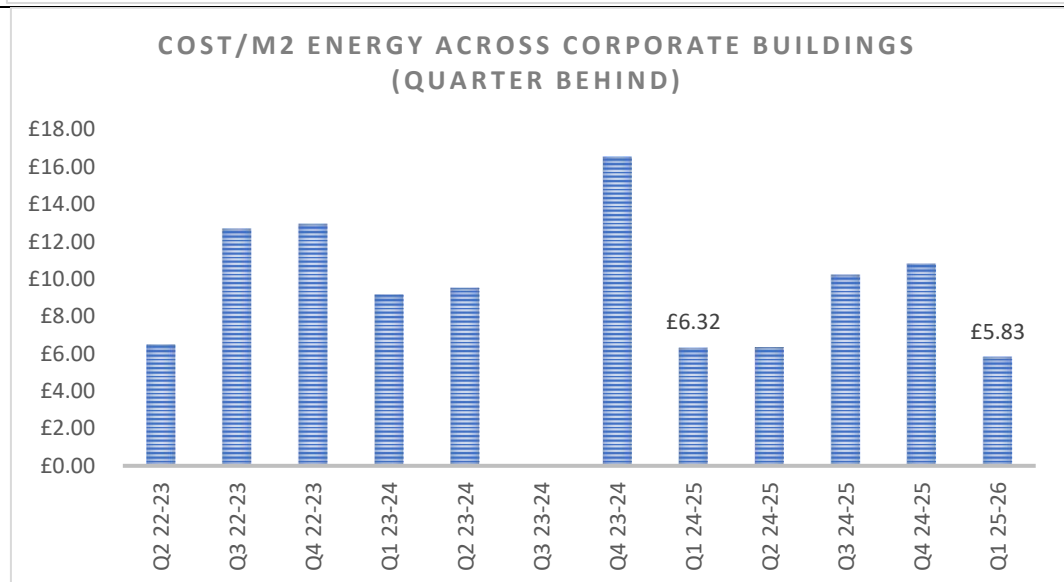
I	An inclusive and Prosperous Local Economy (Economy)
S	A Sustainable District (Environmental)
H	Healthy and Happy Communities (Social)
R	A Co-operative, Kind and Responsible Council (Governance)

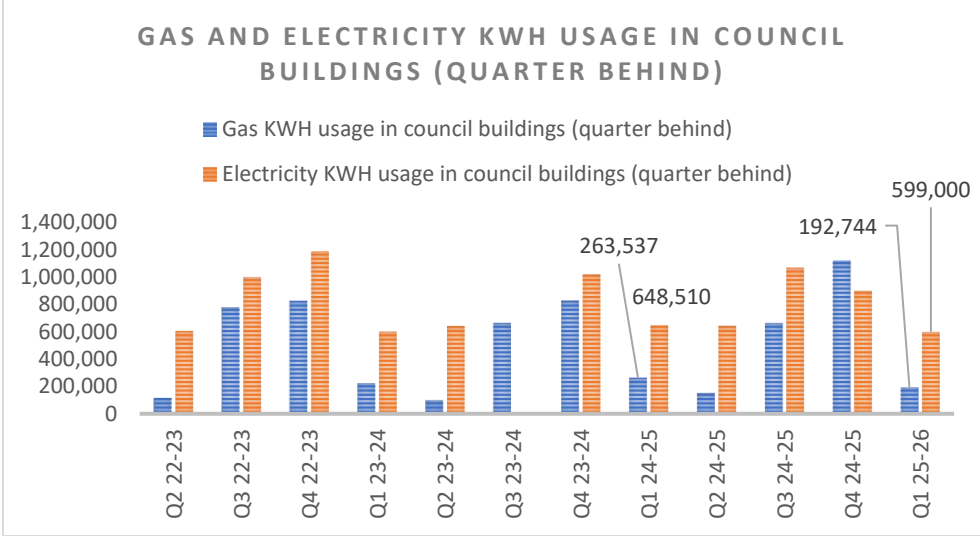
Measures marked with a * are usually compared to the same quarter from the previous year.

An Inclusive and Prosperous Local Economy (Economy)

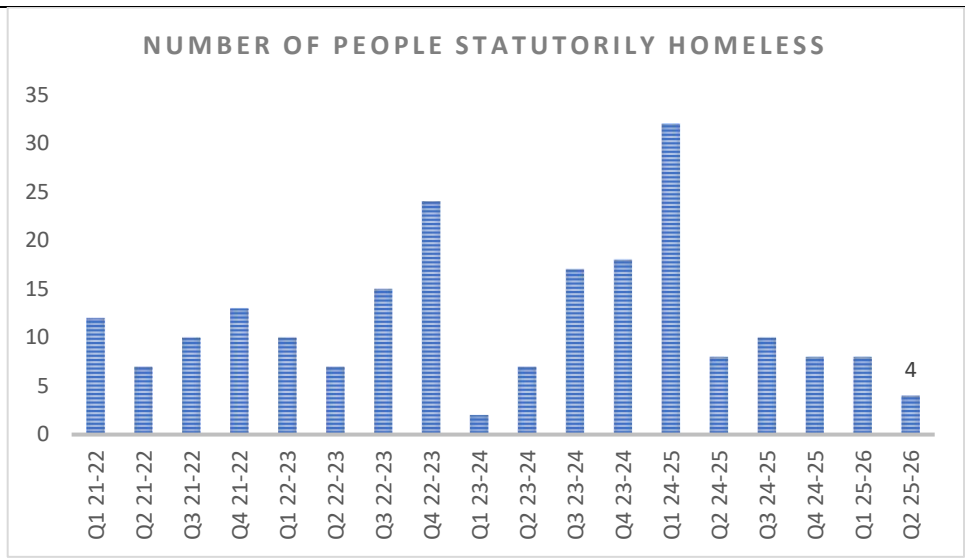
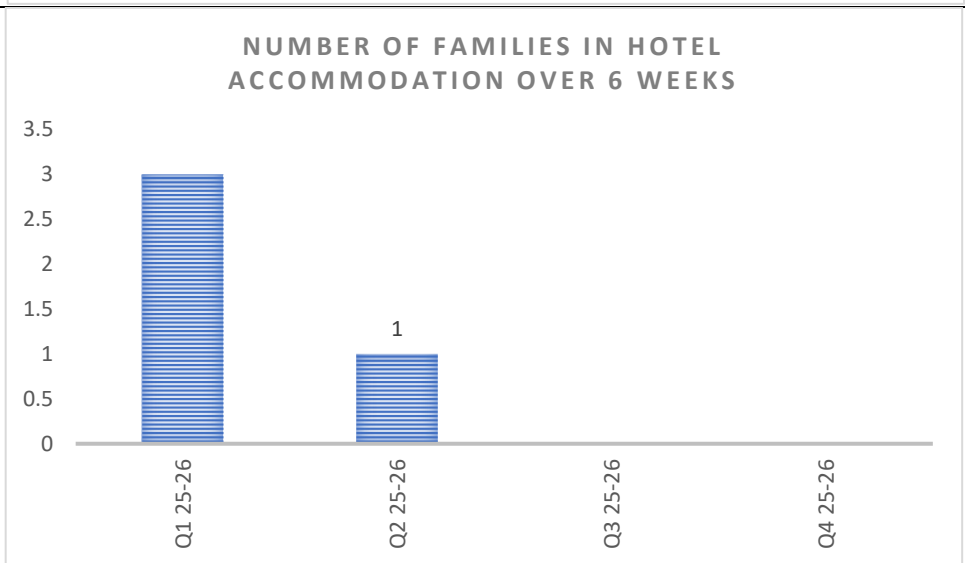
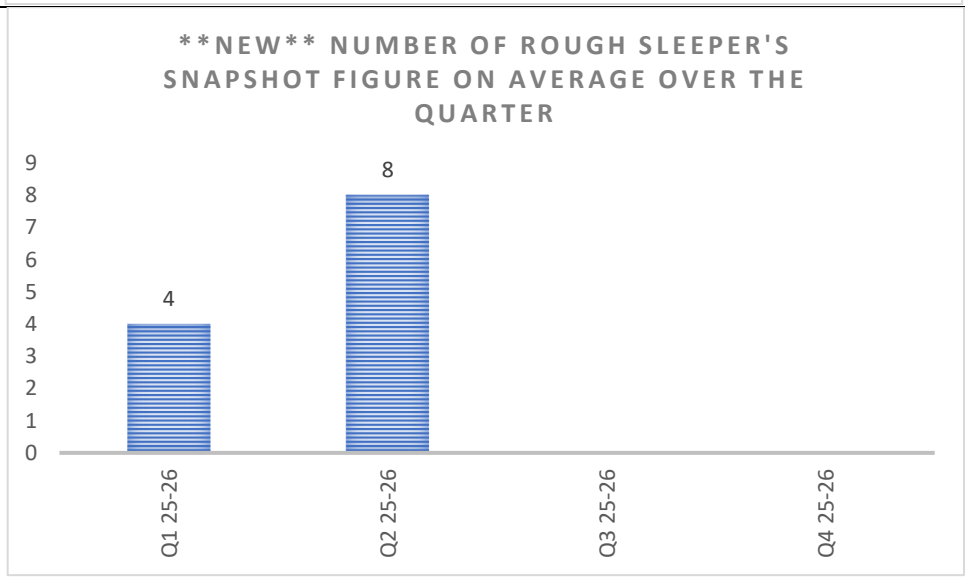
Priority	KPI Measure and Direction of Travel	Comments provided by KPI Owners
I		There has been a marked improvement by the team since Quarter 4 in 2024/2025 when the figure at that point was 78%. For the team to increase this by this margin is exceptional and should be highly commended. Not least because 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. **High is good**
I		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. **High is good**
I		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. **High is good**

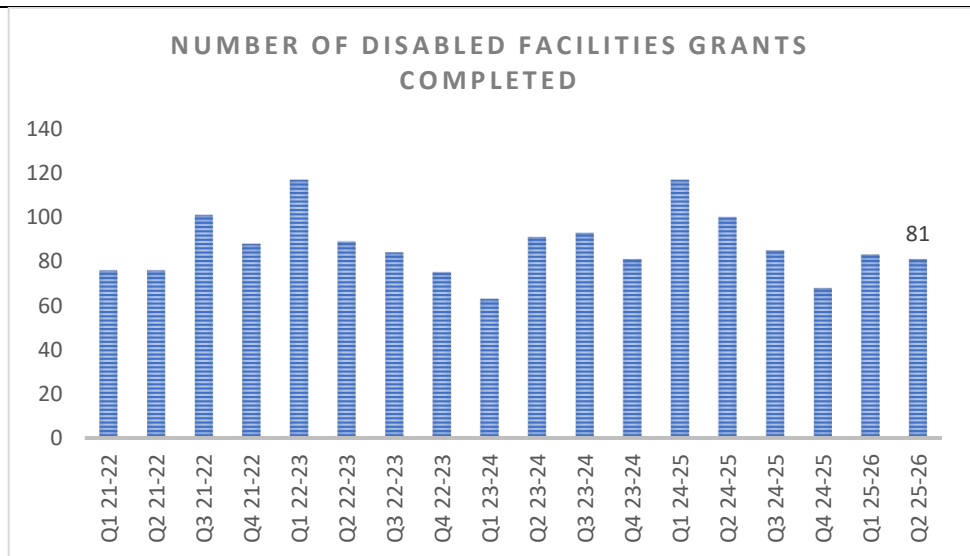
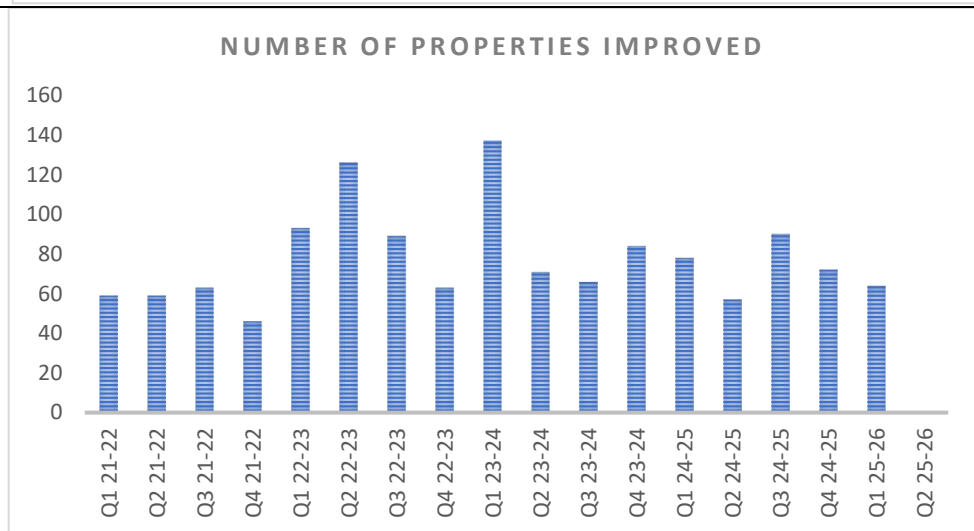
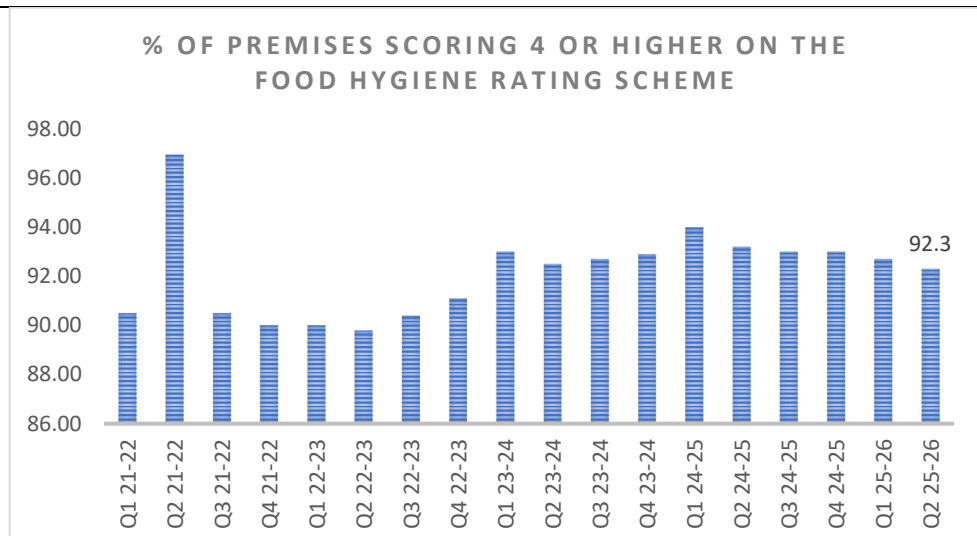
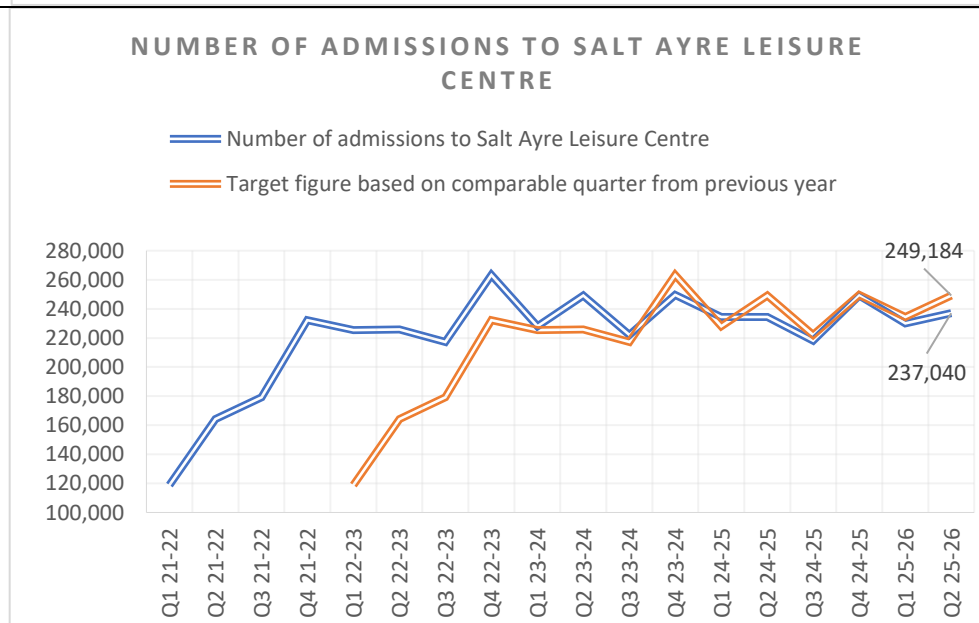
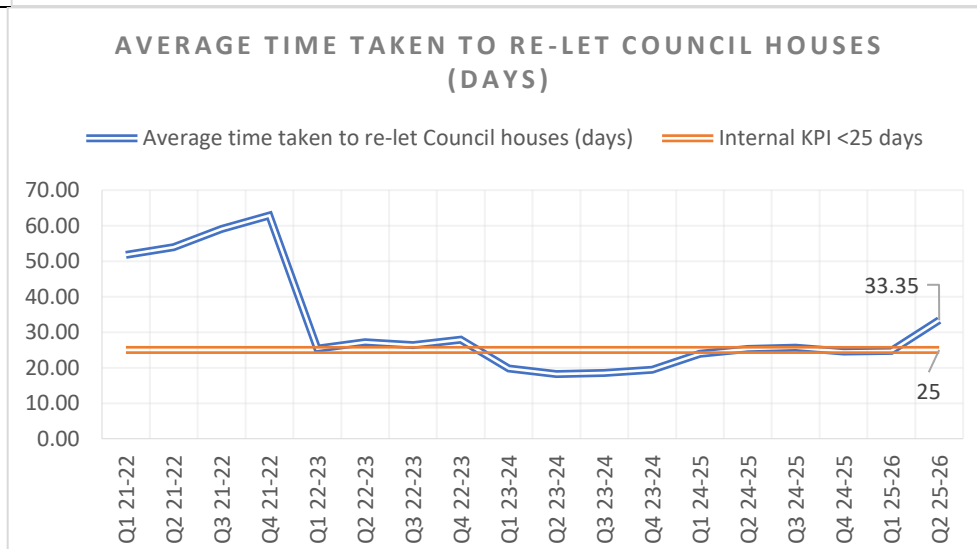
A Sustainable District (Environmental)

Priority	Measure and Direction of Travel	Comments
S		No comment available. The benchmarking data includes the National and Lancashire average of Local Authority recycling data provided to APSE. The data is provided annually. **High is good**
S		No comment available. 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. **Low is good**
S		No comment available. **Low is good**
S		Energy consumption has slightly reduced from the 2024/25 figures. Further analysis would be required to check for reasons for consumption increase **Low is good**

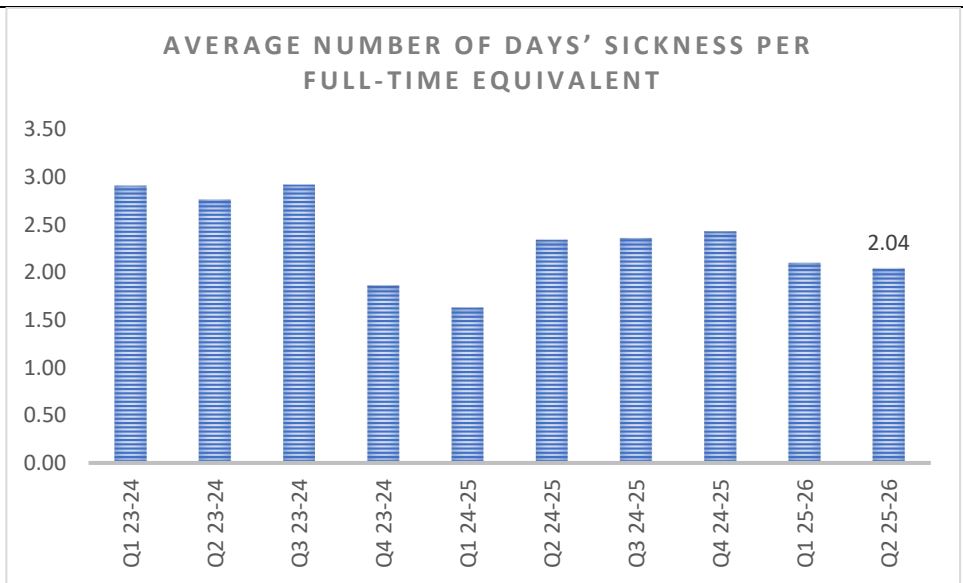
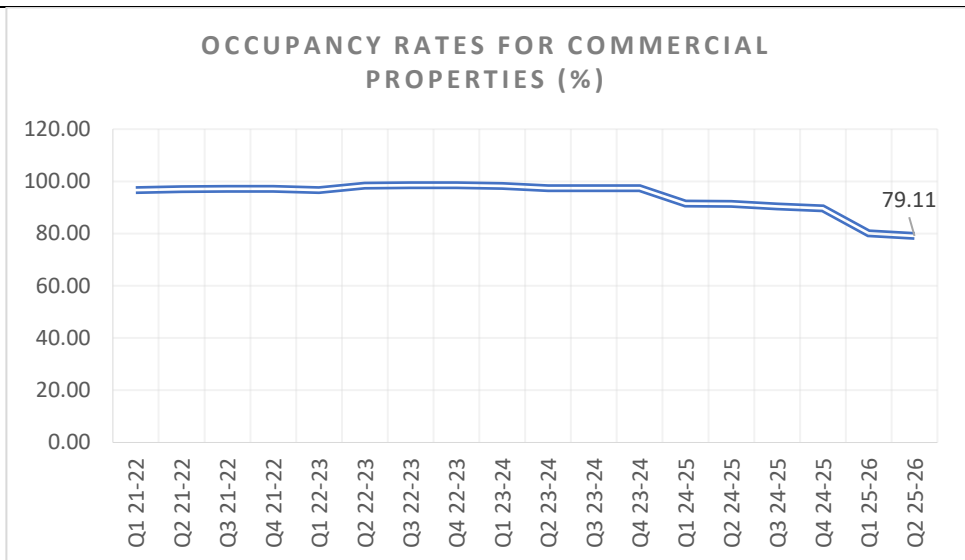
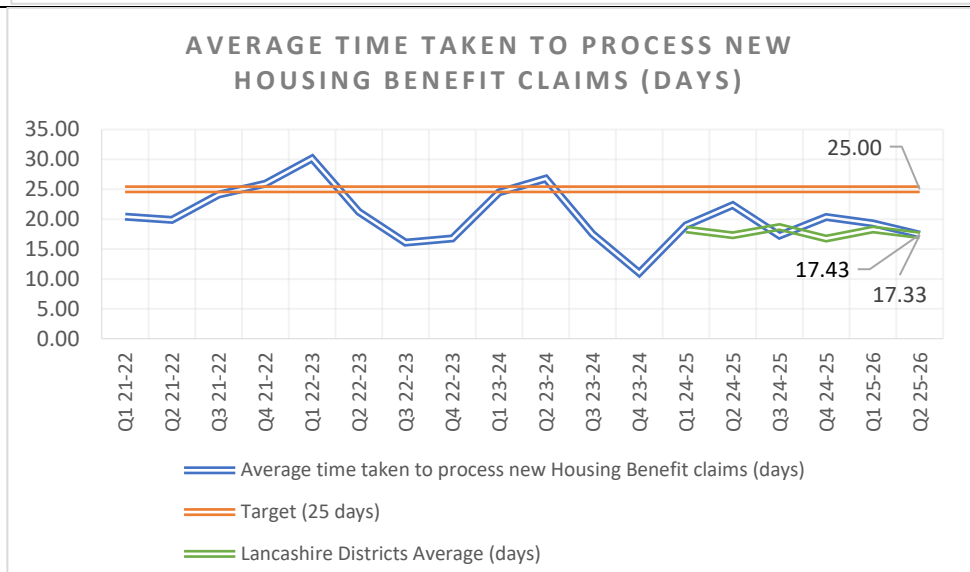
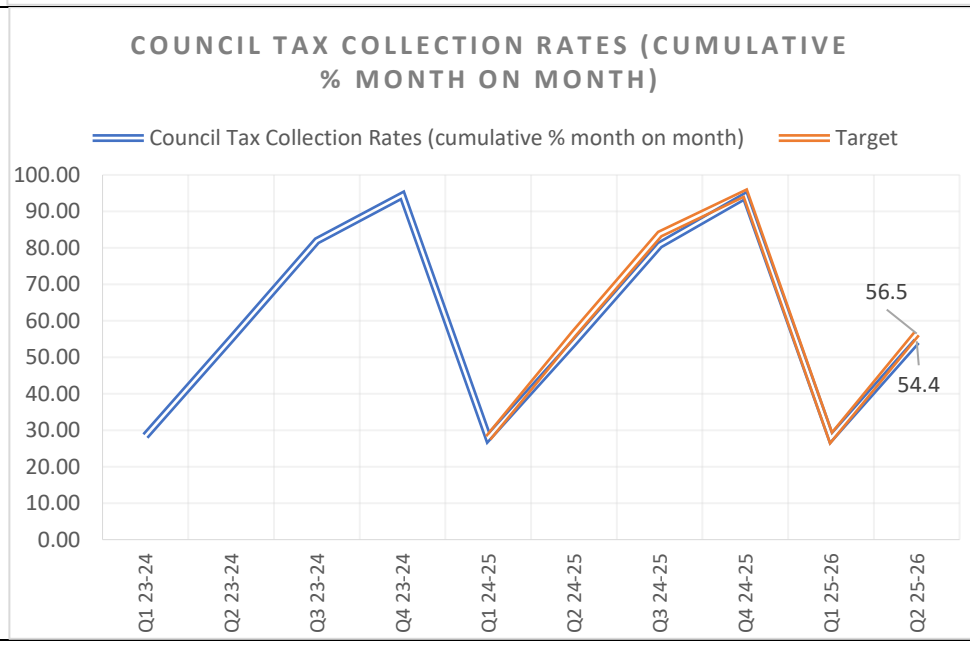
	S				Comparison with same period from previous year shows consumption has reduced. Further analysis would be required to determine the cause for this change **Low is good**

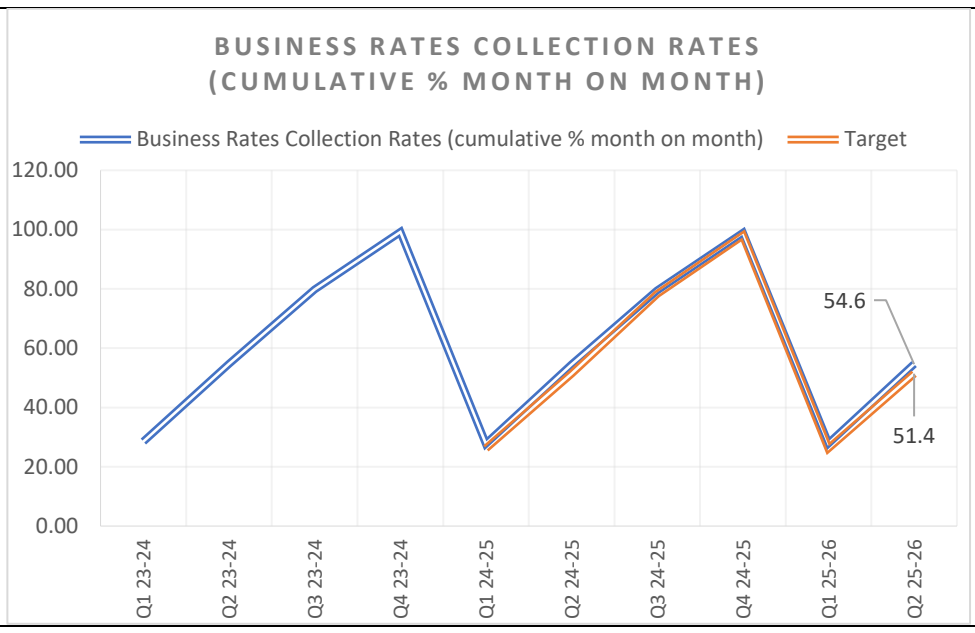
Healthy & Happy Communities (Social)

Priority				Measure and Direction of Travel	Comments
		H			No comment available. **Low is good**
					1 family in BnB over 6 weeks during this quarter, but no families currently scheduled for BnB over the next period. **Low is good**
					No comment available. **Low is good**

		H			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. **High is good**
		H			No Q2 figure provided. **High is good**
I		H			97.2% scored 3 (generally satisfactory) or higher Note - 3* = satisfactory, 4* = good **High is good**
		H			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. **High is good**
		H			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 **Low is good**

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

Priority				Measure and Direction of Travel	Comments
			R		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. **Low is good**
			R		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. **High is good**
		H	R		No comment available. 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. **Low is good**
		H	R		Annual target for collection rate is 95% **High is good**

		H	R			Annual target for collection rate is 98% **High is good**