

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	<p>% OF MINOR PLANNING APPLICATIONS DETERMINED WITHIN 8 WEEKS OR AGREED TIME</p> <table border="1"> <caption>% of minor planning applications determined within 8 weeks or agreed time</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> <th>National Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 21-22</td><td>80.00</td><td>70.00</td></tr> <tr><td>Q2 21-22</td><td>68.00</td><td>70.00</td></tr> <tr><td>Q3 21-22</td><td>78.00</td><td>70.00</td></tr> <tr><td>Q4 21-22</td><td>82.00</td><td>70.00</td></tr> <tr><td>Q1 22-23</td><td>85.00</td><td>70.00</td></tr> <tr><td>Q2 22-23</td><td>86.00</td><td>70.00</td></tr> <tr><td>Q3 22-23</td><td>88.00</td><td>70.00</td></tr> <tr><td>Q4 22-23</td><td>90.00</td><td>70.00</td></tr> <tr><td>Q1 23-24</td><td>88.00</td><td>70.00</td></tr> <tr><td>Q2 23-24</td><td>86.00</td><td>70.00</td></tr> <tr><td>Q3 23-24</td><td>89.00</td><td>70.00</td></tr> <tr><td>Q4 23-24</td><td>82.00</td><td>70.00</td></tr> <tr><td>Q1 24-25</td><td>92.00</td><td>70.00</td></tr> <tr><td>Q2 24-25</td><td>91.00</td><td>70.00</td></tr> <tr><td>Q3 24-25</td><td>91.00</td><td>70.00</td></tr> <tr><td>Q4 24-25</td><td>78.00</td><td>70.00</td></tr> <tr><td>Q1 25-26</td><td>88.00</td><td>70.00</td></tr> <tr><td>Q2 25-26</td><td>95.00</td><td>70.00</td></tr> <tr><td>Q3 25-26</td><td>89.00</td><td>70.00</td></tr> </tbody> </table>	Quarter	Performance (%)	National Target (%)	Q1 21-22	80.00	70.00	Q2 21-22	68.00	70.00	Q3 21-22	78.00	70.00	Q4 21-22	82.00	70.00	Q1 22-23	85.00	70.00	Q2 22-23	86.00	70.00	Q3 22-23	88.00	70.00	Q4 22-23	90.00	70.00	Q1 23-24	88.00	70.00	Q2 23-24	86.00	70.00	Q3 23-24	89.00	70.00	Q4 23-24	82.00	70.00	Q1 24-25	92.00	70.00	Q2 24-25	91.00	70.00	Q3 24-25	91.00	70.00	Q4 24-25	78.00	70.00	Q1 25-26	88.00	70.00	Q2 25-26	95.00	70.00	Q3 25-26	89.00	70.00	<p>There has been a slight drop in performance compared to our last reporting, but the number of applications determined have been akin to the previous quarter. However, there has been some change within the team including a new Planning Applications Manager who started in late summer, together with the promotion of internal staff alongside additional external resource. This has brought new ideas, creative thinking, and direction, and critically seeking to make more timely decisions and taking an earlier view on applications. The team have adapted well to the change, and it is fully expected that the positive progress made since January-March 2025 where the figure was 78% will continue to be made.</p> <p>High is good</p>
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A Sustainable District (Environmental)

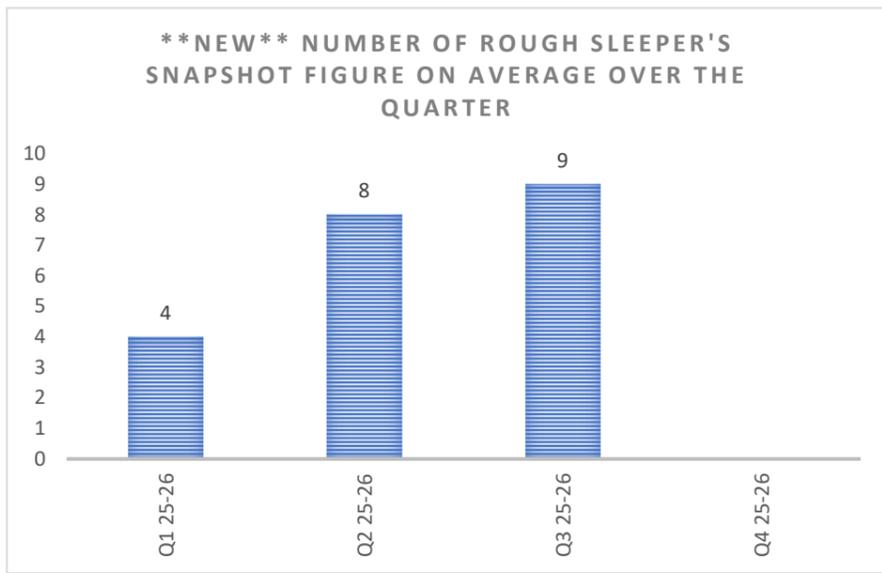
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S	<p style="text-align: center;">DIESEL CONSUMPTION OF COUNCIL VEHICLE FLEET (LTRS)</p> <table border="1"> <caption>Data for Diesel Consumption of Council Vehicle Fleet</caption> <thead> <tr> <th>Quarter</th> <th>Diesel Consumption (LTRS)</th> </tr> </thead> <tbody> <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>108,000</td></tr> <tr><td>Q4 21-22</td><td>114,000</td></tr> <tr><td>Q1 22-23</td><td>118,000</td></tr> <tr><td>Q2 22-23</td><td>117,000</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>114,000</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>113,000</td></tr> <tr><td>Q1 24-25</td><td>115,000</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>107,000</td></tr> <tr><td>Q1 25-26</td><td>112,000</td></tr> <tr><td>Q2 25-26</td><td>109,000</td></tr> <tr><td>Q3 25-26</td><td>109,524</td></tr> </tbody> </table>	Quarter	Diesel Consumption (LTRS)	Q1 21-22	116,000	Q2 21-22	119,000	Q3 21-22	108,000	Q4 21-22	114,000	Q1 22-23	118,000	Q2 22-23	117,000	Q3 22-23	104,000	Q4 22-23	113,000	Q1 23-24	114,000	Q2 23-24	117,000	Q3 23-24	116,000	Q4 23-24	113,000	Q1 24-25	115,000	Q2 24-25	120,000	Q3 24-25	112,000	Q4 24-25	107,000	Q1 25-26	112,000	Q2 25-26	109,000	Q3 25-26	109,524	<p>Fuel figures are within 2.5% of Q3 2024. As the fleet has not changed during this period, this variance is as expected.</p> <p>Low is good</p>																				
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S		<p>Full electricity data is not currently available. This measure will be updated at the next Quarter.</p> <p>Low is good</p>
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S		<p>Full electricity data is not currently available. This measure will be updated at the next Quarter.</p> <p>With regards to the gas data, comparison with the same period from the previous year shows that consumption has reduced. Further analysis would be required to determine the cause for this change.</p> <p>Low is good</p>
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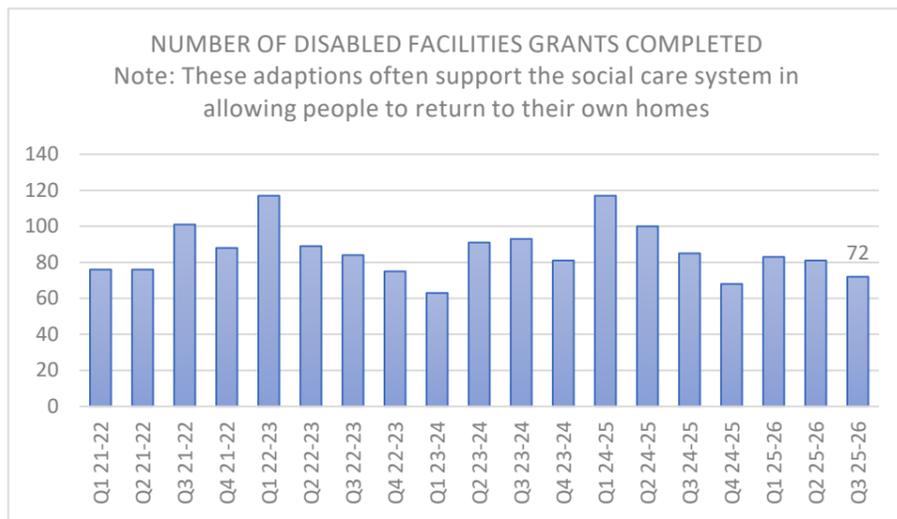
Healthy & Happy Communities (Social)

Priority	Measure and Direction of Travel	Comments
H		<p>The figure and comment are not available this Quarter.</p> <p>Low is good</p>
	<p>NUMBER OF FAMILIES IN HOTEL ACCOMMODATION OVER 6 WEEKS. Note: Under the '6-week rule' family is defined as families with dependent children or pregnant women.</p>	<p>The number of families in temporary accommodation over 6 weeks has remained at Nil.</p> <p>Low is good</p>



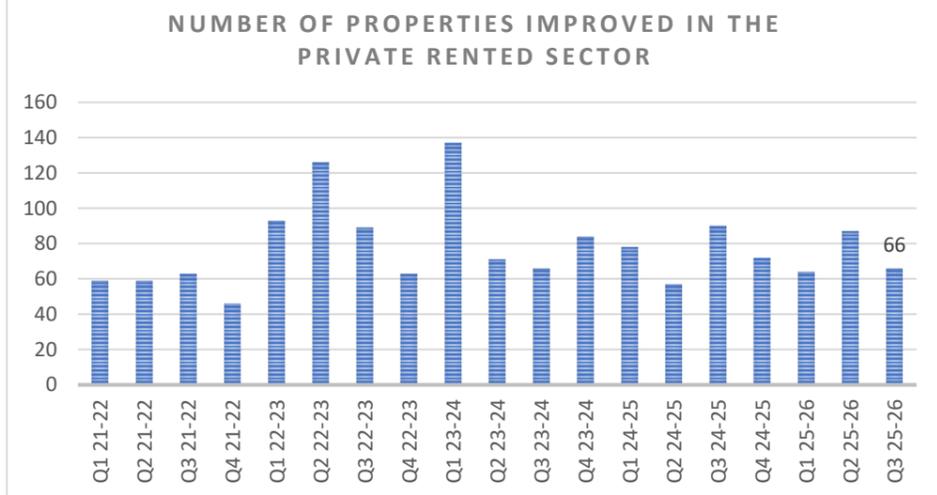
The snapshot figure '9' is an average for October and November, the December figure was not available on submission. No further comment available.

Low is good



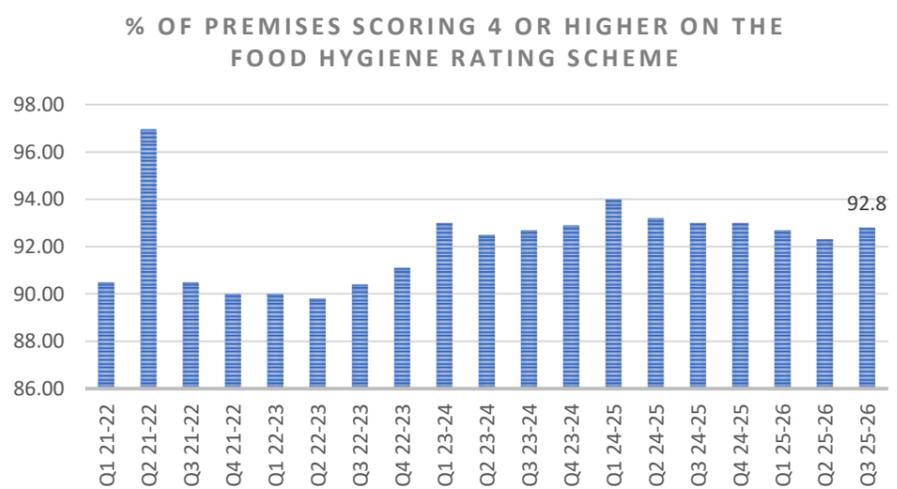
At the end of Q3 the total number of completed Disabled Facilities Grants was 236 with no delays or waiting lists for grant applicants. The ring-fenced grant allocation for Lancaster in 2025/26 is £2,660,701 the total spend at the end of Q3 was £1,881,174. Any unspent allocation is carried forward and added to the following years allocation enabling the council to operate a rolling programme without the need to introduce waiting lists.

High is good



No comment available.

High is good

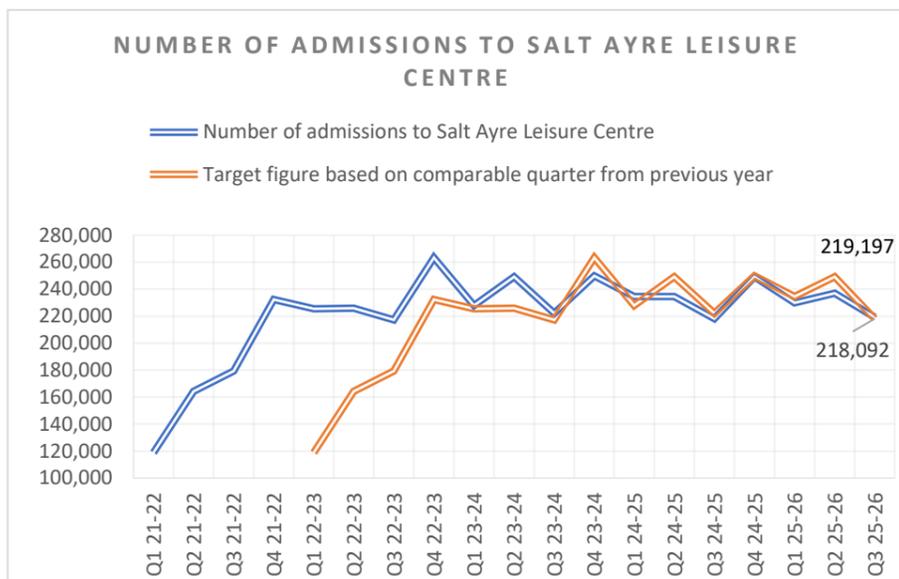


97.4% scored 3 (generally satisfactory) or higher

Note - 3* = generally satisfactory, 4* = good

High is good

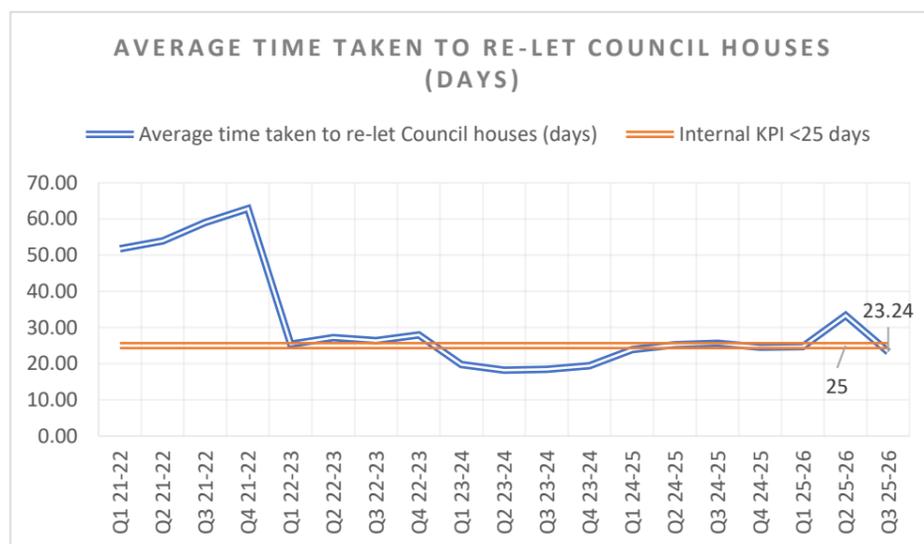
H



Sessions and usage have continued to improve over the previous quarter, with children’s swimming lessons and energy soft play sessions seeing a decrease, however this could be due to the impact of holidays during Q3. Year on year we have seen improved growth in Spa services, gym memberships and additional events hosted in the main hall.

High is good

H



There were 52 Empty Homes Relet in Quarter 3. The year to date average relet time is 23.94 calendar days.

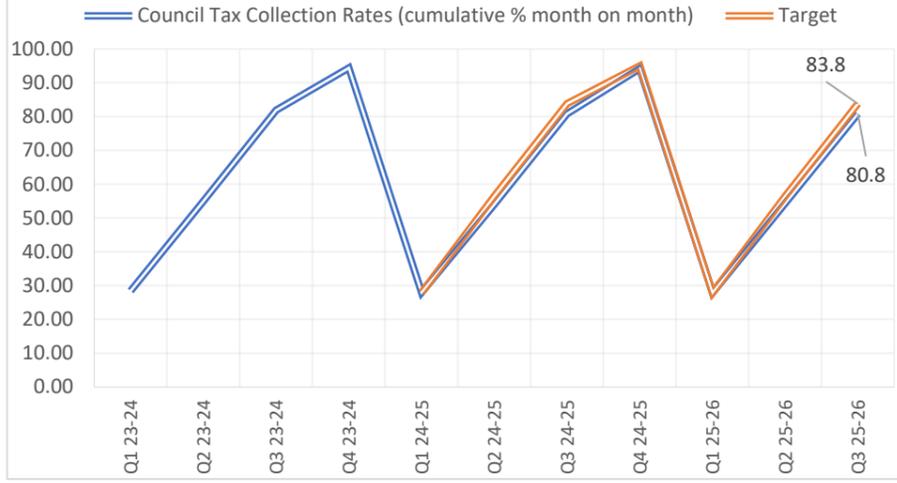
Low is good

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

A Co-operative, Kind and Responsible Council (Governance)																																																																																		
Priority	Measure and Direction of Travel	Comments																																																																																
R	<p style="text-align: center;">AVERAGE NUMBER OF DAYS' SICKNESS PER FULL-TIME EQUIVALENT</p> <table border="1" style="display: none;"> <caption>Average Number of Days' Sickness per Full-time Equivalent</caption> <thead> <tr> <th>Quarter</th> <th>Average number of days' sickness per full-time equivalent</th> <th>Comparator to last year</th> </tr> </thead> <tbody> <tr><td>Q1 23-24</td><td>2.90</td><td>2.90</td></tr> <tr><td>Q2 23-24</td><td>2.75</td><td>2.75</td></tr> <tr><td>Q3 23-24</td><td>2.90</td><td>2.90</td></tr> <tr><td>Q4 23-24</td><td>1.85</td><td>2.90</td></tr> <tr><td>Q1 24-25</td><td>1.65</td><td>2.90</td></tr> <tr><td>Q2 24-25</td><td>2.35</td><td>2.85</td></tr> <tr><td>Q3 24-25</td><td>2.35</td><td>2.95</td></tr> <tr><td>Q4 24-25</td><td>2.45</td><td>1.85</td></tr> <tr><td>Q1 25-26</td><td>2.10</td><td>1.65</td></tr> <tr><td>Q2 25-26</td><td>2.00</td><td>2.35</td></tr> <tr><td>Q3 25-26</td><td>2.65</td><td>2.35</td></tr> </tbody> </table>	Quarter	Average number of days' sickness per full-time equivalent	Comparator to last year	Q1 23-24	2.90	2.90	Q2 23-24	2.75	2.75	Q3 23-24	2.90	2.90	Q4 23-24	1.85	2.90	Q1 24-25	1.65	2.90	Q2 24-25	2.35	2.85	Q3 24-25	2.35	2.95	Q4 24-25	2.45	1.85	Q1 25-26	2.10	1.65	Q2 25-26	2.00	2.35	Q3 25-26	2.65	2.35	<p>Short term absence rates from Q2 to Q3 have increased. The data suggests that there has been an increase of 36 entries from the last quarter of absence due to infection, chest and respiratory and COVID-19. We would expect that this is due to the time of the year, where people are more susceptible to winter illnesses, which has caused our absence figure to increase for this quarter.</p> <p>In comparison to 24/25 Q3 which was 2.36, there has also been an increase.</p> <p>Low is good</p>																																												
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R	<p style="text-align: center;">OCCUPANCY RATES FOR COUNCIL OWNED COMMERCIAL PROPERTIES ACROSS THE DISTRICT (%)</p> <table border="1" style="display: none;"> <caption>Occupancy Rates for Council Owned Commercial Properties</caption> <thead> <tr> <th>Quarter</th> <th>Occupancy Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q1 21-22</td><td>98.00</td></tr> <tr><td>Q2 21-22</td><td>98.00</td></tr> <tr><td>Q3 21-22</td><td>98.00</td></tr> <tr><td>Q4 21-22</td><td>98.00</td></tr> <tr><td>Q1 22-23</td><td>98.00</td></tr> <tr><td>Q2 22-23</td><td>98.00</td></tr> <tr><td>Q3 22-23</td><td>98.00</td></tr> <tr><td>Q4 22-23</td><td>98.00</td></tr> <tr><td>Q1 23-24</td><td>98.00</td></tr> <tr><td>Q2 23-24</td><td>98.00</td></tr> <tr><td>Q3 23-24</td><td>98.00</td></tr> <tr><td>Q4 23-24</td><td>98.00</td></tr> <tr><td>Q1 24-25</td><td>92.00</td></tr> <tr><td>Q2 24-25</td><td>91.00</td></tr> <tr><td>Q3 24-25</td><td>90.00</td></tr> <tr><td>Q4 24-25</td><td>80.00</td></tr> <tr><td>Q1 25-26</td><td>79.53</td></tr> <tr><td>Q2 25-26</td><td>79.53</td></tr> <tr><td>Q3 25-26</td><td>79.53</td></tr> </tbody> </table>	Quarter	Occupancy Rate (%)	Q1 21-22	98.00	Q2 21-22	98.00	Q3 21-22	98.00	Q4 21-22	98.00	Q1 22-23	98.00	Q2 22-23	98.00	Q3 22-23	98.00	Q4 22-23	98.00	Q1 23-24	98.00	Q2 23-24	98.00	Q3 23-24	98.00	Q4 23-24	98.00	Q1 24-25	92.00	Q2 24-25	91.00	Q3 24-25	90.00	Q4 24-25	80.00	Q1 25-26	79.53	Q2 25-26	79.53	Q3 25-26	79.53	<p>The commercial occupancy figure has realised a modest upward of adjustment of 0.47 % over the last quarter. Recent activity includes the letting of the former Frankie and Bennie's unit at Hillmore Way Morecambe (4,500 sq ft) to McDonalds.</p> <p>The Estates team are currently progressing a number of transactions with solicitors instructed. 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 continue to improve throughout the remaining fourth Quarter of 2025-2026 and into 2026-2027.</p> <p>High is good</p>																																								
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H R	<p style="text-align: center;">AVERAGE TIME TAKEN TO PROCESS NEW HOUSING BENEFIT CLAIMS (DAYS)</p> <table border="1" style="display: none;"> <caption>Average Time Taken to Process New Housing Benefit Claims</caption> <thead> <tr> <th>Quarter</th> <th>Average time taken to process new Housing Benefit claims (days)</th> <th>Target (25 days)</th> <th>Lancashire Districts Average (days)</th> </tr> </thead> <tbody> <tr><td>Q1 21-22</td><td>20.00</td><td>25.00</td><td>20.00</td></tr> <tr><td>Q2 21-22</td><td>20.00</td><td>25.00</td><td>20.00</td></tr> <tr><td>Q3 21-22</td><td>25.00</td><td>25.00</td><td>25.00</td></tr> <tr><td>Q4 21-22</td><td>25.00</td><td>25.00</td><td>25.00</td></tr> <tr><td>Q1 22-23</td><td>30.00</td><td>25.00</td><td>25.00</td></tr> <tr><td>Q2 22-23</td><td>20.00</td><td>25.00</td><td>20.00</td></tr> <tr><td>Q3 22-23</td><td>15.00</td><td>25.00</td><td>15.00</td></tr> <tr><td>Q4 22-23</td><td>15.00</td><td>25.00</td><td>15.00</td></tr> <tr><td>Q1 23-24</td><td>25.00</td><td>25.00</td><td>25.00</td></tr> <tr><td>Q2 23-24</td><td>25.00</td><td>25.00</td><td>25.00</td></tr> <tr><td>Q3 23-24</td><td>15.00</td><td>25.00</td><td>15.00</td></tr> <tr><td>Q4 23-24</td><td>10.00</td><td>25.00</td><td>10.00</td></tr> <tr><td>Q1 24-25</td><td>18.00</td><td>25.00</td><td>18.00</td></tr> <tr><td>Q2 24-25</td><td>22.00</td><td>25.00</td><td>18.00</td></tr> <tr><td>Q3 24-25</td><td>18.00</td><td>25.00</td><td>18.00</td></tr> <tr><td>Q4 24-25</td><td>20.00</td><td>25.00</td><td>18.00</td></tr> <tr><td>Q1 25-26</td><td>18.00</td><td>25.00</td><td>18.00</td></tr> <tr><td>Q2 25-26</td><td>18.00</td><td>25.00</td><td>18.00</td></tr> <tr><td>Q3 25-26</td><td>14.77</td><td>25.00</td><td>18.69</td></tr> </tbody> </table>	Quarter	Average time taken to process new Housing Benefit claims (days)	Target (25 days)	Lancashire Districts Average (days)	Q1 21-22	20.00	25.00	20.00	Q2 21-22	20.00	25.00	20.00	Q3 21-22	25.00	25.00	25.00	Q4 21-22	25.00	25.00	25.00	Q1 22-23	30.00	25.00	25.00	Q2 22-23	20.00	25.00	20.00	Q3 22-23	15.00	25.00	15.00	Q4 22-23	15.00	25.00	15.00	Q1 23-24	25.00	25.00	25.00	Q2 23-24	25.00	25.00	25.00	Q3 23-24	15.00	25.00	15.00	Q4 23-24	10.00	25.00	10.00	Q1 24-25	18.00	25.00	18.00	Q2 24-25	22.00	25.00	18.00	Q3 24-25	18.00	25.00	18.00	Q4 24-25	20.00	25.00	18.00	Q1 25-26	18.00	25.00	18.00	Q2 25-26	18.00	25.00	18.00	Q3 25-26	14.77	25.00	18.69	<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>
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H R

COUNCIL TAX COLLECTION RATES (CUMULATIVE % MONTH ON MONTH)

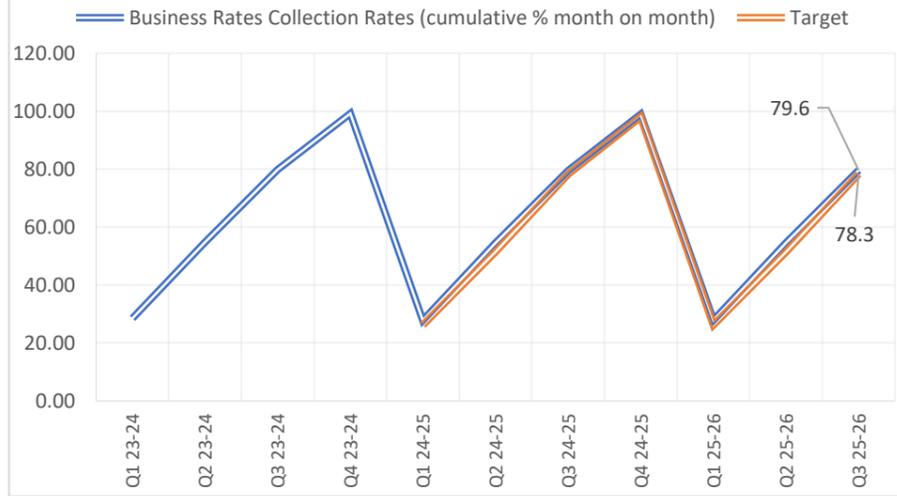


Annual target for collection rate is 95%

High is good

H R

BUSINESS RATES COLLECTION RATES (CUMULATIVE % MONTH ON MONTH)



Annual target for collection rate is 98%

High is good