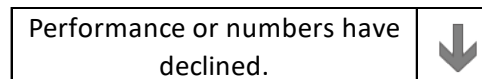
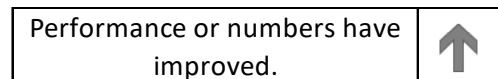
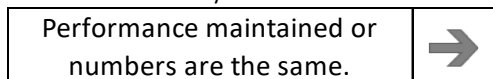






**Appendix 1: Corporate Plan Performance Report**  
**As at Quarter 2, 2024-25 (Cumulative - 1st April 2024 to 30th September 2024)**

Direction of travel key





**A more prosperous borough where no one is left behind**






Key Performance Indicator	Department	Portfolio	Lead	Good performance is	Target for end of 2024/25	Quarter 2 Performance figure (July, August, September 2024)	Cumulative/overall figure at end of Quarter 2 (1st April to 30th September 2024)	Direction of travel	Progress against target	Narrative
1. Number of long-term (over 6 months) empty homes brought back into use	Growth & Development	Growth & Development	Martin Kelly	Higher	600 per annum	268	504		Performance is on or above target.	Q2 activity resulted in 290 empty homes being brought back into use of which 268 were empty for over 6 months. The properties were brought back into occupation following intensive negotiations between the empty properties team and the owners.
2. New home completions in the year (including new build and conversions)	Growth & Development	Growth & Development	Martin Kelly	Higher	Average of 447	161	353		Performance is on or above target.	Within Quarter 2 a total of 161 completions have been brought forward. 144 of which were new build properties and the remaining 17 conversions/ COU.
3. No of households who have had their homelessness relieved	Adults & Health	Housing & Public Health	Katherine White	Higher	Not appropriate	160	346		Information measure targets not applicable (i.e. volume or demand measures where 'good' is neither high or low).	The Housing Needs team are on course to relieve the homelessness of more households this year than last, providing a successful housing outcome for those who find themselves homeless. BwD has a very high proportion of successful prevention and relief outcomes compared to regional and national. Performance in this regard is excellent when benchmarking to other areas.

4. Percentage of young people aged 16-17 Not in Employment, Education or Training	Children & Education	Children, Young People and Education	Joanne Siddle	Lower	<= the baseline (4.3%)	BWD: 6.2% NEET and Not Known England:15.6%  BWD: 4.2% NEET England: 3.1%  BWD: 1.9% Not Known England: 12.5% (July-Sept average)	Not applicable	Quarterly direction of travel not applicable.	Performance is not currently at expected levels. Confidence that the target will be achieved by year-end.	The combined NEET and Not Known figure is 3.7% higher than at the same time last year but 9.4% lower than the national average for this year. Despite a rise in NEET numbers, figures compare very favourably to both national and regional averages with the North West combined figure being 11.5% for the same period. Our low Not Known figures contribute to this. The New Directions service endeavours to engage with those who become NEET and support in their re-engagement. A January NEET event is offered to allow young people to meet with providers and potentially sign up to new provision.
5. Percentage of major planning applications decided in 13 weeks and non-major planning applications decided in 8 weeks or with agreed extensions of time	Growth & Development	Growth & Development	Martin Kelly	Higher	Major 60% Non-Majors 70%	100%	100%		Performance is on or above target.	Within quarter 2 a large number of major developments have come forward, including the allocated housing development site at Bank Hey, Blackburn, and also where there have been extensive viability negotiations subject to S106 Agreement - GFW Waterside.
6. Development of new employment space in the year (m2)	Growth & Development	Growth & Development	Martin Kelly	Higher	12,000 square metres	8700.86 square metres	12247.76 square metres		Performance is on or above target.	Within quarter 2 a large number of major developments have come forward, including the allocated site E047 (Hollins Grove Mill, Prime Point 10/21/1294, 4921 sq m)
7. Percentage of Council commercial portfolio that is vacant or unoccupied	Growth & Development	Growth & Development	Martin Kelly	Lower	Less than 5%	0.62%	0.62%		Performance is on or above target.	
8. Proportion of spend by the council, with local suppliers	Finance & Resources		Dean Langton	Higher	Baselining	No data at this time			Target cannot be assessed this quarter (i.e. annual measure or	

									awaiting publication of data).	
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### Build healthier, happier and safer communities


Key Performance Indicator	Department	Portfolio	Lead	Good performance is	Target for end of 2024/25	Quarter 2 Performance figure (July, August, September 2024)	Cumulative/overall figure at end of Quarter 2 (1st April to 30th September 2024)	Direction of travel	Progress against target	Narrative
9. Number of enforcement actions for environmental crime offences	Environment & Communities	Environment & Communities	Martin Eden	Higher	200	46	106	Quarterly direction of travel not applicable.	Performance is on or above target.	We continue to take proactive enforcement action wherever possible. We are working with the Courts who are dealing with a backlog of cases
10. Percentage of care providers rated as 'Good' or 'Outstanding' by CQC (Care Homes & Domiciliary Care Providers)	Adults & Health	Adult Social Care & Health	Mark Warren	Higher	More than 60% (Care Homes) & 90% (Domiciliary Care Providers)		70% (Care homes), 90% (Domiciliary care)		Performance is on or above target.	On track to achieve KPI
11. Percentage of Social Work assessments starting within 28 days	Adults & Health	Adult Social Care & Health	Katherine White	Higher	90%	91%	91%		Performance is on or above target.	Performance remains on target, although this will require continual review as performance has reduced by 1% in Quarter 2.
12. Percentage of mental health assessments co-ordinated within 24 hours of referral	Adults & Health	Adult Social Care & Health	Katherine White	Higher	90%	92%	92%		Performance is on or above target.	Performance remains on target, although will require continual review as has reduced by 1% in Quarter 2.
13. Percentage of people aged 65 and over remaining at home after	Adults & Health	Adult Social Care & Health	Katherine White	Higher	83%	92%	90%		Performance is on or above target.	Performance is above target and improved on Quarter 1.

hospital discharge for 90+ days										
14. Rate of repeat domestic abuse	Environment & Communities	Environment & Communities	Martin Eden	Lower	Less than 25%	20%	19%		Performance is on or above target.	In July 2024, BwD MARRAC alongside Lancashire Constabulary implemented a screening Assessment Panel (MAP) which is working well and has improved efficiencies / processes.
15. Percentage of dangerous defects on the highways repaired or made safe within 4 hours	Environment & Communities	Growth & Development	Martin Eden	Higher	96%	98%	98%		Performance is on or above target.	On track to achieve KPI
16. Increase the number of community cleanups taking place	Environment & Communities	Environment & Communities	Martin Eden	Higher	50	9	28	Quarterly direction of travel not applicable.	Performance is on or above target.	There were less clean ups in Q2 than Q1. This is a current focus for the Education team who are researching options to better advertise community clean ups.
17. Increase the number of attendances at the 3 Council owned leisure centres, Blackburn, Darwen & Witton Park	Environment & Communities	Environment & Communities	Martin Eden	Higher	5% increase - 569,555	153,509	302,314		Performance is on or above target.	Year on year attendance at leisure centres is significantly up. 53% of target achieved at half year point.
18. Increased occupancy across Shared Lives (Supporting adults to live independently)	Adults & Health	Adult Social Care & Health	Katherine White	Higher	More than 20%	N/A - Figure is measured as cumulative net change at quarter end	7% increase		Performance is not currently at expected levels. Confidence that the target will be achieved by year-end.	In Q2 the service has lost a number of placements, for different reasons, which has impacted the percentage. In Q1 the growth in placements stood at 22%. Shared Lives is an exemplar service and the Council has set itself an ambitious stretch target.  We are actively recruiting both carers and services users
19. Number of people supported into employment or learning, including qualifications and	Children & Education	Children & Education	Joanne Siddle	Higher	3,200	868	1762		Performance is on or above target.	On track to achieve KPI



the Multiply initiative										
20. Number of eligible residents who have received a health check	Adults & Health	Housing & Public Health	Abdul Razaq	On or above target	4,000	1,158	2,111		Performance is on or above target.	On track to achieve KPI
21. Percentage of primary schools and early years settings participating in supervised tooth brushing	Adults & Health	Housing & Public Health	Abdul Razaq	On or above target	75% (92 out of 122)	67%	67% (82 out of 122)	Quarterly direction of travel not applicable.	Performance is on or above target.	The number of settings that offer supervised brushing has increased but the denominator has also increased to include all primary schools and early years settings, which brings the overall % down. The contracted KPI is 80 settings so the provider has met this number. They are below target as a %.
22. Percentage of Safeguarding enquiries where risk has been reduced or removed	Adults & Health	Adult Social Care & Health	Katherine White	Higher	92%	Figure is extracted from our North West Performance Leads data which is collated as a cumulative measure (year to date at quarter end)	96%		Performance is on or above target.	Performance remains on target, although will require continual review as has reduced by 1% in Quarter 2.
23. Percentage of Learning Disability Service Users living in settled accommodation	Adults & Health	Adult Social Care & Health	Katherine White	Higher	90%	This data is extracted from the Client Level Data Set (CLD) and is for a rolling 12 month period	91%		Performance is on or above target.	Performance has slightly improved.


## Every child and young person to have the opportunities to fulfil their potential

Key Performance Indicator	Department	Portfolio	Lead	Good performance is	Target for end of 2024/25	Quarter 2 Performance figure (July, August, September 2024)	Cumulative/overall figure at end of Quarter 2 (1st April to 30th September 2024)	Direction of travel	Progress against target	Narrative
24. Percentage of schools rated 'Good' or 'Outstanding' by Ofsted	Children & Education	Children, Young People and Education	Joanne Siddle	Higher	88%	91%	91%		Performance is on or above target.	The number of schools retaining a good or better judgement has remained the same.
25. No. of new Foster carers recruited (or approved) to look after our own children	Children & Education	Children, Young People and Education	Joanne Siddle	Higher	12	5	6		Performance is on or above target.	We are on target to meet our KPI of 12 fostering households to be approved within 2024/25.
26a. Number of young people using Council Leisure Centres	Environment & Communities	Environment & Communities	Martin Eden	Higher	5% increase - 73,405	24,136	48,524		Performance is on or above target.	Year on year attendance at leisure centres is significantly up. 66% of target achieved at half year point.
26b. Number of young people using Council Cultural Services	Environment & Communities	Environment & Communities	Martin Eden	Higher	Aiming for a continued upward trend	4,083 Libraries 3,950 Arts & Heritage 3,639 Venues <b>TOTAL 11,672</b>	20,427		Performance is on or above target.	LIS: Increased junior active member figure resulting from summer reading challenge and holiday event programme. 2nd qtr cultural activity attendance down on qtr 1 performance which was high due to Children's Literature Festival. A&H: numbers are lower due to school holidays Venues: Very few ticketed events at KGH during Q2 as the building was closed to allow intrusive survey to be carried out. However, a large number of young people did attend private hire events
27. Number of families who are open to Early Help who have achieved significant and sustained	Children & Education	Children, Young People and Education	Joanne Siddle	Higher	624	91	176		Performance is not currently on target. High risk that year-end target will not be achieved.	Please see exception report at Appendix 2.




outcomes (Supporting Families)										
28. Percentage of young people aged 17 to 18 Not in Employment, Education or Training (Care leavers)	Children & Education	Children, Young People and Education	Joanne Siddle	Lower	To close the gap to our Statistical Neighbours (35%)	36%	This data is provided as a snapshot at a point in time and not cumulatively, therefore the end of Q2 figure is 36%		Performance is on or above target.	Progress is being made and we have closed the gap to our statistical neighbours

### Deliver our climate emergency action plan


Key Performance Indicator	Department	Portfolio	Lead	Good performance is	Target for end of 2024/25	Quarter 2 Performance figure (July, August, September 2024)	Cumulative/overall figure at end of Quarter 2 (1st April to 30th September 2024)	Direction of travel	Progress against target	Narrative
29. Reduction of carbon emissions from Council buildings	Growth & Development	Growth & Development	Martin Kelly	Lower	10%	Not calculated, cumulative figures only of interest	78 tonnes 2%		Performance is not currently at expected levels. Confidence that the target will be achieved by year-end.	<p>The Council has made positive progress in reducing carbon emissions in recent years through good energy management and investment in efficiency measures and low carbon technology. The Council continues to investigate cost-effective options to decarbonise its energy supply through its Climate Emergency Action Plan, recognising these may take time to resource and implement.</p> <p>The 10% target is a driver to maintain momentum and signals the Council's determination to drive down emissions through elimination of waste and good energy management in tandem with investment.</p>
30. Household recycling rate	Environment & Communities	Environment & Communities	Martin Eden	Higher	31%	37%	35.5%		Performance is on or above target.	There has been a slight improvement of performance measured at the Household Waste Recycling Centre, added to increase in green waste during summer months.

31. Increase the number of children walking to school (initially based on 10 schools within the borough)	Growth & Development	Growth & Development	Martin Kelly	Higher	Baselinin g	Please see narrative	54.10%		Performance is on or above target.	This information is for the period up to the end of the school year - July 24. There is no data available for August. September will fall into the next term of the 24/25 academic year and will be available in Jan 25.
32. Number of trees planted	Environment & Communities	Environment & Communities	Martin Eden	Higher	1,000	0	0	Quarterly direction of travel not applicable.	Target cannot be assessed this quarter	The Council commence planting of trees in Quarter 3 and 4, due to the weather conditions being suited to the development of trees in these seasons, since they need to be established in wetter conditions.



### Being an innovative and forward-thinking Council

Key Performance Indicator	Department	Portfolio	Lead	Good performance is	Target for end of 2024/25	Quarter 2 Performance figure (July, August, September 2024)	Cumulative/overall figure at end of Quarter 2 (1st April to 30th September 2024)	Direction of travel	Progress against target	Narrative
33. Percentage of customers satisfied with the services received from Customer Services	Chief Executive's	Digital & Customer Services	Corinne McMillan	Higher	81%	81.3%	82.5%		Performance is on or above target.	Work continues to ensure customers who contact the council receive an excellent service. This metric is calculated from surveys customers complete once they have dealt with us.
34. Percentage of Stage 1 Complaints resolved within 15 days	Finance & Resources	Digital & Customer Services	Asad Laher	Higher	74%	72.73%	69.57%		Performance is not currently at expected levels. Confidence that the target will be achieved by year-end.	11 Stage 1 Complaints were received in Q2, with 8 being resolved within 15 working days. 2 complaints had exceeded the timescale due to the complex nature of the complaint, and 1 complaint is currently active.
35. Percentage of Freedom of Information Requests responded to within timescale	Finance & Resources	Digital & Customer Services	Asad Laher	Higher	94%	96.30%	95.30%		Performance is on or above target.	All FOIs (100%) are expected to be responded to within the legislative time frame of 20 working days however, the ICO accept a compliance rate of 90% or above to account for volume of requests, resource availability and staff absences.



36. Reduction in Council employee absence	Chief Executive's	Finance & Governance	Corinne McMillan	Lower	8 days or less	2.16	4.23		Performance is not currently at expected levels. Confidence that the target will be achieved by year-end.	The quarter 2 figure has increased from quarter 1. This is comparable to last year. The most common reasons for absence are continually monitored and action taken. Additional management training has been offered to all managers; and further qualitative workforce dashboards are being developed to ensure high absence levels and repeated absences are picked up early.
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### Tackle the budget challenge

Key Performance Indicator	Department	Portfolio	Lead	Good performance is	Target for end of 2024/25	Quarter 2 Performance figure (July, August, September 2024)	Cumulative/overall figure at end of Quarter 2 (1st April to 30th September 2024)	Direction of travel	Progress against target	Narrative
37. Percentage of Council tax collected	Finance & Resources	Finance & Governance	Dean Langton	Higher	95.5%	N/A	51.97%		Performance is not currently at expected levels. Confidence that the target will be achieved by year-end.	The collection rate is progressing well. The rate is above the outturn for same period last year.
38. Percentage of business rates collected	Finance & Resources	Finance & Governance	Dean Langton	Higher	98.5%	N/A	53.63%		Performance is not currently at expected levels. Confidence that the target will be achieved by year-end.	Whilst the collection rate is slightly behind target, the outturn is well ahead of last year.