

REPORT TO:	Resources, Overview & Scrutiny Committee
DATE:	23 July 2025
REPORT AUTHOR:	Stuart Sambrook, Policy Manager
TITLE OF REPORT:	Performance Review – To monitor and review Council performance

1. Purpose of Report

The purpose of this report is to:

- 1.1 Provide a performance update on the Council's Sustainability Environment Key Performance Indicators as part of the Council's performance monitoring review.

2. Recommendations

That Scrutiny Committee:

- 2.1 Note the report;
- 2.2 Monitor performance of the Council's Sustainability KPIs

3. Reasons for Recommendations and Background

- 3.1 The Council has 39 direct Tier 1 KPI's (Key Performance Indicators) as part of its performance monitoring mechanism to help identify warning signs of failure. It was determined these would be reviewed and monitored annually by the Scrutiny Committee and made available on the Council's website ([Key Performance Indicators – Hyndburn Borough Council \(hyndburnbc.gov.uk\)](https://www.hyndburnbc.gov.uk)) for accountability and transparency.
- 3.2 At the January 2025 Resources, Overview & Scrutiny meeting, the Scrutiny Committee recommended that, in order to provide the Committee with more time to scrutinise key performance indicators, up to six items (or one theme) were the focus of each meeting. This item would be reported on bi-annually. This would enable the Committee to have better focus on headline items.
- 3.3 This latest report focuses on the theme Sustainability (Environment) that covers recycling rates, household waste, fly tipping, housing disrepair, vacant dwellings, carbon emissions, Green Flags and air pollution as part of its performance management review to help improve performance monitoring.
- 3.4 The council's Service Managers are encouraged to review their performance information (KPIs) on a regular basis and identify how they can improve service delivery, efficiency, productivity and value for money (feedback to management team and produce annual service plans). Additionally, performance information should have measurable objectives, be able to track progress effectively, be purposeful, easy to collect and accessible with quantifiable, meaningful targets.

- 3.5 Appendix 1 lists the Sustainability theme's KPIs (eight indicators) and compares performance over the past five years, benchmarking and providing Service Manager commentary. Of the 8 KPIs, 3 have seen an improvement in their direction of travel (DoT), 4 have stayed the same and 1 have seen a downturn compared with previous years.
- 3.6 The 3 of the 8 indicators have experienced an improvement in performance; 'Number of fly tipping incidents' down from 2,925 to 2,631. On private land, the landowner is responsible for the removal of any accumulation of waste fly tipped and accumulated on their land. All complaints are investigated; a staged approach to enforcement is taken. Officers will carry out a visit, engage initially and try to achieve compliance informally. If this approach fails, then enforcement action is taken. As for public land, Waste Enforcement actions are on-going; the waste enforcement team have issued 1571 Section 46 notices to residents and also issued 87 FPN's for non-compliance for section 46 notices. All the good work has shown improvement with a decrease of 294 incidents of fly tipping in the last 12 months.
- 3.7 'Complaints of housing disrepair' down from 286 to 258. In 2024/25, Housing Standards received 258 complaints with regards to property conditions in the single private rental sector. This is down from the previous year's figures, which is likely in part due to the milder weather conditions experienced in winter 24/25. In total, 1,110 visits were conducted across all elements of the Housing Standards service in 24/25.
- 3.8 'Number of Green Flag parks held' up from 10 to 11. Eleven of the Council's green spaces hold the internationally recognised green flag award – Nine parks, Wilson playing fields & woodlands and Accrington Cemetery
- 3.9 'Household recycling rate' has seen a slight drop (from 32.2% to 31.6) but still below the Lancashire average 39%. This figure includes garden waste so will vary in different boroughs based on housing stock and types of gardens. However, if we filter just dry recycling rates Hyndburn achieves the highest rate across Lancashire.
- 3.10 'Residual household waste', while on par (or perhaps slightly decreased), remains significantly below the Lancashire average (509kg compared to 436kg). 'Vacant dwellings over 6 months' is currently at 1% of total stock (393) waiting on latest figures to be released in October. The Council's annual Carbon footprint emissions are currently waiting to be updated and Air Quality Management Orders is still zero in the borough.
- 3.11 KPIs (Key Performance Indicators) are benchmarked against Lancashire authorities and national averages in order to cultivate a culture of cyclical learning and continuous improvement. Data is sourced from platforms such as [LG Inform](#), [Nomis](#), and [Oflog's new data platform, LADE](#).

Local Government Output Framework update

- 3.12 The Council's Performance Management Framework and Performance Mechanism is based on the metrics from Oflog's LADE platform. Currently there are three themes on this platform (Planning, Waste Management, Corporate & Finance). However, the government are consulting on the new Local Government Outcome Framework that could possibly replace Oflog's LADE metrics with new priorities.
- 3.13 [The Local Government Outcomes Framework](#) (LGOF) is a new approach to outcome-based accountability for councils in England, designed to empower them as place leaders. It outlines 15 priority outcomes that the government will work with local authorities to achieve, focusing on key national priorities for local communities. The framework aims to create a system where councils have more freedom and flexibility, combined with clear accountability, to best deliver for their citizens.

4. Alternative Options considered and Reasons for Rejection

- 4.1 Not applicable

5. Consultations

- 5.1 To date we have consulted with the Council's Management Team, Service Managers, Resources Overview & Scrutiny Committee (January 2025) and Cabinet (18th September 2024) on the new performance mechanism.

6. Implications

Financial implications (including any future financial commitments for the Council)	<p>There are no financial implications associated with the review and reporting of the Corporate Strategy.</p> <p>Any financial implications related to the delivery of specific objectives set out in the strategy will be dealt with in any reports presented relating to those objectives and / or will be dealt with in the budget setting and financial management processes.</p>
Legal and human rights implications	<p>There are no legal and human rights implications associated with this report.</p> <p>Any legal and human rights implications related to the delivery of specific objectives set out in the strategy will be dealt with in the any reports presented relating to those objectives.</p>
Assessment of risk	<p>Regularly reviewing the Corporate Strategy and performance helps strengthen the governance of the Council and helps to</p>

	focus the Council's efforts and resources on those areas it has identified as important.
Equality and diversity implications <i>A Customer First Analysis should be completed in relation to policy decisions and should be attached as an appendix to the report.</i>	N/A

7. Local Government (Access to Information) Act 1985:
List of Background Papers

- 7.1 Review of progress made against the Corporate Strategy and the Council's Performance Indicators (January 2025)

<https://democracy.hyndburnbc.gov.uk/documents/s20798/Resources%20Scrutiny%20Review%20of%20progress%20made%20against%20the%20Corporate%20Strategy%20and%20the%20Councils%20Performan.pdf>

- 7.2 Oflog LADE

<https://oflog.data.gov.uk/corporate-and-finance?area=E07000120>

- 7.3 Local Government Output Framework

[The Local Government Outcomes Framework](#)

8. Freedom of Information

- 8.1 The report does not contain exempt information under the Local Government Act 1972, Schedule 12A and all information can be disclosed under the Freedom of Information Act 2000.

Appendix 1 – Council Performance Information (KPI update)

MEASURE		Hyndburn					Lancashire Benchmark	Direction of Travel
SUSTAINABILITY (Environment)		20/21	21/22	22/23	23/24	24/25	22/23	
SE1	Household waste recycling rate (NI192)*	35.9%	33.0%	30.6%	32.2%	31.6%	39%	↓
Household recycling rate has seen a slight drop (from 32.2% to 31.6) but still below the Lancashire average 39%. This figure includes garden waste so will vary in different boroughs based on housing stock and types of gardens. However, if we filter just dry recycling rates Hyndburn achieves the highest rate across Lancashire.								
SE2	Residual household waste (NI191)*	428.2kg	439.2kg	435.7kg	441.4kg	436.2kg	509.5kg	↔
Residual household waste, while on a par, remains significantly below the Lancashire average (509kg compared to 436.2 kg)								
SE3	Number of fly tipping incidents (NI196)	3.308	2,534	2,634	2,925	2,631 (575 Private land)	1,967	↓
<p>On private land, the landowner is responsible for the removal of any accumulation of waste fly tipped and accumulated on their land. All complaints are investigated; a staged approach to enforcement is taken. Officers will carry out a visit, engage initially and try to achieve compliance informally; if this approach fails then enforcement action is taken.</p> <p>As for public land, Waste Enforcement actions are on-going, the waste enforcement team have issued 1571 Section 46 notices to residents and also issued 87 FPN's for non-compliance for section 46 notices. All the good work has shown improvement with a decrease of 294 incidents of fly tipping in the last 12 months.</p>								
SE4	Complaints of housing disrepair	NA	NA	151	286	258	NA	↓
<p>In 2024/25, Housing Standards received 258 complaints with regards to property conditions in the single private rental sector. This is down from the previous year's figures, which is likely in part due to the milder weather conditions experienced in winter 24/25. In total, 1,110 visits were conducted across all elements of the Housing Standards service in 24/25.</p> <p>In the past twelve months the service has engaged with several external and internal partners to improve referral networks, raise awareness of our service and to improve referral networks between Housing Standards and these partners.</p> <p>We have met agencies such as Community Solutions, Maundy Relief, Home Wise, Aawaz, Hyndburn CVS Social Prescribers, Hyndburn Hoarding network HIP, regular weekly attendance at Hyndburn Integrated Team (HIT) meetings, Hyndburn Family Hub network and we attend the Hyndburn Way meetings when required. Internally we meet with Homelessness, Revenues and Benefits and Planning.</p> <p>We received £130,000 funding from the Ministry of Housing, Communities and Local Government (MHCLG) to deliver the Healthy Homes project to improve living conditions in the private rented sector specifically in relation to damp and mould. We have recruited two additional members of staff on twelve-month contracts to increase our enforcement activity, purchased new inspecting equipment and are about to revise our website and develop information and advice leaflets to landlords and tenants. This work continues into 2025.</p>								
SE5	Vacant dwellings over 6 months (%)	1.76% (656)	1.3% (480)	1.2% (454)	1.0% (393)	1.0% (393)*	1.1%	↔

Total number of domestic properties in Valuation Office Agency list for Hyndburn 37,964, of which 873 (2.2%) have been empty for over 6 months. However, the government definition we follow is sourced from Council Tax Band form (available in October) and Hyndburn's figures are currently 393 (1% of total stock) As additional information, there are 304 properties that had previously been empty for over 6 months, which have been brought back into use.

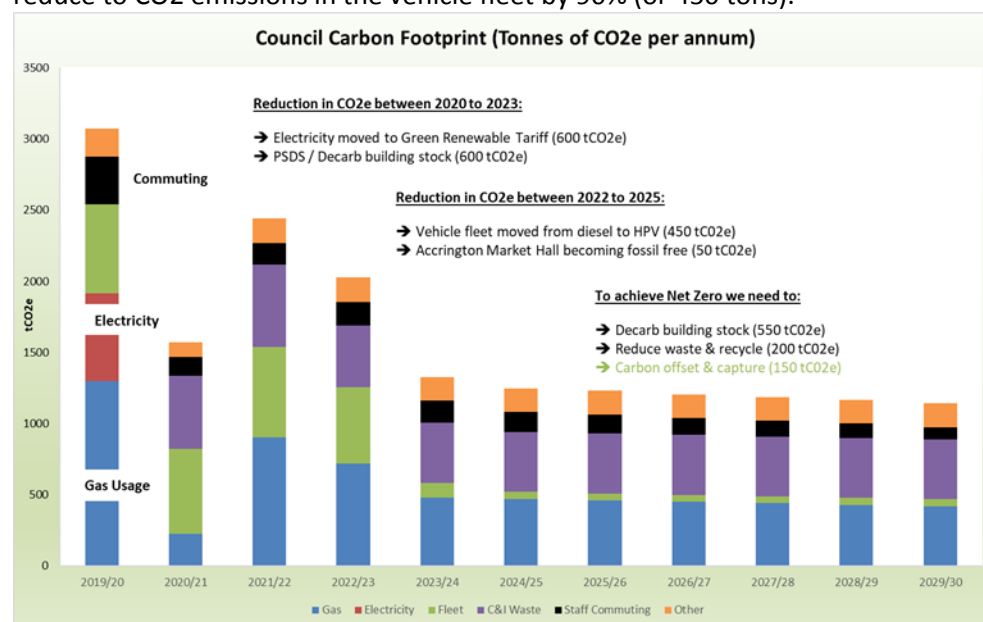
In 2024/25 Housing Standards received 112 service requests specific to empty residential and commercial buildings. During the 12 month period Housing Standards were able to investigate and complete remedial works and actions on 148 service requests relating to Empty buildings.

The types of works included securing properties that were open to access, harborage to pests, buildings that are Detrimental to the local amenity, the service of legal notices under the Building Act 1984 and the Environmental Protection Act 1990.

The Housing Standards service also undertook one successful prosecution of an empty property owner, resulting in a fine of £1,284 and £743.64 of costs.

SE6	Council's annual carbon footprint (emissions)	2956*	2284	1866 Co2t	1312 Co2t	1312 Co2t	Around 6,300 t (2020)	↔
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Over the past twelve months the Council has reduced its CO2 emissions from 1850 down to 1312 (reduction of 28%). All the Councils fleet now runs on HVO (hydro treated vegetable oil) fuel which has the potential to reduce to CO2 emissions in the vehicle fleet by 90% (or 450 tons).



SE7	Air Quality Management Orders	0	0	0	0	0	N/A	↔
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Breathing in polluted air affects our health and costs the NHS and our society billions of pounds each year. Air pollution is recognised as a contributing factor in the onset of heart disease and cancer and can cause a range of health impacts, including effects on lung function, exacerbation of asthma, increases in hospital admissions and mortality. In the UK, it is estimated that the reduction in healthy life expectancy caused by air pollution is equivalent to 29,000 to 43,000 deaths a year. Air pollution particularly affects the most vulnerable in society, children, the elderly, and those with existing heart and lung conditions. Additionally, people living in less affluent areas are most exposed to dangerous levels of air pollution.

The table below provides a brief explanation of the key pollutants relevant to Local Air Quality Management and the kind of activities they might arise from.

Pollutant	Description	Source & Impact
Nitrogen Dioxide (NO2)	Nitrogen dioxide is a gas which is generally emitted from high temperature combustion processes such as road transport or energy generation.	Road transport is the biggest source of NO2, and as such, most Local Authorities undertake some form of monitoring for NO2.
Sulphur Dioxide (SO2)	Sulphur dioxide is a corrosive gas which is predominantly produced from the combustion of coal or crude oil.	
Particulate Matter (PM10 and PM2.5)	Particulate matter is everything in the air that is not a gas. Particles can come from natural sources such as pollen, as well as human made sources such as smoke from fires, emissions from industry and dust from tyres and brakes. PM10 refers to particles under 10 micrometres. Fine particulate matter or PM2.5 are particles under 2.5 micrometres.	<p>Burning wood and coal in open fires and stoves makes up 38% of the UK's primary emissions of fine particulate matter (PM2.5) (2). It was never anticipated that particulates would be an area of concern for Hyndburn, and as such no monitoring has been undertaken.</p> <p>The Public Health Outcomes Framework estimates 'the fraction of adult mortality attributable to particulate air pollution (PM2.5) each year. The framework results for 2022, estimate the overall mortality rate of particulate air pollution, in Hyndburn, as 5.3%. Although this is lower than the England average of 5.8%, it demonstrates that particulate air pollution is an important public health issue for Hyndburn.</p>

Hyndburn BC monitors the Borough for Nitrogen Dioxide, which is a component of vehicle exhaust fumes. The levels are assessed in relation to an annual threshold and an annual report is submitted to DEFRA. An AQMA is a geographical area where the concentration of NO2 is consistently above the national acceptable concentration.

The levels in Hyndburn are below the thresholds for action and as such it is not necessary for the Council to declare any Air Quality Management Areas (AQMA's). The report concluded that "the chance of Hyndburn BC declaring any AQMA's (in the future) is very low". The report submitted to DEFRA contains details of a number of projects in progress or planned which are hoped to reduce vehicle pollution and improve air quality further.

Given that Lancashire County Council is the Highway's lead authority for HBC and the council has no responsibilities for this, our most recent report mostly highlights work being done by LCC, often in conjunction with us. The conversion of our fleet has been the biggest change that was initiated by HBC. Other issues involve the potential installation of additional car charging points, travel initiatives with school, adding conditions prohibiting on site burning to planning consents and encouraging home-working to reduce traffic congestion.

SE8	Number of Green	9	9	9	10	11	5	↑
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	Flag parks held						
SE8 Number of Green Flag Parks Held		11					
<p>Eleven of the Council’s green spaces hold the internationally recognised green flag award – Nine parks, Wilson playing fields & woodlands and Accrington Cemetery. The award is a mark of green-space quality and is independently judged each year by trained industry professionals. To apply for a green flag award the site in question needs to have a management plan and meet the qualitative criteria green flag sites are judged against. The quality criteria are:</p> <ol style="list-style-type: none">1. A welcoming site2. Safe and Secure3. Well maintained and clean4. Environmental Management5. Biodiversity, heritage and landscape6. Community Involvement7. Marketing and Communication8. Management <p>Each site is judged and scored against these 8 criteria, which includes judges undertaking a desk top exercise prior to coming to the site to ensure the management plan submitted as part of the green flag application process is appropriate for that site. To achieve the green flag award a site must score a minimum of 66 points out of 100. The desktop assessment is worth 30 points and the site assessment is worth 70 points, so it is important not only to have a well-presented park with appropriate community facilities, but you also need a robust management plan.</p> <p>Hyndburn has eleven green flag award winning sites, which is the highest number of sites for any Council in Lancashire. This has only been possible with support from elected members from all parties who recognise the benefits of having quality and locally accessible green spaces for residents to use (which became even more important during Covid restrictions) and the many members of the community in ‘friends of’ or other community groups who work in partnership with the Council to support the management and development of their local green spaces.</p>							