



Ribble Valley  
Borough Council

[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)

2023  
2027

Corporate Plan  
Draft Technical Appendix

# Corporate Plan 2023-2027

## DRAFT Technical Appendix

We will use the Key performance Indicators (KPIs) noted in this Corporate Plan Technical Appendix to measure our success. This **draft** list of KPIs is not exhaustive and is still under development. We will monitor and analyse our performance by examining these and additional KPIs to report our achievements and the overall health of the borough using our performance management framework.

### Residents, their health and wellbeing

KPI Code	Performance measure	Committee	Service area	Lead	Good performance is	Latest reported target	Latest reported data	2024/25 / Target	Performance Indicator source / definition / notes
<b>Satisfaction with our leisure facilities and healthy lifestyles</b>									
PI CL19	<a href="#">% of residents satisfied with sports/leisure facilities (from Active people survey)</a>	Health and Housing	Cultural and Leisure Services	Mark Beveridge	Higher / Aim to Maximise				Sport England – Active Lives Surveys
PI CL9a	<a href="#">PI CL9a Attendances at Ribblesdale Pool</a>	Health and Housing	Cultural and Leisure Services	Mark Beveridge /Colin Winterbottom	Higher / Aim to Maximise				Target has been based on a 1% year on year increase based on the actual figure for 2010/2011. <b>Emailed Colin Winterbottom re health and leisure KPIs</b>
NEW	The total number of visitors and attendances at the Platform Gallery (personal visits, telephone calls, and e-mail)	Health and Housing	Cultural and Leisure Services	Mark Beveridge /Colin Winterbottom	Higher / Aim to Maximise				PI CL15 <a href="#">The total number of visitors and users of the TIC and attendances at the Platform Gallery (personal visits, telephone calls, and e-mail)</a> <b>Emailed Claire Phillips at the Gallery. What is TIC? Educational visits?</b>
NEW	Develop an Arts and Cultural Strategy in partnership with the Arts Council	Health and Housing	Cultural and Leisure Services	Mark Beveridge	Higher / Aim to Maximise				
PI PS20a	<a href="#">% of residents satisfied with the authorities sports facilities eg football pitches</a>	Health and Housing	Cultural and Leisure Services	Mark Beveridge /Colin Winterbottom	Higher / Aim to Maximise	60% 2017/18	47% 2017/18 Perception Survey ▲		Question not included in 2023 People's Survey
PI PS20b	<a href="#">% of residents satisfied with the authorities leisure facilities eg Ribblesdale Pool</a>	Health and Housing	Cultural and Leisure Services	Mark Beveridge /Colin Winterbottom	Higher / Aim to Maximise	65% 2017/18	55% 2017/18 Perception Survey ▲		Question not included in 2023 People's Survey
PI PS21 (BV119c)	<a href="#">% of residents satisfied with the authorities museums and galleries.</a>	Health and Housing	Cultural and Leisure Services	Mark Beveridge /Colin Winterbottom	Higher / Aim to Maximise	65% 2017/18	63% 2017/18 Perception Survey ▲		Question not included in 2023 People's Survey
<b>Environmental health functions</b>									
NEW	% of food businesses achieving 3 Star and above rating on the National Food Hygiene Rating Scheme	Health and Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	New measure 2024/25 baseline year	New 2024/25		This measure reports the % of food businesses achieving 3 Star and above rating on the National Food Hygiene Rating Scheme, which reflects the standards of food hygiene found on the date of the inspection by the local authority  See PI EH18 (NI 184) % of Food establishments in the area which are broadly compliant with food hygiene law
PI EH1	<a href="#">The percentage of food premises' inspections that should have been carried out that were carried out</a>	Health and Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	100% 2023/24	No data As per FSA instructions		Mandatory requirement under Food Standards Agency guidance.

							due to Covid inspections not carried out - 3 year recovery programme ceased in April 2023.		
PI EH3	<a href="#">The percentage of food complaints responded to within 2 days</a>	Health and Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	90% 2022/23	94% 2022/23 ✓		
PI EH18 (NI 184)	<a href="#">% of Food establishments in the area which are broadly compliant with food hygiene law</a>	Health and Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	90%	92% 2020/21 ✓		
NEW	Increase number of prosecutions for enviro-crime offences	Health and Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	New measure 2024/25 baseline year	New 2024/25		This measures the number of prosecutions for enviro-crime offences, which covers a diverse range of issues such as noise, litter, waste and refuse, dogs and pests.
<b>Valuing our Place and our Environment</b>									
KPI Code	Performance measure	Committee	Service area	Lead	Good performance is	2024/2025 target	Latest reported data		Performance Indicator source / definition / note
Crime and antisocial behaviour									
PI PS11	<a href="#">Percentage of people surveyed who feel safe in their local neighbourhood after dark</a>	Policy and Finance	Corporate Strategy / Perception Survey	Rea Psillidou / Sarah Wells	Higher / Aim to Maximise	70% 2019/20 (last perception survey)	No data		Question not included in 2023 People's Survey
PI PS12	<a href="#">Percentage of people surveyed who feel safe in their local neighbourhood during the day</a>	Policy and Finance	Corporate Strategy / Perception Survey	Rea Psillidou / Sarah Wells	Higher / Aim to Maximise	90% 2019/20 (last perception survey)	No data		Question not included in 2023 People's Survey
NEW	Percentage of residents that feel safe in Ribble Valley / Percentage of residents who feel safe in their local area <b>during the day and after dark</b>	Policy and Finance	Corporate Strategy / People's Survey	Rea Psillidou / Sarah Wells	Higher / Aim to Maximise	2022/23 target not set	80% 2022/23		People's Survey
PI PS23 (BV119e)	<a href="#">Percentage of residents satisfied with parks and open spaces</a>	Policy and Finance	Corporate Strategy / People's Survey	Mark Beveridge	Higher / Aim to Maximise	70% 2017/18	65% 2017/18 Perception Survey ▲		Question not included in 2023 People's Survey
Waste Services									
PI ES9 (NI 191) / Oflog	Residual household waste (kg per household) (Oflog)	Community Services	Engineering Services	Winston Robinson / Linda Boyer	Lower / Aim to Minimise	630Kg/ Household 2022/23	531Kg / Household 2022/23 ✓		Oflog

<b>NEW Oflog</b>	Household waste recycling rate (percentage) (Oflog)	Community Services	Engineering Services	Winston Robinson	Higher / Aim to Maximise	N/A	N/A		Oflog
<b>PI ES10 (NI 192) / Oflog</b>	% of household waste sent for reuse, recycling, and composting (Oflog)	Community Services	Engineering Services	Winston Robinson / Linda Boyer	Higher / Aim to Maximise	38.00% 2022/23	36.50% 2022/23		
<b>NEW / Oflog</b>	Recycling contamination rate (Percentage) (Oflog)	Community Services	Engineering Services	Winston Robinson	Lower / Aim to Minimise	N/A	N/A		Oflog
<b>Waste management (fly-tipping)</b>									
<b>NEW / Oflog</b>	Fly-tipping incidents per 1,000 people (Oflog)	Health & Housing	Environmental Health	Andrew Dent	Lower / Aim to Minimise	N/A	N/A		Oflog
<b>NEW / Oflog</b>	Fly-tipping fixed penalty notices issued per incident (Oflog)	Health & Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	N/A	N/A		Oflog
<b>NEW / Oflog</b>	Fly-tipping fixed penalty notices issued per 1,000 people (Oflog)	Health & Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	N/A	N/A		Oflog
<b>NEW / Oflog</b>	Fly-tipping fixed penalty notices percent paid (Oflog)	Health & Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	N/A	N/A		Oflog
<b>NEW / Oflog</b>	Fly-tipping fixed penalty notices paid per incidents (Oflog)	Health & Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	N/A	N/A		Oflog
<b>NEW / Oflog</b>	Fly-tipping enforcement actions per incident (Oflog)	Health & Housing	Environmental Health	Andrew Dent	Higher / Aim to Maximise	N/A	N/A		Oflog
<b>Climate Change</b>									
<b>PI ES6 (NI 185)</b>	CO2 reduction from local authority operations	Economic Development	Community Services	Adam Allen / Winston Robinson	Higher / Aim to Maximise	Target not set	2.2% reduction	Year on year reduction	One Carbon World Report (OCW) report. This measures year on year reduction of CO2 emissions i.e. the total amount of direct and indirect CO2 emitted as a result of LA operations.
<b>NEW</b>	Number of NEW public electric charging points installed in the borough	Economic Development	Economic Development and Planning	Nicola Hopkins	Higher / Aim to Maximise	N/A	*RVBC 14 x EV charging points on two Council carparks 2022/23		Climate Change Action Plan *Data not included in 2021/22 or 2022/23 Annual performance reporting to CMT or Committee.
<b>NEW</b>	Total number of trees planted annually • Council land	Economic Development	Community Services	Adam Allen / Winston Robinson	Higher / Aim to Maximise	N/A			Climate Change Action Plan Dave / Alex / Robert do we record this data?
<b>NEW</b>	Total number of trees planted annually • Private land	Economic Development	Community Services	Adam Allen / Winston Robinson	Higher / Aim to Maximise	N/A			Climate Change Action Plan How do we source this data?
<b>Monitoring Air quality</b>									
<b>NEW</b>	Air quality monitoring - Air Quality Annual Status report published	Health and Housing	Environmental Health	Andrew Dent / Nicola Berry	N/A	N/A			Air quality (micrograms per meter cubed of nitrogen dioxide µg/m3)

## Building a Strong Economy

KPI Code	Performance measure	Committee	Service area	Lead	Good performance is	2024/2025 target	Latest reported data	Performance Indicator source / definition / note
<b>Delivering a co-ordinated approach to planning</b>								
<b>PI PL14a (NI157 / Oflog)</b>	<a href="#">% of major planning applications decided on time (Oflog)</a>	Planning and Development	Planning Services	Lyndsey Hayes	Higher / Aim to Maximise <i>(Meet or exceed target)</i>	60%		Oflog (Target 60% of Major Applications to be determined within time)
<b>NEW / Oflog</b>	% of non-major planning applications decided on time (Oflog)	Planning and Development	Planning Services	Lyndsey Hayes	Higher / Aim to Maximise <i>(Meet or exceed target)</i>	70%		Oflog (Target 70% of Minor Applications and Others to be determined within time).
<b>NEW / Oflog</b>	% of major planning applications overturned on appeal (Oflog)	Planning and Development	Planning Services	Lyndsey Hayes	Lower / Aim to Minimise <i>(Meet or be below target)</i>	10%		Oflog (Target 10% of Planning decisions on major applications overturned at Appeal).
<b>NEW / Oflog</b>	% of non-major planning applications overturned on appeal (Oflog)	Planning and Development	Planning Services	Lyndsey Hayes	Lower / Aim to Minimise <i>(Meet or be below target)</i>	10%		Oflog (Target 10% of Planning decisions on minor applications overturned at Appeal).
<b>NEW</b>	Progress on development of the Local Plan	Planning and Development	Planning and Housing	Rea Psillidou	N/A			
<b>NEW / Oflog</b>	Date when the Local Plan was formally adopted by the authority (Oflog)	Planning and Development	Planning and Housing	Rea Psillidou	N/A			Oflog
<b>Housing and preventing homelessness</b>								
<b>NEW</b>	Net additional homes delivered	Health and Housing	Regeneration and Housing	Rea Psillidou	Higher / Aim to Maximise			See <a href="#">PI RH12 Number of NEW homes constructed</a>
<b>PI RH7 (NI 155)</b>	<a href="#">Number of affordable homes delivered (gross)</a>	Health and Housing	Regeneration and Housing	Rea Psillidou	Higher / Aim to Maximise			
<b>NEW</b>	Number of private rented sector homes, which have been inspected and have had Cat 1 and 2 hazards removed	Health and Housing	Regeneration and Housing	Rea Psillidou / Racheal Stott	Higher / Aim to Maximise			
<b>NEW</b>	Number of long-term (over 6 months) empty properties brought back into use	Health and Housing	Regeneration and Housing	Rea Psillidou / Racheal Stott	Higher / Aim to Maximise			
<b>NEW</b>	Preventing homelessness - Number of positive prevention outcomes	Health and Housing	Regeneration and Housing	Rea Psillidou / Racheal Stott	Higher / Aim to Maximise			See <a href="#">PI RH6 (BV213) Preventing Homelessness - number of households where homelessness prevented</a>
<b>PI RH3</b>	<a href="#">Homeless: Number of applications accepted</a>	Health and Housing	Regeneration and Housing	Rea Psillidou / Racheal Stott	Higher / Aim to Maximise			
<b>PI RH5 (BV183b)</b>	<a href="#">Length of stay in temporary accommodation (Hostel)</a>	Health and Housing	Regeneration and Housing	Rea Psillidou / Racheal Stott	Lower / Aim to Minimise			
<b>PI RH8 (NI 156)</b>	<a href="#">Number of households living in temporary accommodation</a>	Health and Housing	Regeneration and Housing	Rea Psillidou / Racheal Stott	Lower / Aim to Minimise			
<b>Business and Economic Growth</b>								
<b>NEW</b>	Development of NEW employment space in the year (m <sup>2</sup> )	Planning and Development	Economic Development and Planning	Rea Psillidou	Higher / Aim to Maximise			Data collected from planning applications

<b>NEW</b>	Business start-ups and survival rates	Planning and Development	Economic Development and Planning	Rea Psillidou /Hassan Ditta	Higher / Aim to Maximise				
<b>NEW</b>	Growth in Business rate base	Planning and Development	Economic Development and Planning	Rea Psillidou /Hassan Ditta	Higher / Aim to Maximise				
<b>NEW</b>	Number of businesses in Ribble Valley	Planning and Development	Economic Development and Planning	Rea Psillidou /Hassan Ditta	Higher / Aim to Maximise				
<b>PI CL24</b>	<a href="#">Tourism visitor numbers</a>	Planning and Development	Economic Development and Planning	Rea Psillidou / Tom Pridmore	Higher / Aim to Maximise				
<b>NEW</b>	% increase in visitor numbers	Planning and Development	Economic Development and Planning	Rea Psillidou / Tom Pridmore	Higher / Aim to Maximise				
<b>NEW</b>	Ribble Valley Labour Supply – Economically active males and females (% for those aged 16-64)	Planning and Development	Economic Development and Planning	Nicola Hopkins	Higher / Aim to Maximise				Nomis data - Annual
<b>NEW</b>	Successful delivery of our UKSPF projects – number of projects delivered with associated outputs and outcomes	Planning and Development	Economic Development and Planning	Nicola Hopkins	Higher / Aim to Maximise				

### Continue to be a well-managed Council

KPI Code	Performance measure	Committee	Service area	Lead	Good performance is	2024/2025 target	Latest reported data		Performance Indicator source / definition / note
<b>Corporate and Finance</b>									
<b>PI PS2</b>	<a href="#">% of residents that think the Council provides value for money</a>	Policy and Finance	Financial Services	Lawson Oddie	Higher / Aim to Maximise	Target not set	40% 2022/23		People's Survey
<b>NEW</b>	Overall budget position	Policy and Finance	Financial Services	Lawson Oddie	Higher / Aim to Maximise				
<b>PI FS7 (BV8)</b>	<a href="#">% of invoices paid on time</a>	Policy and Finance	Financial Services	Lawson Oddie / Val Taylor	Higher / Aim to Maximise	99.00% 2022/23	99.10% 2022/23 ✔		
<b>PI LD1 (BV179)</b>	<a href="#">Standard searches carried out in 10 working days</a>	Policy and Finance	Legal Services	Mair Hill / Paul Wilkinson	Higher / Aim to Maximise	90.00% 2022/23	94.70% 2022/23 ✔		
<b>PI LD3</b>	<a href="#">Number of corporate complaints received</a>	Policy and Finance	Legal Services	Mair Hill/ Jenny Martin	Lower / Aim to Minimise	Target not set	117 complaints received 2022/23 ▲		To assess the Council's customer service performance and benchmark data on a yearly basis.
<b>NEW / Oflog</b>	Number of upheld Ombudsman complaints per 10,000 population (Oflog)	Policy and Finance	Legal Services	Mair Hill/ Jenny Martin	Lower / Aim to Minimise				
<b>NEW</b>	% response to Freedom of Information Requests (FOI)	Policy and Finance	Legal Services	Mair Hill / Katharine Collinge	Higher / Aim to Maximise				
<b>NEW</b>	% response to Environmental Information Requests (EIR)	Policy and Finance	Legal Services	Mair Hill / Katharine Collinge	Higher / Aim to Maximise				
<b>PI IT1</b>	<a href="#">Number of unique website visitors (excluding authorities own staff)</a>	Policy and Finance	Financial Services	Lawson Oddie / Mark Cookson	Higher / Aim to Maximise	Target not set	312,931 unique website visitors		
<b>PI PS27</b>	<a href="#">How well informed about how council tax is spent</a>	Policy and Finance	Revenues and Benefits	Lawson Oddie	Higher / Aim to Maximise	80% 2019/20	No data		Question not included in 2023 People's Survey

						(last perception survey)			
<b>NEW Oflog</b>	Council tax collection rates (Oflog)	Policy and Finance	Revenues and Benefits	Mark Edmondson	Higher / Aim to Maximise				See PI RB5 (BV9)
<b>PI RB5 (BV9)</b>	<a href="#">% Council tax collected</a>	Policy and Finance	Revenues and Benefits	Mark Edmondson	Higher / Aim to Maximise	98.95% 2022/23	99.14% 2022/23 ✓		
<b>NEW Oflog</b>	Non-domestic rates collection rates (Oflog)	Policy and Finance	Revenues and Benefits	Mark Edmondson	Higher / Aim to Maximise				See PI RB6 (BV10)
<b>PI RB6 (BV10)</b>	<a href="#">% of non-domestic rates collected</a>	Policy and Finance	Revenues and Benefits	Mark Edmondson	Higher / Aim to Maximise	99.05% 2022/23	98.52% 2022/23 ▲		
<b>PI RB1</b>	<a href="#">Council Tax direct debit take-up as percentage of chargeable accounts</a>	Policy and Finance	Revenues and Benefits	Mark Edmondson	Higher / Aim to Maximise	78.4% 2022/23	79.69% 2022/23 ✓		
<b>PI RB3</b>	<a href="#">National Non-Domestic Rates (NDR) Direct Debit take-up as percentage of chargeable accounts</a>	Policy and Finance	Revenues and Benefits	Mark Edmondson	Higher / Aim to Maximise	78.4% 2022/23	79.69% 2022/23 ✓		
<b>PI RB13 (BV78a)</b>	<a href="#">Speed of processing – NEW HB/CTB claims</a>	Policy and Finance	Revenues and Benefits	Mark Edmondson / Dawn Slater	Lower / Aim to Minimise	15 Calendar days 2022/23	15.073 Calendar days 2022/23 ▲		
<b>NEW</b>	% of customers satisfied with the services received from Customer Services	Policy and Finance	Customer Services	Mark Edmondson / Toni Bates	Higher / Aim to Maximise				
<b>Workforce</b>									
<b>PI HR17 (BV12)</b>	<a href="#">Working days lost due to sickness absence</a>	Personnel	HR	Dawn Evans- Storey / Liz Rawson	Lower / Aim to Minimise	8 days 2022/23	7.62 days 2022/23 ✓		
<b>PI HR23</b>	<a href="#">Staff turnover</a>	Personnel	HR	Dawn Evans- Storey / Liz Rawson	Goldilocks / just right	15% 2022/23	13.61% 2022/23 ✓		
<b>PI HR24</b>	<a href="#">Number of Training days provided</a>	Personnel	HR	Dawn Evans- Storey / Liz Rawson	Higher / Aim to Maximise	Target not set	111 days 2022/23		
<b>Equality and Diversity</b>									
<b>NEW</b>	We will measure objectives set out in the Equalities Strategy 2023-2027	Personnel	Legal Services	Mair Hill/ Dawn Evans- Storey	Higher / Aim to Maximise				

**Total 73 KPIs**