

Key Success Indicators Position update

The Council's contribution to the Rossendale Alive Vision is defined by its overarching Mission of: 8x8 by 2008








The 'basket' of Key Success Indicators was first established in April 2005 & feature in the 2005/6 Corporate Improvement Plan. We have reviewed the selection of performance indicators for 2006-7, to ensure it fully reflects the Council's priorities and this resulted in a small number of indicators being added, amended or removed from the basket.


The following table represents those corporate priority areas which the Council is targeting for 'above average' performance by 2008/9.

* The remaining KSI's either feature on the BVPI Table or are collected on a monthly basis and therefore not included in this report

Associated Corporate Objective	BVPI Code	Description	Good Performance	Portfolio Holder	Direction of Travel 2004/5-2005/6	On Target 2005/6?	Outturn 2005/06	Annual Target 2006/07	Position Update (December 8th)
Customers	BV 3	The percentage of citizens satisfied with the overall service provided	High		↑		60.80%	50.00%	Results will be provided through the 3 yearly Audit Commission survey which is currently being analysed.
Customers	BV 4	The percentage of citizens satisfied with complaint handling	High		↓		30.00%	60.00%	The Customer Complaints & Feedback process is due for re-launch in mid-January 2007 with a much sharper focus on complaint handling and response within target timescales. We will be measuring the number of customers who are not satisfied with the response to their initial complaint and request a review by a Senior Manager. Early indications from an informal use of this measure are that the target of 60% satisfaction by the end of 2006/07 will be achieved
Environment	BV 82a I + BV 82b i	% of Household Waste Recycled + % of Household Waste Composted	High	Cllr Judith Driver	↑		23.75%	27.50%	Still slightly below target for dry recycling, however with seasonal trends taken into consideration we will see an increase in the amount of recyclables which could bring us in line with our 2006/7 target.

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Environment	BV 89	Customer Satisfaction - cleanliness standards in area	High	Cllr Judith Driver	↑		58.00%	60.00%	Results will be provided through the 3 yearly Audit Commission survey which is currently being analysed.
Housing	BV 184a H13	Non-decent local authority dwellings (%)	Low	Cllr William Challinor	↓		71%	2005/6 Outturn refers to Greenvale homes only * Future Targets to be agreed via the LSP Housing forum.	The baseline as of April 06 2005/6 was 62.17%. Targets have now been set. 2006/7 - 46.62%, 2007/8- 31.07%, 2008/9 - 15.52%. It is predicted that there will be definite improvement on last years target, but are unlikely to achieve the 2006/7 target of 46.62%
Housing	H14	Percentage of private housing that meets decent homes standard	High	Cllr William Challinor	n/a	n/a	70%	Future targets to be agreed via the LSP Housing forum	No targets set yet. Housing group of LAA for LCC have started to provide LCC wide Action Plans with targets being set, but the LA's are only just looking at targets. Baseline figure is 69.55% based on a stock survey carried out in 2004.
Environment	BV 199	The proportion of relevant land having combined litter and detritus	Low	Cllr Judith Driver	↑		18.00%	17.00%	There has been a significant improvement to the cleanliness of our streets. November's figure was 6.0%, a drop from 19.0% in July. This improvement is due to the introduction of the manual litter pickers and the re-routing of our street cleansing rounds.
Community	KSI 1	Community Strategy with LSP	High	Cllr Darryl Smith	↑		Amber/Green status achieved	Amber/Green status maintained	For the year 06/07 Government Office assessed the Rossendale Partnership as being GREEN in their annual review of Rossendale Local Strategic Partnership. We exceeded our target
Community	KSI 2	Percentage of electors who can identify their Ward Member	High	Cllr Darryl Smith	n/a		Not achieved	35.00%	Survey completed early this year which established baseline. Another survey is being carried out early January which should see us achieve target.

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Partnerships	KSI 3	Delivery of LSP Delivery Plan hits all targets & deadlines	High	Cllr Darryl Smith	↑		76% of targets met	82%	Of the 41 objectives in the LSP delivery plan, 25 (61%) are green and 16 (39%) are amber. There are no objectives reported red. The Rossendale Partnership is making good progress towards achieving its target for 06/07
Partnerships	KSI 4	To reduce crime by 17.5% by March 2008 (as measured against BCS comparator)	Low	Cllr Judith Driver	↑		3942	4063	Position at 30 November 2006 = 2242. On track to achieve target.
Economy	KSI 5	Redevelopment of Valley Centre		Cllr William Challinor	n/a	n/a	On Course for Autumn 2008 Completion	Development Agreement & Planning Application Agreed	The planning application is expected to be submitted in February 2007 and the Heads of Terms of the Development Agreement has been agreed, solicitors have been instructed, a development appraisal visibility exercise will take place in Q1 2007 and the signing of the Development Agreement is expected during 2007.
Economy	KSI 6	Futures Park - development of 4.6 Plots of Employment Land		Cllr William Challinor	n/a	n/a	Site remediated	Completion March 2007 - Infrastructure works completed & Building Agreements Signed	Infrastructure works completed and building agreements signed. I can confirm that this project is on track and that the building agreements are expected to be signed by the end of March for all plots except plot 1, which is very small, awkwardly shaped and subject to numerous development constraints. Due to these it has proved commercially non viable and will be subject to further investigation to find a development solution.

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Economy	KSI 7	Local Development Framework		Cllr William Challinor	n/a	n/a		65% - LDF now April 2008	With regards to the documents that make up the LDF, the statement of community involvement was submitted on schedule. However the core strategy and AAP's have been delayed to take account of advice from the GONW and to include new information into the LDF evidence base. A revised local development scheme providing a update for these documents in intended to be reported to cabinet in Feb 07.
Economy	KSI 8	Construction of New Rawtenstall Bus Station		Cllr William Challinor	n/a	n/a	On-going negotiations on location have delayed start of project	Planning application agreed & on-site construction commences	The project is stalled and cannot progress until premises and sufficient funding has been secured to provide an alternative bus depot for Rawtenstall Transport Ltd. Extensive work is being undertaken to establish a way forward.
Environment	KSI 9	Missed Collections of residual bins per 100,000 (LPI 88a)	Low	Cllr Judith Driver	↑		130	50	We are expecting to reach our target for the number of missed bins. In the early part of the year the number of bins missed was quite high due to the re-routing of the rounds and the uncertainty that this caused. However in October and November the average number of missed bins per week was 32.
Improvement	KSI 10	Comprehensive Performance Assessment Category	High	Cllr Brian Essex	↑	n/a	CPA Assessment not undertaken - Positive Progress Assessment Statement Received	CPA of Fair or Positive Progress Assessment	CPA Inspection week confirmed as w/c April 16th. Direction of travel work will not be undertaken this year by the Audit Commission due to the CPA process.

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Improvement	KSI 11	Financial Statement approved by Members					Approved 28th June	End of June 2007	Achieved 28th June by accounts committee approval.
Improvement	KSI 12	Staff feel that the Council clearly communicates its Mission and Strategic Objectives	High		↑		44.80%	75% strongly agree or agree	Expecting to achieve Target. Awaiting further update.
Improvement	KSI 13	Compliance with HB/CTB Performance Standards	High	Cllr Janet Farquharson	↑		78.12%	80.00%	A self assessment against the performance standards was completed on 14th August 2006, as at 31 March 2006, and we scored 89.06%. Performance Standards weightings have been amended from April 2006 and a number of changes have taken place. Rossendale are to work with Capita in January 2006 to prepare for our CPA of which a self assessment against these standards forms part. It is anticipated that even with the changes to the standards we can achieve our target.
Culture	New Indicator 2006/7	Rosendale leisure Trust to achieve 80% of their delivery plan targets each year.		Cllr Darryl Smith	n/a	n/a		80.00%	73% of the delivery plan targets have already been achieved. The Leisure trust is still working to achieve 80% annual target.
Culture	New Indicator 2006/7	RLT to achieve Quest Mark for leisure facilities and aqua mark for pools.		Cllr Darryl Smith	n/a	n/a		2 facilities +1 pool	Due to reorganisation, the target for 2006/7 is to achieve the Quest Mark for Haslingden sports centre. The Leisure Trust will start its preparations towards achieving Quest Mark once registered for Quest mark approval on 29th January.
Community	New Indicator 2006/7	Achievement of member development charter		Cllr Janet Graham	n/a	n/a	New Target	Member Development Charter Achieved	This was achieved 20th August.

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Community	New Indicator 2006/7	The % of Residents who think that for their local area, over the past 3 years, community activities have got better or remained the same		Cllr Janet Graham	n/a	n/a	Baseline will be set following 2006/7 Survey		This question will be included in the Winter Survey 2007
Community	New Indicator 2006/7	Development of Community Engagement Strategy & Action Plan		Cllr Darryl Smith	n/a	n/a	New Target	Strategy & Action Plan Adopted	In partnership with the Community Network the Borough Council has now developed a Community Involvement and Engagement Strategy. A toolkit is also being produce which will be available in Jan 07.
Improvement	New Indicator 2006/7	Council attains I.I.P status		Cllr Janet Graham	n/a	n/a	n/a	IIP Status Attained	Will be assessed in March 2006- date TBC. Current communication work being undertaken and steering group set up to help access teams; current work including team meetings, training access and training needs development