











Key Success Indicators (KSI's)

BVPI Code	Description	Outturn 2005/06	Direction of Travel	Project Achieved?	Outturn 2006/07	Target 2006/7	Target 2007/8	Update
BV2a	The Equality Standard for Local Government	 2		N/A	 2	2	3	Level 2 in relation to the Equalities Standard is now met. Equalities Impact Assessment now established, Training Programme commissioned, consultation being carried out, monitoring in place.
BV3	The % of citizens satisfied with the overall service provided	 60.8%*		N/A	 35%	50%	60%	35% state they are very or fairly satisfied with the way the authority runs things. This compares to 27% in 2003 - Based on the BVPI General Household Survey 2007



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BV4	The % of citizens satisfied with complaint handling	30%*	↑	N/A	35%	60%	65%	35% state they are very or fairly satisfied with the way their complaints were handled. This compares to 22% in 2003 the authority runs things - Based on the BVPI General Household Survey 2007
BV8	% of invoices paid on time	84.14%	↓	N/A	76.37%	92.50%	95.00%	Performance in the early months was affected by a steep learning curve during the implementation of the Civica creditor payments system and old HRA invoices. Since December 2006 performance has been markedly improved with three months being above the target for 2006/07 due to the embedding of the electronic procure to pay process. 2007/08 begins as a new year. April performance is a good start above target, maintaining the sort of performance seen at the end of 2006/07.



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BV9	% of Council tax collected	96.37%	↑	N/A	96.84%	98.00%	97.00%	<p>Council tax collection has increased by 0.44% compared to collection in 2005/2006. This is an increase for the 8th consecutive year. What is important is that we have achieved our biggest increase for three years which becomes more difficult when collection has increased year on year. Staff have embraced their new surroundings and new working practises which is mirrored in the improved collection rate.. The dedicated support team have reviewed the system and have streamlined our procedures so we are able to manage workloads in a more precise manner. The introduction of the Call Centre has been a great improvement as back office staff are now able to concentrate on incoming work. The One Stop Shop show great support to the back office. All staff have embraced the introduction of the Document Image System which since its introduction in Febraury has not only improved output but has enhanced job satisfaction. We must</p>

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BV10	%f Non-domestic Rates Collected	98.29%	↑	N/A	98.80%	99.00%	99.25%	<p>Collection of National Non Domestic Rates has again increased in 2006/07 by 0.5% to 98.8%. As a comparison with other District Councils this would move us from bottom to third quartile.</p> <p>The dedicated support team have reviewed the system and have streamlined our procedures so we are able to manage workloads in a more precise manner. Staff have embraced the introduction of the Document Image System which has not only improved output but has enhanced job satisfaction.</p> <p>The increase in Rateable Value provided Rossendale Borough Council with substantial funds through the LAGBI scheme and the new role of Inspector will ensure all new developments are reported on.</p> <p>The Small Business Rate Relief scheme continues to prove popular with ratepayers and encourages regeneration of Rossendale. Our previous campaign to target those eligible for the relief means that almost 800 ratepayers now receive</p>



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BV11a	Top 5% of Earners: Women	62.50% 	↓	N/A	60.24% 	50.00%	50.00%	The positive out-turn in relation to this target is attributed to the range of policies within Rossendale in relation to home-working; flexible working, etc. In addition, effective recruitment campaign in relation to senior posts.
BV12	Working Days Lost Due to Sickness Absence	13.53 	↑	N/A	6.96 	10	8	Despite an intensive change programme including the delivery of the Customer Services Contract, the robust management of absence has continued. Regular reporting of the Leader, Portfolio Holder and Senior Management Team is in place. In addition regular feedback is given to staff on progress in relation to this indicator. Consequently, there has been tremendous improvement.





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BV78a	Speed of processing - new HB/CTB claims	39.5	↑	N/A	37.6	32	29	<p>Speed of processing new claims has again improved on previous years. Work is currently underway to review working practices to ensure further improvements are made.</p> <p>Revenues and Benefits targets were revised in order to take into account the start of the Capita Contract, in October 2006. The revised target for New Claims processing was 35 days. Although this target has been narrowly missed it is a two day improvement on last years performance. With the introduction of EDRMS in February 2007 it is anticipated that this BVPI's performance will improve greatly.</p>

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BV82a(i) BV82b (i)	% of Household waste recycled and composted	 23.75%	↑	N/A	 28.90%	27.50%	27.50%	There has been a significant improvement in the recycling and composting of household waste. Grey bins have been introduced for recycling and residents have been reminded that cardboard can be recycled alongside paper. The change from bio-degradable bags to brown bags has seen a great improvement in the number of households who are composting.

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BV89	Satisfaction with cleanliness of streets	58.00% 	↓	N/A	54.00% 	60.00%	65.00%	This is a significant improvement from 2003/04, with satisfaction going from 40% to 54%. In the last two years we have increased the number of mechanical sweepers and introduced town centre caretakers and manual sweeping rounds in outlying areas. As a result we have almost doubled the number of street cleansing operatives and our increased the outturn for BVPI 199a - % of streets at B or above standard from 72% to 88%. We are in the process of digitizing all our street cleansing rounds and have introduced vehicle tracking to enable us to monitor our performance and make improvements as and when necessary.

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LAA H13	% of social housing that meets decent homes standard	71%	Amended					Not reported on this target this year as no longer monitor due to Stock transfer. I suggest that this indicator be replaced with the LAA H13 Decent Homes Indicator which monitors all social housing and how much stock is still non decent. At the moment this indicator BVPI 184a only would relate to GVH and this would not be for me an accurate corporate LPI.
LAA H14	% of private housing that meets decent home standard	70%	Amended	N/A				No outturns have been achieved yet for 2006/7 nor have any future targets have been set as GONW are still negotiating with LCC as to whether this should still be a performance indicator within the HCOP block of the LAA, due to the fact that this type of indicator is reliant on Stock Condition Data

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BV199a	Local street and environmental cleanliness - Litter and Detritus	18.00% 	↑	N/A	12.00% 	17.00%	12.00%	The introduction of the manual litter pickers / revised sweeping routes has seen an improvement in the cleanliness of our streets. The existence of the NEAT teams has enabled the reporting and removal of litter, fly tipping, graffiti and fly posting, a much simpler process for residents of Rossendale. The combination of the above has seen an improvement to this indicator.
KSI 1	Community Strategy with LSP	Amber/Green Status achieved	N/A	Achieved	Green Status achieved	Amber/Green maintained	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. This is a significant achievement for the LSP. We exceeded our target and will endeavour to maintain our green status for 07/08.


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KSI 2	% of electors who can identify their Ward Member	Not achieved 	N/A	N/A	41% 	35%	40%	The Local Democracy Questionnaire was circulated in May 2006. It was sent to 200 Rossendale residents with a deadline of 12th June 2006. The 2000 residents were selected at random from the Electoral Register and included all wards. A freepost envelope was included to enable the questionnaire to be easily returned to Democratic Services. The total number of responses was 224 out of 2000 questionnaires, which gives a response rate of 11.2%. 91 or 41% knew who their Ward Councillor was.
KSI 3	Delivery of LSP Delivery Plan hits all targets and deadlines	76% of targets met 	↑	N/A	85% 	82%	85%	The LSP monitors performance of its delivery plan quarterly. The last performance update was in February 2007. End of year performance is currently being collected by the Community and Partnerships Officer and this will be ready in time for the next quarterly update in May 2007. Good progress is being made in delivering the actions in the delivery plan and the LSP is confident that it will hit over 80% of its targets for

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KSI 4	To reduce crime by 17.5% by March 2008 (as measured against BCS comparator)	3,942	↑	N/A	3,355	4,063	3,902	The overall BCS Comparator crime rate has reduced by 14.9% on last year. We are well on target to hit our 2008 PSA1 figure of a 17.5% reduction against the 03/04 baseline.
KSI 5	Redevelopment of Valley Centre	On course for Autumn 2008 Completion	N/A	Partially achieved	Revised design completed, planning application submitted	Development Agreement & Planning Application agreed	On site construction commences in spring 2007	The design submitted for planning approval was the result of a CABE review and extensive consultations. Negotiations of the development agreement is underway with the developer, CNC. It is possible that works on this site could begin in 2008 and be completed in 2010
KSI 6	Futures Park - development of 4.6 Hectares of Employment Land	Site remediated	N/A	Not achieved	No further development	Completion March 2007 - Infrastructure works completed % Building Agreements signed	Two employment plots completed	No further development has commenced upon this site. Unfortunately, it is not possible to control precisely when developers wish to undertake work, consequently to a great extent, this delivery of the target for this KSI is beyond the Council's control.

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KSI 7	Local Development Framework	N/A	N/A	Partially achieved	SCI complete but Core Strategy delayed	65% - LDF now April 2008	100%	The SCI is now completed, however, submission of the Core Strategy has been delayed to take account of comments from the Government Office for the North West. Latest advice from GONW and the Planning Inspectorate (PINS) is not to submit any further Development Plan Documents until the Core Strategy is approved by PINS. Consequently, the target of 65% cannot be achieved. However, on a general note, given that under the new LDF system different documents are prepared at different times, the LDF is a continuous and never finishing process, I therefore have misgivings over this KSI being retained.
KSI 8	Construction of New Rawtenstall Bus Station	On-going negotiations on location have delayed start of project	N/A	Partially achieved	No progress with negotiations	Planning application agreed & on-site construction completed	Bus Station completed - March 08	This project cannot move forward until a new location is secured for Rossendale Transport bus depot and terms of acquisition of the current bus depot have been agreed. Both of the actions are being pursued

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KSI 9	Missed collections of residual bins per 100,00 (LPI 88a)	130	↑		45	50	45	The introduction of the new refuse rounds and the investment in new vehicles has seen a dramatic increase in performance.
KSI 10	Comprehensive Performance Assessment Category	CPA Assessment not undertaken - Positive Progress Assessment Statement Received	N/A	Achieved	CPA Undertaken, result not known until July	CPA of Fair or Positive Progress Assessment	CPA of fair or positive progress assessment	A Comprehensive Performance Assessment of the Council by the Audit Commission took place in Mid-April 2007. It was felt that the Council's preparations for CPA and the overall process itself was a positive and useful experience for the Council. The Council's is currently scrutinising the draft report from the Audit Commission of their findings.
KSI 11	Financial Statement approved by Members	Approved 28th June	N/A	Achieved	Approved 27th June	End of June 2007	End of June 08	Accounts for 05/06 approved June 2006. On track for June 07.
KSI 12	% of staff who understand their annual objective	63.9%	↑		64.3%	no target set	67%	This will be measured at next staff morale survey in 2007.

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KSI 13	Compliance with HB/CTB Performance Standards	78.12%	↑		93.43%	80.00%		<p>RBC completed a self assessment against the Performance Standards and submitted it to the DWP on 14th August 2006. The self assessment was to represent the Authorities position against the standards as at 31st March 2006. Our overall weighted enabler score came out at 89.06, Performance measure score 3 and Enabler score 4. This equated to an overall score of 2</p> <p>The DWP have requested that District Councils submit a self assessment against the performance standards during the period 18th and 29th June 2007</p> <p>for our position as at 31st March 2007. Some work needs completing on the evidence of our enablers i.e. updating information.</p> <p>Therefore at present we have to take the figure from our self assessment completed in August 2006 until new self assessment is completed.</p>

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KSI New Ind1	Rossendale Leisure Trust to achieve 80% of their delivery plan targets each year	N/A	N/A	N/A	 77.40%	80.00%	80.00%	<p>Rossendale Leisure Trust achieved the following on its delivery plan targets:</p> <ul style="list-style-type: none"> 1) Customer Perspective 82.4% 2) Financial Perspective 91.7% 3) Learning and Growth 50% 4) Internal Processes 63.4% 5) RBC Core Indicators 71.5% <p>Total overall score 74.55% We had 55 measures of which 14 were not reached either to the specific standard or to the specific time frame. Of these unachieved Measures two were out of RLT's control. 1) the delay on the Haslingden Lifestyle centre caused by the Boroughs review of Leisure. 2) the bench marking against other trusts while RLT did exceptionally in</p>

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KSI New Ind2	Rossendale Leisure to achieve Quest Mark for leisure facilities and aqua mark for pools	N/A		Not achieved	0	2 facilities + 1 pool	2 facilities + 1 pool	RLT did not apply for quest mark due to leisure services review in 2006 and also due to storm damage at Haslingden sport centre. Quest mark will be assessed in August 2007. Aqua Mark Will be registered by December 2007- preparation for both is being developed.
KSI New Ind3	Achievement of member development charter	N/A	N/A	Achieved	Member Development Charter achieved October 2006	Member Development Charter achieved	Charter status maintained	A folder of evidence was submitted to the assessment team prior to their verification visit to the Council on 15th Sept 2006. A number of members and officers were interviewed as part of the assessment. A decision was formally announced on 20th October 2006 that the Council be awarded charter status and a report was issued which celebrated the achievements of the Council together with some recommendations which are included in the 2007/8 Member Development Strategy

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KSI New Ind4	The % of residents who think for their local area, over the past 3 years, community activities have got better or remained the same	Baseline will be set following 2006/7 survey	N/A	Amended	22%	Baseline Year	3 Year target	<p>Only 22% of residents believe that over the last three years there has been an increase in the number of community activities. 32% believe there has not been an increase and 46% don't know.</p> <p>A third of residents (33%) believe there are some/alot of community activities in the Borough.</p> <p>Source: Winter Survey 2006/07</p>
KSI New Ind 5	Development of Community Involvement and Engagement Strategy	N/A	N/A	Achieved	Strategy in place	Strategy & Action plan adopted	strategy embedded	<p>In partnership with the Community Network the Borough Council has now developed a Community Involvement and Engagement Strategy and toolkit which is available to all staff, the LSP and local people.</p>

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KSI New Ind 6	Council attains Investors in People (IIP) status	N/A	N/A	Achieved	IIP status achieved in March 2007	IIP status attained	IIP status maintained	IIP was achieved in March 2007 following an intensive programme of events to achieve IIP status. Gap analysis, staff suggestion scheme, inductions and the publication of the Corporate training calendar are ongoing initiatives first implemented to assist in achievement and will allow maintain of status. Re- assessed every three years, ongoing efforts will be driven through to ensure status is maintained