

## CIP Actions

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**Report Type:** Action Report

Action Code	Action Title	Theme	Lead Member	Target Date	Revised Date	Completed Date	Latest Status Update
CS09.1	Implementation of Customer Services Best Value Review Plan	Customers	Quality Services for Customers	01/06/2006		01/06/2006	(9/11/2006) Completed June 2006
HR03.5	Set up rewards/recognition for staff who go beyond the call of duty	Improvement	Well Managed Council	01/07/2006		26/01/2007	(26/1/2007) Reward and Recog Policy agreed at Cabinet January 2007
LD19.1	Councillor Engagement	Com Network	Well Managed Council	01/07/2006		01/09/2006	(16/11/2006) The 'Your Councillors' leaflet has been distributed to all households. The format of Area Forums is still being considered in the light of the consultants' report concerning community engagement.
SD02.2	Core Strategy submitted to GONW	Improvement	Regenerating and promoting Rossendale	01/08/2006	01/10/2007	01/07/2007	(29/05/2007) Discussions are on going with Government Office North West and we will agree submission dates in consultation with them. This is likely to be October 2007. Meeting arranged.

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HR03.2	Implementation of the Competency Framework	LAA / Improvement	Well Managed Council	01/08/2006		31/03/2007	(26/1/2007) Training programme with managers to facilitate implementation of the framework is complete.
HR03.6	Establish an action plan and deliver actions as specified as a consequence of the 2nd staff morale survey.	Improvement	Well Managed Council	01/08/2006		01/12/2006	(26/1/2007) We have completed the implementation of the action plan to improve staff morale. We will also undertake a 3rd staff moral survey target in July 2007.
LD17.1	To progress plans for the introduction of charges for parking within the Borough with a view to increasing revenue to re-invest in the service in a fair and equal manner.	Economy	Regenerating and Promoting Rossendale	01/08/2006		04/04/2007	(30/05/2007) Cabinet agreed not to introduce charges.
ER12.1	Adrenalin Gateway - Pre-Feasibility Study Completed	Economy	Regenerating and Promoting Rossendale	01/08/2006		01/09/2006	(31/5/2007) The pre-feasibility study was completed in September 2006. Work is now ongoing with phase 2 of the project. The project now has wide support within East Lancashire and is now included as one of the key transformations projects of the Pennine Lancashire Action Plan. An application for Phase 2 funding is currently under consideration by NWDA and if approved, will be matched by funding from

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CS07.1	ICT Strategy Developed	Improvement	Quality Services for Customers	01/09/2006		09/11/2006	<p>Lancashire County Developments Ltd. (31/05/2007) ICT strategy developed Sept 06 approved by Cabinet Oct 06. The following has been implemented:</p> <p>Fully integrated content management system including web site, intranet and extranet</p> <p>New security firewall achieving ISO 27001 status.</p> <p>New mobile working including Blackberry, RSA and clientless VPN.</p> <p>Refresh of Rossendale server infrastructure.</p> <p>Developed Business continuity management strategy.</p>
ER02.3	Framework for addressing Affordable Housing within the borough	Housing	Regenerating and Promoting Rossendale	01/09/2006		13/12/2006	<p>(7/2/2007) Affordable Housing Strategy was approved by Cabinet on 13th December 2006 and the Affordable Housing Policy was approved by Cabinet on the 25th January 2007.</p>
SL06.3	Develop and implement an Environmental Strategy with local partners and LSP Theme groups	Environment	Clean and Green Rossendale	01/09/2006		19/12/2006	<p>(26/05/2007) Report presented to cabinet in November 2006. Extensive consultation taken place, Strategy approved and in the implementation stage.</p>
CS9.2	Monitoring Toolkit for Customer Services	Customers	Quality Services for Customers	01/09/2006		01/12/2006	<p>(31/05/2007) The Toolkit was developed in September 2006 and has been successfully implemented.</p>

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CP03.2	Standard Evaluation & Options appraisal on Leisure within Borough report received and actions taken forward as required	LAA / Partnerships	Health and Wellbeing	01/10/2006		15/11/2006	(30/05/2007) Review completed and developments agreed at the sports centre.
CS06.1	Revenues, Benefits and Customer Contact Partnership negotiations completed and contract implementation begun.	LAA / Partnerships	Quality Services for Customers	01/10/2006		30/09/2006	(9/11/2006) Contact completed and signed end of Sept 2006, All Rossendale Revs & Bens staff transferred to Capita, following the TUPE rules and regulations.
SD02.3	Rawtenstall Area Action Plan submitted	Economy	Regenerating and Promoting Rossendale	01/10/2006	01/07/2008		(30/05/2007) Work is ongoing and the Area Action Plan will be submitted to Government Office North West in July 2008.
FS06.4	Capital Strategy & AMP Completion- IPF data input- open space data input- digital mapping data input	Improvement	Well Managed Council	01/10/2006		23/04/2007	(04/06/2007) GONW have now confirmed both the Asset Management Plan and the Capital Strategy as "good".

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SD05.1	Delivery of Service Improvement Plan for Development control	Improvement	Regenerating and Promoting Rossendale	01/10/2006		29/05/2007	(29/05/2007) Improvement plan from July 2006 delivered report now being drafted for Overview and Scrutiny in June 2007 , further improvements are required and will be referred to within the report
CP02.1	In conjunction with Community Network develop a community engagement and involvement strategy	LAA / Com Network	Health and Wellbeing	01/11/2006		26/10/2006	(26/10/2006) Community Involvement & Engagement Strategy reported to Cabinet in November 2006
FS06.7	Whitworth Civic Hall:- Rebuild completed- Disposal of Town Hall	Customers	Regenerating and Promoting Rossendale	01/11/2006		27/10/2007	(04/06/2007) Building is now fully open to Public use. Physical inspection and the use of retention monies will commence 12 months following hand over (i.e. Oct 08)
CS07.7	Implement a new corporate Intranet using the Jadu Content Management System (CMS).	LAA / Improvement	Well Managed Council	01/12/2006	31/03/2007	01/01/2007	(31/05/2007) The new corporate Intranet has been successfully implemented and members of staff have been trained on its use and application.
CS07.8	Community Portal Introduced	LAA / Com Network	Quality Services for Customers	01/12/2006		30/04/07	(3/5/2007) The Community Network have indicated they will not take up the new portal

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ER01.5 b	Profile of Rossendale raised as a place in which to live and invest	Economy	Regenerating and Promoting Rossendale	01/12/2006		31/03/2007	(31/5/2007) Contract award to 'Brighter Business Solutions' to raise the profile of the borough & attracting greater visitor numbers into the Borough by implementing marketing campaign, together with hosting a series of local, regional and national events to create greater awareness of what Rossendale has to offer through it's unique heritage, landscape & visitor attractions. Reporting progress through to the Regeneration Board. Included as a service area business plan priority for the next three years. This includes a broadening of the marketing activity towards the business and investor sections.
LD03.1 a	Bacup & Stacksteads Area Action Plan is submitted	Economy	Regenerating and Promoting Rossendale	01/12/2006	30/4/2009		(8/3/2007) Review of Backup and Stacksteads Area Action Plan is under way, engaging consultants, also regeneration team are engaging on related work. A revised timetable is set out in the Local Development Scheme with a revised adoption date of April 2009.
SL05.1 4	Ensure opportunities for environmental activity is included in youth provision strategy phase (11)	Environment	Health and Wellbeing	01/12/2006	01/03/2007	05/02/2007	(26/05/2007) Play Strategy now in place and attendance at community meetings through Neighbourhood Management. Open Spaces Strategy now completed and submitted to Cabinet in June 2007
ER12.2	Fit for purpose Strategic Housing Service	Housing	Regenerating and Promoting Rossendale	01/12/2006		31/01/2007	(31/5/2007) The findings from the Audit Commissions review of the strategic housing function undertaken in December 2006 was that the service is 'Fair' with

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CS07.4	Local Land and Property Gazetteer (LLPG) linked to the National land and Property Gazetteer (NLPG)	LAA / Improvement	Quality Services for Customers	01/01/2007		13/10/2006	'promising prospects' for improvement. All recommendations from the Audit Commissions report have been built into the service areas business plan, team plans and work plans.  (31/05/2007) The Local Land and Property Gazetteer was successfully implemented and Rossendale have achieved status 1 level Oct 06.
LD04.2	Improved Community Leadership Policy Statement and Action Plan adopted	Com Network	Health and Wellbeing	01/01/2007		15/11/2006	(11/4/2007) Highlight Reports for Oct -Dec 06 and Jan to Mar 07 produced. Action Plan Update produced March 2007.
ER12.3	Affordable Warmth/Fuel Poverty Strategy	Health	Health and Wellbeing	01/01/2007	30/09/2007	31/07/2007	(3/5/2007) This strategy is included in the 2007/8 work plan. A draft strategy will be produced for June 2007 with reports to O&S and Cabinet scheduled in August and September. The final draft of the strategy will be produced for September 2007
CS07.9	Implementation of an effective DIP system that fully integrates into the CRM system used in OSS and Telephone Contact Centre	LAA / Improvement	Quality Services for Customers	01/02/2007	14/02/2007	01/02/2007	(31/05/2007) Complete Anite electronic documents records management system has been implemented in the OSS, Contact Centre and is available throughout the Revenues and Benefits function. The future integration of this into Customer Relationship Management system is currently being investigated with the new Northgate Front Office product to assess its viability.

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ER04.2	Development Agreement signed for Future park plots	Economy	Regenerating and Promoting Rossendale	01/03/2007	30/06/2007		(31/5/2007) Negotiations are ongoing with the preferred developers for development agreements of all plots. Outline planning approval has been granted for the whole site and detailed approval for plot 3.
ER05.1 a	Brownfield programme is delivered in line with targets in project plan	Economy	Regenerating and Promoting Rossendale	01/03/2007	31/07/07		(31/5/2007) Agreement has been reached with North West Development Agency to reformulate the programme to provide a more appropriate and deliverable content that will better address the needs of the district and meet the revised Regional Economic Strategy. A revised programme submission will be made to NWDA in July 2007.
ER05.2 a	SRB programme closed down & sustainability and end of scheme arrangements completed.	Economy	Regenerating and Promoting Rossendale	01/03/2007	30/09/2007	31/03/2007	(31/5/2007) The first phase of the programme was delivered to budget forecast. Scheme is now extended by North West Development Agency (NWDA) to end in September 2007. End of scheme evaluation underway.
HR06.2	Develop Action Plan to deliver IIP across the Council	Improvement / ELL	Well Managed Council	01/03/2007		21/03/2007	(26/1/2007) Investors in People (IIP) achieved Human Resources meeting with line managers. Team Training Plans being developed.
PCM01.4	Continue to work with Members, Managers & Staff to improve the application of PM within the Council & develop a culture of PM	LAA / Improvement / Partnerships / Customers	Well Managed Council	01/03/2007		15/04/2007	(2/4/2007) Member session on Performance Management & Data Quality issues took place in January. Training in Covalent continues to be offered on an ongoing basis to all stakeholders, together with the production of briefing & guidance sheets. Member, HoS & officers roles identified in the PM & DQ strategy, session with BVPI staff on implementing roles & audit trail requirements took place in April.



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SL05.1	Borough wide approach to neighbourhood working adopted	Comm Safety	Clean and Green Rossendale	01/03/2007		18/12/2006	(26/06/2007) Appointment of 3 Neighbourhood teams to deal with education, enforcement & customer interaction across the borough. Partnerships established with Groundwork and other agencies. Neighbourhood Plans in development.
LD19.2	Implement Member Development Strategy	Improvement	Well Managed Council	01/03/2007		22/03/2007	(22/3/2007) The Member Development Strategy and Action Plan has been implemented in 2006/07. A refresh of the Strategy will be taken forward in 2007/08.
LD19.2	Improved Performance in relation to Council's use of Resources Judgement	Improvement	Well Managed Council	01/03/2007		01/03/2007	(29/05/2007) Final Use of Resources report for 2006 was received at the end of Feb 2007 and this reflected continues improvement in scores against the key lines of enquiry, thus strengthening the overall score which remains at 2.
PCM10.1	Audit Commission CPA completed and rating of 'Fair' achieved		Well Managed Council	01/03/2007	31/07/2007	21/04/2007	30/05/2007 Preparatory work completed to deadline, with on-site inspection taking place in mid-April. Currently awaiting draft report from the Audit Commission with final result to be published July 31 <sup>st</sup> .
CP01.7	Overview and Scrutiny to conduct a Review of impact of LSP on Community Cohesion in Rossendale	LAA / Com Network	Health and Wellbeing	01/04/2007			(29/1/2007) Community Cohesion Task and Finish Group held first meeting on Jan 16 to review what work has already been carried out. Further work is on-going, with visits to other Council's planned. This work will carry over into next year's business plan, with a revised completion date to be agreed.
CS03.3	Full suite of service standards introduced and	LAA / Customers	Quality Services for customers	01/04/2007		01/03/2007	(3/5/2007) Full suite of customer service standards introduced. This included customer service pass cards and service information packs/booklets

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	communicated						
HR02.7	Deliver a Job Evaluation and establish an effective pay and grading system	Improvement	Well Managed Council	01/04/2007	01/10/2007		(26/1/2007) Steering group established, Project Plan developed, resources identified, evaluation to start 12 February
HR11.1	Staff, Partner and Councillor Comments and Suggestion Schemes introduced	Improvement	Well Managed Council	01/04/2007		26/01/2007	(26/1/2007) Magic has been relaunched. HR leading and monitoring. HR meeting with communications to agree poster campaign
CP02.4	Develop and implement fit for purpose consultation strategy and framework to ensure community views are understood – including refreshing Citizen's Panel	LAA / Improvement	Quality Services for Customers	01/12/2007		1/12/2007	(30/05/2007) Community Engagement and Involvement Strategy agreed by Cabinet November 2006  Citizen's panel refresh to occur throughout 2007.  Review of consultation arrangements to take place by March 2008.
SL13.1	Preferred partner identified for Streetscene and Liveability		Clean and Green Rossendale	01/12/2007	31/08/2007		(04/06/2007) We are undertaking a review to determine what the impact of partnership will be on the corporate centre. This should be completed by August 2007.

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SD02.5	Character Appraisals completed for 8 Conservation Areas	Economy	Clean and Green Rossendale	01/01/2008			(29/05/2007) Revised target of completion of 2 character appraisals forms to be completed each year as part of the Spatial Development Business Plan
ER12.4	Housing Market Renewal - Deliver ELEVATE programme in Bacup & Stacksteads	Economy	Regenerating and Promoting Rossendale	01/03/2008			(3/5/2007) Programme delivered to budget and output targets. 2007/8 programme approved, planned and underway.
HR11.2	Achieve Level 3 of the Equality Standard	Customers	Well Managed Council	01/03/2008	March 2008	Year 1 of 06/08 funding was completed 31/03/2007	(01/06/2007) The Equality Standard has been revised and will require the Council to undergo a Peer Assessment Review and demonstrate effective monitoring across all service areas. As a result a revised completion date has been set.
ER01.1 a	New Rawtenstall Bus Station completed	Economy	Regenerating and Promoting Rossendale	01/04/2008	30/05/2009		(31/5/2007) Progress dependant upon finding relocation site or premises for Rossendale Transport's bus depot and acquisition of bus depot from Rossendale Transport. Compulsory Purchase Order (CPO) procedures may be necessary.
SD02.4	Complete Local Development Framework	Economy	Regenerating and Promoting Rossendale	01/04/2008	TBA		(29/05/2007) Revised dates as set out in the Local Development Scheme and as agreed by GONW- only the Core Strategy will be adopted by this date.

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ER12.5	Completion of Civic facilities as part of the Rawtenstall town centre Area Action Plan	Economy	Regenerating and Promoting Rossendale	01/12/2008	30/05/2012		(29/05/2007) Consideration of preferred location and other options to be reviewed.