

Corporate Plan Actions due for completion in Quarter 1, April - June, 2007



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Report Type: Action Report

Generated on: 11 September 2007

1. 3 or 100% of the actions due for completion during Quarter 1 have been fully completed
2. 3 actions with significant milestone completion dates in Quarter 1 have been identified as 'amber status'

Priority: 1. Delivering Quality Services to Our Customers

Action Code	Action Title	Head of Service	Lead	RAG	Target Date	Revised Date	Completed Date	Latest Status Update
CS1.4	Improved management of the Council's complaints process to ensure that it is easy to access and that we use the information provided by complaints to improve services	Andrew Buckle	Nick Molyneux		Jon Sharples	Gary Parsons	22/03/2007	(30/8/2007) A new complaints management process has been developed, consulted on and also implemented. All the new complaint leaflets and forms have been produced and are now in full circulation.
CS1.2	Increase customer awareness of the level of service	Andrew Buckle	Andrew Buckle; Nick		03/04/2007		13/08/2007	(31/8/2007) A full suite of standards have been implemented and also marketed. Prior to CPA a range of service pack

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	they should receive from the council.		Molyneux					leaflets were developed which details specific service actions, service levels and also customer standards. The Rossendale web site has also been used to market the respective customer service standards and an internal programme of mystery shopping has taken place. The customer service standards have also been published in the Rossendale Alive news paper.

Priority: **2. Delivering Regeneration Across the Borough**

Action Code	Action Title	Head of Service	Lead	RAG	Target Date	Revised Date	Completed Date	Latest Status Update
ERSH 2.3	Carry out the ongoing regeneration programme for the Valley Centre in Rawtenstall to provide a mix of retail, leisure and residential premises	Jon Sharples	Jon Sharples		Planning Approval, Summer 2007 Development Agreement Autumn 2007			(6/9/2007) Substantial amendments and improvements to the schemes design (which now has support from CABE: the Governments Design Advisors) a planning application was submitted in March and is expected to be considered at Committee in November 2008. Work is ongoing with CNC, the Council's development partner, in concluding a development agreement. The developer continues to work on negotiating vacant procession with existing tenants of the Valley Centre and attracting interest from predominately national retailers for units to be built within the redeveloped centre. A current area of concern is that CNC maybe considering disposing of the Valley Centre as part of a large property investment portfolio. Details of any such sale have been requested.
ERSH 2.7	Develop the remaining plots at Futures Park,	Jon Sharples	Regeneration Projects Officer#;		Ongoing Project-commence-			(5/9/2007) The Executive Committee in February 2005 assigned preferred developer status to B & E Boys Ltd on plot 3.

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	Bacup to allow the creation of new employment premises		Jon Sharples		ment phase summer 2007			<p>B & E Boys Ltd continue with their interest in developing the plot but have had to wait until a public footpath across the plot has been realigned. Approval for the realignment is due in October 2007.</p> <p>The Cabinet Report of the 7th December 2005 recommended that The Hurstwood Group be given preferred developers status, on plots 1,4 & 5, subject to them developing an agreed scheme that meets with the use, design and layout criteria or adheres to the timescales to develop their full schemes and committed to development within 9-12 months. The Hurstwood Group have indicated that in the current climate the development of these plots would not be viable. A Cabinet Report is being prepared asking that consideration is given to the preferred developer status of The Hurstwood Group on Plots 1, 4 & 5.</p>
ERSH 2.8	Bacup Town Centre Renaissance Programme	Jon Sharples	Regeneration Projects Officer#; Jon Sharples		Consult Spring 2007 Prepare programme and begin funding bids Spring 2007			<p>(5/9/2007) A project concept form has been submitted through ELLCHEX to NWDA for a project that will engage with property landlords, developers and investors on a small number of key gateway sites, to ensure that commercial property refurbishments produce accommodation that is more sustainable with lower carbon solution and matches the requirements of incubator businesses. Not to perpetuate the supply of accommodation for which there is no demand. A Bacup Incubator Businesses Network will be established to share knowledge and contacts, to encourage local business to business activity and to benefit from locally delivered training and seminars. A full application is currently being developed with a funding decision to be made in December 2007.</p> <p>Pre project development work is being undertaken to highlight potential sites for the Pennine Lancashire Squared, a series of international quality public spaces across Pennine Lancashire which would breathe life into the town centres in the way that the Exchange Square has in Manchester. PL Squared would use world class design which is beautiful, used by the local</p>

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								<p>communities as well as creating an 'art or public realm tourism' feature. The design competition for architects will start in Jan 2008. A presentation has been given to the SMT, with approval given to develop a project team to take the project forward.</p> <p>An application for an INTEREG funded program is awaiting approval, proposed start date would be in Jan 2008. The project is for 600k over 3 years to support enterprise and assist business expansion.</p>

Priority: **5. Improving Health and Wellbeing Across the Borough**

Action Code	Action Title	Head of Service	Lead	RAG	Target Date	Revised Date	Completed Date	Latest Status Update
ERSH 5.3	Develop and implement an improvement plan for the Homelessness Service	Jon Sharples	Gary Parsons		31/01/2008		04/06/2007	<p>(4/9/2007)</p> <p>A Homelessness Service Improvement Plan was completed on 4th June 2007 and is now currently being delivered by the Housing Options Team. The Service Improvement Plan takes into consideration Audit Commission Recommendations from the Strategic Housing Teams Inspection in December 2006, the Homelessness Strategy Action Plan, KLOE Action Plan targets, GVH own Impact Needs Requirement Assessment, Customer Service Standards targets and the Service Level Agreement targets and standards as per the Stock Transfer Agreement. Attached to the Documents section is the current Service Improvement plan for the HOT Team.</p>