

## Performance Indicator Action Plan – 2007/8



The Council is committed to developing a 'performance culture' through embedding a Performance Management Framework that is robust, transparent and accountable. An important part of this process is taking timely, corrective action to improve performance against an indicator that is not achieving the target level of performance as set out within the relevant Business Plan.

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together e.g. 76 a,b,c & d) not achieving target levels of performance. The template should be attached against the indicator in Covalent and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Performance Reports produced for Management Team and Members.

Service Area:	Legal & Democratic				Lead Officer for P.I.	Lee Childs								
Indicator name & number/s:	BV 156 – Buildings Accessible to People with a Disability													
Target achieved in 2006/7?	Yes	No	Quartile position in 2005/6?	Top	2 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
<b>PERFORMANCE DURING 2006/7</b>														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A		
93%	98.%	93%	98%											98%

**1. Please give an objective assessment as to whether the end of year target will be met?**

The main programme of works for public buildings where completed by the end June 2006. This brought Rossendale Borough Council to 93% in line with the Disability Discrimination Act 1995.

**2. Please explain the reasons why the indicator is not achieving the targeted level of performance:**

Building works are now completed with all priority 1 and 2 works undertaken 3 and 4 work will be pick up on future repairs and maintenance contracts . We are now 93% compliant.

Works are programmed in for 2008 to carry out DDA works at Rawtenstall Market

**3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:**

Though a review has now being carried out on Public Conveniences , these do have to be included in the %.

Following instructions from the Head of Service a Access audit is now being carried out a Whitworth Pool, this previously was not included.

A lift is required in Haslingden Sports Centre, but this will be installed with future building works.

Stubbylee is not a public access building therefore does not have to comply, though adaptations would have to be made for requirements of disabled employees

**4. Any action planned in next financial year that will improve performance?**

# Performance Indicator Action Plan – 2007/8



The Council is committed to developing a ‘performance culture’ through embedding a Performance Management Framework that is robust, transparent and accountable. An important part of this process is taking timely, corrective action to improve performance against an indicator that is not achieving the target level of performance as set out within the relevant Business Plan.

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together e.g. 76 a,b,c & d) not achieving target levels of performance. The template should be attached against the indicator in Covalent and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Performance Reports produced for Management Team and Members.

<b>Service Area:</b>	<b>Economic Regeneration &amp; Strategic Housing</b>		<b>Lead Officer for P.I.</b>	<b>Steve Jackson</b>										
<b>Indicator name &amp; number/s:</b>	<b>BV 183b – Average length of stay in Hostel accommodation of households who are homeless and in priority need (weeks)</b>													
<b>Target achieved in 2006/7?</b>	Yes	No	<b>Quartile position in 2006/7?</b>	Top (0)	2 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A	<b>Is it a KSI?</b>	YES	NO	<b>Is a CPA P.I. ?</b>	YES	NO N/A
<b>PERFORMANCE DURING 2007-8</b>														
<b>Quarter 1</b>		<b>Quarter 2</b>		<b>Quarter 3</b>		<b>Quarter 4</b>		<b>Targeted Quartile Position?</b>						
<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Top</b>	<b>2<sup>nd</sup></b>	<b>3<sup>rd</sup></b>	<b>Bottom</b>	<b>N/A</b>		
3.57	0.75	3.57	0.75		0.75		0.75		0.00-6.71 (Target of 3)					

**1. Please give an objective assessment as to whether the end of year target will be met?**

Due to the performance in Quarter 1 of the 2007/08 year, it is going to be extremely difficult to achieve the final target of 3, however it can still be achieved as long as any further cases that have to be placed in Hostel Accommodation do not stay longer than 1 week. This is because of the way the Indicator is calculated. The more families or households that are placed in TA, the larger the figure you have to divide the total number of weeks by, which could reduce the current 3.57 to below 3.

**2. Please explain the reasons why the indicator is not achieving the targeted level of performance:**

The primary reason why this target is not being achieved based on Q1 performance, is because 1 family had to be placed in Hostel accommodation during this quarter, and their length of stay was lengthened to what was originally thought, because the Council had to listen to a second appeal following on from the appeal hearing that GVH carried out as per the Policy. If this review had not taken place and the family were found accommodation very quickly then the figure would undoubtedly have been less than the annual target of 3 but still higher than the Quarterly target of 0.75.

In addition during quarter 2 a single person with severe disability has been placed in temporary accommodation until a suitably adapted property becomes available. This is likely to take a considerable amount of time due to the overall lack of suitable vacancies within the borough.

**3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:**

BVPI 183b is very similar to BVPI 183a in the sense that the HOT team are having to use Temporary Accommodation to house people because of the shortage of social rented and quality housing in the Private Rented Sector. The same issues attached to the Action Plan of BVPI 183a will address the issue of this BVPI also.

**4. Any action planned in next financial year that will improve performance?**

Please refer to the same section of the BVPI 183a Action Plan for a detailed response to this.

# Performance Indicator Action Plan – 2007/8



The Council is committed to developing a 'performance culture' through embedding a Performance Management Framework that is robust, transparent and accountable. An important part of this process is taking timely, corrective action to improve performance against an indicator that is not achieving the target level of performance as set out within the relevant Business Plan.

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together e.g. 76 a,b,c & d) not achieving target levels of performance. The template should be attached against the indicator in Covalent and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Performance Reports produced for Management Team and Members.

Service Area:	Spatial Development				Lead Officer for P.I.	Bryan Beardsworth								
Indicator name & number/s:	BV 205 – Quality of Planning Service Checklist													
Target achieved in 2006/7?	Yes	No	Quartile position in 2006/7?	Top	2 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A	Is it a KSI?	YES	NO	Is a CPA P.I. ?	YES	NO
<b>PERFORMANCE DURING 2007-8</b>														
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?						
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A		
N/A		88.9%	100%					100%						

**1. Please give an objective assessment as to whether the end of year target will be met?**

We are working towards the achievement of the target , the implementation of the planning IT system is key to this .We are aiming to go live the week of the 18<sup>th</sup> December 2007 due to the delay with this we are unlikely to be 100% .

**2. Please explain the reasons why the indicator is not achieving the targeted level of performance:**

We are carrying out a significant review of the implementation of the IT system this will be attached to covalent .

**3. Please give details of any corrective actions that are currently being taken and an estimate of the likely impact:**

The new IT system will assist .

**4. Any action planned in next financial year that will improve performance?**

Implementation of the new IT system from December 2007 will put us back on track.