

Section 4 – Performance Indicators

Detailed performance information relating to the achievement of targets against performance indicators





End of Year Performance 2007/8




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Report Type: PI Report

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PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	This PI is Contextual

Trends	
	The value of this PI has improved between 2006/7 and 2007/8
	The value of this PI has declined between 2006/7 and 2007/8
	The value of this PI has stayed the same between 2006/7 and 2007/8


Priority: **1) Delivering Quality Services to Customers**
 BV Category: **Housing Benefit and Council Tax Benefit**

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV78a	Speed of processing - new HB/CTB claims		↑	Aim To Minimise	✔		
						Value	Target
		2006/07				37.6	32.0
						Value	Target
	2007/08	25.8	29.6				

Andrew Ormerod 23 April 2008
 The target has again been exceeded this month. It is envisaged that this target will overachieve for 2007/08

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV78b	Speed of processing - changes of circumstances for HB/CTB claims		↑	Aim To Minimise	✔		
						Value	Target
		2006/07				19.3	9.0
						Value	Target
	2007/08	14.4	16.0				


Anita Hall 24 April 2008
 Performance has exceeded target for the year.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
fr79a	Accuracy of processing - HB/CTB claims		↑	Aim To Maximise			
						Value	Target
		2006/07				97.40%	99.00%
						Value	Target
	2007/08	97.80%	99.50%				

Anita Hall 14 April 2008

This target has not been met for 07/08 out turn. Capita and the SAT monitor accuracy closely. Performance indicators have changed from April 08 but it is proposed to keep this indicator as a local one. The targets and the formula have been amended but will continue to be monitored closely.

Priority: 1) Delivering Quality Services to Customers
BV Category: Local Economy and Environmental Sustainability

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV109 b	Minor applications determined in 8 weeks		↑	Aim To Maximise			
						Value	Target
		2006/07				77.77%	65.00%
						Value	Target
	2007/08	85.71%	78.00%				

Bryan Beardsworth 11 April 2008

186 of 217 applications determined within the Statutory 8 week Period.



Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV109 c	Planning Applications: 'Other' applications		↑	Aim To Maximise	✔		
						Value	Target
		2006/07				90.74%	80.00%
						Value	Target
	2007/08	94.31%	80.00%				

Bryan Beardsworth 11 April 2008
315 of 334 applications determined within the 8 week statutory period.

Priority: 1) Delivering Quality Services to Customers
BV Category: **Planning**

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV204	Planning appeals allowed		↑	Aim To Minimise	●		
						Value	Target
		2006/07				36.4%	20.0%
						Value	Target
	2007/08	34.2%	30.0%				



Bryan Beardsworth 23 April 2008
9 of the 26 Planning Appeals lodged against the Councils decision to Refusal Planning Permission, have been upheld.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV205	Quality of Planning Service checklist			Aim To Maximise			
						Value	Target
		2006/07				88.9%	70.0%
						Value	Target
2007/08	88.9%	100.0%					


Bryan Beardsworth 11 April 2008

Full guidance relating to the requirements for the submissions of Planning applications is available from the Councils web Page. Agreements with Urban Vision and Arups offer full support on most specialists' aspect with regard to the determination of planning applications and the Local Plan. These arrangements are on going and under contract. There is evidence to show a multidisciplinary approach to Major development schemes and also a complete contact list for applicants with regard to pre application advice. The Council expects to score in the second tranche for the e-delivery of services, following the partial installation of a new planning system.

Priority: 2) Delivering Regeneration across the Borough
BV Category: Housing


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV64	(LAAH20) No of private sector vacant dwellings that are returned into occupation or demolished			Aim To Maximise			
						Value	Target
		2006/07				35.00	35.00
						Value	Target
2007/08	40.00	40.00					

Stephen Jackson 02 April 2008 There has been some issues during 2007/2008 that delayed the implementation of a more robust empty homes strategy. However, the target for 2007/08 has been achieved.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV183 b	Length of stay in temporary accommodation - Hostel (weeks)		↓	Aim To Minimise			
						Value	Target
		2006/07				0.00	4.00
						Value	Target
	2007/08	4.71	3.00				

Steve Jackson 16 April 2008

It should be noted that the calculation for the average stay has been skewed because the low number of admissions to temporary accommodation results in the average being higher

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV202	Number of people sleeping rough		■	Aim To Minimise			
						Value	Target
		2006/07				0	3
						Value	Target
	2007/08	0	0				

Steve Jackson 10 April 2008

A Rough sleeper's count that took place in October 2006 produced a figure of zero people sleeping rough and this was also backed up by asking local agencies for intelligence before the count took place. The Count was also carried out to the guidance of the DCLG. The target for 2007/08 of no more than 3 people sleeping rough has been achieved, the outturn is zero

Priority: **2) Delivering Regeneration across the Borough**
 BV Category: **Local Economy and Environmental Sustainability**

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV109 a	Major applications determined in 13 weeks		↑	Aim To Maximise	✔		
						Value	Target
		2006/07				58.33%	60.00%
						Value	Target
	2007/08	65.22%	60.00%				

Bryan Beardsworth 09 April 2008

15 of 23 Major Applications determined in time. Several of the out of time applications determined in this period are applications that have been waiting the signing of a S.106 agreement.

Priority: **2) Delivering Regeneration across the Borough**
 BV Category: **Planning**


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV106	New homes built on previously developed land		↑	Aim To Maximise	●		
						Value	Target
		2006/07				31.58%	58.00%
						Value	Target
	2007/08	44.20%	50.00%				

Gwen Marlow 10 April 2008

It should be noted that the figures given are based on an incomplete dataset. The outturn is based on data returns from Rossendale Building Control which does not necessarily include completions signed off by approved inspectors (including NHBC). Information provided by Approved Inspectors is often late and can be inaccurate. To remedy this we have spoken to


developers directly but there is likely to be some inconsistency with other housing returns. We are currently updating the housing study and will provide a more robust set of figures to update this later in the year. Of the units completed, a considerable proportion came through from old permissions and local plan allocations, e.g. Douglas Road. These are Greenfield sites granted planning permission before the policy context was changed towards an emphasis on the sequential approach and using Brownfield sites to meet housing supply. As these sites are built out, it is anticipated that the amount of units coming forward on Brownfield sites will increase again.

"Brownfield sites were identified from planning applications records, local officer knowledge and the use of aerial photos. It is anticipated that the Northgate computer system to be introduced imminently together with an improved validation approach in development control and a system of recording Building Control data will assist in the monitoring system for this BVPI for the next financial year".

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV200a	Plan-making: Local Development Scheme submitted?					
			Value	Target		
		2006/07	Yes	Yes		
			Value	Target		
	2007/08	Yes	Yes			
				Contextual		

Gwen Marlow 09 April 2008

Ongoing due to discussions with Government Office North West. Revised LDS October 2007 submitted. RBC has been instructed by GONW to delay submitting an updated Local Development Scheme for 2008 to 2011, pending the current Planning Bill becoming an Act of Parliament. This is because there may be implications for preparing Local Development Documents.


Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV200b	Plan-making: Milestones Met?					
			Value	Target		
		2006/07	No	Yes		
			Value	Target		
	2007/08	No	Yes			
				Contextual		

Gwen Marlow 09 April 2008

The Statement of Community Involvement was adopted in August 2007, meeting the LDS milestone. Consultation on the following two Supplementary Planning Documents was


undertaken in February 2008, meeting the milestone set out in the LDS: Alterations and Extensions to Residential Properties Draft SPD and Open Space and Play Equipment SPD. The Core Strategy DPD has not progressed as set out in the LDS. Following the advice of the Planning Advisory Service's critical friend and GONW it has been decided to undertake consultation on a Revised Preferred Options Report. This consultation will take place in autumn 2008 and will be timed to coincide with Issues and Options consultation on the Allocations DPD.

Priority: 2) Delivering Regeneration across the Borough
 Cannot group these rows by: **BV Category**


Code	Description	Data			Trend	Good Performance	2007/8 Target
BV213	(LAAH16) Housing Advice Service: preventing homelessness		Value	Target	↑	Aim To Maximise	
		2006/07	1.0	1.0			
			Value	Target			
		2007/08	1.8	1.0			

Steve Jackson 10 April 2008 The outturn for 2007/2008 was 1.82 an improvement upon the target of 1

Priority: **3) Keeping our Borough clean and green**
 BV Category: **Environment & Environmental Health**

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV216 a	Identifying Contaminated Land			Contextual		
			Value			Target
		2006/07	444			445
			Value			Target
		2007/08	425	440		

Philip Mephram 28 May 2008 - The total has reduced significantly as a result of the work undertaken by consultants to update our database.

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV216 b	Information on contaminated land			Aim To Maximise		
			Value			Target
		2006/07	3%			1%
			Value			Target
		2007/08	3%	1%		

Philip Mephram 28 May 2008 - This score represents a continuing trend for the construction of new housing developments on potentially contaminated land or "Brownfield" sites.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV217	Pollution Control Improvements Completed On-time		↓	Aim To Maximise	✔		
						Value	Target
		2006/07				100%	70%
						Value	Target
2007/08	92%	90%					

Philip Mepham 28 May 2008 - The work was undertaken by consultants who have achieved an almost complete compliance with pollution permit conditions.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV218 a	Abandoned vehicles - % investigated within 24 hrs		■	Aim To Maximise	✔		
						Value	Target
		2006/07				100.00%	95.00%
						Value	Target
2007/08	100.00%	98.00%					

Dave Whiteman 04 April 2008. Numbers of reported abandoned vehicles had continued to drop due to new the fast track removal scheme and new legislation. All reports of abandoned vehicles investigated within 24 hours and all vehicles removed within 24 hours of being legally entitled. No longer a National B.V.P.I. now a local performance indicator


Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV218 b	Abandoned Vehicles - % removed within 24 hours of required time					
			Value	Target		
		2006/07	100.00%	95.00%	■	Aim To Maximise
	Value	Target				
2007/08	100.00%	98.00%				

Dave Whiteman 04 April 2008. Numbers of reported abandoned vehicles had continued to drop due to new the fast track removal scheme and new legislation. All reports of abandoned vehicles investigated within 24 hours and all vehicles removed within 24 hours of being legally entitled. Not now a National B.V.P.I. retained as a local indicator.


Priority: 3) Keeping our Borough clean and green
BV Category: Local Economy and Environmental Sustainability

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV199 b	(LAA S22a) Local Street and Environmental Cleanliness - Graffiti					
			Value	Target		
		2006/07	1%	2%	■	Aim To Minimise
	Value	Target				
2007/08	1%	1%				

Dave Whiteman 04 April 2008. Yearly figures stay at 1% although last round of inspections returned 0% This is within the target figure and should remain stable. This B.V.P.I. is to be replaced by N.I. 195 in the financial year April 2008 - 2008



Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV199c	(LAA S22b) Local Street and Environmental Cleanliness - Fly-posting levels		↑	Aim To Minimise			
						Value	Target
		2006/07				1%	2%
						Value	Target
	2007/08	0%	1%				



Dave Whiteman 04 April 2008. Yearly outturns above target, this B.V.P.I. will be replaced by N.I. 195 which will be inputted directly onto the Defra website which may cause some delay in reporting as the system is new, 900 street transects inspected in all


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV199d	(LAA S22c) Local Street and Environmental Cleanliness - Fly-tipping		▣	Aim To Minimise			
						Value	Target
		2006/07				3	2
						Value	Target
	2007/08	3	3				

Dave Whiteman 04 April 2008. Awaiting DEFRA figures however all indications are we on target to Maintain our figure of 3 (good) provisional figure will be updated when DEFRA return is received.


Priority: **3) Keeping our Borough clean and green**
 BV Category: **Waste Management & Cleanliness**

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV82ai	(LCP3.2.2) % of Household Waste Recycled		↑	Aim To Maximise		
		Value				Target
		2006/07				21.59%
			↑	Aim To Maximise		
Value	Target					
2007/08	26.07%	24.50%				
Samantha Wardley 08 April. 2008 Due to the impact of the non side waste policy from October 2007 we have seen a sharp increase in the amount of dry waste recycled.						


Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV82ai	Tonnes of Household Waste Recycled		↑	Aim To Maximise		
		Value				Target
		2006/07				5333.55
			↑	Aim To Maximise		
Value	Target					
2007/08	6339.89	5900.25				
Samantha Wardley 17 April 2008. Due to the impact of the non side waste policy from October 2007. We have seen a sharp increase in the amount of dry waste recycled.						

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV82b i	(LCP3.2.2) % of Household Waste Composted		↑	Aim To Maximise			
						Value	Target
		2006/07				7.31%	6.00%
						Value	Target
2007/08	8.21%	6.20%					

Samantha Wardley 08 April 2008. Continuing success from people who have converted from bio-degradable bags to brown bins has show a significant improvement in percentage of household waste composted.


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV82b ii	Tonnes of household waste composted		↑	Aim To Maximise			
						Value	Target
		2006/07				1805.78	1490.68
						Value	Target
2007/08	1956.76	1540.37					

Samantha Wardley 11 April 2008. We have increased organic recycling. This will be partly down to the increased number of brown bins allocated to householders.


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV84a	Household waste collected per head (kgs)		↑	Aim To Minimise			
						Value	Target
		2006/07				374.9	378.0

		2007/08	360.7	378.0			
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Samantha Wardley 08 April 2008. We have seen a significant decrease in the amount of waste collected per household in Rossendale. This is due the non side waste policy and an increase in the number of compost bins given out to the public.

Code	Description	Data			Trend	Good Performance	2007/8 Target
BV84b	Household Waste Collection (% change in kilograms per head)		Value	Target	↑	Aim To Minimise	
		2006/07	-.55%	.05%			
			Value	Target			
		2007/08	-2.68%	.00%			


Samantha Wardley 08 April 2008. There has been a significant improvement to the amount of household waste collected due to the continuous improvements in recycling, especially organic and paper.

Code	Description	Data			Trend	Good Performance	2007/8 Target
BV91a	Kerbside Collection of Recyclables (one recyclable)		Value	Target	↑	Aim To Maximise	
		2006/07	95.0%	95.0%			
			Value	Target			
		2007/08	95.5%	95.0%			

Samantha Wardley 16 April 2008. We have met the target and we are hoping to increase the number of properties eligible for recycling.


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV91b	Kerbside collection of recyclables (two recyclables)		↑	Aim To Maximise			
						Value	Target
		2006/07				95.0%	95.0%
						Value	Target
	2007/08	95.5%	95.0%				

Samantha Wardley 16 April 2008. We have met the target and we are hoping to increase the number of properties eligible for recycling.


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV199a	(LAA S21) Local street and environmental cleanliness - Litter and Detritus		↑	Aim To Minimise			
						Value	Target
		2006/07				12.0%	17.0%
						Value	Target
	2007/08	10.5%	12.0%				

Dave Whiteman 04 April 2008. Full years figures return 10.5% which is exceeding target (900 transects) This B.V.P.I. has been replaced by NI 195 litter and detritus will be measured separately rather than the current combined total. N.I. 195 begins with the April - July Inspections and is input directly onto the DEFRA website, therefore a delay in receiving results could occur as this is a new way of reporting.


Priority: **4) Promoting Rossendale as a cracking place to live and visit**
 BV Category: **Cultural & Related Services**

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV170 a	Visits to and Use of museums & galleries - All Visits (per 1000 population)		↓	Aim To Maximise			
						Value	Target
		2006/07				167	156
						Value	Target
2007/08	152	175					

Leanne Admin_Dixon 06 May 2008. The visitor figures have followed a similar pattern to usual, but the final result is slightly lower than the predicted target. The can be partly explained by the reduction in the number of school bookings for the Haworth Art gallery project, which, although still flourishing produced slightly fewer numbers than last year. Winter was particularly affected. Summer figures were good, despite the persistent wet weather, although slightly lower than last year. The snow and wintry weather at Easter, combined with the change in the Easter holidays, meant that this traditional popular time was not as well supported. The number of queries has increased on the preceding year.


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV170 b	Visits to and use of Museums & galleries - Visits in Person (per 1000 population)		↓	Aim To Maximise			
						Value	Target
		2006/07				167	155
						Value	Target
2007/08	151	174					

Leanne Admin_Dixon 06 May 2008. A change in exhibition policy, i.e. fewer exhibitions, held for a longer duration, also had its effect on visitor patterns and numbers. The Exhibition is likely to continue, although there is some shortening of the pattern and lead-in time for 08/09. 2008 will see the emergence of a new display, containers, which is to be accompanied by a community arts project. This will be supported by funding from LCC Art

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV170c	Visits to and Use of Museums - School Groups (per 1000 population)		↓	Aim To Maximise			
						Value	Target
		2006/07				708	180
						Value	Target
	2007/08	612	743				

Most school visits are made as a result of the Haworth Art gallery project. Visits have continued to flourish, as numbers are similar to last year, but the same rate of growth has not been maintained. Despite attempts to engage with Blackburn schools, the results were not forthcoming. Attempts at promoting the option to schools will be renewed in the new financial year

Priority: 4) Promoting Rossendale as a cracking place to live and visit
BV Category: Planning

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals			Contextual			
						Value	Target
		2006/07				.00%	25.00%
						Value	Target
	2007/08	50.00%	25.00%				

Gwen Marlow 09 April 2008

Fallbarn Conservation Area Appraisal is complete and the management plan is scheduled for completion in summer 2008. Whitworth and Chatterton failed to complete due to the need to resource Conservation Officers and the input of officers to major planning applications such as the Valley Centre. Work has started on the Whitworth Square and Chatterton and Strongstry Conservation Areas, and Bacup Conservation Area is a target for start in 2008/09.

Priority: **5) Improving health and well being across the Borough**
 BV Category: **Community Safety & Well Being**

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV126	Domestic burglaries per 1,000 households		↑	Aim To Minimise	✔	
		Value				Target
		2006/07				9.210
			↓	Aim To Minimise	✔	
Value	Target					
2007/08	8.880	10.230				

Trish Ellins 16 April 2008

We have exceeded the target for the year. The year end turnout is 8.88 against a target of 10.23 equating to a 4.7% reduction in burglaries compared to 06/07.

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV127 a	Violent Crime per 1,000 Population		↓	Aim To Minimise	✔	
		Value				Target
		2006/07				14.8
			↓	Aim To Minimise	✔	
Value	Target					
2007/08	15.7	18.0				


Trish Ellins 16 April 2008. Target exceeded however, there has been a 6.4% increase in the year compared to 06/07 with an increase of 63 offences.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV127 b	Robberies per 1,000 Population		↑	Aim To Minimise	✔		
						Value	Target
		2006/07				.410	.520
						Value	Target
	2007/08	.271	.516				


Trish Ellins 16 April 2008 .There has been a 29.6% reduction compared to 06/07 which is an excellent result.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV128	Vehicle crimes per 1,000 population		↑	Aim To Minimise	✔		
						Value	Target
		2006/07				10.950	13.880
						Value	Target
	2007/08	8.325	13.884				


Trish Ellins 16 April 2008. There has been a 23.1% reduction compared to 06/07 equating to 167 less crimes.

Code	Description	Data	Trend	Good Performance	2007/8 Target
BV174	Racial Incidents Recorded per 1,000 population				
			Value	Target	
		2006/07	1.000	5.000	
		Value	Target		
	2007/08	1.000	5.000		

Trish Ellins 09 April 2008. Only one reported incident this year. The Constabulary launched Third Party Recording System approx. 12 months ago with venues to report across the Division. This may have had an effect on the numbers of reports to the Authority as most of these would be forwarded to the Police for further action.

Code	Description	Data	Trend	Good Performance	2007/8 Target
BV175	Racial incidents resulting in further action				
			Value	Target	
		2006/07	100.000%	90.000%	
		Value	Target		
	2007/08	100.000%	90.000%		

Trish Ellins 09 April 2008. There has only been one indirect report into the Council for the year, which was forwarded onto the Police for action

Code	Description	Data	Trend	Good Performance	2007/8 Target
BV225	(LAAS8) Actions Against Domestic Violence				
			Value	Target	
		2006/07	45.000%	45.000%	

		2007/08	45.000%	45.000%			
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Trish Ellins 09 April 2008. The figure equates to 5 of the 11 questions within BVPI answered 'yes' to and hits the forecast target for the year. There has been a slight delay on the printing of the information booklet and the production of a local DV Strategy but these should be achieved early in the new year.

Code	Description	Data	Trend	Good Performance	2007/8 Target
BV226 a	Advice & Guidance Services - total (£)				
			Value	Target	
		2006/07	£225043	£119710	
			Value	Target	
		2007/08	£149849	£241418	

Miladur Rahman 03 April 2008. For the year 07/08 Rossendale Borough Council has paid £149,849 to voluntary and community organisation that provide advice and guidance. (Please refer to attached titled '0708 year end grant spend').

Code	Description	Data	Trend	Good Performance	2007/8 Target
BV226 b	Advice & Guidance Services - CLS Quality Mark				
			Value	Target	
		2006/07	31.71%	50.00%	
			Value	Target	
		2007/08	51.00%	30.00%	

Miladur Rahman 03 April 2008. Of the total £149,849 awarded to voluntary and community organisations that give advice and guidance, the Citizen Advice Bureau (CAB) received £75000 equating to over half the total spend and Age Concern received £1000. The CAB and Age Concern both have a quality mark and therefore we can conclude that 51% of the money spent on advice and guidance is given to organisations holding a quality mark.



Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV226 c	Advice & Guidance Services: direct provision (£)					
			Value	Target		
		2006/07	£20169	£23000		
			Value	Target		
	2007/08	£12000	£23000			

Miladur Rahman 03 April 2008. Approximately 40% of one staff member's time which equates to £12,000 per year has been spent on developing policies which developers use for preparing planning applications and also advice by letter, email and telephone to developers and residents on enquiries for and against residential development.



Priority: **5) Improving health and well being across the Borough**
 BV Category: **Corporate Health**

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV2a	(LCP1.2.1) Equality Standard for Local Government					
			Value	Target		
		2006/07	2	2		
			Value	Target		
	2007/08	2	3			


Sarah Duckworth 02 May 2008 . An audit of all documentation to achieve level 3 has been achieved awaiting external validation through the IDEA.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV2b	Duty to Promote Race Equality			Aim To Maximise			
						Value	Target
		2006/07				58%	63%
						Value	Target
	2007/08	58%	68%				

09 April 2008. Base line information established. Looking to carry out comparison of data next year which may influence this target. In addition, monitoring in relation to customer complaints now in place.


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV16b	Percentage of Economically Active People who have a Disability			Aim To Maximise			
						Value	Target
		2006/07				17.90%	17.90%
						Value	Target
	2007/08	17.90%	17.90%				

Sarah Duckworth 24 April 2008. This information is extracted from the National Statistics Census 2001CD supplement to the National report for England and Wales and Key Statistics for local authorities in England and Wales dated February 2004.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV156	Buildings Accessible to People with a Disability		↓	Aim To Maximise			
						Value	Target
		2006/07				93.00%	100.00%
						Value	Target
	2007/08	79.00%	98.00%				


Leanne Admin_Dixon 09 May 2008 . Rossendale BC has now 79 % compliance through its public access buildings, buildings that do not comply are Rawtenstall Market 6 %, Whitworth Pool 11% and Marl Pits Pavilion 4%. The required works at Whitworth Pool and Rawtenstall Market will both be carried on in the 2008 / 09 capital repairs and maintenance contract. Marl Pits Pavilion has not been included because of potential redevelopment.

Priority: 5) Improving health and well being across the Borough
BV Category: Environment & Environmental Health


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV166a	Environmental Health Checklist		■	Aim To Maximise			
						Value	Target
		2006/07				100.0%	90.0%
						Value	Target
	2007/08	100.0%	95.0%				

Philip Mephram 22 April 2008. All services within the scope of this indicator have confirmed 100% delivery of items on checklist where relevant.


Priority: **6) Maintaining a workforce with the skills to deliver priorities**
 BV Category: **Corporate Health**

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV11a	Top 5% of Earners: Women		↓	Aim To Maximise			
						Value	Target
		2006/07				60.24%	50.00%
						Value	Target
	2007/08	54.50%	50.00%				


Sarah Duckworth 11 April 2008. The target has been exceeded for the third year running and is attributable to the good work/life balance achieved in Rossendale and the range of policies that underpin this in relation to home working and flexible working.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV11b	Top 5% of Earners: Ethnic Minorities		■	Aim To Maximise			
						Value	Target
		2006/07				.00%	.50%
						Value	Target
	2007/08	.00%	.75%				


Sarah Duckworth 11 April 2008. The Council will be continuing to review and implement its Equality Action Plan in relation to recruitment from the BME community. The Recruitment and Selection Policy will be revised this year. Due to participate in Black and Asian Roadshow at Burnley Youth and Community Centre in June 2008 to raise the profile of Rossendale as an employer and promote recruitment opportunities.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV11c	Top 5% of Earners: with a disability		↓	Aim To Maximise			
						Value	Target
		2006/07				10.04%	5.50%
						Value	Target
	2007/08	.00%	7.84%				


Sarah Duckworth 11 April 2008 The Council will be continuing to review and implement its Equality Action Plan in relation to recruitment. The Recruitment and Selection Policy will be revised this year

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV12	(LCP6.3.2) Working Days Lost Due to Sickness Absence (days)		↓	Aim To Minimise			
						Value	Target
		2006/07				6.96	10.00
						Value	Target
	2007/08	8.70	8.00				


Sarah Duckworth 24 April 2008 The target of 8 days has been narrowly missed by 0.7 days. Work will continue into 2008/2009 with regards to robust sickness absence management and management development in this area.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV14	Percentage of Early Retirements		↑	Aim To Minimise			
						Value	Target
		2006/07				3.43%	3.00%
						Value	Target
	2007/08	.54%	2.00%				

Sarah Duckworth 24 April 2008 This target has been exceeded due to minimal requests for early retirement and fewer organisational changes.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV15	Percentage of Ill-health Retirements		■	Aim To Minimise			
						Value	Target
		2006/07				.00%	.14%
						Value	Target
	2007/08	.00%	.33%				

Sarah Duckworth 04 June 2008. No individual has retired on permanent ill health grounds because alternative solutions have been identified.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV16a	Percentage of Employees with a Disability		↓	Aim To Maximise			
						Value	Target
		2006/07				5.71%	5.50%
						Value	Target
	2007/08	5.12%	4.37%				

Sarah Duckworth 24 April 2008. Equality and Diversity training has been rolled out to all staff and will form an integral part of the competency framework moving forward to 2008/2009. The Recruitment and Selection Policy and Procedure will be revised this year in line with current best practice and equality legislation. Training has been provided to managers in respect of the requirements of the DDA as part of the sickness absence management training.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV17a	Ethnic Minority representation in the workforce - employees		↓	Aim To Maximise	✔		
						Value	Target
		2006/07				2.4%	1.7%
						Value	Target
	2007/08	2.3%	2.0%				

Sarah Duckworth 24 April 2008. The Council will be continuing to review and implement its Equality Action Plan in relation to recruitment from the BME community. The Recruitment and Selection Policy will be revised this year in line with best practice and current equality legislation. Due to participate in Black and Asian Roadshow at Burnley Youth and Community Centre in June 2008 to raise the profile of Rossendale as an employer and promote recruitment opportunities.

Priority: 7) Strong financial management & delivery of VFM services
BV Category: Corporate Health

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV8	% of invoices paid on time		↑	Aim To Maximise	✔		
						Value	Target
		2006/07				76.37%	92.50%
						Value	Target
	2007/08	96.44%	95.00%				

Janice Crawford 09 June 2008 The cumulative out-turn has been above target since June 2007. Almost all the improvements in the procure to pay process have now been achieved.


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV9	% of Council Tax collected		↑	Aim To Maximise	✔		
		2006/07				96.84%	98.00%
		2007/08	97.20%	97.00%			

Andrew Ormerod 07 April 2008. Council Tax collection has increased by 0.38% compared to collection in 2006/2007. This is an increase for the 9th consecutive year. A strict recovery timetable has been adhered to and the introduction of collecting summonsed account by direct debit has greatly reduced the number of broken arrangements which can ultimately result in cases being sent to the bailiff for collection. Attention is now focused on collection for 2008/09 and we are hopeful of introducing more innovative methods of recovery such as charging orders.


Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV10	Percentage of Non-domestic Rates Collected		↑	Aim To Maximise	✔		
		2006/07				98.80%	99.00%
		2007/08	98.81%	98.80%			

Leanne Gildert 22 April 2008. Collection of National Non Domestic rates has again increased in 07-08 by 0.01% to 98.81%. Bankruptcies have featured in this financial year and public houses have proved challenging to collect from. Small business relief has again proved popular and certainly helps many small business in Rossendale. The big challenge for 08/09 is the changes introduced for empty properties that will affect approximately 350 account.

Priority: **7) Strong financial management & delivery of VFM services**
 BV Category: **Housing Benefit and Council Tax Benefit**

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV76b	Housing Benefits Security number of fraud investigators per 1000 caseload			Contextual		
			Value			Target
		2006/07	.23			.27
			Value			Target
		2007/08	.28	.33		

Andrew Ormerod 23 April 2008. This target has not been achieved, however the performance targets for fraud have been met . A new persona has been appointed to this posts and this should see an improvement.

Code	Description	Data	Trend	Good Performance	2007/8 Target	
BV76c	Housing Benefits Security number of fraud investigations per 1000 caseload			Contextual		
			Value			Target
		2006/07	33.85			28.00
			Value			Target
		2007/08	33.53	30.00		


Andrew Ormerod 10 April 2008. This target has been achieved despite a lack of data from the DWP during the last 6 months of the year

Code	Description	Data	Trend	Good Performance	2007/8 Target
BV76d	Housing Benefits Security number of prosecutions & sanctions per 1000 households				
		2006/07	Value 7.45	Target 6.90	
			Value	Target	
		2007/08	7.29	6.99	


Andrew Ormerod 10 April 2008. Performance during the year has exceeded target despite a lack of data normally supplied by the Department for Work and Pensions during the last 6 months of the year.

Code	Description	Data	Trend	Good Performance	2007/8 Target
BV79bi	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period				
		2006/07	Value 76.50%	Target 85.00%	
			Value	Target	
		2007/08	89.17%	75.00%	

Andrew Ormerod 10 April 2008 The annual recovery rate of 89.17% is Rossendale Borough Council's best performance in this area and reflects the improvements made. This excellent outturn is due to the 14 payment cycles in the financial year and the introduction of telephone debt recovery, referrals to Legal Dept for enforcement through County Court and the continued efforts of the debt recovery section.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV79b ii	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding		↑	Aim To Maximise			
						Value	Target
		2006/07				27.30%	80.00%
						Value	Target
2007/08	40.60%	57.00%					

Andrew Ormerod 07 April 2008. The performance in this area has greatly improved and the annual outturn of 40.38% recovered is Rossendale Borough Council's best ever performance. We expect this to be in top quartile throughout England, but the comparison to other Local Authorities is not yet available.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV79b iii	% of Overpayments written off		↑	Aim To Minimise			
						Value	Target
		2006/07				25.49%	10.00%
						Value	Target
2007/08	4.63%	8.00%					

Andrew Ormerod 07 April 2008. A total of £25,271.18 has been written off during the year 2007/08, where all recovery methods have been exhausted. This has resulted in an annual write off of only 4.56%, which is well within the 8% target set for the year 2007/08. The debts over £200.00 where all existing recovery methods were exhausted have been passed to Legal Services to try to recover through the courts. This includes all of the cases over £2,000.00, which would normally have been passed to members to authorise in the final quarter's return.

Priority: **7) Strong financial management & delivery of VFM services**
 BV Category: **Waste Management & Cleanliness**

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV86	Cost of household waste collection (£)	Value	Target	↓	Aim To Minimise	✔	
		2006/07	£38.80				£50.00
		Value	Target				
		2007/08	£45.35				£50.00

David Heyes 17 April 2008. The cost of collection has increased for several reasons namely increased vehicle depreciation charge, increased internal recharges & Job Evaluation arrears

Local Area Agreement Measures

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV225	(LAAS8) Actions Against Domestic Violence	Value	Target	▣	Aim To Maximise	✔	
		2006/07	45.000%				45.000%
		Value	Target				
		2007/08	45.000%				45.000%


Trish Ellins 09 April 2008. The figure equates to 5 of the 11 questions within the bvpi being answered 'yes' to and hits the forecast target for the year. There has been a slight delay on the printing of the information booklet and the production of a local Domestic Violence Strategy but these should be achieved early in the new year.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV64	(LAAH20) No of private sector vacant dwellings that are returned into occupation or demolished		↑	Aim To Maximise	✔		
		Value				Target	
		2006/07				35.00	35.00
						Value	Target
	2007/08	40.00	40.00				


Stephen Jackson 02 June 2008 There has been some capacity issues during 2007/2008 due to staff absences which has delayed the implementation of a more robust empty homes strategy. However, the target for 2007/08 has been achieved.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV199a	(LAA S21) Local street and environmental cleanliness - Litter and Detritus		↑	Aim To Minimise	✔		
		Value				Target	
		2006/07				12.0%	17.0%
						Value	Target
	2007/08	10.5%	12.0%				



Dave Whiteman 04 April 2008. Full years figures return 10.5% which is exceeding target (900 transects) This B.V.P.I. has been replaced by NI 195 litter and detritus will be measured separately rather than the current combined total. N.I. 195 begins with the April - July Inspections and is input directly onto the DEFRA website, therefore a delay in receiving results could occur as this is a new way of reporting.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV199 b	(LAA S22a) Local Street and Environmental Cleanliness - Graffiti						
			Value	Target			
		2006/07	1%	2%	■	Aim To Minimise	
			Value	Target			
2007/08	1%	1%					



Dave Whiteman 04 April 2008. Yearly figures stay at 1% although last round of inspections returned 0% This is within the target figure and should remain stable. This B.V.P.I. is to be replaced by N.I. 195 in the financial year April 2008 - 2008

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV199 c	(LAA S22b) Local Street and Environmental Cleanliness - Fly-posting levels						
			Value	Target			
		2006/07	1%	2%	↑	Aim To Minimise	
			Value	Target			
2007/08	0%	1%					


Dave Whiteman 04 April 2008. Yearly outturns above target, this B.V.P.I. will be replaced by N.I. 195 which will be inputted directly onto the Defra website which may cause some delay in reporting as the system is new, 900 street transects inspected in all

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV199d	(LAA S22c) Local Street and Environmental Cleanliness - Fly-tipping						
			Value	Target			
		2006/07	3	2		Aim To Minimise	
			Value	Target			
2007/08	3	3					

Dave Whiteman 04 April 2008. Awaiting DEFRA figures however all indications are we on target to Maintain our figure of 3 (good) provisional figure will be updated when DEFRA return is received.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
LAAH13	(BV184a) % Social Housing that does not meet decent homes standard						
			Value	Target			
		2006/07	56%			Aim To Minimise	
			Value	Target			
2007/08	46%	31%					

Steve Jackson 21 April 2008. Little evidenced information has been made available from RSLs so this figure is based solely on information provided by Green Vale Homes which accounts for the figure being higher than the target of 31%

Code	Description	Data	Trend	Good Performance	2007/8 Target		
BV213	(LAAH16) Housing Advice Service: preventing homelessness		↑	Aim To Maximise			
						Value	Target
		2006/07				1.0	1.0
						Value	Target
	2007/08	1.8	1.0				

Steve Jackson 10 April 2008. the outturn for 2007/2008 was 1.82 an improvement upon the target of 1

Code	Description	Data	Trend	Good Performance	2007/8 Target		
LAAH14	% Private housing that meets decent home standard		N/A	Aim To Maximise			
						Value	Target
		2006/07					
						Value	Target
	2007/08						

Steve Jackson 10 April 2008. The outturn for this Indicator has still not been reported on as it relies on Stock Condition Data. The last Stock Condition data for Rossendale was completed in September 2004, and so this particular Indicator is currently being negotiated with GONW. The Commissioning of a new Pennine Lancashire Stock Condition Survey is in discussion and if agreed may be carried out later in 2008/2009.

Code	Description	Data	Trend	Good Performance	2007/8 Target	
LAAH1 5	% Vulnerable households in the private sector that are in decent condition		N/A	Aim To Maximise		
		Value				Target
		2006/07				
			N/A	Aim To Maximise		
Value	Target					
2007/08						


Steve Jackson 10 April 2008. The outturn for this Indicator has still not been reported on as it relies on Stock Condition Data. The last Stock Condition data for Rossendale was completed in September 2004, and so this particular Indicator is currently being negotiated with GONW. The Commissioning of a new Pennine Lancashire Stock Condition Survey is in discussion and if agreed may be carried out later in 2008/2009.

Code	Description	Data	Trend	Good Performance	2007/8 Target	
LAAH1 7	Average SAP rating of all housing stock		N/A	Aim To Maximise		
		Value				Target
		2006/07				
			N/A	Aim To Maximise		
Value	Target					
2007/08		54				

Steve Jackson 10 April 2008 . The target for 2007/08 is to have an average SAP rating of 54, however because this indicator relies on Stock Condition Survey Data, the Council can not give an updated position other than the Baseline from September 2004 of 52. This Indicator along with LAA H14 and H15 is still being negotiated with GONW as to a solution on the data collection problem. However please see attached LAA H17 Action Plan for Rossendale which details how we will try and improve the SAP rating as a Council

Code	Description	Data	Trend	Good Performance	2007/8 Target		
LAAH18	Take-up energy efficiency grants		N/A	Aim To Maximise			
						Value	Target
		2006/07				3,992	2,391.81
						Value	Target
	2007/08		2391.81				

Steve Jackson 11 June 2008 This information is provided through an External Agency EAGA who are responsible for administrating the warm front scheme. The information for year end 07/08 was not available at the time of this report.

Code	Description	Data	Trend	Good Performance	2007/8 Target		
LAAH19	Number of Homes being adapted for life changes		↑	Aim To Maximise			
						Value	Target
		2006/07				87	64
						Value	Target
	2007/08	78	90				

Steve Jackson 10 April 2008. A total of 78 Disabled Facilities Grants were completed in 2007/2008