

How are we making a difference to our communities?

Integrated Performance Report Quarter 4 (January to March 2010)

For further information or copies of this report, contact the People and Policy Team: Lee Birkett Tel: 01706 252454, e-mail: leebirkett@rossendalebc.gov.uk.

The Council's Corporate Plan is available from the People and Policy Team or to download from: http://www.rossendale.gov.uk/downloads/rbc_corporate_plan_final_-_low_res.pdf.

How are we performing?

The Council's Corporate Plan for 2009–12 sets out the Council's six priority themes which represent the main aims of Rossendale Borough Council. Against each of these priorities we have set out a range of actions, measures and targets for achievement. This report will tell you how well we are doing in delivering our priorities by; demonstrating the progress we are achieving in completing the actions and targets in our corporate plan together with providing key performance management information about the Council's performance.

Section 1 – High level performance summary

Section 2 – Our Performance by Priority

The report is supported by more detailed statistical information on the achievement of targets and descriptive commentary on current levels of performance, as follows:

Section 3 – Corporate Plan Actions, Covalent Report

Section 4 – Performance Indicators, Covalent Report

Section 5 – Risks, Covalent Report

Section 6 – Financial Health Indicators

Section 7 – Complaints

Section 8 – Compliments

Data Quality

Rossendale Council is committed to improving services for local people; we recognise that strong performance management and robust data quality processes are an important part of helping us achieve this. Data Quality is about making sure that the data and information we use to compile this report is accurate, reliable and is provided in a timely manner. The council has introduced a Performance Management & Data Quality Strategy to ensure that all performance information (including the information you find in this document) continues to be collected and used efficiently and effectively to drive improvements in our services.

Who supplied the performance data for this report?

The People & Policy team recognises that this report could not be produced without the timely, accurate and reliable contributions of officers throughout the Council. This report was compiled in May 2010 by the Council's People & Policy Team using the latest performance information input onto the Covalent performance management system by officers with responsibility for performance information from each of the Council's service areas. The data on complaints and compliments was provided by the Service Assurance Team and financial information by the Head of Financial Services.

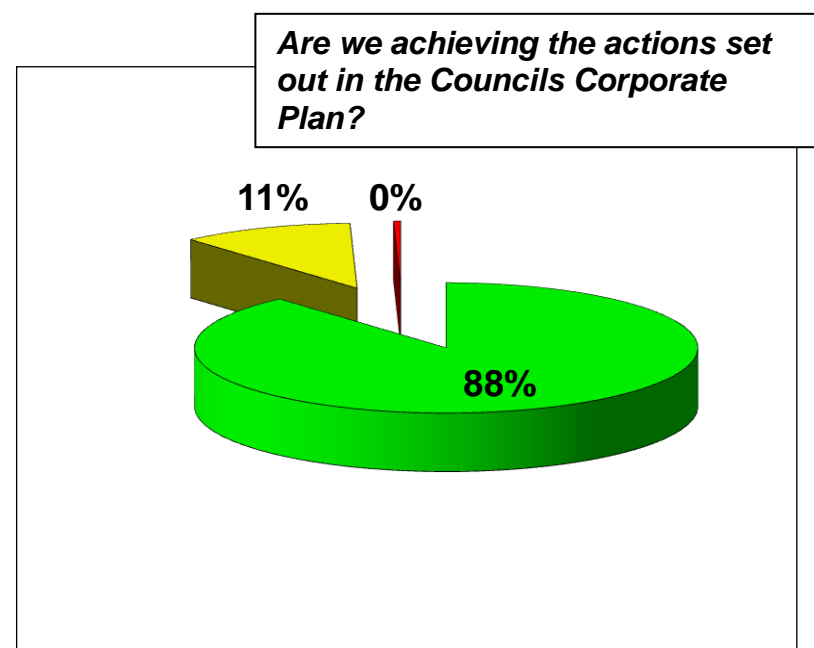
Section 1 – High level performance summary

This section of the report provides an overall summary of how the Council is performing against a range of key measures of performance.

2.1 Rossendale Council's Corporate Plan – project implementation





The actions contained in the Corporate Plan represent the Council's highest priority projects - the effective implementation of these projects is essential in achieving the Council's stated priorities. Each project is assigned to a 'Portfolio Holder', together with a 'lead officer' who is responsible for the effective completion of the target by the agreed due date. Progress up-dates are required against each action which is due for completion within a date that is within 3 months of the project completion date.

Corporate Plan Actions			
Legend	Status	No.	%
Green ✔	Project on track, no substantial issues or risks which require action from the Council's Programme Board	192	88.48%
Amber ▲	Some issues or risks which require action from the Council's Programme Board to keep the project on track	24	11.05%
Red ●	Project in jeopardy – serious issues or risks needing urgent action	1	0.46%
	Total number of actions	217	



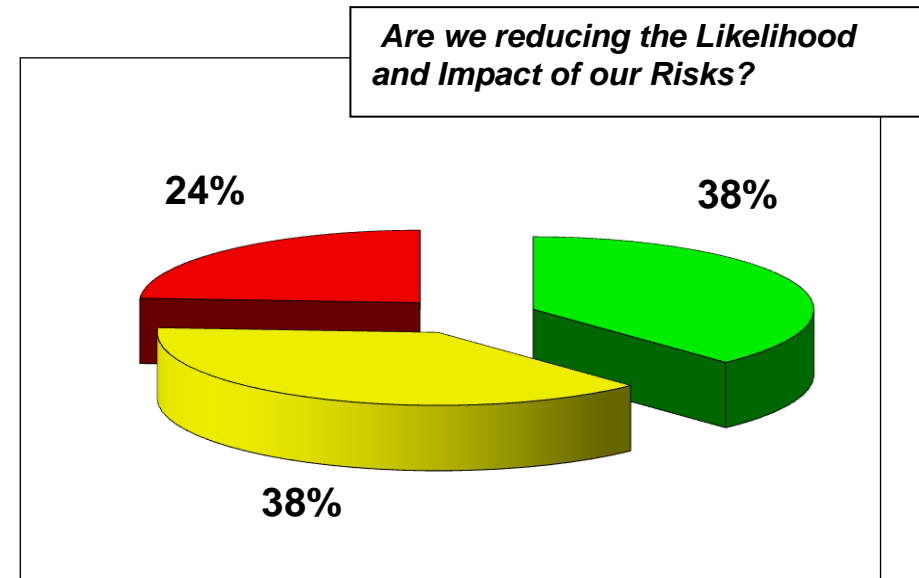
2.2 Performance Indicators – achieving targets?

Each year the Council sets targets for achievement against a range of performance indicators and regularly monitors throughout the year how well it is doing in achieving the targets it has set. The following table sets out how many targets are currently on track against National and Local Indicators, and against the targets that the Council is responsible for achieving contained in the Local Area Agreement for Lancashire.

Legend		Status	NATIONAL INDICATORS		LOCAL INDICATORS		LAA INDICATORS	
			No.	%	No.	%	No.	%
On Target		The performance indicator has achieved or exceeded it's quarter 4 target	2	67%	10	62.5%	4	80%
Marginally Below Target		The performance indicator is currently 5% or less from achieving its target	1	33%	4	25%	0	0%
Below Target		The performance indicator is currently more than 5% of achieving its target	0	0%	2	12.5%	1	20 %
Unknown		The status cannot be calculated	0	0%	0	0%	0	0%
Total for Quarter 4			3		16		5	

2.3 How are we performing in managing our risks?

Risks			
Legend	Status	No.	%
Green ✔	The likelihood and impact of the risk is low	14	38%
Amber ▲	The likelihood and impact of the risk is medium	14	38%
Red ●	The likelihood and impact of the risk is high	9	24%
	Total	37	



Reducing the Risks faced by the Council

Risks are those things which might present a barrier to us delivering the things we have undertaken to achieve. Each year the Council considers and reviews the potential risks it is facing and looks at what it might do to minimise the occurrence of such risks – this information is then regularly monitored and reviewed.

We profile our risks using a standard matrix (shown below) which is based on our making two judgments about each potential risk faced by the Council

The Council's Risk Matrix

1. How likely is it that the risk may occur (likelihood)?

2. If the risk did occur, how serious might be the consequences (impact)?

(Therefore a risk rated A1 is the highest risk rating and a risk of F4 is the lowest rating.)

Likelihood	A					
	B					
	C					
	D					
	E					
	F					
		5	4	3	2	1
		Impact				





Section 2 – Performance against the Council’s Priorities

Each year the Council reviews and identifies its top priorities for achievement. The budget allocation and corporate and business planning processes are then used to direct the Council’s resources and efforts towards achieving its stated priorities. The following section of the report monitors the Council’s performance under each of the Council’s six priorities.

Priority 1 – Delivering quality services to our customers

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Delivering quality services to our customers**”. We have also set ourselves a range of targets and deadlines to be achieved, and identified the ‘risks’ which are those things that might present a barrier to delivering the targets we have undertaken to achieve. This section of the report summarises how well we are performing in delivering this priority.

1.1 How are we performing in delivering quality services to our customers?

Elements of performance that contribute towards the achievement of Priority 1	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	133	120	90%	12	9%	1	1%	0	0%
National Indicators	2	2	100%	0	0%	0	0%	0	0%
Local Indicators	6	3	50%	3	50%	0	0%	0	0%
LAA Indicators	0	0	0%	0	0%	0	0%	0	0%
Risks	10	5	50%	5	50%	0	0%	0	0%
Total	151	130	86%	21	14%	1	1%	0	0%

1.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

1 - Delivering Quality Services to our Customers	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government	2,841	2,764	78
Communities	7	4	3
Regeneration	-	-	-
Business			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Environmental Health	-	-	-
Legal & Democratic Services	-	-	-
Support Services			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	-	-	-
Non-Distributed Costs	-	-	-
Total	2,849	2,768	81

N.B. Figures are rounded up to the nearest whole number.

1 - Delivering Quality Services to our Customers Key Variances (+ve = favourable / -ve = adverse)	£000
Recovery of Housing Benefit over payments	34
Courts Costs awarded for non payment of CTax & NNDR	53
Housing Benefit Subsidy Shortfall	(56)
Market income	3
Saving arising from bringing the IT contract in-house	88
Software Licences / Purchase of new computers	(28)
Outsourced Revenue & Benefits contract - inflation saving	14
Government Connect	(20)
Senior Manager pay review (includes arrears from prior year)	(14)
Other favourable variances (incl. purchase of new computers)	16
Switchboard & Associated One Stop Shop costs	(13)
Alterations to One Stop Shop (CCTV etc) /	(12)
Concessionary Fares	9
Telephony upgrade	(15)
Various DWP Grant Income	21
Total	81

Summary of Financial Monitoring





Bringing IT services back in-house continues to provide further opportunities to review costs and savings. £88k of further savings have been achieved in 2009/10, though this has been mitigated slightly by £28k increase in software licenses. This saving has funded a £20k investment in meeting Government Connect security requirements and £15k of IT-based telephony upgrades.

In terms of concessionary fares, take-up continues to rise and more accurate data reports from software improvements are predicting adverse variances for the year as a whole.

Priority 2 – Delivering regeneration across the Borough

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Delivering regeneration in Rossendale**”. We have also set ourselves a range of targets and deadlines to be achieved, and identified the ‘risks’ which are those things that might present a barrier to delivering the targets we have undertaken to achieve. This section of the report summarises how well we are performing in delivering this priority.

2.1 How are we performing in delivering regeneration across the borough?

Elements of performance that contribute towards the achievement of Priority 2	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	29	27	93%	2	7%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	2	2	100%	0	0%	0	0%	0	0%
LAA Indicators	0	0	0%	0	0%	0	0%	0	0%
Risks	7	1	14%	2	29%	4	57%	0	0%
Total	38	30	79%	4	11%	4	11%	0	0%

2.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

2 - Delivering Regeneration across the Borough	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government	-	-	-
Communities	-	-	-
Regeneration	531	483	48
Business			
Building Control	152	180	(28)
Planning	482	561	(79)
Local Land Charges	72	62	9
Environmental Health	-	-	-
Legal & Democratic Services	-	-	-
Support Services			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	-	-	-
Non-Distributed Costs	-	-	-
Total	1,236	1,286	(50)

N.B. Figures are rounded up to the nearest whole number.

2 - Delivering Regeneration across the Borough Key Variances (+ve = favourable / -ve = adverse)	£000
Termination of On-Street Parking Enforcement with LCC	45
Homelessness accomodation	10
HMR Savings	(5)
Building Control Income	(30)
Building Control Street Signs	9
Section 215/Elevate income	(9)
Planning Income reduction	(90)
Forward Planning - vacancy	13
Planning Consultancy / Professional Fees	31
Planning - Document Scanning	9
Planning Computer Licenses / computer purchases	(19)
Planning Employee over spend	(5)
Planning Recruitment costs	(9)
Total	(50)

Summary of Financial Monitoring

The effect of the recession on planning service costs have improved during the year. The expectations at month 12 are reduced to £107k through mitigating actions in the year to reduce consultancy costs and achieve further staff savings.





The 5-year agreement with LCC for On-street parking enforcement, ceased in September 2009. Final payment from LCC for the deficit accrued in 08-09 and 09-10 pertaining to RBC's parking enforcement of the streets is expected to result in a £45k favourable variance.

Land Charges income is above target, due in part to charging personal search companies for component questions.

Priority 3 – Keeping our Borough Clean, Green and Safe

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Keeping our Borough Clean, Green and Safe**”. We have also set ourselves a range of targets and deadlines to be achieved, and identified the ‘risks’ which are those things that might present a barrier to delivering the targets we have undertaken to achieve. This section of the report summarises how well we are performing in delivering this priority.

3.1 How are we performing in Keeping our Borough Clean, Green and Safe?

Elements of performance that contribute towards the achievement of Priority 3	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	14	11	79%	3	21%	0	0%	0	0%
National Indicators	1	0	0%	1	100%	0	0%	0	0%
Local Indicators	3	3	100%	0	0%	0	0%	0	0%
LAA Indicators	4	4	100%	0	0%	0	0%	0	0%
Risks	3	1	33%	1	33%	1	33%	0	0%
Total	25	19	76%	5	20%	1	4%	0	0%

3.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

3 - Keeping our Borough Clean, Green & Safe	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
<i>Operational Services</i>			
Place Operations	3,746	3,746	0
Customer Services and e Government	-	-	-
Communities	646	605	41
Regeneration	-	-	-
<i>Business</i>			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Environmental Health	-	-	-
Legal & Democratic Services	-	-	-
<i>Support Services</i>			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	-	-	-
Non-Distributed Costs	-	-	-
Total	4,392	4,351	41

N.B. Figures are rounded up to the nearest whole number.

3 - Keeping our Borough Clean, Green & Safe Key Variances (+ve = favourable / -ve = adverse)	£000
Vehicle Lease & Repair budgets	67
Tipping Fees - Glass Cans & Plastics	(26)
Refuse / Street Sweeping Sacks	(11)
Recycling Income & Glass, Cans, Plastics & Paper Income	44
Fuel	(10)
Salaries / Agency	58
Cemeteries Income	(23)
Street Sweeping- Vehicle Hire	11
Upgrade of Henrietta St Offices	(21)
Trade Waste Tipping Fees	(19)
Tipping Fees - Street Sweeping	(11)
Materials / Tools Open Spaces	6
New Mechanics Setup	(30)
Skip Wagon & vehicle replacement	(39)
Area Team Vacancies / initiatives underspend	35
Pest Control - income	8
Dog Warden Service	2
Total	41

Summary of Financial Monitoring

In the original budget it was envisaged that RBC would bulk up its recylates (Glass, Cans & Plastics) at its Henrietta Depot, and thus eliminate the need to pay a third party for tipping off. However, further to consultation with the community, this option was not pursued consequently there has been an adverse impact on the council's budget of £26k. In addition, trade waste and street sweeping tipping fees have risen by a further £30k in total.

The original budget assumed paper income at £10 per tone. The market price has moved throughout the financial year to a close of £30 per tonne. Paper income is therefore projected to provide a favourable variance of £44k.

The vehicle lease contract, due to expire in November 2009, was extended to March 2010 pending formal completion of a tender exercise. The delay in leasing new *additional* vehicles has resulted in a projected under spend of £67k, which has been applied to purchase a skip wagon to reduce street-sweeping tipping fees and a bring the fleet repair team back in-house to achieve further cost savings in the future.





Fluctuations in fuel costs during the year have cost increased by £10k.

Vacancies within the Area Team and new appointments at lesser grades have resulted in a projected salary under spend of £33k.

Priority 4 – Promoting the Borough

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Promoting the Borough**”. We have also set ourselves a range of targets and deadlines to be achieved, and identified the ‘risks’ which are those things that might present a barrier to delivering the targets we have undertaken to achieve. This section of the report summarises how well we are performing in delivering this priority.

4.1 How are we performing in Promoting the Borough?

Elements of performance that contribute towards the achievement of Priority 4	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	7	7	100%	0	0%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	0	0	0%	0	0%	0	0%	0	0%
LAA Indicators	1	0	0%	0	0%	1	100%	0	0%
Risks	1	1	100%	0	0%	0	0%	0	0%
Total	9	8	89%	0	0%	1	11%	0	0%

4.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

4 - Promoting the Borough	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government	-	-	-
Communities	41	45	(5)
Regeneration	-	-	-
Business			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Environmental Health	-	-	-
Legal & Democratic Services	-	-	-
Support Services			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	143	135	8
Non-Distributed Costs	-	-	-
Total	184	180	3

N.B. Figures are rounded up to the nearest whole number.

4 - Promoting the Borough Key Variances (+ve = favourable / -ve = adverse)	£000
Rossendale Alive Weekend - no event this year	8
Events - Xmas lights Re-furbishment	(6)
Events - provision for Cultural Strategy	(6)
Communications - Publicity / Computer Purchase	7
Total	3

Summary of Financial Monitoring





Support for events has been adjusted to re-invest the savings from the Rossendale Alive Weekend, into Xmas lighting improvements.

Newsletter publication efficiencies are expected to save £6k for the year.

Priority 5 – Encouraging Healthy and Respectful Communities

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Encouraging Healthy and Respectful Communities**”. We have also set ourselves a range of targets and deadlines to be achieved, and identified the ‘risks’ which are those things that might present a barrier to delivering the targets we have undertaken to achieve. This section of the report summarises how well we are performing in delivering this priority.

5.1 How are we performing in Encouraging Healthy and Respectful Communities?

Elements of performance that contribute towards the achievement of Priority 5	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	11	10	91%	1	9%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	1	0	0%	0	0%	1	100%	0	0%
LAA Indicators	0	0	0%	0	0%	0	0%	0	0%
Risks	0	0	0%	0	0%	0	0%	0	0%
Total	12	10	83%	1	8%	1	8%	0	0%

5.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

5 - Encouraging Healthy and Respectful Communities	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government Communities	-	-	-
	545	526	19
Regeneration	-	-	-
Business			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Environmental Health	832	791	42
Legal & Democratic Services	-	-	-
Support Services			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	-	-	-
Non-Distributed Costs	-	-	-
Total	1,377	1,317	60

N.B. Figures are rounded up to the nearest whole number.

5 - Encouraging Healthy and Respectful Communities Key Variances (+ve = favourable / -ve = adverse)	£000
LSP - Area plans not produced / Consultation Events no costs	8
LSP - 2nd homes income more than budget	6
Communities Mgmt - Salary	(4)
Museum - Management Fee reduced	6
Discretionary Business Rate Relief for Charties	2
Environmental Health - Salary vacancies	19
Emergency Planning	10
Licensing - Salary savings	7
Licensing - Miscellaneous License Income	6
Total	60

Summary of Financial Monitoring

Service reviews are being undertaken in light of the Medium Term Financial Strategy. The following staff savings have been achieved in relation to Environmental Health and Licensing teams.





Licensing and second homes income have both out-performed the original budgets.

Operational savings have been achieved in Emergency Planning and LSP Area plans and consultations.

Priority 6 – Providing Value for Money Services

The Council has committed to deliver a range of actions and projects that are specifically aimed at maintaining “**Providing Value for Money Services**”. We have also set ourselves a range of targets and deadlines to be achieved, and identified the ‘risks’ which are those things that might present a barrier to delivering the targets we have undertaken to achieve. This section of the report summarises how well we are performing in delivering this priority.

6.1 How are we performing in Providing Value for Money Services?

Elements of performance that contribute towards the achievement of Priority 6	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	23	17	74%	6	26%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	4	2	50%	1	25%	1	25%	0	0%
LAA Indicators	0	0	0%	0	0%	0	0%	0	0%
Risks	16	6	38%	6	38%	4	25%	0	0%
Total	43	25	58%	13	30%	5	12%	0	0%

6.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a "Value for Money" whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

6 - Providing Value for Money Services	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government	-	-	-
Communities	20	20	0
Regeneration	-	-	-
Business			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Environmental Health	-	-	-
Legal & Democratic Services	1,116	1,084	33
Support Services			
Finance & Property Services	284	405	(121)
Corporate Management	537	493	43
People and Policy	106	107	(1)
Non-Distributed Costs	(252)	(531)	280
Total	1,811	1,577	234

N.B. Figures are rounded up to the nearest whole number.

6 - Providing Value for Money Services Key Variances (+ve = favourable / -ve = adverse)	£000
Support Services salary savings (total)	134
Legal Income	(18)
Legal - Professional Fees	(3)
Members Services - salary vacancies	25
Members Allowances	7
Audit Fees	31
Finance - Professional Fees/Bank Charges	(8)
Operational Buildings - Gas & Electric	(42)
Operational Buildings - Water	(15)
Income from Industrial Units	(62)
Legionella Works	(15)
markets	(11)
Business Centre - Electric / misc	(6)
Repairs & Maintenance	18
Asbestos costs	(10)
Legal Provision for Pending Court Case	(100)
Pensions - Past employees	(10)
2009-10 pay award less than budgeted	109
Insurance savings	115
Insurance claim settled - (National Grid)	22
Interest Income	75
Other miscellaneous items	(2)
Total	234

Summary of Financial Monitoring

Service reviews have achieved savings of £134k including £25k within Legal Services and £23k in Democratic Support, £45k within Corporate Management, £33k within the Finance Department and £25k in the People & Policy Team.

Operational building running costs are actively monitored and managed. Gas and electric usage are checked monthly and the budgets have been revised to show an adverse £43k at Q4, reduced from £85k at the end of Q1. Rental income from investment property is still difficult in the current recession, though £21k of one-off losses have been incurred as part of a complete review of tenancies and debts outstanding.

Costs are regularly reviewed. Re-tendering the Council's insurance requirements in full in March 2009 resulted in a saving of £115k compared to the original budget.

Interest and other capital financing costs continue to perform ahead of target and ahead of the Sector model portfolio. At the end of Q4, the Council expects to have earned an extra £75k in interest income for the year.

Section 3 – Implementing the Council's Corporate Plan

This section of the report provides a detailed performance up-date against each of the actions in the Council's Corporate Plan which is due for completion by March 2010.

Guide for Actions Report

The Theme heading displays the corporate priority grouping for the following batch of Indicators

Theme: **Priority ***

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status

Risk/RAG (Red Amber Green) Status	
	Project on track, no substantial issues or risks which require action from the Council's Programme Board
	Some issues or risks which require action from the Council's Programme Board to keep the project on track
	Project in jeopardy – serious issues or risks needing urgent action

Quarter 4 Action Report 2009-10

Report Type: Actions Report
Report Author: Lee Admin_Birkett
Generated on: 17 May 2010



Description 1. Delivering Quality Services to our Customers; Corporate Plan Actions

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
DC5	Work with new owner of Valley Centre to determine an amended scheme	31 Mar 2010	Technical Assistant - Planning			Senior Officers are considering a number of options to progress the redevelopment issues surrounding the Valley Centre and address the unsightliness of the site and surrounding environs. Discussions are still ongoing with the owners of the Valley Centre in order to develop a solution that is viable, however, in the current economic climate this is proving difficult.	06 Apr 2010	

Section 4 – Performance Indicators

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

Guide for Performance Indicator Report

The Theme heading displays the corporate priority grouping for the following batch of Indicators

Theme: **Priority ***

Value & Target
These figures show the actual performance value and the target performance value

Gauge Aim
This indicates whether the aim of the gauge is to have a high or a low number as possible

PI Code	Short Name	Responsible Officers	Quarter 3 2008-9			Quarter 3 2009-10			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q3 2008/09		Status	Q3 2009/10		Status				
			Value	Target		Value	Target					
LI ***												
NI ***												
NI *** LAA												

PI Code
LI – Local Indicators
NI – National Indicators

Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	This PI cannot be calculated.
	This PI is a data-only PI.

Trend	
	The value of this PI has improved in the short term.
	The value of this PI has worsened in the short term.
	The value of this PI has not changed in the short term.
	This Trend cannot be calculated.

Quarter 4 Performance Indicator Report 2009-10

Report Type: PIs Report
Report Author: Lee Admin_Birkett
Generated on: 17 May 2010






Rows are sorted by Code

Theme Priority 4 - Promoting the Borough




PI Code	Short Name	Responsible Officers	Quarter 4 2008-9			Quarter 4 2009-10			Annual 2009/10	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q4 2008/09			Q4 2009/10							
			Value	Target	Status	Value	Target	Status					
NI 156 LAA	Number of households living in temporary accommodation	Administration Assistant - Regeneration ; Regeneration Delivery Manager; Strategic Housing and Partnerships Manager	0	0		2	0		0	Aim to Minimise		There were 2 households living in temporary accommodation at the end of Qtr 4. This indicator is designed to monitor progress towards halving the number of households in temporary accommodation provided under the homelessness legislations by 2010. Rossendale's baseline was established at the same time as every other District across England and was set at 1 household living in temporary accommodation at the beginning of Qtr 4 in 2004. The target for Rossendale by December 2010 is to have reduced this to 0. However, this is a Lancashire Countywide Target and overall performance will be assessed on	On Target

PI Code	Short Name	Responsible Officers	Quarter 4 2008-9			Quarter 4 2009-10			Annual 2009/10	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q4 2008/09			Q4 2009/10							
			Value	Target	Status	Value	Target	Status					
											<p>a county basis. Rossendale is fortunate in having a dedicated Housing Advice Team who works closely with applicants to prevent homelessness.</p> <p>This target is additionally monitored via CLG's Homelessness Advisory Team on a Quarterly Basis through the completion of P1E Monitoring Forms with the information correlated by the Housing Advice and Options Team on a quarterly basis and sent through to the District Monitoring Officer the Strategic Housing and Partnerships Manager. This is reported through to CLG (using Interform) and the Lancashire LAA Health and Wellbeing Thematic (via the Lancashire Homelessness Forum).</p>		

Theme Priority 5 - Encouraging Healthy and Respectful Communities

PI Code	Short Name	Responsible Officers	Quarter 4 2008-9			Quarter 4 2009-10			Annual 2009/10	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q4 2008/09			Q4 2009/10							
			Value	Target	Status	Value	Target	Status					
LI 156	Buildings Accessible to People with a Disability	Electrical Engineer	85.00%	99.00%		85.00%	99.00%		99.00%	Aim to Maximise		No change with this indicator.	On Target

Theme **Priority 6 - Providing Value For Money Services**

PI Code	Short Name	Responsible Officers	Quarter 4 2008-9			Quarter 4 2009-10			Annual 2009/10	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q4 2008/09			Q4 2009/10							
			Value	Target	Status	Value	Target	Status					
LI 12	(CP6.3.2) Working Days Lost Due to Sickness Absence (days)	Payroll Manager	8.63	8.50		10.78	8.00		8.00	Aim to Minimise		Long term sick is 0.159 days per fte short term sick is 0.233 days per fte	On Target

Section 5 – Risks

Detailed performance information about the actions being taken to minimise the occurrence of risk

Guide for Risks Report

This heading displays the Category Description and Strategy grouping for the following batch of Indicators

Description: **Priority ***

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status

The codes in these boxes refer to the Original, Current and Target Impact and Likelihood of a risk in accordance with the Council's Risk Matrix

Risk Status	
	OK
	Warning
	Alert






Quarter 4 Risks Report 2009-10

Report Type: Risks Report
Report Author: Lee Admin_Birkett
Generated on: 17 May 2010






Description 1. Delivering Quality Services to our Customers





Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
C&MS1	Not achieving NW Charter Level II – capacity for gathering evidence/ submitting application	Committee and Member Services Officer	3	C	3	C	5	E	31 Mar 2010	A draft submission will be completed by June 2010 and reviewed by North West Employers Organisation prior to full submission.	06 Apr 2010	
EH1	Lack of continuity through retirement of Business Continuity Officer	Environmental Health Manager	3	D	3	D	5	B	31 Mar 2010	No further changes at present.	09 Apr 2010	
EH2	Lack of licensing enforcement staff and staff with sufficient experience	Licensing Manager	3	D	3	D	5	C	31 Mar 2010	Progress has been made, the situation is currently stable.	07 May 2010	
Elec1	Failure to safeguard data/key documentation	Elections Manager	2	F	2	F	2	F	31 Mar 2010	Elections data is strictly controlled in line with current legislation and access is limited to core staff only.	07 May 2010	
Elec2	Failure to acquire timely and accurate documentation within statutory timescales i.e. poll cards, postal ballot	Elections Manager	2	F	2	F	2	F	31 Mar 2010	This has now been completed	07 May 2010	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
	packs											
Elec3	Failure to ensure polling stations are DDA compliant / accessible to all	Elections Manager	4	B	4	B	4	A	31 Mar 2010	Polling District Reviews are carried out in the Borough every four years in line with legislation to ensure that polling district allocation reflects the electorate. In addition, the Returning Officer checks polling station provision and Presiding Officers report on individual polling stations at each election.	07 May 2010	
Elec4	Failure to safeguard the service/election from fraud and corruption	Elections Manager	2	F	2	F	2	F	31 Mar 2010	In the run up to an election strict controls are in place to ensure that election results are correct and elections petitions are avoided. When undertaking the annual canvass and monthly rolling registration individual properties are contracted to ensure the correct electors are registered and cross checks are made against records available to the Electoral Team.	07 May 2010	
Res2	Business Continuity risks:- Payments to benefits/creditors Payments to staff Income collection	Finance Manager	2	E	2	E	2	F	31 Mar 2010	BC reviewed in Feb 2010. Event in March 2010 tested readiness to ensure continuity of payments and collections if server access could not be restored. Awaiting full transfer to SAN in early 2010 for further improvements - awaiting software supplier to effect the system transfer.	06 Apr 2010	
Res4	Fail to implement IFRS effectively and efficiently	Finance Manager	4	E	4	E	4	E	31 Mar 2010	Some contracts remain to be clarified. Main issues and impacts identified and calculated now. Minimal impact on General Fund in relation to accrued holiday pay. Other items move funds around on the Balance Sheet rather than affecting the GF Balances cfwd.	06 Apr 2010	
Rg2	Insufficient resources available	Head of Regeneration	3	C	3	C	5	D	31 Mar 2010	The decision of the Cabinet was implemented from 1st September	12 Apr 2010	


Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
	to maintain Rossendale's Parking Services									2009. A small contingency budget has been identified within the current Regeneration Service Budget to support any additional costs which are incurred post September. This risk partly related to the operational costs the Council would incur if it was to operate restrictions on its own car parks. as this is no longer the case the risk has been reduced.		



Description 2. Delivering Regeneration across the Borough

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
Plan1	Delivery of the Equalities Action Plan	Technical Assistant - Planning	2	C	2	C	3	D	31 Mar 2009	Information was provided and the Council has been identified as an achieving authority. Target risk therefore reached and indeed improved upon.	14 May 2010	
Plan2	Delivery of the LDF	Technical Assistant - Planning	2	C	2	C	2	D	31 Mar 2010	New LDS has been agreed and sent to government office. Having regard to the revised timetable, the risk has moved to the target risk by 31 March 2010.	14 May 2010	
Plan3	Ensure the delivery of affordable housing	Technical Assistant - Planning	2	C	2	C	3	D	31 Mar 2010	As stated in the previous notes, provision of affordable housing derives from negotiations in planning and successful bids in Regeneration. In respect of Planning the recession has had significant impact affecting the risk. However, regeneration has had more success with bid funding. Nevertheless, I do not consider the target risk will be reached with a high likelihood	14 May 2010	


Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
Rg1	Continued national economic decline	Head of Regeneration	2	C	2	C	1	C	31 Mar 2010	The team and Pennine Lancashire Partners continue to monitor the effects of the Economic Downturn and have developed support packages for those individuals and businesses affected	12 Apr 2010	
Rg3	Lack of interest from developers in Rossendale's key sites	Head of Regeneration	3	C	3	C	2	D	31 Mar 2010	Some interest is now being shown from potential developers in the key regeneration sites. However, the situation continues to be monitored closely	12 Apr 2010	
Rg6	Significant reduction in HMR resources	Head of Regeneration	2	E	2	E	2	D	31 Mar 2010	Housing Market Renewal resources for 2009/10 and 2010/2011 have now been confirmed by Elevate Board. the risk has been reduced accordingly.	07 May 2010	
Rg7	The number of long term empty properties increases	Head of Regeneration	3	C	3	C	4	F	31 Mar 2010	A number of initiatives are being developed to address this through the establishment of the Empty Properties Working Group and the implementation of the Home Renewal Project as a pilot in Haslingden. This has resulted in the target of 30 for 2009 2010 being overachieved with a total of 40 properties brought back into use. however, the risk should remain as stated to reflect the ongoing uncertainty within the housing market.	12 Apr 2010	

Description 3. Keeping Our Borough Clean, Green and Safe





Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
Op1	Impact of legislative changes regarding	Business Support Manager;	3	D	3	D	3	E	31 Mar 2010	There has been no recent legislative changes regarding reclassification of waste therefore there is no impact	14 May 2010	






Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
	reclassification of waste on strategic recycling and division targets	Operations Manager								onto the strategic recycling and division targets		
Op2	Implementation of the Health and Safety Action Plan against the management of customer expectations	Business Support Manager	2	B	2	B	3	D	31 Mar 2010	Stage one of the members workshops have been undertaken and additional budget has been identified in preparation for the implementation.	14 May 2010	
Op3	Meeting the requirements of the Landfill Directive	Operations Manager	1	E	1	E	3	E	31 Mar 2010	Currently the requirements of the landfill directive overall has a greater effect on LCC than Rossendale. Whilst this is acknowledged at Rossendale and a part to play in the reduction of waste, this is linked to a wide county strategy. Currently Rossendale are not meeting its own targets for waste minimisation although this is due to a down turn in the economy, as Rossendale are collecting the same amount of waste recycled as 2008-09. Rossendale are currently working on its own waste minimisation strategy to supplement the Lancashire waste strategy. An action plan will be drafted and sent to members for approval for the future of recycling of Rossendale.	14 May 2010	







Description 4. Promoting the Borough


Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
Cmt1	GIS system delayed	Communities Manager; Head of Customers and Communities	3	E	3	E	3	F	31 Mar 2010	A final revision of the audit is being carried out. The business and project plan have been revised to take this delay into account; the overall timescale for achieving the project outcomes has not changed.	07 May 2010	

Description 6. Providing Value for Money Services

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
BC1	Not achieving self financing status after three year accounting period	Building Control Manager	3	D	3	D	3	E	31 Mar 2010	Income monitored monthly, Accounts Manager monitors income.	08 Apr 2010	
C&MS2	Community Governance Review not commenced – not complied with legislation.	Committee and Member Services Officer; Elections Manager; Principal Legal Officer	2	D	2	D	5	D	31 Mar 2010	Guidance states that a community governance review is required every 10-15 years, but there is no requirement to undertake a review at present.	06 Apr 2010	
Cmt2	Leisure Review - litigation and financial risk associated with the delivery of the outcomes of the Leisure Review	Communities Manager; Head of Customers and Communities	2	D	2	D	2	E	31 Mar 2010	A report was presented to full Council in February, the risk assessment remains unchanged.	07 May 2010	
CS&ICT1	Data / Information security	Head of Customer	1	C	1	C	1	C		All data can no longer be saved on to a hard drive or c drive of a computer	01 May 2010	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
		Services								this protects against any data loss.		
CS&ICT2	ICT Business Continuity / Disaster Recovery	Head of Customer Services	1	C	1	C	1	C		The ICT Team have completed all of the technical work around disaster recovery; we are just waiting for some service areas to move to the new infrastructure.	01 May 2010	
Elec5	Failure to hold robust and efficient Local (constituency / district), National and European Elections	Elections Manager	1	F	1	F	1	F	31 Mar 2010	European, County Council and Borough elections held on 4th June 2009 were run in line with the election timetable.	07 May 2010	
Leg1	To achieve LEXCEL accreditation	Principal Legal Officer	2	D	2	D	2	E	31 Mar 2009	No changes required at this time	10 Sep 2009	
Plan4	Budget reduced by reduction in fees from Development Control and Land Charges due recession	Technical Assistant - Planning	2	C	2	C	2	D	31 Mar 2010	As forecast from finance, the income remained down in line with projection. Savings have been made including from scanning and consultants. In addition and unfortunately a redundancy has also been made. These actions should mean that there was a deficit in 2009/10 the measures taken combined with a reassessment of expected income of 2010/11 will reduce the risk of budget deficit in this year. Nevertheless for the period 2009/10 the risk of avoiding a budget deficit was not avoided as the main saving through redundancy will impact on the period 2010/11.	14 May 2010	
Res1	Use of Resources not getting 3 due to methodology changes (Currently 2)	Principal Policy Officer	5	F	5	F	3	F	31 Mar 2010	Rossendale Borough Council has been assessed as Achieving Level 3, an organisation that performs well and exceeds the minimum requirements. This is an excellent achievement for Rossendale and an improvement on last year's assessment. This is a reflection of the hard work and	09 Dec 2009	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
										commitment of Officers and Members. Therefore this is no longer a corporate risk. The Use of Resources Working Group is already underway with the 2009-10 assessment process and Officers have met with the Audit Commission to discuss key areas of focus for the 2009-10 UoR assessment. The Council now needs to ensure it maintains Level 3.		
Res3	Delivery of the Accommodation Strategy	Head of Finance and Property	3	D	3	D	2	E	31 Mar 2009	Phase 1 almost complete - just awaiting the arrival of new furniture. Phase 2 has been withdrawn. Phase 3 is awaiting movement on the Town Centre redevelopment.	06 Apr 2010	
Res5	The Council does not achieve the financial savings identified in the MTFs which are necessary to deliver its priorities within a balanced budget	Finance Manager	4	E	4	E	2	D	31 Mar 2010	Strong budget monitoring routine has been fully embedded. Managers are now confident with budget setting and monitoring procedures. Constant review of procurement needs and solutions has become the norm across all departments - leading to continuous approach to identifying savings and operational efficiencies throughout the year.	06 Apr 2010	
Res6	Litigation	Head of People and Policy	3	F	3	F	3	F	31 Mar 2010	legal guidance being requested as necessary. Training and development in place to mitigate the risk	30 Apr 2010	
Res7	Payroll	Payroll Manager	2	F	2	F	5	F	31 Mar 2010	Emergency Plan updated, options appraisal planned for 2010	30 Apr 2010	
Rg4	Developer does not develop Valley Centre	Head of Regeneration	2	B	2	B	3	D	31 Mar 2010	Regular meetings have taken place with the owner of the site. The Council is now considering options which might be available to progress the redevelopment of the centre	12 Apr 2010	
Rg5	Development of Bus station delayed	Head of Regeneration	2	D	2	D	3	D	31 Mar 2010	LCC officers are in discussions with Executive Officers regarding the	12 Apr 2010	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
	due to partnership difficulties with LCC									delivery of the new bus interchange. This is effectively strengthening the partnership arrangements for this project		
Rg8	Green Vale Homes perform poorly resulting in a need to bring Homelessness Service back in house	Head of Regeneration	3	E	3	E	4	F	31 Mar 2010	The Council has undertaken a full review of Homelessness Services for the Borough and agreed that the service needs to be strengthened throughout the development of an enhanced housing options service. More work will be undertaken in 2010 to develop a detailed specification and undertake a procurement process.	07 May 2010	

Section 6 – Financial Health Indicators

Section 6 - Financial Health Indicators

The Following table attempts to give some context to the financial performance reported to Members during 2009/10:

- Cash Balances – continue to be strong.
- Bank Interest generated –the £3m which matured in mid October has been rolled over for another 12 months at 1.8%. Other deposits are earning 0.8% at the end of December 2009 whilst base rates remain at 0.5%. A £1.5m deposit will mature in early January, followed by the repayment of the 1-year loan from the Public Works Loans Board for the same amount in late January.
- Debtor management has seen steady improvement. Council Tax collection is up to 77.1% compared to 76.68% at the same time last year and similarly NNDR is at 79.71% compared to 78.02% last year. Collection of sundry income bills for 2009/10 has also been strong, with only 5.5% outstanding compared to 13.8% to the same time last year. However, collection of older debt has not been so productive, hence the increase in item 4 below.
- Steady extension of the use of electronic payment methods continues
- Best practices in procurement of goods and services are now embedded. Collaborative activities with Team Lancashire due in the next 12 months include payment card collection services and bar-code reader facilities.

		As at 31 March 2009	End Q1 2009/10	End Q2 2009/10	End Q3 2009/10	End Q4 2009/10	Long Term Trend
1	Targeting a score of 3 (by 09/10) in the annual Use of Resources assessment by the Audit Commission	2		In appeals stage	Overall 3 awarded following appeal		Methodology significantly changed for 2009.
2	Cash & Indebtedness (£000)	£5,715k	£11,174k	£10,595k	£12,554	£9,135k -£4.6m =£4,535k	Cash continues to be strong –CTax, NNDR and sundry income receipts are all marginally ahead of 2008/9 levels.
3	Average Debtor Days (cum)	89	81	79	68	85	Collection rates for new debt are improving
4	% Proportion of debtors over 6 months old	34%	25.8%	24.12%	30.61%	16.9%	Good progress on chasing debts
5	Level of Council Tax arrears (£000)	£2,838k				£3,088k	Annual calculation
6	Level of NNDR arrears (£000)	£376k				£427k	Annual calculation
7	% Interest earned -	+0.18%	+0.04%	+1.59%	+1.2%	+1%	RBC benefited from fixed deposit at

	above/(below) SECTOR model portfolio						6.78% until Oct 2010
8	Corporate Spend (non pay)(£000)	£5,749k	£1,575k	£1,873k	2,049K	2,471K	Slight increase – vehicle fleet purchased in this period
9	Corporate Spend placed with local companies (£000)	£1,039k (18%)	£252k (16%)	£282k (53%)	£293K (83%)	358K	Annual target achieved
10	% of above placed thro' collaborative arrangements	8.33%	18%	31%	38%	37%	Annual target achieved
11	% of payments made by electronic means (cum by volume)	88.4%	90.1%	91.3%	91.5%	91.6%	Steady increase in benefits and refund payments
12	Value of electronic payments (£000)	£127,927k	£28,526k	£16,784k	£17,869k	£31,046k	High-value items have already been targeted to maximise effect and security of payments.
13	% of payments made by electronic means (cum by value)	99.0%	99.4%	98.6%	98.4%	98.8%	

Section 7 – Complaints

Section 7 – Complaints

The Council has set standards to be achieved when managing the complaints received by the Council & monitors the progress we are making in achieving these standards upon a regular basis. This section of the report provides a summary of the number of complaints received by the Council between January to March 2010 - broken down by the area of service that the complaint related to, and by the nature of the complaint.

Head of Service	Service Area	Team	Complaints O/S at 31/12/09	Complaints Received During Q4	Complaints Closed During Q4	Complaints O/S at end of Q4
Resources	People & Policy	Executive Office				
		Human Resources				
		Policy & Performance				
		Communications				
	Finance & Property	Financial Services				
		Property Services		1	1	
Place	Street Scene	Refuse & Cleansing		4	4	
		Emergency Planning				
		Parks & Open Spaces				
	Customer Services	Capita - Council Tax Recovery		3	3	

Head of Service	Service Area	Team	Complaints O/S at 31/12/09	Complaints Received During Q4	Complaints Closed During Q4	Complaints O/S at end of Q4
		Capita- Council Tax		1	1	
		Capita - Call Centre				
		Capita - Benefits		1	1	
		Capita – Benefit Fraud				
		Capita - OSS				
		ICT				
		Customer Service		1	1	
	Communities	Community Safety				
		LSP Delivery				
		Service Development				
		Area Officers		1	1	
	Regeneration	Regeneration Delivery				
		Regeneration Progs				
		Economic Development				
Traffic & Parking						
Business	Legal	Legal Services				
		Committee & Member Services				

Head of Service	Service Area	Team	Complaints O/S at 31/12/09	Complaints Received During Q4	Complaints Closed During Q4	Complaints O/S at end of Q4
		Elections				
	Building Control	Building Control				
	Planning	Forward Planning				
		Development Control		1	1	
		Land Charges				
	Environmental Health	Environmental Health		2	2	
		Licensing		1	1	
		Total	0	16	16	0

7.1 Category of Complaint

	Type of Complaint	Number
1	Technical/legal/regulatory issue	3
2	Poor communication	3
3	Delayed response/lack of response	1
4	Complaint against a named officer	3
5	Complaint received via MP	0
6	Complaint received via Councillor	0
7	Complaint about RBC policy or procedures	6
	No type of complaint assigned	0
	Total	16

When a complaint is received by the Council it is assigned to one of seven categories, according to the nature of the complaint. In this way we can monitor whether particular themes or issues are emerging.

7.2 - Ombudsman Complaints

If a member of the public feels that the Council has not dealt adequately with their complaint, they may refer their complaint to The Local Government Ombudsman (LGO) who investigates complaints by members of the public who consider that they have been caused injustice through administrative fault by local authorities and certain other bodies. Rossendale Borough Council has no control over the duration of an Ombudsman investigation – they can take days, weeks or even years.

The Council has received recognition from the Ombudsman in relation to its work in improving the management of complaints and how this has resulted in much fewer complaints being made to the Ombudsman. This work has also led to a substantial reduction in the number of 'open' complaints being handled by the Ombudsman.

Ombudsman Complaints (1st January to 31st March 2010)

Head of Service	Service Area	O/S at start	New	Completed	O/S at end
Place	Council Tax	3	1	0	4
Business	Environmental Health	0	0	0	0
	Development Control - Enforcement	1	0	1	0
Executive	Other – Property	0	0	0	0
	Total	4	1	1	4

Note: Only complaints under 'full investigation' have been included in this report.

Premature complaints, preliminary enquiries and those which we know of but have not been officially notified of have been removed to avoid duplication with Service Assurance's figures.

The long-standing complaint against Development Control Enforcement has now closed with a finding of maladministration. Complaint has been reported to O&S and Council.

Council Tax - although a preliminary decision was issued on 3 of the c/tax complaints, a final decision has been delayed due to a new investigator taking over the investigation.

The other council tax complaint is a preliminary enquiry which has now changed to a full investigation.

Section 8 – Compliments

Section 8 – Compliments

This section of the report provides a summary of the number of compliments received by the Council between January to March 2010- broken down by the area of service that the compliment related to as well as a comparison of the previous 3 quarters.

Directorate	Service Area	Team	Compliments received during:			
			April - June 2009	July – September 2009	October - December 2009	January – March 2010
Chief Executive	People & Policy	Executive Office				1
		Human Resources				1
		Policy Unit				
		Communications	2		6	
	Finance & Property	Financial Services			1	
		Property Services				
Place	Operations	Refuse & Cleansing			1	3
		Emergency Planning				
		Parks & Open Spaces			1	
	Customer Services	Capita - Council Tax Recovery				

		Capita - Council Tax			1	
		Capita - Call Centre				
		Capita - Benefits				
		Capita - OSS	1		2	
		ICT				
		Customer Services		1		
	Communities	Community Safety				
		LSP Delivery				
		Service Development			3	1
		Area Officers	1	7	2	5
	Regeneration	Regeneration Delivery			2	4
		Regeneration Progs		1	7	1
		Economic Development	1	1		1
		Traffic & Parking				
Business	Legal	Legal Services			2	1
		Committee & Member Services	8	2		5
		Elections	2			2
		Building Control				

	Planning	Forward Planning				
		Development Control			4	1
		Land Charges				
	Environmental Health	Environmental Health			1	
		Licensing		1	1	1
Total			15	13	34	27