

Subject:	Integrated Performance Report. Quarter 4 (January to March 2011)	Status:	For Publication
Report to:	Performance Overview and Scrutiny	Date:	20 June 2011
Report of:	Head of People and Policy	Portfolio Holder:	Finance and Resources
Key Decision:	<input type="checkbox"/> Forward Plan <input type="checkbox"/>	General Exception	<input type="checkbox"/> Special Urgency <input type="checkbox"/>
Community Impact Assessment:	Required:	No	Attached: No
Biodiversity Impact Assessment	Required:	No	Attached: No
Contact Officer:	Liz Sandiford Lee Birkett	Telephone:	01706 252452
Email:	lizsandiford@rossendalebc.gov.uk leebirkett@rossendalebc.gov.uk		

1.	RECOMMENDATION(S)
1.1	That the Overview & Scrutiny Performance Committee considers the levels of performance detailed in the report.
1.2	That the Overview & Scrutiny Performance Committee continues to monitor performance of those indicators that are under-achieving targeted levels of performance and may wish to request further information upon this from the relevant HoS.

2. PURPOSE OF REPORT

2.1 The purpose of this report is to inform the Overview & Scrutiny Committee of:

- The success and achievements achieved in Quarter 4.
- The financial monitoring for quarter 4.
- Those indicators not achieving their targeted levels of performance at the end of quarter 4.
- Business Plan Actions and Risks update.

2.2

Appendix 1 – Integrated Performance Report

- Current performance against the Council's priorities.
- Current performance against LI's and NI's.
- Position of identified risks.
- Financial Position.
- Complaints.
- Compliments.

3. CORPORATE PRIORITIES

3.1 The matters discussed in this report impact directly on the following corporate priorities:

- **A clean and green Rossendale** – creating a better environment for all.
- **A healthy and successful Rossendale** – supporting vibrant communities and a strong economy.

- **Responsive and value for money local services** – responding to and meeting the different needs of customers and improving the cost effectiveness of services.

Please note that the Quarter 4 Report is aligned to the 6 previous Corporate Priorities i.e.

- Delivering quality Services to our customers
- Delivering regeneration across the Borough
- Encouraging healthy and respectful communities
- Keeping our Borough clean, green and safe
- Promoting the Borough
- Providing value for money services

4. RISK ASSESSMENT IMPLICATIONS

4.1 All the issues raised and the recommendation(s) in this report involve risk considerations as set out below:

- The risks are referred to in the Integrated Report in Section 6. *Pg 66-78*

5. BACKGROUND AND OPTIONS

5.1 Achievements in Performance Indicators

In respect of Performance Indicators the end of year results have evidenced positive performance including some best ever outturns for the following PI's:-

- LI 8 % of invoices paid on time – this indicator has recorded a year end high of 97% with targets to achieve more next year. *Pg 63*
- LI 9 % of Council Tax collected – this indicator has also achieved a year end high of 97.6%. Council tax collection rate has shown continual improvement for 11 years and highlights the continued innovations that are introduced to help achieve this indicator. *Pg 64*
- LI 12 Working Days Lost Due to Sickness Absence (days) – this indicator has achieved its best ever outturn due to excellent sickness and absence management. *Pg 65*
- LI 109b Minor applications determined in 8 weeks – this indicator, as well as LI 109c 'Other' planning application, has also achieved its best ever outturn. *Pg 60*

5.2 Achievements in projects carried out in the 4th Quarter

- The Mayor's Ball took place in February as well as the Town Twinning visit from Bocholt. This culminates the main charity fund raising for the Mayoral Year. *Action C&MS4 Pg 24*
- A newly formed 'Rossendale Forum' met for the first time on 17th January 2011 chaired by the Leader of the Council. The membership adopted new Terms of Reference and agreed to pilot two Rossendale Big Issues (RIG) addressing Alcohol and accessibility in terms of transport. They also agreed to hold a borough wide partnership conference on 23rd September 2011 which will start to identify the priorities for the Neighbourhood Forums and RIGS as we move into 2012. *Action Cmt16 Pg 25*
- The Pride In Rossendale Community Awards took place on 28 February with 110 guests attending to celebrate the work of the winners and finalists of the Pride Awards. More than 130 community members, groups and businesses were nominated (double the amount of last year) for 6 categories. Feedback has been very positive and good media coverage was achieved. *Action Cmt2 Pg 25*
- Monitoring meetings with Animal Wardens continue. Between November 2010 and February 2011 Animal Wardens have dealt with 288 requests for service (18% of which were out of office hours). Customer feedback of the service: 57.1% said excellent service; 42.9% said good service. *Action Cmt7 Pg 27*

- The Council's Customer Service Standards have now been reviewed and updated and are being rolled out. *Action CS&ICT6 Pg 29*
- Over the last year 2010/11 the Environmental Health Residential Section received:-
148 requests to investigate housing conditions within the Private Rented Sector and of those 57 were deemed Urgent Inspections (those faults which are potentially harmful to an occupier such as no heating; no hot water etc.).
3 reported requests regarding illegal eviction and harassment.
2 full inspections of Houses in Multiple Operation – Registered Properties in Rossendale.
16 empty properties boarded up by the Team.
The Team have also been working closely with the Green Vale Homes Housing Options Team to develop a robust policy and protocol for dealing with illegal evictions and harassment by landlords as well as the provision of consistent advice through joint training sessions with the teams. *Action Rg12 Pg 38*
- Area Officers have responded to 429 requests for service since 11 January 2011. This has included: 109 flytipping incidents, 60 bin issues (side waste, contaminated bins, request for second bins), 59 accumulations of waste, 45 litter/grot spot issues, 29 dog fouling issues, 22 nuisance vehicles, 13 Christmas Trees, 5 tree enquiries, 5 s215 land and properties (detrimental to the amenity), 2 racist graffiti incidents, 1 offensive graffiti incident.
In response, in addition to contact in person, correspondence etc., officers have issued: 9 statutory nuisance notices, 8 fixed penalty notices (6 dog fouling, 1 litter & 1 s46), 3 PDPA (prevention of damage by pests) notices, 1 litter clearing notice, 1 s46 Notice (relating to bins), 1 s47 notice (trade bins), 1 s34 notice (trade waste), 1 s330 Notice (relating to s215 action), 3 duty of care inspections. *Action Cmt4 Pg 42*
- A new energy efficient element to the Council's website has now been added to promote energy efficient measures to homeowners and businesses. The Be A Rossendale Saver (www.rossendale.gov.uk/bears) section provides a hand on guide to help residents identify different ways they can make their homes more energy efficient. Residents are able to answer a series of questions about their circumstances and be provided with information on what they can do to their homes to improve energy efficiency as well as what schemes and incentives they are eligible for. Residents who cannot access the website will be able to still indirectly access services by phone, email, post or in person. *Action Rg13 Pg 44*
- The Pride in Rossendale Event took place on 28th February 2011. Early feedback has been excellent. Although funding for Pride was time bound and has come to an end the concept of taking 'Pride in Rossendale' will be mainstreamed into the Councils ongoing work. For example the recent 'Big Litter Pick' was branded under Pride. *Action Cmt5 Pg 49*
- All employees attended 'News from the Chief Executive' sessions which were well received, which looked at some of the financial challenges affecting the Council. *Action P&P11 Pg 55*

5.3 Performance Indicators that have underachieved in Q4

- NI 192 Percentage of household waste sent for refuse, recycling and composting – Although we haven't hit the Quarter 4 target due to seasonal trends with organic waste we have hit the year's annual target comfortably. So although the Indicator is shown as red for Q4, it is shown as green for the year end. *Pg 62*
- LI 156 Buildings Accessible to People with a Disability – This Indicator has been under target in previous quarters and this is due to the target being reliant on other decisions that have yet to be made. Marl Pits Pavilion work has still not been carried out as it is pending a decision which dictates the future of the building works. *Pg 63*

5.4 Compliments & Complaints

- For the first time there have been no Ombudsman complaints during Quarter 4. *Pg 86*
- The number of compliments received by the Council has increased for the fifth consecutive quarter with just short of a hundred compliments received. This is largely due to the

introduction of STAN the Van, which received 40 compliments in its first quarter of operation. *Pg 89*

COMMENTS FROM STATUTORY OFFICERS:

6. SECTION 151 OFFICER

6.1 Financial implications are included within the Report attached at Appendix 1.

7. MONITORING OFFICER

7.1 There are no immediate legal considerations attached to the recommendations within this report.

8. HEAD OF PEOPLE AND POLICY (ON BEHALF OF THE HEAD OF PAID SERVICE)

8.1 There are no immediate human resource implications attached to the recommendations within this report.

9. CONSULTATION CARRIED OUT

9.1 Executive Management Team.

9.2 Portfolio holder for Finance and Resources.

9.3 Performance Overview and Scrutiny Committee.

10. CONCLUSION

10.1 Overall we are delighted with the end of year results. During a period that has seen many changes and cuts from central government staff have remained focused and the positives can be seen in this report with 83% of Business Plan Actions completed on target with no projects in jeopardy *Pg 5*. The Risks identified in the Council's Business Plans are evenly spread out from high to low impact and high to low likelihood. There have been a number of positives and achievements evidenced in the Quarter 4 Report including several performance indicators that have produced their best ever outturn and the positively received introduction of the Services To A Neighbourhood (STAN the Van) service.

Background Papers	
Document	Place of Inspection
Covalent Performance Management System	Covalent system or ask Lee Birkett