

How are we making a difference to our communities?

Integrated Performance Report Quarter 1 (April to June 2011)

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How are we performing?

Rossendale Borough Council has three 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 – Financial Performance

Section 4 – Corporate Plan Actions, Covalent Report

Section 5 – Performance Indicators, Covalent Report

Section 6 – Risks, Covalent Report

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 July 2011 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.

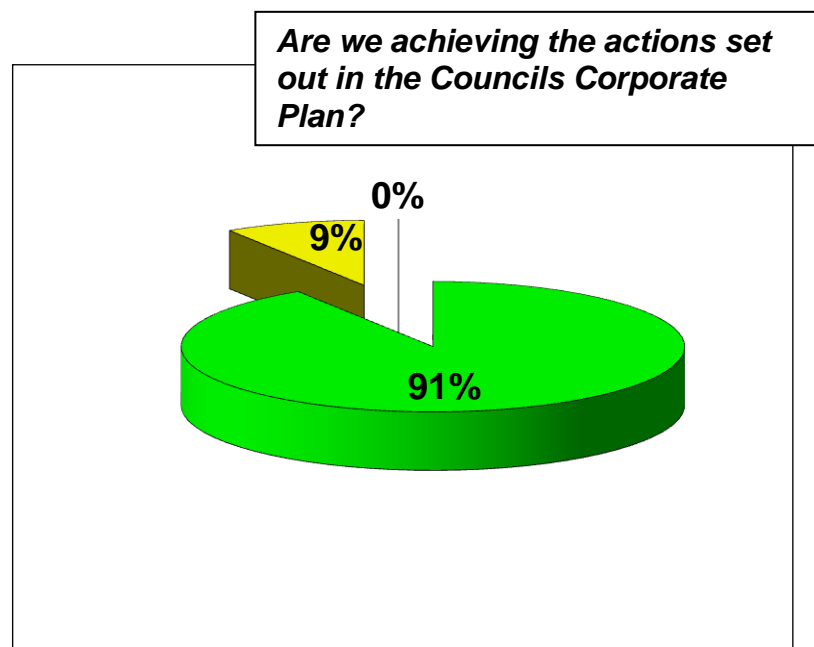
Section 1 – High level performance summary

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	97	90.65%
Amber ▲	Some issues or risks which require action from the Council's Programme Board to keep the project on track	10	9.35%
Red ●	Project in jeopardy – serious issues or risks needing urgent action	0	0%
	Total number of actions	107	



2.2 Performance Indicators – achieving targets?

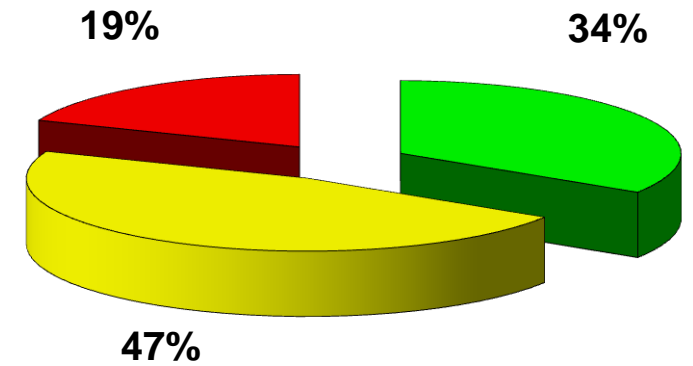
Each year the Council sets targets for achievement against a range of performance indicators and regularly monitors throughout the year how well it is doing in achieving the targets it has set. The following table sets out how many targets are currently on track against National and Local Indicators,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

Legend		Status	Performance Indicators	
			No.	%
On Target		The performance indicator has achieved or exceeded its quarter 4 target	18	82%
Marginally Below Target		The performance indicator is currently 5% or less from achieving its target	3	14%
Below Target		The performance indicator is currently more than 5% of achieving its target	1	5%
Unknown		The status cannot be calculated	0	0%
Total for Quarter 1			22	

2.3 How are we performing in managing our risks?

Risks			
Legend	Status	No.	%
Green ✓	The likelihood and impact of the risk is low	11	34%
Amber ▲	The likelihood and impact of the risk is medium	15	47%
Red ●	The likelihood and impact of the risk is high	6	19%
	Total	32	

Are we reducing the Likelihood and Impact of our Risks?



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 F5 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 three priorities.

Priority 1 – A clean and green Rossendale

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**A clean and green 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.





1.1 How are we performing in A clean and green Rossendale?

Elements of performance that contribute towards the achievement of Priority 1	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	3	3	100%	0	0%	0	0%	0	0%
Performance Indicators	1	1	100%	0	0%	0	0%	0	0%
Risks	1	0	0%	1	100%	0	0%	0	0%
Total	5	4	80%	1	20%	0	0%	0	0%

Priority 2 – A healthy and successful Rossendale

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**A healthy and successful 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 A healthy and successful Rossendale?

Elements of performance that contribute towards the achievement of Priority 2	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	19	17	89%	2	11%	0	0%	0	0%
Performance Indicators	2	2	100%	0	0%	0	0%	0	0%
Risks	7	3	43%	3	43%	1	14%	0	0%
Total	28	22	79%	5	18%	1	4%	0	0%

Priority 3 – Responsive and value for money local services

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Responsive and value for money local 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.

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	85	77	91%	8	9%	0	0%	0	0%
Performance Indicators	19	15	79%	3	16%	1	5%	0	0%
Risks	24	8	33%	11	46%	5	21%	0	0%
Total	128	100	78%	22	17%	6	5%	0	0%

Section 3 – Financial Performance

This section of the report details the Financial Performance of the Council including Financial Health Indicators

Financial Performance for Quarter 1

The revenue budget at the end of Quarter 1 is predicting a favourable forecast for the full year of £55k, on an original budget of £10,547k.

The main movements are shown in the table below and they fall into a few main categories:-

1. Staff – the restructure of Communities and Operations proposed during the budget-setting process has fallen short of the planned £95k savings by £31k. However, other actions such as the recruitment of modern apprentices rather than agency staff, and restructures in Regeneration, Property Services and People & Policy have meant that overall the staff costs of the Council are predicted to be £111k lower than the original budget.
2. Public Realm income is expected to bring in a further £40k and the New Homes Bonus grant has come in £22k above predictions.
3. Recycling income is subject to market fluctuations and at the moment rates are higher than predicted in the budget. A gain of £161k is forecast based on present prices, but this may drop later in the year. To help even out the effects of the market this gain is being transferred to a 'budget volatility' reserve to insure future budgets against any adverse movements.
4. Housing Benefits Subsidy calculations show a shortfall of £50k for the year between benefits paid out and the reimbursement from central government. At present this is being supported by other savings across the Council, but this could be met from current volatility reserve if necessary. In addition, the inflation applicable to the Capita contract has added a further £30k adverse variance.
5. IT projects proposed to save money in the original budget have been delayed, adding £44k costs and preventing some old lines of communication from being closed which are expected to cost a further £13k over the year.
6. Of the total £1.6m savings targets built into the original budget in February 2011, all bar £112k are expected to be achieved during the year. A full list of the major delays was reported to Cabinet in June and they included items 1, 4 and 5 above. In addition the plans to change refuse collection patterns in Haslingden and for outlying and rural properties have been delayed to the extent that the savings likely to be £23k below those included within the budget. This situation is being monitored closely and a full update will be included with the Cabinet report at the end of August.
7. Treasury management continues to out-perform the model portfolio of our advisors and this has been combined with capital project delays slowing down spend to increase the interest income predictions by £29k, of which £20k will be used to part-fund the borrowing costs of the leisure investment loan.

The capital programme for the year was originally set at £6,203k in February. In addition £1,827k was carried forward from 2010/11, creating an opening programme of £8,030k. Further revenue-funded projects have increased this to £8,110k, of which £1,201k (15%) has been spent or ordered to the end of June. Capital receipt sales in quarter 1 were just £3k against a budget of £100k for the year - officers continue to monitor progress and are confident that the full target will be met.

Major revenue variances predicted for 2011/12 (as at the end of quarter 1)

Major Variances in June	Favourable /(Adverse)	Net
Communities		
Salaries & agency workers	16.5	
Public Realm income	32.3	
Cemeteries fee income	14.1	
Other variances	(9.9)	53.0
Customer Services and e Government		
Benefits Subsidy shortfall	(50.0)	
Revenues & Benefits Administration	(30.0)	
Software and IT projects	(44.0)	
Other variances	11.6	(112.4)
Place Operations		
Salaries, modern apprentices & agency workers	(7.3)	
Fuel	6.6	
Trade waste income	(20.5)	
Vehicles (hire, maintenance, tyres & tools)	(13.0)	
Refuse sacks & holders	(10.6)	
Public Realm income	7.2	
Recycling Income	161.0	
Recycling volatility reserve contribution	(161.0)	
Other minor variances	1.0	(36.6)
Business Directorate		
Staffing and agency cover	20.8	
Members Allowances (non take-up)	12.9	
Land Charges income	(12.5)	
Licensing income	(9.5)	
Other variances	19.5	31.2

Major Variances in June	Favourable /(Adverse)	Net
Business - Health, Housing & Regeneration		
Staffing and agency cover	(9.3)	
Homelessness set-up costs	11.4	
Other variances	10.1	12.2
Corporate Management		
Staffing and agency cover	38.4	
New Homes bonus incentive grant	22.0	
Other variances	6.4	66.8
Finance & Property Services		
Staffing and agency cover	23.1	
Audit Commission Fees	8.0	
Business Centre income	(50.7)	
Other rental income	(9.6)	
Property running costs	24.8	
Repairs & Maintenance	15.4	
Communications (ISDN lines)	(13.0)	
Other variances	3.2	1.2
People & Policy (incl P&P & Comm)		
Staffing and agency cover	29.0	
Other variances	1.1	30.1
Non-Distributed Costs & Capital Financing		
Interest receivable/payable	13.3	
Other variances	(3.5)	9.8
Favourable/(adverse) on General Fund		55.3

Financial Health Indicators

The following table attempts to give some context to the financial performance reported to Members during 2010/11:

- Cash Balances – capital projects slippage continues to keep cash balances high
- Bank Interest generated – the Council has £8m on deposit at the end of quarter 1 which is earning from 1.9% to 2.41% interest.
- Debtor management continues to be a focus across all revenue streams.
- Corporate Spend - indicators 8 to 10 below have been realigned with the corporate spend analysis published on the website under the government's transparency agenda. This covers that portion of the Council's revenue and capital resources spent on goods and services, excluding staff salaries, benefit payments & banking transactions. This means that indicators 9 and 10 now more accurately portray the procurement decisions made by staff and members. Note - the increase in collaborative spend is helping to save the Council money, but is likely to work to the detriment of local SMEs who struggle to compete with larger buying frameworks.

		31 March 2011	End Q1 2011/12	End Q2 2011/12	End Q3 2011/12	End Q4 2011/12	Long Term Trend
1	Cash on deposit Indebtedness Net Position	£9,240k -£4,416k =£4,824k	£12,713k -£4,416k = £8,297k				Cash continues to be strong as capital project spend is delayed. Receipts are generally on track.
2	Collection of old debts Council Tax NNDR Sundry Debtors	£3,214k £526k £519k	£2,675k £598k £90k				Payment of refunds to NNDR accounts for prior years has increased the debt early on in the year. Sundry debt collection has gone very well. (Figures show current balance outstanding compared to the balance at the 31 st March 2011)
3	Collection of current yr debt Council Tax NNDR Sundry Debtors	97.6% 98.6% 80.5%	27.6% 29.7% 61.7%				Collection of council Tax and NNDR – effects of reduced court dates is yet to be assessed. Collection of sundry debt is improving
4	Interest v. SECTOR portfolio Interest income earned	+0.48% +£14.2k	+0.59% +£4.3k				Benefitting from increased cash flow position as above and improved interest rates on deposits
5	Corporate Spend (non pay)	£9,887k	£2,261k				Excl staff, benefits & treasury management
	- with local companies (£000 & %)	£1,306k Cum 13.2%	£279k 10.6%				Annual target =19%
	- through collaborative contracts (£000 & %)	£2,947k Cum 21%	£421k 16.1%				Annual target =12%

Section 4 – 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 2012.

Guide for Actions Report

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

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 1 Action Report 2011-12

Report Type: Actions Report
Report Author: Lee Admin_Birkett
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Priority A clean and green Rossendale


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
FP4	Coordinating the council's response to environmental and climate change issues including bidding for funding	31-Mar-2012	Principal Planner Forward Planning	29-Jul-2011		Lancashire County Council / SQW Consultants renewable energy study now complete and will be 'launched' within the next few weeks. The Council has asked SQW Consultants to provide a breakdown of the methodology used in determining the renewable energy generation capacities in the study, so that we can compare them effectively with earlier studies.	08-Jul-2011	✓
HHR9	Declaration of Air Quality Management Areas.	31-Mar-2012	Environmental Health Manager	11-Jul-2011		Rossendale's 2011 Air Quality Report has now been submitted to Defra. As previous reports it has highlighted two areas (Manchester Road, Haslingden and Bacup Road, Rawtenstall) as providing concern due to exceedances in the recommended UK levels for Nitrogen Oxides (NOx). Following Defra's appraisal of the 2011 submitted report, the Council will then consider declaring an Air Quality Management Area's for both locations. If the Council are minded to declare AQMA consultation will then take place with external partners and businesses to develop individual Air Quality Action Plans. We expect to make a decision on the AQMA in autumn.	11-Jul-2011	✓
P&P4	Implement Green Travel Plan Actions & Develop & Implement a Travel At Work Policy	31-Mar-2012	Principal Policy Officer; Project & Performance Improvement Officer	04-Jul-2011		Positive progress has been made since the Green Travel Plan was endorsed by Full Council in December last year, this includes a cycle to work week and travel pass scheme and participation in national bike to work week. As well as anecdotal evidence and knowledge of an increase in officers either car sharing or walking between some	08-Jul-2011	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>council buildings. An annual report on action plan progress will be undertaken in approximately December 2011. Further initiatives will be promoted during 2011, with a particular focus on 'Green Travel Month' (details to be confirmed) including car share day; walk to/at work day, no travel day and individual or team green travel pledges - with the Council's Management Team and Environmental Services Portfolio Holder leading by example.</p> <p>Work on the development of a new Travel At Work Policy will be undertaken during 2011-12.</p>		


Priority A healthy and successful Rossendale



Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
DC2	Completion and Adoption of Conservation Area Appraisals and Management Plans for all Conservation Areas	31-Mar-2012	Planning Manager	29-Jul-2011		This action is on track. The adoption of 4 conservation appraisals is planned for August 11 with another 4 to follow before Christmas as well as Bacup. The management plans are also on track.	29-Jul-2011	✔
DC4	Assist in the delivery of relevant aspects of the Communities Service Neighbourhood Plans	31-Mar-2012	Planning Manager	29-Jul-2011		As and when communities' team need support on this from both Development Control and Forward Planning, it is being and will be provided.	29-Jul-2011	✔
FP1	Delivery of the LDF including the Core Strategy through undertaking of the Core strategy examination in Public.	31-Mar-2012	Principal Planner Forward Planning	29-Jul-2011		Hearing has taken place and at present Inspector's report is expected in August so Core strategy can be adopted in September 11.	29-Jul-2011	⚠
FP5	Input into Policy and Delivery of key infrastructure including transport	31-Mar-2012	Principal Planner Forward Planning			Forward Planning continue to be in discussion with Transport for Greater Manchester and the Railway. No progress to report at present.	08-Jul-2011	⚠
HHR1	Working with partners across Pennine Lancashire – develop a mechanism for the delivery of economic regeneration	31-Mar-2012	Head of Health, Housing & Regeneration	11-Jul-2011		Pennine Lancashire is now included within the Lancashire Local Enterprise Partnership. This body, led by the private sector, will govern and prioritise the economic policy and strategy for	11-Jul-2011	✔


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	initiatives Rossendale.					Lancashire and will be the body through which bids for Central Government funding is made. Whilst only in existence for a few months the LEP has determined the application for an Enterprise Zone for Lancashire and overseen the submissions for the second round of Regional Growth Fund. Pennine Lancashire forms a sub-division of the LEP and officers from Rossendale have been closely involved in developing initiatives which now form the basis of Pennine Lancashire's RGF round two bids.		
HHR12	Development of a Park Homes Strategy and Action Plan	31-Oct-2011	Environmental Health Manager	08-Jul-2011		Publicising of the recently introduced national standards for Park Homes took place in the early part of the 2011. Actions taken to ensure the dissemination of the information contained in the standards included:- <ul style="list-style-type: none"> · Correspondence with owners of both Park Homes sites, in the Borough, during which the current standards were highlighted; · A public meeting held for residents in October 2010 and site visits carried out to highlight any potential areas of non compliance. · Continued monitoring visits to assess ongoing compliance with the aforementioned standards. <p>These standards will form part of an overall strategy for managing and assessing park home sites which will be finalised this year.</p>	08-Jul-2011	
HHR13	Improved access and delivery of a choice of affordable and decent, housing across Rossendale	31-Mar-2012	Strategic Housing and Partnerships Manager	11-Jul-2011		Rents are being restructured both with the HCA Development Programme funding 'affordable' rents, and the Localism Bill proposals. Councils will have to produce a Rent Strategy for their district. Officers are currently awaiting further guidance regarding Rent Strategies and what needs to be contained within them; we hope that this will be released by autumn. B with Us Choice Based Lettings Scheme – the Council is a partner agency and there is a statutory duty for all Local Authorities to have an allocations policy. Rossendale's duty is fulfilled through membership of the scheme and the joint	11-Jul-2011	


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>BwithUs Allocations Policy.</p> <p>The team has also been working with a number of housing associations to submit funding portfolio's for affordable housing over the next 4 years to the HCA. We hope to see the outcome of these bids in Quarter 2 which will contribute to a balanced housing market. Work is now completed on the 12 Social Rent properties at Huttock End Lane, Stacksteads. The properties will be advertised through CBL and let to local people within the next 3 months.</p> <p>Officers within Environmental Health are continuing to taking action where inspections of private rented properties are showing Cat 1 and 2 Hazards. The adoption of the Private Sector Housing Enforcement Policy has made this easier for officers. We are also starting to see more confidence from officers in serving Notices and delivering Works In Default where landlords fail to act. This is also linked to the work of the Vacant Property Task Group.</p>		
HHR2	Lead and deliver the Rossendale Gateway Regeneration Programme	31-Mar-2012	Head of Health, Housing & Regeneration	11-Jul-2011		<p>The Council has been working to develop regeneration projects for a number of sites within the Rawtenstall Centre as part of a Gateway Programme. These include:</p> <ul style="list-style-type: none"> · The Valley Centre and former Town Hall site; · The Rawtenstall Bus Interchange; · Rawtenstall to Manchester commuter rail link · New Hall Hey · Ski Rossendale <p>In the current economic climate and with the disestablishment of funding agencies such as the North West Regional Development Agency (NWRDA) the delivery of all of the projects has encountered some degree of difficulty.</p> <p><i>The Valley Centre and former Town Hall site</i> The Steering Group continues to lead the project</p>	11-Jul-2011	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>and robust discussions have continued with the owners of the Valley Centre, Ashcap, to reach a viable and affordable solution for the site and an understanding of its value. However, whilst discussions continue we have been unable to reach a suitable solution for the site.</p> <p>Rossendale's vision for the Valley Centre can only be delivered through a joint venture partnership with the council. The council as a major land owner will need to use its property assets and planning and compulsory purchase order (CPO) powers (if necessary) to facilitate the overall delivery process.</p> <p>Officers have started a procurement exercise to appoint a preferred development partner for the Borough who will be able to access the level of finance required to develop the site in future years when market conditions are favourable. A CPO will only be successful if we can demonstrate the council has a viable plan for the redevelopment of the site and the financial ability to deliver it.</p> <p>The redevelopment of the Valley Centre will act as a catalyst for the <i>Rawtenstall Bus Interchange and</i> borough as a whole creating new jobs, improving the visual amenity of Town Centre and bring in private sector investment to the area etc.</p> <p><i>Rawtenstall Bus Interchange</i> This is a project being led by Lancashire County Council who have undertaken and completed the consultation stages. The County Council have indicated that they would invest in a new interchange once a plan for the Valley Centre site is in place and is proceeding.</p> <p><i>Rawtenstall to Manchester commuter rail link</i> The Greater Manchester Integrated Transport Association is now considering this project</p>		

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>alongside the wider rail link issues. In view of the current funding reductions, the Councils of Rossendale, Bury and Rochdale are considering a compromise project which would result in a new station (on the current East Lancs rail link) South of Bury, which would enable rail commuters from Rawtenstall access onto the Metrolink Service, via a new rail spur.</p> <p><i>New Hall Hey</i> The New Hall Hey site has recently been sold to Westgate a subsidiary of The Royal Bank of Scotland. There is no indication that new tenants have come forward at this stage.</p> <p><i>Ski Rossendale</i> Following a thorough tender exercise the lease for the Ski Rossendale site has been granted to Ski Rossendale Limited, a social enterprise company established by local people. The site will be formally transferred by the end of July 2011 and will be open for business from September onwards.</p>		
HHR3	Development and provision of business support and business growth initiatives for local businesses in Rossendale	31-Mar-2012	Regeneration Projects Officer	12-Jul-2011		<p>The Eureka project which supported innovation in companies across Pennine Lancashire has now successfully applied for and received ERDF funding to allow it to work across the whole of Lancashire. Grants are available through the project to help companies bring forward and develop their ideas. One of the first companies to come forward and receive grant funding to develop new ideas was a Rossendale company.</p> <p>The Get Set programme which supports new start business across Pennine Lancashire also received ERDF funding to run the Intensive Start Up Service (ISUS). This new service targeted hard to reach groups to help them bring forward their new start business ideas providing advice and, in some instances, seedcorn grant funding. The funding enabled Get Set to contract with the Consortium Of Enterprise Agencies (CENTA) to provide a dedicated and staffed office for Rossendale based at Futures Park.</p>	12-Jul-2011	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>Get Set have also applied for ERDF funding to run a new project called Pennine Leap which will target high growth businesses across Pennine Lancashire to help them develop a growth plan. Some of the companies targeted in this project will be Rossendale companies already identified through previous work carried out by Winning Pitch.</p> <p>People involved with the Rawtenstall to Manchester Commuter Line idea are currently looking at a compromise position that would involve running a shuttle train service to a metro station south of Bury where people could change and get the Metro to Manchester. While this is not the 35 minutes from Rawtenstall to Manchester service that we all aspire to it is still a step in the right direction.</p>		
HHR4	Development of the Rossendale Visitor & Cultural Strategy.	31-Mar-2012	Regeneration Projects Officer	11-Jul-2011		<p>The scope and range of the Visitor and Cultural Strategy is in the process of being agreed and developed with officers working closely with the Portfolio Holder for Regeneration to define and identify the aims priorities and direction of travel. Officers continue to work closely with colleagues in the Lancashire & Blackpool Tourist Board to publicise local events and populate the newly developed website in readiness for it going 'live'.</p>	11-Jul-2011	
HHR6	Delivery of the Vacant Property Strategy	31-Mar-2012	Health & Housing Delivery Manager	11-Jul-2011		<p>The Vacant Property Task Group (comprising all Council Depts.) has pulled together a working spreadsheet of all the properties that officers are dealing with as a Council as there tends to be some crossover with officers from different departments. Through the group, departments can work more effectively to deal with properties through an agreed course of action that is identified collectively. New properties and land are brought to the meeting (6 week basis) and action plans for each property / land with a lead department are identified - this saves on duplication of work and saves officer time in serving the most appropriate notice for the circumstances.</p>	11-Jul-2011	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>As well as individual department actions the Group are also working on:-</p> <p>1. Area Based Enforcement – will look at all properties and land within a block such as Empty Properties, Rented, Owner Occupied, and Commercial. All Council departments will contribute towards an assessment followed by co-ordinated enforcement action where needed and supportive remedial options where required. This will also include liaison with other agencies such as Calico Floating Support; Police; Fire; DWP etc.</p> <p>2. Shop Local (*working title) – HHR are looking to identify a number of vacant commercial “corner” shops with accommodation above them. Negotiations will then take place with owners to discuss reduced rent packages and proposals to bring properties forward. Discussions with Council departments will consider suitable end uses for these shops with specified marketing material accompanying each property. A marketing campaign will then identify potential occupiers and through a “Meet the Supplier Day” and website page link the two together.</p> <p>As part of the short-term actions within the Vacant Property Strategy the team have developed a number of policies and procedures to support this work including the Private Sector Housing Enforcement Policy and the Enforced Sales Policy and Procedure both of which will be presented to O&S and Cabinet over the coming months. The Team have also developed internal procedures for officers to follow in respect to defective buildings, EDMOs and CPOs.</p>		
HHR7	Implement requirements of the Private Water Supply Regulations 2010	31-Oct-2011	Environmental Health Manager	11-Jul-2011		Following the adoption of the Private Water Supply Regulations 2009 at full Council in early 2011. The team are currently pulling together an inspection plan for the coming twelve months – this initial inspection tranche will focus on those high risk water supplies which supply commercial premises and a number of properties which can be clearly identified as from one source. Letters will be sent	11-Jul-2011	

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						to homeowners notifying them of charges and inspection programme for the next four years by the end of Summer 2011. However, those residents who require a risk assessment or sampling outside of their programmed time can still request sampling and support from officers.		
HHR8	Implementation of the National Food Hygiene Rating System	31-Oct-2011	Environmental Health Manager	11-Jul-2011	11-Jul-2011	<p>Rosendale launched the National Food Hygiene Rating System on the 1st June at a launch event at Do Dah's in Rawtenstall. The Council secured £5,000 of funding from the Food Standards Agency towards the implementation of a Food Hygiene Rating System in Rosendale. The aim of the scheme is that every food business within Rosendale is given a rating between 0 (poor) and five (excellent), which reflects a number of measures such as management, staff training, premises etc. The ratings are available to view online at http://ratings.food.gov.uk/QuickSearch.aspx and scores should be publicly displayed in all food premises. Of the 760 premises scored, 20 were found to be below a score of 2 and officers have focused on working with these food operators to bring up their scores. Since the launch we are seeing a real improvement in food standards where those low performing businesses have received focused support.</p> <p>The launch of the National Food Hygiene Rating System also provided an opportunity for the team to publicise National Food Safety week, which took place over the following week. This year's theme was "Behind Closed Doors", with the aim being to dispel the myths, rumours and old wives tails that have grown up around food hygiene/food safety such as the 5 second rule. A number of events took place throughout the week including a display and information point at the One Stop Shop, stall and display at Rawtenstall market, as well as a presentation at Haslingden Community Link to the Dinki Links group aimed at young mothers and childminders with preschool children.</p>	11-Jul-2011	

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P&P12	Support the Childrens Trust in delivering outcomes for CYP in Rossendale	31-Mar-2012	Head of People and Policy	04-Jul-2011		Summer Fun 2011 commissioned and publicised throughout Rossendale. Fusion: 10th June 2011 Haslingden Sports Centre will be holding 8 sessions which will be designed by young people for young people, and will include sports, dance, and gaming (with an x-box kinnect). During some of the sessions we will carry out interactive consultation with the aim of exploring the issue of a lack of young people's activities and finding out how we can address it in the future. Environmental Health targeting Businesses in relation to Breast Feeding Welcome Here - 4 Businesses signed up. At March 2010, 20 placements have been offered by RBC utilising Get Britain Working initiative.	26-Jul-2011	✔
P&P13	Commission a range of development interventions which support the Council's competencies for the future	31-Mar-2012	Head of People and Policy	04-Jul-2011		PDR's are currently being collated to identify development needs. Management Report prepared considering the stress management competency indicator tool as a basis for some development for employees in relation to many of the changes affecting the Council	26-Jul-2011	✔
P&P3	Support the management of the Rossendale Forum & Annual Conference	31-Mar-2012	Principal Policy Officer; Project & Performance Improvement Officer	04-Jul-2011		Following the recent council administration changes, the Rossendale Forum and Neighbourhood Forums now have new Chairs, therefore the last meeting was deferred in order to allow the Chairs the opportunity to hold their first neighbourhood forum meetings before the wider Rossendale Forum meets. The Communities Team will be arranging a briefing session for Chairs. Discussion regarding the development of a conference focusing on local issues and data intelligence is ongoing.	08-Jul-2011	✔
PD1	Understand and develop enhanced role in relation to public health and joined up health and social care commissioning.	31-Mar-2012	Head of Customers and Communities			Director of Customers and Communities has added sections around community engagement and democratic accountability to the GP commissioning group business plan, and regularly attends the group meetings to feed in the work of RBC/wider partnership.	03-Aug-2011	✔
PServ2	Review current procedures and status for the control of	31-Mar-2012	Property Services Manager			Action plan currently WIP	27-Jul-2011	✔




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	"unmanaged" open space							
PServ3	Complete construction of new leisure facilities : HSC & Marl Pits	31-Mar-2012	Head of Finance and Property			Latest progress and recommendations as per the June 2011 Cabinet report	05-Jul-2011	✔




Priority Responsive and value for money local services

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
BC1	Investigate options for joint working with Councils in the area and increasing income.	31-Mar-2012	Building Control Manager	01-Jul-2011		Preliminary discussions with Pendle Building Control regarding shared service. Agreement in principal to proceed with joint working to be fully integrated by 2013	01-Jul-2011	✔
BC2	Streamline BC Processes utilising Northgate.	31-Mar-2012	Building Control Manager	01-Jul-2011		Problems with Northgate regarding installation of software to process competent person's loader.	01-Jul-2011	⚠
BC3	Building Control service delivery to be benchmarked against authorities within Lancashire	31-Mar-2012	Building Control Manager			Benchmarking agreed with similarly sized authorities, Corby BC, Copeland BC, Mansfield BC	01-Jul-2011	✔
C&MS1	Promote democracy Information accessible on the Council's website and public are aware that they can book the Mayor for events Mayor promoted through visits to schools or visits to Council Chamber	31-Mar-2012	Committee and Member Services Manager	01-Jul-2011		Web site is up to date with Councillor information. Information is also available on how to book the Mayor and information about the Civic Insignia at Rossendale. Preparations are under way for Local Democracy Week Activity and schools have been notified of the week that the event will take place.	01-Jul-2011	✔
C&MS2	To achieve Level 2 of the North West Charter for Member Development	31-Mar-2012	Committee and Member Services Manager	01-Jul-2011	01-Jul-2011	Notification was received on 24th June that the Council had been successful at Level 2 of the North West Charter for member training and development. The award is planned to be presented to the Council in September.	01-Jul-2011	✔
C&MS3	Consider and action requirements of the Decentralisation and Localism Bill	31-Mar-2012	Committee and Member Services Manager	01-Jul-2011		The bill started the 3rd reading in the House of Lords on the 20th June. It is likely to be summer or autumn before it gains Royal Assent.	01-Jul-2011	✔
C&MS4	Ensure Committee papers	31-Mar-2012	Committee and	01-Jul-2011		All agendas have been published in line with	01-Jul-2011	✔

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	prepared to a Quality Standard and in accordance with agreed processes		Member Services Manager			statutory deadlines. Work is being done to ensure that all reports are published at the same time.		
C&MS5	Undertake benchmarking exercise in relation to C&MS	31-Mar-2012	Committee and Member Services Manager	01-Jul-2011		Activities are regularly undertaken with other authorities on benchmarking including the number of committees, number of members and member allowances.	01-Jul-2011	✔
Cmt1	Development of the Communities Team focused on 'Locality Based Teams/Working'	31-Mar-2012	Communities Manager	26-Jul-2011		A restructure across Operations and Communities Team has been completed to enhance the principle of Locality Working and assist the Council to deliver against its key priorities. Some early pieces of work have been the development of Friends of Cemeteries Groups, Friends of Stubblelee Park, a report was taken to the Neighbourhood Forums asking 'How do you want your grass and open spaces maintained' resulting in a redesign of grass cutting rounds. The Neighbourhood Forums continue to deliver against their Neighbourhood Action Plans and encourage other partners to get involved. A recent development has been a mapping exercise of GP surgeries against each Neighbourhood Forum. The Communities Team are in discussions with the GPs on how they can work collaboratively with the Forums. The Rossendale Partnership, Rossendale's Local Strategic partnership has been refreshed and is now called the Rossendale Forum. This was carried out in reaction to change in legislation coming from central government like the removal of the Local Area Agreement, Audit Commission and Place Survey and the introduction of the Localism Bill. The changes clearly demonstrate that whereas the Neighbourhood Forum works at a local level to deliver local priorities the Rossendale Forum operates/functions to tackle borough wide priorities.	26-Jul-2011	✔
Cmt2	Implement the recommendations of Cabinet in relation to the borough's Markets	31-Mar-2012	Locality Manager	26-Jul-2011		Current stall occupation at each of the markets is: Haslingden: 6 out of 12 stalls occupied Bacup: 22 out of 25 stalls occupied Rawtenstall: 52 out of 58 stalls occupied (1	26-Jul-2011	✔

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						<p>further stall reserved for august)</p> <p>Advertising which has been delivered since April includes:</p> <p>2 page spread (advertising and editorial) in Scallywag magazine, delivered to all primary school children in Rossendale</p> <p>1 Flea Market Advert</p> <p>2 Rossendale Freepress Adverts</p> <p>Royal wedding event at Rawtenstall Market with photos on facebook, flickr, Rossendale freepress and Lancashire Telegraph</p> <p>1 NMTF magazine advert</p> <p>Haslingden Market Update:</p> <p>As a result of reducing stall occupation and reduced footfall Catherine Price met with the existing market traders and agreed a number of measures to attract new traders. They are:</p> <p>1/2 price stall charges on cabins to new traders to the market for 6 mths, providing they trade for the full 6 months</p> <p>open stalls charged at £1 per day for a temporary period</p> <p>promotion of new rates</p> <p>Since then 3 traders have requested cabins, 2 have been granted and are taking up occupation, one is being processed.</p> <p>We are also in the process of collating figures for the income and expenditure on the market to determine the current financial position.</p> <p>Bacup Market Update:</p> <p>Bacup Flea Market has seen an increase in flea market traders and anecdotally traders have reported an increase in customers. 8 permanent licensed traders trade on the flea market on a</p>		



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						<p>regular basis and pay charges of £15 for food traders and £10 for non-food traders. We are currently collating details of income and expenditure to see what progress this market is making so far.</p> <p>Rawtenstall Market:</p> <p>The Communities Team supported the traders on the market to hold a royal wedding event, with officers in the team dressing up as the royal couple and a trader providing a horse and trap to take the couple around the town and promote the market. This resulted in a lot of follow on publicity in social media and the local press. Dinah Hunt, trader on the market for 54 sadly passed away in June. She was due to receive a NMTF award for outstanding contribution to markets days before she passed away. The award was given posthumously to her husband in July.</p> <p>Overall update:</p> <p>The Markets Officer post commences on 1st August. Roger Howarth, former Bacup Market Caretaker will be taking on the role supported by the Communities Team as a whole.</p>		
Cmt3	Deliver a review of all market licences, trader contact details and insurance.	31-Mar-2012	Locality Manager	26-Jul-2011		<p>A review of licences has commenced, with a view to supplying the new markets officer with copies of all up to date licences to keep with him on site. Licences are being amended and updated as required.</p> <p>Contact details and insurance will be reviewed and updated at a later stage in the year.</p>	26-Jul-2011	
Cmt4	Review the pilot dog control contract with Animal Wardens	30-Nov-2011	Head of Customer Services & ICT			The contracts have been transferred to the CS&ICT Team who will review the contracts going forward.	28-Jul-2011	
Cmt5	Review renew Pest Control Contract	30-Sep-2011	Head of Customer Services & ICT			The contracts have been transferred to the CS&ICT Team who will review the contracts going forward.	28-Jul-2011	


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Cmt6	Review CCTV across the Borough	30-Sep-2011	Community Safety Manager	11-Jul-2011		The monitoring contract with Burnley Borough Council ceased on 31 March 2011. The cameras are still recording 24/7 with access to download wirelessly from 11/07/11. Training with PCSO's will take place w/c 18/7/11 so that the Police are able to download themselves rather than going through the Council. The server move for the Rawtenstall system into Hardmans Mill should be complete by the end of July along with the two new cameras at Queens Square and Newchurch Road bringing us to a total of 4 cameras in the town centre.	11-Jul-2011	
Cmt7	Implement the recommendations of Cabinet in relation to grass cutting	31-Mar-2012	Locality Manager	26-Jul-2011		From April 2011, integrated LCC verges into routes (this has increased area by estimated 20%). Currently aiming to achieve 8 cuts p.a. on amenity grass this is dependent on weather conditions and staffing levels. Some early season teething problems which have been resolved in consultation with staff and by listening to customer feedback. Recent sudden death of tractor driver has meant other staff temporarily taking on the work while options to fill the post are considered. Other issues regarding alternative vegetation and mowing regimes for specific sites are being reviewed and consulted on via neighbourhood forums. The requirements to lose two posts as efficiency measures is currently being met by not filling existing vacancies, however the whole structure is being reviewed as part of the wider departmental restructure.	26-Jul-2011	
Cmt8	Review the joined up grounds maintenance service with LCC (Public Realm)	31-Mar-2012	Communities Manager	26-Jul-2011		The first quarterly report (March – May) has been submitted to LCC and highlights a number of issues which meant that the start of the season was difficult. Most issues have been resolved and customer feedback has been listened too so that improvements have been implemented. A full review will be conducted in consultation with front line staff at the end of the grass cutting season. Quarterly reports will continue to be submitted with the next due in September covering the	26-Jul-2011	

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						months of June – August. Regular meetings are set up with LCC to discuss any issues and agree resolutions or cha		
Cmt9	Implement the recommendations of Cabinet in relation to animals in parks	31-Mar-2012	Communities Manager	26-Jul-2011	26-Jul-2011	All animals and birds were successfully re-homed in March 2011. Most of the birds have gone to Lancaster City council within a large free flight enclosure in Williamson park. The small animals were taken in by a private sanctuary where they have received veterinary treatment and a higher level of care. The enclosure at Whitaker park is currently being redeveloped in partnership with incredible edible and is planned to be a picnic area within a community orchard surrounded by other edible plants (pick your picnic!). The enclosures at Stubbylee remain empty and standing pending the Accrington Rossendale College development	26-Jul-2011	✔
CS&ICT1	Review existing Bailiff contract	30-Sep-2011	Service Assurance Manager	22-Jul-2011		Review of current providers is ongoing. Contract specification almost complete. Exact format of tender process to be determined.	22-Jul-2011	✔
CS&ICT2	Review the Customer Service & ICT Team functions and implement recommended changes	31-Mar-2012	Head of Customer Services & ICT	21-Jul-2011		SAT Team functions determined, review commencing.	21-Jul-2011	✔
CS&ICT3	Design, test and implement SharePoint 2010 initially for Democratic Services	31-Mar-2012	Head of Customer Services & ICT; Technical Infrastructure Manager			This project is still in the design stage.	28-Jul-2011	⚠
CS&ICT4	Implement new corporate Network	31-Mar-2012	Head of Customer Services & ICT	21-Jul-2011		The new RF dish has been installed at the oss, the new wavestream circuit has been implemented and the old circuit to stubby lee from Futures Park has been removed.	21-Jul-2011	✔
CS&ICT5	Implement UID (Microsoft Dynamics) across the business	30-Jun-2011	Information Manager			Highlight Report gone to Management Team to report progress, development work continues. The original due date of 30th June 2011 needs to be extended.	28-Jul-2011	⚠
CS&ICT6	Develop customer focused ICT strategy and review all existing ICT policies	31-Mar-2012	Information Manager			This project is still in the design phase.	28-Jul-2011	✔

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CS&ICT7	Scope out the ICT requirements for RLT / RTL	30-Sep-2011	Head of Customer Services & ICT			This project has been completed successfully before the due date.	28-Jul-2011	✔
CS&ICT8	Undertake benchmarking exercise in relation to Customer Services & ICT	31-Mar-2012	Head of Customer Services & ICT	21-Jul-2011		Work has commenced on benchmarking the ICT function against other authorities in Lancashire. Particular emphasis has been placed on the Pennine Lancashire area.	21-Jul-2011	✔
DC1	Sustain and improve performance on determining major, minor and other applications against agreed measures	31-Mar-2012	Planning Manager	29-Jul-2011		Minor and other applications are on track. In respect of major applications, unfortunately an increase in these types of application being submitted and requiring determination coincided with purdah in April and May 11 when 2 committees had to be cancelled. This has resulted in the target for major applications not being hit for the 1st quarter. It is hoped that by careful management and pushing through of future major applications, the target can be brought back on track. However, this will depend on enough new major applications being received this year, something which is beyond the control of the authority.	29-Jul-2011	⚠
DC3	Bring into use further modules of new IT system	31-Mar-2012	Planning Manager	29-Jul-2011		Training on the new crystal report module was provided in mid June. Following further work in this being embedded, those trained in the module will be rolling out to staff how to use it	29-Jul-2011	✔
Elec1	Administer Borough, Parish, and by-elections; Polling district review and referendum.	31-Mar-2012	Elections Manager	16-Jun-2011		Ward and Parish elections and the national Referendum (Alternative Vote) were held in the Borough on 5th May 2011. A polling district review will be held during the summer/autumn and will be widely publicised to involve Councillors, members of the public and interested outside bodies.	16-Jun-2011	✔
Elec2	Undertake benchmarking exercise in relation to Elections	31-Mar-2012	Elections Manager	16-Jun-2011		Benchmarking of electoral services is carried out continually by the Electoral Services Manager in conjunction with the Lancashire AEA Group and the North West Association of Electoral Administrators. In addition the Electoral Commission performance monitor the Returning Officer for electoral matters and the Electoral Registration Officer for production of the annual	16-Jun-2011	✔


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						canvass and rolling registration functions.		
Fin1	Final Implementation of IFRS for 2010/11 Statement of Accounts	30-Jun-2011	Finance Manager	16-Jun-2011		Most of the amendments requested by the auditors are now complete. Group Accounts have been drafted and sent for audit with some extra notes added as a result of IFRS. Deadline for production of audited SoA is 25/08/2011.	04-Aug-2011	✓
Fin2	Co-ordinate the Council's response to the 11/12 central gov't grant settlement and its medium term financial strategy	31-Mar-2012	Head of Finance and Property			The need to save c £1m over the next 3 years has been widely publicised internally both to staff and the new Cabinet. The process required to achieve this goal will be reported to Members in late Summer/Autumn.	05-Jul-2011	⚠
Fin3	Consolidation of and optimisation of services and administration both internally and across partners	31-Mar-2012	Head of Finance and Property			Discussions are ongoing both with: RTL, CLAW & RLT. CLAW payroll has been taken in-house. This has created capacity within CLAW but no direct financial gains.	05-Jul-2011	✓
Fin4	Undertake benchmarking exercise in relation to Finance & Property Services	31-Mar-2012	Head of Finance and Property			This is a corporate requirement for all services. The starting point for 11/12 will be a consideration of available CIPFA data.	05-Jul-2011	✓
FP2	Assist in production of sub regional strategies, including research, implementation and monitoring	31-Mar-2012	Principal Planner Forward Planning	29-Jul-2011		Contributed to Spatial Guide for Pennine Lancashire (non statutory). Considering collaboration with other Authorities for taking forward evidence base for Community Infrastructure Levy (CIL).	08-Jul-2011	✓
FP3	Preparation of an Allocations / Development Management and CIL DPD elements of the LDF and other SPDs	31-Mar-2012	Principal Planner Forward Planning	29-Jul-2011		The Forward Planning Team are currently preparing a PID (Project Initiation Document) and setting out a detailed timetable of events and works that will be undertaken as part of the combined Allocations and Development Management DPD. This will also entail a full and detailed communications and consultation plan to guide how consultation and community engagement on the document will take place. Direction is currently being sought on the future of the Community Infrastructure Levy (CIL) in Rossendale. If it is taken forward, CIL will be prepared alongside the Allocations and Development Management DPD to reduce	08-Jul-2011	✓

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						<p>timescales and overall costs of preparation.</p> <p>Work on other parts of the LDF including SPDs will be ongoing over the next few years, although no specific times have been set.</p>		
HHR10	Improving standards in Houses in Multiple Occupation	31-Mar-2012	Environmental Health Manager	07-Jul-2011		<p>The Health, Housing and Regeneration Team have undertaken licensing visits on the two licensable HMO's in the Borough; both premises were found to be compliant with the national standards for this type of accommodation. As part of the inspection process the team engaged with a number of agencies including the Fire Service and East Lancs. PCT to ensure that a holistic approach was adopted when assessing these premises. The inter-agency working proved extremely effective and building on the links which have been created through these joint ventures – a new initiative is planned whereby suspected non licensable HMO's will be visited in conjunction with the fire service.</p> <p>The service is also undertaking a review and update of the Council's current HMO licensing conditions so as to reflect good practice. It is anticipated that this will provide supplementary supporting documents to the Private Sector Housing Strategy which will be consulted on over the coming months.</p> <p>As part of this review the service will be updating elements of the Council's website to take into account the publicising of the new standards together with those previously consulted on and adopted such as the Council's Illegal Eviction and Harassment Policy.</p>	07-Jul-2011	
HHR11	Implementation of the CRIBS project	31-Mar-2012	Environmental Health Manager	08-Jul-2011		<p>The team have been working on an innovative, teaching resource to support young people who are moving away from home or living on their own. The Cribs housing project is nearing completion and is expected to be finalised for Autumn. In its current format the initiative exists in three parts. Part One is a power-point aimed at</p>	08-Jul-2011	

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						<p>providing simplified information relating to the 29 housing hazards that would be associated with the private rented housing market. A degree of risk assessment is also included allowing topics such as 'Safeguarding' and ROSPA's 'Accidents in the Home' which would be introduced to the training session dependant on the target audience.</p> <p>Part Two – relates to the 'real-life' experiences of a tenant, landlord and environmental health officer in relation to good and bad practice associated with renting in the private rental market. Part Three, the third and final part of the initiative is a 'Quiz' aimed at assessing the retention of knowledge from the training session. The findings of a survey carried out by Amber Hoyle (HHR's previous Future Job's Fund Placement) will form part of the quiz material together with key facts and figures provided in the power-point and profile interviews.</p> <p>We hope that the training resource will be used locally by a wide variety of bodies such as colleges; schools; supported housing schemes (such as Queen Street and M3) as well as being used nationally.</p>		
HHR14	Delivery of effective services for homeless households	31-Mar-2012	Strategic Housing and Partnerships Manager	11-Jul-2011		<p>Homelessness and homelessness prevention is a statutory service which was contracted out to Green Vale Homes at the time of stock transfer in 2006. Following, a review of the service and the remit and support that housing prevention can offer to other services it was decided to bring the service back in house. On the 1st April 2011, 4 members of the HOT (Housing Options Team) TUPE across from Green Vale and over the first quarter they have been working on improving performance information; developing the service (especially by offering face to face appointments at the One Stop Shop) and integrating with other Council functions such as Housing Benefit and Environmental Health in particular to provide a more holistic and joined up service. The Council has a duty to produce a Homelessness Strategy</p>	11-Jul-2011	

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						<p>(we will be renewing the Council's existing strategy this year) and to develop services to prevent homelessness such as; Private Rented Scheme rent bond, Spend to Save Programme and a specialist mental health worker, are all currently funded for this purpose.</p> <p>Over the last quarter:-</p> <ol style="list-style-type: none"> 1. 12 households were placed in Temporary Accommodation of these presentations 7 were Young People under the age of 25, (3 of whom were 16/17 years old), 1 was a family with dependent children and 1 was a 76 year old. 2. The team received 10 Out of Hours calls, 5 of which were bogus calls. 3. 275 new Housing Options and Homelessness Case assessments were opened in the quarter. 4. There were 185 interviews at the One Stop Shop (not all of these were in respect of new cases). 5. 33 cases of homelessness were prevented or relieved in the quarter. <p>One of the issues for the HOT currently is the impact of the welfare benefit changes in the private rented sector, especially the single room rate being extended to under 35s, and officers are looking at a number of options including social lettings agencies and private leasing schemes on a Pennine Lancashire footprint to address these issues.</p> <p>The Council works closely with LCC Children Social Care and the Rossendale Children Trust in relation to youth homelessness (primarily 16 – 21 year olds) and Council has been the lead authority in securing £180,000 from the CLG to work with Children Social Care to set up a homeless prevention scheme across Lancashire for 16/17 year olds. All district housing authorities and LCC have developed a Joint Working Protocol for 16/17 year olds which is currently being rolled out and monitored. In law, Children Social Care has the lead responsibility for homeless 16/17 year olds</p>		

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						<p>but in practice they have been reluctant to fulfil this commitment in the past, but joint working is progressing and this new scheme will support this work.</p> <p>The dedicated Mortgage Rescue Scheme officer has left the Council at the end of March 2011, but the scheme is still being administered by Strategic Housing and the HOT Team in close liaison with the CAB. 1 case was completed at the end of May and a further 4 cases are due for completion by mid July which will mean that the households will be able to stay in their property as a housing association tenant. 4 of the properties are being purchased by Calico and 1 by Prestwich NW Housing Association. In addition, the Council is actively helping 2 other applicants in their negotiations with their lenders in a bid to deal with their mortgage arrears. 2 new applications have been made to Plumlife under the new rules for 2011/12. Unfortunately, the Homes and Community Agency have only allocated funding for Rossendale for 4 purchases in the whole of 2011/12. Officers will continue to seek alternative funding and solutions and are lobbying for additional funding from the HCA to support our ongoing cases. The HOT provide a court desk service in liaison with CAB and will continue until the court closes later this year</p> <p><u>Notice of Mortgage Repossession Hearings</u> A total of 47 notifications from lenders of pending court repossession hearings have been received by the Council in the last quarter, compared to 29 during the same quarter last year.</p> <p>Work is progressing on Clare House to be renamed Number 1 Queen Street on re-occupation. Contractors are on with the refurbishment of the scheme and even though, there delays on starting the main house we are still on programme for completion of the main works in October.</p>		

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
HHR15	Improved delivery of support mechanisms and assistance for vulnerable people	31-Mar-2012	Environmental Health Manager; Housing Renewal Manager; Strategic Housing and Partnerships Manager	11-Jul-2011		<p>The current DFG waiting list is made up of urgent and non urgent recommendations with a mixed tenure of owner occupiers, private rented and RSLs the main RSL being Greenvale Homes. We have 89 non urgent cases on the waiting list made up of owner occupiers, private rented and a small number of RSLs. These non urgents are estimated to cost in the region of £800 - £900k.</p> <p>We have 19 urgent cases at various stages in the system such as awaiting planning approval; top up funding from Lancashire County Council and out to tender. The approximate value to these is in the region of £250 - £300k. The preliminary budget we've dedicated for this function is £447,300 (comprising £353k from Central Government) we have committed £ 170,600 to date. The acceptance of the O&S Task and Finish Group Recommendations for DFGs means that from this year we will be allocating 25% of the DFG budget towards the non urgent waiting list.</p> <p>In the first quarter of 2011 the service have completed:-</p> <ol style="list-style-type: none"> 1) 9 Disabled Facilities Grants. 2) 9 Adaptations to Green Vale Home properties funded by Green Vale Homes. 3) 139 minor adaptations funded via Lancashire County Council's Social Services Directorate. <p>As part of a wider range of services to support vulnerable residents the Strategic Housing Team have agreed to take over the chairmanship of the Financial Inclusion Partnership (previously undertaken by Green Vale Homes). The Partnership is developing a Financial Inclusion Strategy which is being project managed and led by the Council it is anticipated that this partner strategy will be completed for Winter.</p> <p>Calico have acquired the Springfield Court units, Bacup which were previously managed by Anchor. For the next six months the units will be occupied by the tenants of Clare House, while the Council delivery the refurbishment of Clare House. During,</p>	11-Jul-2011	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>this period officers will be working with Calico to develop a number of viable options for utilising the scheme including elderly care and dementia support provision across the borough.</p> <p>The Lancashire County Council Supporting People budget pays for housing related support for all sheltered housing schemes and housing support for socially excluded groups – in Rossendale, there are three major ongoing issues with Supporting People (SP) that officers are working on to mitigate the effect on Rossendale’s residents:-</p> <ol style="list-style-type: none"> 1) £3million (approx. 10%) of savings are required over the next 3 years. 2) The development of Commissioning Plans and renewal of all SP contracts by July 2011. 3) The Older Persons Project which has involved a major piece of consultation which has shown that older people want to be able to stay in their own homes, which may be owner occupied or in the Private Rented Sector, and be eligible to receive warden support. Discussions are now being held with all providers of sheltered housing to assess the implication of reducing warden services to some existing sheltered schemes in order to extend warden services to other tenures. <p>The Strategic Housing & Partnerships Officer holds a place on the Supporting People Commissioning Board to represent Rossendale’s interests. An East Lancashire locality team (Rossendale, Burnley, Pendle and Hyndburn) develop and agree initiatives and priorities for the area based on the SP funding available.</p> <p>Supporting People/ Housing Support for Vulnerable Adults at risk of Social Exclusion <u>Calico Floating Support Service</u> At the beginning of the quarter, 61 people in Rossendale were receiving Floating Support services to maintain their tenancies. A total of 326 households received Floating Support in Rossendale in 2010/11.</p>		

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<u>Planned Move on From Supported Accommodation</u> In the first quarter, there were 20 moves from young people's supported accommodation in Rossendale, 85% of which were planned (i.e. not evicted or just left). Through improved partnership working with schemes such as Stepping Stones we hope to build on this success.		
HHR16	Undertake benchmarking exercise in relation to HHR	31-Mar-2012	Head of Health, Housing & Regeneration	11-Jul-2011		Initial discussions are being held with the Director of Business to agree the scope of this exercise which will examine the costs in delivering the various elements of the service in comparison with other similar local authorities.	11-Jul-2011	✔
HHR5	Development of effective and efficient protocols within the Health, Housing and Regeneration Service with both internal and external partners.	31-Mar-2012	Health & Housing Delivery Manager	11-Jul-2011		The team have been working on a number of new procedures and protocols to support better working around health and housing functions. Following on from the adoption of the Illegal Eviction and Harassment policy earlier this year the team are working on a number of new policies and procedures including a Private Sector Housing Enforcement Policy; Commercial Enforcement Policy; procedure for Enforced Sales of vacant properties; as well as a draft Defective Building Act Protocol. Where these policies and protocols support other departments; these protocols will be disseminated to other departments through internal training.	11-Jul-2011	✔
LC1	Review the process relating to applications received to search in the register and complete statutory enquiries to address issues associated with the economic downturn	31-Mar-2012	Land Charges Officer	26-Jul-2011		Total software upgrade including NLIS Hub and Web Subs	26-Jul-2011	✔
Leg1	To develop and monitor Service Standards in line with best practice.	31-Oct-2011	Principal Legal Officer			Customer satisfaction forms sent at conclusion of all files to monitor/action feedback.	18-Jul-2011	✔
Leg2	To provide legal support for smooth transition of the homelessness service in-house	31-Mar-2012	Principal Legal Officer			Procedures will be reviewed within this quarter.	11-Jul-2011	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
Leg3	Undertake and report benchmarking to ensure best practice	31-Mar-2012	Principal Legal Officer			Continued membership/attendance at ACSEs local meetings for legal services.	18-Jul-2011	✔
Leg4	Community Governance Review	31-Mar-2012	Principal Legal Officer			No work has been undertaken yet but there is a lengthy deadline beyond this financial year.	11-Jul-2011	✔
Leg5	Review/replace existing online legal research facility	30-Jun-2011	Principal Legal Officer			Currently on free trial for new system. Matter to be reviewed September 2011.	11-Jul-2011	✔
Leg6	Prepare for/assist/ support in Office of Surveillance Commissioners inspection to comply with Regulation of Investigatory Powers Act 2000	31-May-2011	Principal Legal Officer			Inspection took place on 26/5/11.6 recommendations to be implemented. Progress to be reported in next quarter.	11-Jul-2011	✔
Leg7	Provide training to officers on Localism Bill	30-Nov-2011	Principal Legal Officer			Bill had 3rd reading-now going to House of Lords. Awaiting implementation date before training arranged.	11-Jul-2011	✔
Leg8	Ensure the relevant lead officers undertake community impact assessments for the service area	31-Mar-2012	Principal Legal Officer			Ongoing-no CIAs drafted this quarter apart from draft for Bribery Act policy.	11-Jul-2011	✔
Op1	Review the service in light of the need to create improve customer satisfaction and meet the requirement of the MTFs.	31-Mar-2012	Operations Manager			A full review of waste and recycling policies and procedures is planned to begin in October 2011.	03-Aug-2011	✔
Op2	Deliver enhanced locality based service delivery; with a focus on minimizing waste and improving recycling maximize the income available from the recycling collected.	31-Mar-2012	Operations Manager			A part time (2 days per week) waste and recycling co-ordinator has been employed to drive the development of a waste mineralisation and recycling strategy, which will be delivered by the locality officers. All are currently working on implementation and education around the changes to waste collections and introduction of recycling collections to 700 properties in Haslingden, Irwell Vale and Strongstry, and to the 668 farm, rural and other hard to reach properties. A recycling roadshow was held at Haslingden Community Link in July to support this. Development of the strategy will begin from October 11.	03-Aug-2011	✔
Op3	Implement the	31-Mar-2012	Operations Manager			These recommendations are currently being	03-Aug-2011	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	recommendations of Cabinet in relation to farm collections (linked to efficiencies)					implemented. The 700 properties in Haslingden, Irwell Vale and Strongstry went live on 1 August 2011, along with the majority of the farm, rural and other hard to reach properties. Those properties that have had site visits from staff, where changes have been made as a result of the consultation, will go live from 1 September 2011. All recycling bags and bins have been delivered and boot liners are in stock and can be provided for those who request them.		
Op4	Move the location of the vehicle maintenance garage	31-Mar-2012	Operations Manager			Options for the move of the vehicle maintenance garage are currently being costed and considered.	03-Aug-2011	✔
Op5	Undertake benchmarking exercise in relation to Operations	31-Mar-2012	Operations Manager			Benchmarking will take place alongside the review of waste and recycling policies and procedures, from October 2011.	03-Aug-2011	✔
P&P1	Oversee the management and utilisation of the CRACS partnership	31-Dec-2011	Principal Policy Officer; Project & Performance Improvement Officer	01-Jul-2011		Awareness raising has been undertaken internally with staff of the types of services, support and equipment that is available to utilise from the Collaborative Research and Consultation Services partnership. Management Team were also asked to inform/contribute to the CRACS work programme for 2011-12. To date, RBC has used approximately 4.5 days for Index of Multiple Deprivation IMD 2010 analysis/ presentation. RBC have also been using the voting handsets via our neighbourhood health worker for the teen life check sessions in partnership with the PCT.	08-Jul-2011	✔
P&P10	Review the services delivered by the People and Policy Team	31-Mar-2012	Head of People and Policy	03-Jul-2011		Review of the Communications Function has commenced. Further to the resignation of the Communications Advisor this post will not be replaced. Review of the Personnel Function commenced, consultation taking place with staff affected. Discussions taking place with partners with a view to identifying efficiencies across partnerships, Payroll undertaking the payroll for CLAW.	26-Jul-2011	✔
P&P11	Review the existing arrangements in relation to maintenance of the website ensuring it is accessible	31-Dec-2011	Head of People and Policy	04-Jul-2011		Discussions commenced with all Departments and the ICT Team. All Departments now focused on updating the web with expectations clearly explained. A web champions role definition	26-Jul-2011	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						drafted. A statement of principles established. All to be considered at management team in September 2011. ICT Manager reviewing with management team ICT priorities, potential for an upgraded web. Training needs established proposed to run this from September ICT audit to be established.		
P&P14	Support a range of communication and engagement activities which support the Council through its programme of change	31-Mar-2012	Head of People and Policy	04-Jul-2011		Staff Forum continuing to meet. JCC refreshed to focus on strategic issues. A number of Green initiatives introduced leading to engagement with staff. Chief Executive/employee session planned for November	26-Jul-2011	✔
P&P15	Identify any efficiencies in terms and conditions	31-Mar-2012	Head of People and Policy	04-Jul-2011		One initial meeting taken place with Trade Union and Regional Officer, further meeting planned July 2011. Consultation with wider staff to commence with staff forum in September 2011. A number of initial options been developed.	26-Jul-2011	✔
P&P16	Streamline the process of additional claims	30-Sep-2011	HR Manager	26-Jul-2011		A review of existing arrangements at Henrietta Street taken place. A draft report for management team prepared. Meeting at Burnley arranged to review electronic timesheet.	26-Jul-2011	✔
P&P17	Review and Rewrite flexi time policy	31-Aug-2011	HR Manager	04-Jul-2011		Policy drafted due to go to management team September 2011	26-Jul-2011	✔
P&P18	Deliver the activities associated with the Communications Strategy	31-Mar-2012	Communications Manager	01-Jul-2011		<p>A new design template for Grapevine (staff newsletter) has been implemented and the design is now carried out internally at a cost saving of £1000 per year. Distribution arrangements have been revised.</p> <p>Production of the Rossendale Alive newsletter has now ceased saving the Council approximately £17,500 per year and this has been communicated to all council staff.</p> <p>Discussions with the Rossendale Free Press have indicated that they are not interested in producing a joint A to Z with the council on terms that are advantageous to the council.</p> <p>Council managers have been circulated with</p>	01-Jul-2011	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>advice about how to manage reputational risks. All high level risks now require a written communications plan.</p> <p>Media Monitoring - Total media coverage in January was equal to 1304 column centimetres, breaking down as 60% positive coverage, 14% neutral coverage and 26% negative coverage.</p> <p>Communication with Councillors – All staff have had a Team Brief reminder that Cabinet Members should be consulted on significant decisions and ward members briefed on significant changes that will impact in their ward.</p> <p>A communications resources section has been produced on the Council's Intranet – this includes advice for council employees on how to identify good news stories about the council.</p> <p>A list of councillor officers to receive media training has now been completed and training will take place during the Autumn.</p> <p>Nineteen council officers have undertaken training in how to write a press release and a further 15 officers will undertake this training during July.</p> <p>Fourteen Council Employees have been given access to social media and training to enable them to communicate directly with the public.</p> <p>Council leaflets in the One Stop Shop are now audited regularly and have been updated.</p>		
P&P19	Respond to and case manage employment litigation	31-Mar-2012	Head of People and Policy	04-Jul-2011		Currently no major employment issues. A review of cases identified a need to review the absence management policy again.	26-Jul-2011	✓
P&P2	Implement actions and changes following outcome of Performance Management Review	31-Mar-2012	Principal Policy Officer; Project & Performance Improvement Officer	01-Jul-2011		Following a review of performance management, a list of Performance Indicators to be monitored for the council going forward was endorsed at Performance Overview & Scrutiny on the 20th of June 2011. The list of Performance Indicators will	01-Jul-2011	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						go to Full Council in July for final approval and then Project & Performance Improvement Officer will make any necessary amendments to the Council's performance management system.		
P&P20	Undertake benchmarking exercise in relation to P&P	31-Mar-2012	Head of People and Policy	04-Jul-2011		Method of measuring customer satisfaction identified at no cost launch September	26-Jul-2011	✔
P&P21	Conduct a review all health and safety policies	31-Mar-2012	Head of People and Policy	04-Jul-2011		DSE Policy drafted to be considered at JCC October 2011, Fire Safety Policy drafted pending consultation, Facilities Agreement Agreed to be circulated. Home Working Policy drafted pending consultation.R IDDOR Agreed and circulated	26-Jul-2011	✔
P&P22	Undertake Health and Safety Audits	31-Mar-2012	Head of People and Policy	04-Jul-2011		Audit plan prepared and audits progressing	26-Jul-2011	✔
P&P23	Review Fire Risk Assessment and issues revised Fire Files for all main Council Buildings	31-Mar-2012	Head of People and Policy	04-Jul-2011		Fire Risk Assessments complete for Stubbylee and all the Markets. Fire Drills completed at Stubbylee.	26-Jul-2011	✔
P&P5	Development of the 2013-15 Corporate Plan & Consultation	31-Mar-2012	Head of People and Policy; Principal Policy Officer; Project & Performance Improvement Officer	04-Jul-2011		Initial consultation on the corporate plan is underway internally with teams and via the staff forum. A draft is being developed for Management Team and will also be submitted Policy O&S for consultation before it is opened up for public consultation.	08-Jul-2011	✔
P&P6	Respond to the Equality Act new duties and requirements on the public sector.	31-Mar-2012	Head of People and Policy; Principal Policy Officer	04-Jul-2011		<p>Actions are in place to ensure the Council is compliant with new Equality legislation and the public sector equality duty which is now in force, this includes briefings and awareness raising to staff and elected members, ensuring equality is embedded within the council's procurement system and procedures.</p> <p>During 2011-12 council equality related documentation will be streamlined and ensure that they are fit for purpose.</p> <p>Action will be taken to ensure publication of data requirements from 31 January 2012 are met.</p> <p><u>Overview of latest provisions</u> On 5 April 2011 the new public sector Equality</p>	08-Jul-2011	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>Duty came into force. The Equality Duty replaces the three previous duties on race, disability and gender, bringing them together into a single duty, and extends it to cover age, sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment (in full). The aim of the Duty is for public bodies to consider the needs of all individuals in their day to day work, in developing policy, in delivering services, and in relation to their own employees.</p> <p>On 6 April 2011 Provisions in the Equality Act 2010 related to positive action in recruitment and promotion were commenced. These voluntary provisions cover the use of positive action in matters of recruitment and employment and can be used by an employer to address under-representation or other forms of disadvantage within the workforce.</p> <p>To assist public authorities in the better performance of the Equality Duty, the government has laid before parliament on 27th June draft specific duties regulations - the Equality Act 2010 (Specific Duties) Regulations 2011. Subject to Parliamentary approval they will come into force before summer recess. The Regulations will require public authorities to publish: - equality objectives, at least every four years (from 6 April 2012)- information to demonstrate their compliance with the equality duty, at least annually (from 31 January 2012).</p>		
P&P7	Review and Undertake an Audit of Existing Contingency Planning arrangements	30-Nov-2011	Head of People and Policy	04-Jul-2011		Initial meeting with Finance, Operations, and EP Admin Asst to review existing arrangements. New streamlined form re Emergency Planning and Contingency Planning developed. Out for consultation, management report planned for September 2011	26-Jul-2011	✔
P&P8	Support the Service areas in reviewing their structures and job roles	31-Mar-2012	Head of People and Policy; HR Manager	04-Jul-2011		Review of Communities and Operations complete. Review of Service Assurance commenced. Review of Communications commenced. Review of Personnel commenced.	26-Jul-2011	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
P&P9	Support key external partnerships and contractors in the identification and delivery of efficiencies	31-Mar-2012	Head of People and Policy	04-Jul-2011		Consultation taking place with partners outside of Rossendale and within Rossendale to identify if any efficiencies can be achieved.	26-Jul-2011	✔
Plan1	Undertake benchmarking exercise in relation to Planning	31-Mar-2012	Planning Manager			Planning Advisory Service I understand is offering benchmarking service and advice in relation to fee setting. I understand there will be an intake of authorities for this service in October 11. SS is to suggest Rossendale put forward for the advice.	29-Jul-2011	✔
PPU1	Implement the new structure	31-May-2011	Public Protection Unit Manager	06-Jul-2011	06-Jul-2011	New structure implemented April 2011	06-Jul-2011	✔
PPU2	Implement revised street trading policy/conditions	31-Oct-2011	Public Protection Unit Manager	06-Jul-2011		12/04/11- Licensing Committee approved proposed amendments. 13/06/11-Policy O&S approved proposed amendments with further recommendations. Next meeting is Governance Working Group 06/07/11 followed by Full Council 20/07/11.	06-Jul-2011	✔
PPU3	Implement new policy for licensing hackney carriage & private hire trade	31-Oct-2011	Public Protection Unit Manager	06-Jul-2011	06-Jul-2011	Completed. New policy implemented 01/05/11	06-Jul-2011	✔
PPU4	Implement new taxi trade enforcement policy	31-Oct-2011	Public Protection Unit Manager	06-Jul-2011	06-Jul-2011	Completed and implemented 01/04/11	06-Jul-2011	✔
PPU5	Revise the planning enforcement policy	31-Mar-2012	Public Protection Unit Manager	06-Jul-2011		Research for this is under way	06-Jul-2011	✔
PPU6	Implement Taxi Stand in Whitworth	30-Jun-2011	Public Protection Unit Manager	06-Jul-2011		April Licensing Committee resolved to approve, legal notices complete and stand now lined. Signage outstanding.	06-Jul-2011	✔
PPU7	Review arrangements in relation to Fraud	30-Sep-2011	Public Protection Unit Manager	06-Jul-2011	06-Jul-2011	Benefit Investigation Unit TUPE back to RBC within the PPU as of 01/07/11	06-Jul-2011	✔
PPU8	Undertake benchmarking exercise in relation to PPU	31-Mar-2012	Public Protection Unit Manager	07-Jul-2011		Customer Satisfaction data already established re Planning Enforcement and reported to Development Control. Looking to establish customer satisfaction monitoring for Licensing to be reported to Licensing Committee and Benefit Fraud to be reported to Cabinet. Currently benchmark with the Greater Manchester Authorities re Planning Enforcement report to be prepared for Development Control. Due to raise	26-Jul-2011	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						Benchmarking at the next Licensing Lancashire Group.		
PServ1	Continue to develop the Cemetery Strategy with Operations Department	31-Mar-2012	Property Services Manager			CAD survey drawings have been commissioned for the extension of the graves areas at Haslingden and Bacup cemeteries which will cope with anticipated demand for the next 10 years. Preparatory works including concrete beams, pathways and drainage to be carried out by Communities(ex Operations) later this year using existing budget provision. Emergency drainage works ongoing at Bacup cemetery.	27-Jul-2011	✔
PServ4	Facilitate any required changes to service accommodation needs. E.g.: - CS&eG corporate telephony project - Operations garage requirements	31-Mar-2012	Property Services Manager			ICT back office personnel now located within The Business Centre (Futures Park). Options continue to be reviewed in relation to the Henrietta St. Garage (this is part of the wider Bacup development and partnership working). In addition a new lease for 12 months has been signed with Hurstwoods for the IT server room at Hardmans Mill.	27-Jul-2011	✔

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

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 1 2010-11			Quarter 1 2011-12			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2010/11		Status	Q1 2011/12		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 1 Performance Indicator Report 2011-12

Report Type: PIs Report
Report Author: Lee Admin_Birkett
Generated on: 05 August 2011



Rows are sorted by Code

Description A clean and green Rossendale















PI Code	Short Name	Responsible Officers	Quarter 1 2010-11			Quarter 1 2011-12			Annual 2011/12	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2010/11			Q1 2011/12							
			Value	Target	Status	Value	Target	Status					
LI 82bi	(CP3.2.2) % of Household Waste Composted	Business Support Manager	14.03%	8.50%		13.95%	9.50%		9.50%	Aim to Maximise		This is based on estimate data, we are awaiting information from various sources including LCC. On track to hit the annual target.	Exceeding Target

Description A healthy and successful Rossendale



PI Code	Short Name	Responsible Officers	Quarter 1 2010-11			Quarter 1 2011-12			Annual 2011/12	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2010/11			Q1 2011/12							
			Value	Target	Status	Value	Target	Status					
NI 16 LAA	Serious acquisitive crime rate PSA 23	Community Safety Manager	2.01	3		0.65	3		3	Aim to Minimise		This indicator is comfortably on target. Please note that new Indicators are currently being developed for reporting on crime.	
NI 20 LAA	Assault with injury crime rate	Community Safety Manager	1.06	1.35		0.55	1.35		1.35	Aim to Minimise		This indicator is comfortably on target. Please note that new Indicators are currently being developed for reporting on crime.	

Description Responsive and value for money local services

PI Code	Short Name	Responsible Officers	Quarter 1 2010-11			Quarter 1 2011-12			Annual 2011/12	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2010/11			Q1 2011/12							
			Value	Target	Status	Value	Target	Status					
CS2	Customer waiting times in the one stop shop	ICT Technical Support Officer; Service Assurance Manager	6mins	10mins		5mins	10mins		10mins	Aim to Minimise		July was a relatively quiet month with a total footfall of 2,385. Waiting time recorded was 6mins47seconds. The increase in the waiting time is due to staff holidays but still within target. The breakdown of the footfall is Council Tax queries 288, Housing/Council tax benefit queries 924, and other services 1,173.	On Target
CS5	% of telephone calls answered by Coventry call centre within 20 seconds	ICT Technical Support Officer; Service Assurance Manager	92.6%	90%		98%	93%		90%	Aim to Maximise		High level of performance maintained for another month.	
CS6	% of abandoned calls - Coventry Call Centre	ICT Technical Support Officer; Service Assurance Manager	1%	2.5%		1%	1%			Aim to Minimise		Only 1% was abandoned within this quarter. This outturn is a very good indicator for the year.	Exceeding Target
LI 8	% of invoices paid on time	Finance Manager	95.27%	97.50%		96.92%	97.50%		97.50%	Aim to Maximise		two months below target, but picked up performance in June to 97.7%	Marginally Below Target
LI 9	% of Council Tax collected	Capita; Service Assurance Team	29.57%	30.17%		29.81%	29.57%		97.80%	Aim to Maximise		Collection is up on the same time last year by 0.15%. This is a very strong performance considering the current economic climate and ongoing liability issues with phantom tenants. Direct debit take up also remains strong at 70.41%	On Target
LI 10	Percentage of Non-domestic Rates Collected	Service Assurance Team	32.08%	24.65%		30.87%	32.08%		98.00%	Aim to Maximise		Collection on NNDR is slightly behind last year's performance which is reflecting the current economic environment for businesses. The empty property outstanding debt is £628,882 and equates to approx 7.6% of the overall debt. Although property owners on the whole are attempting to	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2010-11			Quarter 1 2011-12			Annual 2011/12	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2010/11			Q1 2011/12							
			Value	Target	Status	Value	Target	Status					
											make payment there are many accounts with liability orders that are with the bailiff for recovery.		
LI 12	(CP6.3.2) Working Days Lost Due to Sickness Absence (days)	Payroll Manager	1.36	2.00		1.45	2.00		8.00	Aim to Minimise		Long term sick, 20 days or more is 0.83 days per fte. Short term sick is 0.62 days per fte. We are currently running workshops for managers on sickness absence procedures.	On Target
LI 64	(LAAH20) No of private sector vacant dwellings that are returned into occupation or demolished	Administration Assistant - Regeneration; Health & Housing Delivery Manager; Strategic Housing and Partnerships Manager				14.00	10.00		40.00	Aim to Maximise		Performance Indicator achieved the target. No data was available for the same quarter last year however this is a better outturn compared to 2009/10.	Exceeding Target
LI 76d	Housing Benefits Security number of prosecutions & sanctions	Capita; ICT Technical Support Officer; Service Assurance Manager	12.00	11.00		9.00	11.01			Aim to Maximise		Outturn is similar to target set.	Exceeding Target
LI 79a	Accuracy of processing - HB/CTB claims	ICT Technical Support Officer; Service Assurance Manager	92.00%	93.00%		93.34%	93.00%		93.00%	Aim to Maximise		Work to improve accuracy rates continues to be undertaken with refresher training for staff on a regular basis. All errors identified are communicated back to staff to assist with training.	Marginally Below Target
LI 79bi	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period (LI 10)	ICT Technical Support Officer; Service Assurance Manager	72.69%	82.03%		53.66%	82.03%		82.03%	Aim to Maximise		An increase in fraud overpayments resulted in a total of £171,603.64 being created in the 1st quarter. Although £92,074.98 was recovered, an increase in £20,000 on this time last year, the 55.32% outturn is relatively disappointing. The assessment staff are trying to minimise the creation of overpayments, therefore resulting in a better performance, as a lot of debts are on long term arrangements.	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2010-11			Quarter 1 2011-12			Annual 2011/12	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2010/11			Q1 2011/12							
			Value	Target	Status	Value	Target	Status					
LI 79bii	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding (LI 11)	Capita; ICT Technical Support Officer; Service Assurance Manager	18.32%	11.48%	✓	15.34%	11.49%	✓	45.93%	Aim to Maximise	↓	This outturn is very encouraging as this is a measure against the total outstanding debt and created against what has been recovered in a 3 month period. The targets appear to have been set cumulatively, but this is only a quarterly outturn. This is a good basis for the future.	On Target
LI 109a	Major applications determined in 13 weeks	Technical Assistant - Planning	75.00%	68.00%	✓	100.00%	68.00%	✓	68.00%	Aim to Maximise	↑	100% of applications determined on time.	On Target
LI 109b	Minor applications determined in 8 weeks	Technical Assistant - Planning	90.00%	85.00%	✓	93.00%	85.00%	✓	85.00%	Aim to Maximise	↑	This Indicator was comfortably on target.	On Target
LI 109c	Planning Applications: 'Other' applications	Technical Assistant - Planning	98.00%	90.00%	✓	96.00%	90.00%	✓	90.00%	Aim to Maximise	▬	This Indicator has achieved its target for Q1	On Target
NI 181(a)	Time taken to process Housing Benefit/Council Tax Benefit new claims	ICT Technical Support Officer; Service Assurance Manager	26.1	28.0	✓	18.0	28.0	✓		Aim to Minimise	↑	Performance has exceeded the target set and has recorded a better value than for the same period last year.	On Target
NI 181(b)	Time taken to process Housing Benefit/Council Tax Benefit change events	ICT Technical Support Officer; Service Assurance Manager	7.8	17.0	✓	6.4	17.0	✓	17.0	Aim to Minimise	↑	Performance has exceeded the target set and has recorded a better value than for the same period last year.	On Target
STAN 1	Number of people accessing STAN	Service Assurance Manager				428	360	✓	1,440	Aim to Maximise	?	As expected, as the weather has improved so has the footfall. We continue to promote the service and during June attended Edenfield Village Fete and Bacup and	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2010-11			Quarter 1 2011-12			Annual 2011/12	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2010/11			Q1 2011/12							
			Value	Target	Status	Value	Target	Status					
											Stacksteads Carnival both events help to increase the footfall figures. Ribble Valley and Pendle have also planned a number of weekend events which will also add to future footfall figures.		
STAN 2	% of customers satisfied with the service received from STAN	Service Assurance Manager				100%	70%		70%	Aim to Maximise		During the 1st quarter 173 satisfaction questionnaires were sent out to customers who had used STAN during the period. 37 questionnaires were returned. This represents a 21.4% response rate. Based on the questionnaires returned 80.56% of customers were very satisfied with the service and 19.44% were Satisfied with the service. No customers were disappointed or very disappointed with the service provided. Based on this information overall satisfaction for quarter 1 is 100%	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



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

Rows that have been shaded represent the Corporate Risks

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 1 Risks Report 2011-12

Report Type: Risks Report
Report Author: Lee Admin_Birkett
Generated on: 04 August 2011








Priority A clean and green Rossendale





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
HHR2	Non delivery of implementing Air Quality Management Areas	Environmental Health Manager; Head of Health, Housing & Regeneration	3	C	3	C	3	E	31-Mar-2012	Officers are working with partners and National advisory agencies to mitigate this risk.	11 Jul 2011	





Priority A healthy and successful Rossendale




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
HHR1	Continued national economic decline	Head of Health, Housing & Regeneration	1	B	1	B	1	C	30-Apr-2012	The economic climate continues to have a significant effect upon the development and delivery of regeneration initiatives. Officers continue to work closely with colleagues across the region to identify and develop ideas and initiatives which aim to support and grow the local economy	11 Jul 2011	
HHR3	The number of long term empty properties increases	Head of Health, Housing & Regeneration	3	C	3	C	4	F	31-Mar-2012	Work is ongoing to deliver the Vacant Property Strategy Action Plan; actions by all departments across the Council will reduce this risk.	11 Jul 2011	



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
HHR4	Private water supply regulation not implemented	Environmental Health Manager; Head of Health, Housing & Regeneration	5	E	5	E	3	E	31-Mar-2012	Officers are working on an implementation plan to deliver the regulations over the next four years.	11 Jul 2011	
Plan1	Failure of Delivery of the LDF	Planning Manager; Principal Planner Forward Planning	1	E	1	E	2	D	31-Mar-2012	We consider that following the EiP we are optimistic on receiving a positive report that finds the Core Strategy Sound. However, if this did not happen the impact would be significant.	14 Jul 2011	
Plan2	Failure to deliver affordable housing targets	Health & Housing Delivery Manager; Planning Assistant	3	C	3	C	3	D	31-Mar-2012	Officers have been working closely with Registered Providers to submit allocation bids for 11 - 15 to the HCA. Once approval has been granted, this allocation will see a consistent delivery of affordable housing units over the next 4 years.	14 Jul 2011	
Plan5	Failure to deliver commitments to English Heritage re programme of work for co funded posts	Planning Manager	3	E	3	E	5	F	31-Mar-2012	Conservation area appraisals work remains on track	29 Jul 2011	
Res7	None viability of the Business Centre	Head of Finance and Property	3	C	3	C	4	D	31-Mar-2012	The current state of the property market continues to be challenging for The Business Centre.	05 Jul 2011	



Priority Responsive and value for money local 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 and Failure to implement changes to the fee legislation	Building Control Manager	3	D	3	D	3	E	31-Mar-2011	Changes to scale of charges now implemented, ongoing monitoring to ensure self financing requirement is met.	22 Jul 2011	
BD1	Litigation due to Health & Safety Breaches	Executive Director for Business	3	E	3	E	4	E	31-Mar-2012	System of Health and Safety Policy Review established. Health and Safety Audits in place issues being escalated as required	26 Jul 2011	
CS&ICT1	Information security breach and removal of access to DWP information (which is required to delivery revenues and benefits services) as a result of failure to meet Government Connect required standards	Head of Customer Services & ICT	1	A	1	A	1	C	31-Mar-2012	Have completed the internal LCC audit that assesses information security throughout the Council.	21 Jul 2011	
CS&ICT2	Loss of data and inability to maintain business continuity as a result of inadequate disaster recovery and business continuity arrangements	Head of Customer Services & ICT	1	C	1	C	2	D	31-Mar-2012	Have completed the internal LCC audit that assesses information security throughout the Council.	21 Jul 2011	




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
Elec1	Failure to acquire timely and accurate documentation within statutory timescales i.e. poll cards, postal ballot packs	Elections Manager	2	F	2	F	2	F	31-Mar-2012	For 2011 elections plans and risk assessments were prepared, updated and followed in order that print contracts (and documents produced in house) could be monitored and produced accurately and on time.	17 Jun 2011	
Elec2	Failure to ensure polling stations are DDA compliant / accessible to all	Elections Manager	4	A	4	A	4	A	31-Mar-2012	Prior to elections all buildings were contacted and information on them was updated. Presiding Officers were tasked with visiting buildings before election day to ensure they could get in on the day and the equipment they needed would be available. On election day Presiding Officers and Polling Station Inspectors monitored accessibility and usability of building and this information will be fed into the polling district review over the summer. No complaints were received by the Elections Team regarding access at polling stations on 5 May 2011.	17 Jun 2011	
Elec3	Failure to safeguard the service/election from fraud and corruption	Elections Manager	2	F	2	F	2	F	31-Mar-2012	Critical election documents (such as nomination papers) are stored in the election office's safe; access to the electoral service's software system is strictly limited within the Democratic Team and 100% of Postal Vote identifiers (signatures and dates of birth) are checked against postal vote packs received at election time. New postal vote identifiers are required by users every 5 years (in line with legislation) in order that up to date information is stored.	17 Jun 2011	
Elec4	Failure to hold	Elections	1	E	1	E	1	F	31-Mar-2012	Election requirements and work plans	17 Jun 2011	

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
	robust and efficient Local (constituency / district), National and European Elections	Manager								are well documented and kept up to date to reflect changes in legislation and lessons learnt from previous elections. Election plans are monitored to ensure deadlines are adhered to. Elections staff keep their skills and information up to date by acquiring election qualifications, undertaking training sessions, achieving CPD, attending Association of Electoral Administrators meetings and being a member of the North West Association's Management Team.		
Leg1	Fraud and Corruption	Executive Director for Business	3	C	3	C	2	E	31-Mar-2012	Head of Legal Services has drafted Anti Bribery Policy-reported to management team. Now due for consultation.	18 Jul 2011	
Op1	Loss of financial income and potential income due to reduction of, or failure to increase, recycling rates.	Operations Manager	3	D	3	D	3	E	31-Mar-2012	A part time (2 days per week) waste and recycling co-ordinator has been employed to drive the development of a waste minimalisation and recycling strategy, which will be delivered by the locality officers. Development of the strategy will begin from October 2011, following the implementation of the changes to bin collections, including the introduction of recycling collections, to the 700 properties in Haslingden, Irwell Vale and Strongstry, and the 668 farm, rural and other hard to reach properties.	03 Aug 2011	
PD1	Financial and reputational consequences of litigation due to Health & Safety	Head of Customers and Communities	3	D	3	D	4	E	31-Mar-2012	All risk assessments for operational staff have been updated and copies are held in each operational base. Safe systems of work are being developed for a number of areas of	03 Aug 2011	

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
	Breaches									work. Director of Customers and Communities has attended operational staff meetings to state importance of H&S to staff. Depot health and safety audits will be carried out by the health and safety advisor between August and November 2011.		
PD2	Financial and statutory consequences of having duty to deliver enhanced public health role if funding not directly allocated by central government and not allocated adequately by County	Head of Customers and Communities	3	D	3	D	4	E	31-Mar-2012	Central Government discussions about the enhanced role for Local Authorities with regards to public health are still taking place. No decisions about funding have been made yet.	03 Aug 2011	
PD3	Unable to meet public and member expectations in relation to service delivery across Operations and Communities due to reduced capacity	Head of Customers and Communities	3	D	3	D	4	E	31-Mar-2012	The number of Locality Officers in the Communities Team has reduced by 50% and we no longer have a Community Safety Officer or an Assistant Operations Manager. The new arrangements are currently bedding in and we are assessing the impact on the workload over the next 3 months, to the end of October. We will then have to make decisions about service levels which are achievable with the new staffing levels and it may be that some work has to take on a lower priority. This will be discussed with members. A number of residents have made complaints about the removal of the doorstep waste collections from	03 Aug 2011	

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
										farm, rural and hard to reach properties, which has been implemented to save £92,000pa. This has generated a large amount of work for staff in the Operations and Communities sections with regard to mitigation of these complaints, which has included logging all calls and comments received, carrying out over 80 site visits with around 300 residents, formally responding to complaints and public questions and dealing with the media. In addition, car boot liners and composters are being provided to residents at our cost and assisted collections are being absorbed by street cleansing teams, whose work has been re-profiled to accommodate this.		
Plan3	Budget reduced by reduction in fees from Development Control and Land Charges due recession	Planning Manager; Principal Planner Development Control	2	C	2	C	2	D	31-Mar-2012	The last quarter of 2010/11 saw a significant increase in income in respect of major planning applications so that the final position as at 31 March 11 was significantly better than had been budgeted for. However, the first quarter April, May and June has seen a drop off in planning application income. Land charges income is also down for the first quarter though the latter part of the first quarter has picked up.	29 Jul 2011	
Plan4	Failure to determine planning applications in line with government targets	Planning Manager; Principal Planner Development Control	2	D	2	D	2	E	31-Mar-2012	Minors and other applications are on target. Majors are below target due to the impact of purdah and the cancellation of committees which has led to some major applications running over time, however, it is considered at this stage that a correction can be made to this	29 Jul 2011	

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
										situation by the pushing through of major applications in forthcoming quarters.		
Res1	Pay to benefits & creditors and staff plus Income collection	Finance Manager	2	C	2	C	2	F	31-Mar-2012	Still awaiting ICON upgrade. Concerns regarding income receiving abilities should hardware fail have not changed since last month. Now waiting for Civica to issue software version compatible with RBC operating systems to enable the move to hosted provision.	04 Aug 2011	
Res10	Failure to ensure Business Continuity	Head of Finance and Property; Head of People and Policy	2	D	2	D	2	F	31-Mar-2012	Revising Business Continuity Policies & Plans which will be updated following consultation.	03 Aug 2011	
Res2	Fail to implement IFRS effectively and efficiently	Finance Manager	5	F	5	F	4	E	31-Mar-2012	Any changes requested by the Auditors have been incorporated. Some extra notes added to Group Accounts. Just minor points remaining now before the publishing deadline of 25/08/11.	04 Aug 2011	
Res3	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	3	D	3	D	4	D	31-Mar-2012	Accountants have been preparing the 2015/16 base budgets and revising the 2012/13 ones. Update to be included in the October Cabinet report along with 6-month progress on 2011/12 savings.	04 Aug 2011	
Res4	Unmanaged open spaces and land	Head of Finance and Property	2	C	2	C	2	D	31-Mar-2012	A review and position statement with action plan to be produced during 11/12	05 Jul 2011	
Res5	Equal Pay Claims	Head of People and	3	F	3	F	3	F	31-Mar-2012	No risks at this time	26 Jul 2011	

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
		Policy										
Res6	Non payment of salaries	Payroll Manager	2	F	2	F	5	F	31-Mar-2012	No risks identified at this time	26 Jul 2011	
Res8	Litigation due to Health & Safety Breaches	Head of People and Policy	4	E	4	E	4	D	31-Mar-2012	Audits of service areas progressing. Health and Safety Manager escalating any areas of concern.	26 Jul 2011	
Res9	Leisure facilities project is not delivered on time and to budget	Head of Finance and Property	3	C	3	C	3	D	31-Mar-2012	The Council has a costing in place for £5.6m	05 Jul 2011	

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 April to June 2011 - 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 31/03/11	Complaints Received During Q1	Complaints Closed During Q1	Complaints O/S at end of Q1
Resources	People & Policy	Executive Office				
		Human Resources				
		Policy & Performance				
		Communications				
	Finance & Property	Financial Services		2	1	1
		Property Services		1	1	
Place	Operations	Refuse & Cleansing	1	4	4	1
		Emergency Planning				
		Parks & Open Spaces				
	Customer Services	Capita - Council Tax Recovery				

Head of Service	Service Area	Team	Complaints O/S at 31/03/11	Complaints Received During Q1	Complaints Closed During Q1	Complaints O/S at end of Q1
		Capita- Council Tax		11	10	1
		Capita - Call Centre		1	1	
		Capita - Benefits		2	2	
		Capita – Benefit Fraud				
		Capita - OSS				
		ICT				
	Communities	Customer Service				
		Community Safety				
		LSP Delivery				
		Service Development				
		Area Officers	1	3	4	
Business	Health, Housing & Regeneration	Regeneration Delivery	1		1	
		Regeneration Progs				
		Economic Development				
		Traffic & Parking				
		Environmental Health				
	Legal	Legal Services		1	1	

Head of Service	Service Area	Team	Complaints O/S at 31/03/11	Complaints Received During Q1	Complaints Closed During Q1	Complaints O/S at end of Q1
		Committee & Member Services				
		Elections				
		Public Protection Unit		2	2	
	Building Control	Building Control				
	Planning	Forward Planning				
		Development Control	2	4	5	1
		Land Charges				
		Total	5	31	32	4

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	9
4	Complaint against a named officer	1
5	Complaint received via MP	
6	Complaint received via Councillor	
7	Complaint about RBC policy or procedures	15
	No type of complaint assigned	
	Total	31

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 April to 30th June 2011)

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

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 complaints against Council Tax have now been closed as 'local settlement'. No recording of maladministration was made.

Section 8 – Compliments

Section 8 – Compliments

This section of the report provides a summary of the number of compliments received by the Council between April to June 2011 - 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:			
			July – September 2010	October - December 2010	January – March 2011	April – June 2011
Chief Executive	People & Policy	Human Resources			1	
		Policy & Performance	1			
		Communications	2	1	2	2
	Finance & Property	Financial Services				
		Property Services		1		1
Place	Operations	Refuse & Cleansing	5	17	12	5
		Emergency Planning				
		Parks & Open Spaces	3	3	2	1
	Customer Services	Capita - Council Tax Recovery				

		Capita - Council Tax				
		Capita - Call Centre				
		Capita - Benefits		1		
		Capita - OSS		2	2	2
		ICT				1
		Customer Services			2	2
		STAN the Van			40	20
	Communities	Community Safety			1	
		Community Engagement			5	
		Emergency Planning		1		
		Service Development	3			
		Area Officers	6	4	3	3
	Business	Health, Housing & Regeneration	Regeneration Delivery	2		1
Regeneration Progs			3	2		1
Economic Development					1	
Environmental Health			1		1	1

		Traffic & Parking				
	Legal	Legal Services	5	7	8	6
		Committee & Member Services		2	1	2
		Elections			2	7
		Public Protection Unit	3	1		
	Building Control	Building Control	14	5	7	
	Planning	Forward Planning				1
		Development Control	3	8	1	1
		Land Charges				1
Total			51	55	92	57