

How are we making a difference to our communities?

Integrated Performance Report Quarter 1 (April to June 2013)

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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 – Corporate Plan Actions, Covalent Report

Section 4 – Performance Indicators, Covalent Report

Section 5 – Performance Indicator Action Plans

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 August 2013 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.

Section 1 – High level performance summary

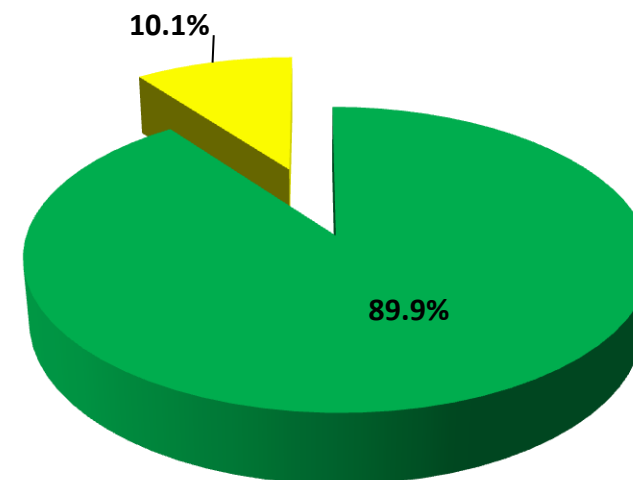
This section of the report provides an overall summary of how the Council is performing against a range of key measures of performance.

1.1 Rossendale Council's Corporate Business Plan – project implementation

The actions contained in the Corporate Business 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 Business Plan Actions			
Legend	Status	No.	%
Green ✔	Project on track, no substantial issues or risks which require action from the Council's Programme Board	89	89.9%
Amber ⚠	Some issues or risks which require action from the Council's Programme Board to keep the project on track	10	10.1%
Red ⛔	Project in jeopardy – serious issues or risks needing urgent action	0	0.0%
Unknown ?	The status cannot be calculated	0	0.0%
	Total number of actions	99	100%

Are we achieving the actions set out in the Councils Corporate Business Plan?



1.2 Performance Indicators – achieving targets?

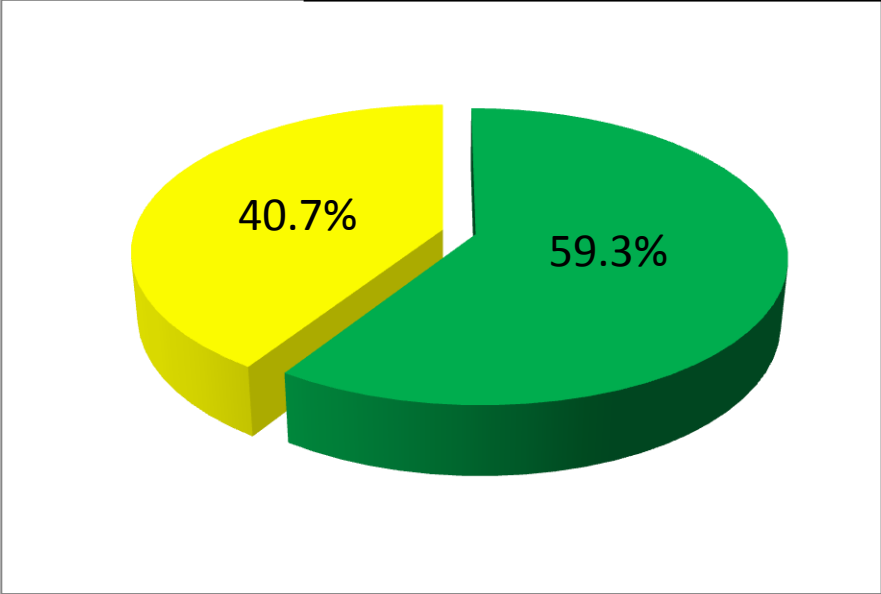
Each year the Council sets targets for achievement against a range of performance indicators and regularly monitors throughout the year how well it is doing in achieving the targets it has set. The following table sets out how many targets are currently on track against National and Local Indicators,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

Legend		Status	Performance Indicators	
			No.	%
On Target		The performance indicator has achieved or exceeded its quarterly target	21	72.4%
Marginally Below Target		The performance indicator is currently 5% or less from achieving its target	5	17.2%
Below Target		The performance indicator is currently more than 5% of achieving its target	2	6.9%
Unknown		The status cannot be calculated	1	3.5%
Total for Quarter 4			29	100%

1.3 How are we performing in managing our risks?

Are we reducing the Likelihood and Impact of our Risks?

Risks			
Legend	Status	No.	%
Green ✔	The likelihood and impact of the risk is low	16	59.3%
Amber ▲	The likelihood and impact of the risk is medium	11	40.7%
Red ●	The likelihood and impact of the risk is high	0	0%
Unknown ?	The status cannot be calculated	0	0%
Total		27	100%



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	5	4	3	2	1
	B	4	3	2	1	1
	C	3	2	1	1	1
	D	2	1	1	1	1
	E	1	1	1	1	1
	F	1	1	1	1	1
		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

This priority focuses on clean streets and town centres and well managed open spaces, whilst recognising that the Council has to work with communities and as a partner to deliver this ambition.





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 Business Plan Actions	7	6	85.7%	1	14.3%	0	0.0%	0	0.0%
Performance Indicators	3	2	66.7%	0	0.0%	1	33.3%	0	0.0%
Risks	1	1	100%	0	0.0%	0	0.0%	0	0.0%
Total	11	9	81.8%	1	9.1%	1	9.1%	0	0.0%

Priority 2 – Regenerating Rossendale

This priority focuses on regeneration in its broadest sense, so it means supporting communities that get on well together, attracting sustainable investment, promoting Rossendale, as well as working as an enabler to promote the physical regeneration of Rossendale.





2.1 How are we performing in regenerating Rossendale?

Elements of performance that contribute towards the achievement of Priority 2	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Business Plan Actions	22	19	86.4%	3	13.6%	0	0.0%	0	0.0%
Performance Indicators	3	3	100%	0	0.0%	0	0.0%	0	0.0%
Risks	4	1	25%	3	75%	0	0.0%	0	0.0%
Total	29	23	79.3%	6	20.7%	0	0.0%	0	0.0%

Priority 3 – Responsive and value for money local services

This priority is about the Council working collaboratively, being a provider, procurer and a commissioner of services that are efficient and that meet the needs of local people.

3.1 How are we providing responsive and value for money services?

Elements of performance that contribute towards the achievement of Priority 3	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Business Plan Actions	70	64	91.4%	6	8.6%	0	0.0%	0	0.0%
Performance Indicators	23	16	69.7%	5	21.7%	1	4.3%	1	4.3%
Risks	22	14	63.6%	8	36.4%	0	0.0%	0	0.0%
Total	115	94	81.7	19	16.5%	1	0.9%	1	0.9%

Section 3 – Implementing the Council’s Corporate Business Plan

This section of the report provides a detailed performance up-date against each of the actions in the Council’s Corporate Business Plan which is due for completion by March 2014.

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 2013-14



Report Type: Actions Report
Report Author: Katie Gee_Admin
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Description Clean and Green Rossendale

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
Cmt 1	Deliver Cemeteries Strategy, including memorial safety testing programme and creation of new plots.	31-Mar-2014	Director for Customers & Communities			Delivery of the Cemeteries Strategy continues to be on target. Safety Testing of memorials is well underway and is monitored via monthly strategy meetings. Two meetings of the Friends of Cemeteries group have been held and we are working with Burnley Council Graphic Design Dept on the new Bereavement Pack, which provides information for relatives and grave owners and highlights the rules around memorials on graves. Drainage work on the new plot at Bacup cemetery will begin shortly.	02-Aug-2013	
Cmt 2	Develop a service delivery plan and undertake implementation for parks and open spaces	31-Oct-2013	Director for Customers & Communities; Locality Manager	02-Aug-2013		A draft service delivery plan has been put together. The plan will be flexible with changes made each year to reflect current issues affecting the service. The current draft plan is on hold pending a review of the parks and open spaces service, part of the wider service reviews being undertaken in light of the medium term financial strategy.	02-Aug-2013	
Cmt 4	Deliver a programme of sports pitch improvement works.	31-Mar-2014	Director for Customers & Communities; Locality Manager	02-Aug-2013		Surveys and costings have been completed for sites which are regularly booked by teams for matches. RBC and LFA have had early discussions surrounding match funding and sites have been prioritised. The best method for delivery is now being planned. RBC is represented on the Rossendale Football Forum to ensure the needs of clubs are being met and to involve them where possible.	02-Aug-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
FP 9(Joint F&PS)	Adapting to Climate Change	31-Mar-2014	Planning Manager; Property Services Manager	10-Jul-2013		The Council is actively working with partners such as EA and LCC to manage Flood Risk. Development of the Site Allocations document will address a range of climate change issues.	10-Jul-2013	
HHR07	Implement requirements of the Private Water Supply Regulations 2010. (On-going)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	10-Jul-2013		<p>The Private Water Supply Regulations were introduced in 2009. The Regulations apply to all who own or use a private water supply. The new Regulations have been introduced to ensure that water from private supplies is wholesome, so that people who drink water or consume food or drinks made from private supplies may do so without risk to their health.</p> <p>A private water supply is a supply of water which does not come from a public water supply (from a water company unless it is subsequently supplied by someone else). Private supplies may come from a variety of sources, including wells, springs, boreholes and streams. The Council is responsible for regulating private water supplies used for domestic purposes (such as drinking, cooking, and washing) in both domestic and commercial premises.</p> <p>From the introduction of the regulations in 2010 the Council has five years to undertake risk assessments and sampling at all premises that fall within the regulations. Premises subject to regulations are where a private water supply is used:</p> <ul style="list-style-type: none"> · For more than one house. · For commercial purposes in premises including, food businesses, Bed and Breakfast, dairy farms, rentals, a workplace (where you employ other people). · In a public building. <p>The Council has developed a five year sampling programme to visit all affected premises. Over the last two years officers have prioritised sampling and inspection at those commercial premises and premises where members of the public frequent as</p>	10-Jul-2013	



Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						well as responding to reactive complaints from residents. Over the next 24 months we will be undertaking sampling and where necessary risk assessment of private water supplies at domestic premises. Owners have been contacted notifying them of the regulations and the role that the Local Authority has undertaken these regulations.		
HHR08	Implement the Declaration of Air Quality Management Areas.(End 2014)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	10-Jul-2013		<p>Since December 1997 each local authority in the UK has been carrying out a review and assessment of air quality in their area. This involves measuring air pollution and trying to predict how it will change in the next few years. The aim of the reviews is to make sure that the national air quality objectives will be achieved throughout the UK by the relevant deadlines. These objectives have been put in place to protect people's health and the environment.</p> <p>Sampling and air quality reviews within Rossendale have shown an exceedance within two areas of the borough (Bacup Road, Rawtenstall and Tesco gyratory, Haslingden) and Air Quality Management Areas have been declared for these two areas. Work is starting to pull together an action plan with key agencies and departments (such as Highways, Planning) as well as stakeholders such as Ward Councilors, local businesses and residents in those areas to improve the air quality. Timescales for developing this action plan and engaging with stakeholders will be shared with members and all parties during Quarter 2.</p>	10-Jul-2013	
P&P01	Develop and implement a Travel at Work Policy.	31-Mar-2014	Principal Policy Officer	20-Jun-2013		A new car user agreement has been agreed with the Trade Union effective from 01.04.2013. The Travel at Work Policy has been drafted and is being consulted on with Trade Union via the Joint Consultative Committee (JCC) in July, for implementation once agreed.	11-Jul-2013	

Description Regenerating Rossendale


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
Cmt 5	Local delivery of Police and Crime Commissioner priorities and local implementation of new legislation following the White paper Putting Communities First: More Effective Responses to Anti-Social Behaviour	31-Mar-2014	Director for Customers & Communities; Locality Manager			The Council continues to work closely with the Police and other agencies to reduce crime and disorder, including anti-social behaviour. The Police and Crime Commissioner has met with representatives from RBC. The new legislation has not yet become law, but staff have attended a briefing session on the new legislation and are preparing for it.	02-Aug-2013	
DC 1	Continue to implement actions of the English Heritage/ RBC updated Conservation Strategy.	31-Mar-2014	Planning Manager	02-Aug-2013		The temporary conservation assistant (in place to cover the work of the permanent post as that officer was working on the Bacup THI bid) has now been appointed as the Council's permanent conservation officer. This should bring stability to the post. The officer is currently reviewing the timescales for actions as contained in the Conservation management plan with a view to revising priorities with English Heritage and revising any timescales originally set out in 2010 which have slipped due to staff turnover and resources being used on other conservation projects. Any revisions will then be set out in a revised timetable of action.	02-Aug-2013	
DC 3	Continue to work towards Agreeing Planning Performance Agreement and provide input with Rochdale and LCC into the IPCs consideration of the Scout Moor Windfarm proposal	31-Mar-2014	Planning Manager			It remains the case that the prospective developer at Scout Moor has provided no further update on the progression of a planning performance agreement.	02-Aug-2013	
FP 1	Local Plan Part 2 – Allocations and CIL consultation and studies re: financial viability, Strategic Flood Risk Assessment level 2 and Landscape	31-Dec-2013	Planning Manager	10-Jul-2013		Consultation on proposed boundary changes was completed in January 2013. All comments received from the whole consultation were published in February 2013. Responses to all the comments received are due to be published in Summer 2013. Work has commenced on commissioning a Strategic Housing Management Assessment which is currently going out to tender. Criteria have developed for the next stage in the Plan preparation process which involves the	10-Jul-2013	


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>assessment of individual sites. Site visits are scheduled to take place over the summer.</p> <p>A new timetable is being assembled for preparation of the Plan which will be incorporated in the new Annual Monitoring Report. This will indicate a later adoption date that is more realistic with respect to Plan preparation.</p> <p>No firm decision has yet been taken on whether to pursue the Community Infrastructure Levy.</p>		
FP 2	Annual Monitoring Report 2013-14	31-Dec-2013	Planning Manager	10-Jul-2013		It is still anticipated that the Annual Monitoring Report (AMR) will be completed by Summer 2013 and will go to Cabinet in September.	10-Jul-2013	✓
FP 4	Completion of Rawtenstall SPD	31-Mar-2014	Planning Manager	10-Jul-2013		Comments have been made on the Competition Brief for the Valley Centre Architectural Competition to ensure that there was effective planning policy input and alignment with the draft SPD.	10-Jul-2013	✓
FP 5	Duty to cooperate with neighbouring authorities in the production of spatial planning documents	31-Mar-2014	Planning Manager	10-Jul-2013		Regular meetings are held with colleagues from Pennine Lancashire on planning issues. This has included discussions with Burnley and Pendle on both Strategic Housing issues as well as Green Infrastructure. Pennine Lancashire authorities along with Lancashire County Council are holding meetings to develop a Transport Masterplan for the area.	10-Jul-2013	✓
FP 6	Coordinate and implement actions in relation to climate change and the Green Deal	31-Mar-2014	Planning Manager	10-Jul-2013		Overall implementation is progressing but available resources remain a challenge. A foodbank appeal was held as part of World Environment Day in June and the Council participates in the Lancashire Energy Group and its activities	10-Jul-2013	⚠
FP 7	Ensure RBC input into policy development and delivery of all key infrastructure including transport	31-Mar-2014	Planning Manager	10-Jul-2013		<p>Infrastructure providers will continue to be engaged throughout the preparation of the Site Allocations document.</p> <p>An officer attended and contributed to a seminar held by the Environment Agency on the Irwell Catchment Management Plan. There has also been</p>	10-Jul-2013	✓



Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						project management of the "Valley of Stone Greenway" project and attendance at Pennine Lancashire Transport Masterplan meetings.		
FP 8	Planning input into key projects	31-Mar-2014	Planning Manager	10-Jul-2013		Input has been provided into several key projects namely the Valley of Stone Greenway and the Adrenaline Gateway.	10-Jul-2013	✔
HHR01	Lead and deliver initiatives to redevelop and improve the economic prospects of Rossendale's Town Centres (On-going)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	28-Jun-2013		<p>The Council has established the RTB Partnership as its joint venture company with the aim of delivering regeneration projects across the borough. The RTB Partnership will be leading on the redevelopment of the former Valley Centre site and one of the partners (Barnfield) have been appointed by West Register as development managers for the New Hall Hey sites. This allows the RTB partnership to take a more cohesive approach to the regeneration and occupation of both sites ensuring that they compliment each other in terms of the retail offer. During May 2013 an Architects competition has been launched seeking a preferred architectural partner to lead on the design of the redevelopment of the former Valley Centre site. A final selection will be made in September 2013.</p> <p>The Council will be submitting a bid to the Heritage Lottery Fund for stage 2 of its Bacup Townscape Heritage initiative. The bid will amount to £2million and will focus on external building improvements to key shop premises in the centre of Bacup alongside public realm improvements and community initiatives to both support the scheme and the profile of the town centre.</p> <p>Rawtenstall Town Team was established in 2012 to support a bid for the Portas Pilots Scheme. Whilst the bid was unsuccessful the Town Team has continued to lead on the development of initiatives to support Rawtenstall Town Centre and local business.</p>	28-Jun-2013	✔


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
HHR02	Identify, develop and support opportunities for the provision of business support and business growth initiatives for local businesses in Rossendale. (Ongoing)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	26-Jun-2013		<p>We work closely with Regenerate Pennine Lancashire in the development of new initiatives and bids to gain funding to support local businesses.</p> <p>Accelerating Business Growth: This scheme offers grants between £20,000 - £100,000 to support new businesses that seek to grow and provide new jobs.</p> <p>Lancashire Business Start Up This provides advice and training and start up support for new businesses.</p> <p>Pennine Leap This supports new businesses with high growth potential by providing grants for the development of product prototypes and mentoring to develop ideas further.</p> <p>Lancashire Innovation Network The Lancashire Innovation Network scheme is delivered by a team of experienced, independent advisers who can provide free impartial advice, guidance and financial assistance to businesses with potential to grow through the use of new technology and innovation.</p> <p>in addition, we make referrals to local networking opportunities through the Valley At Work initiative and local mentoring is available via the PEER network.</p>	26-Jun-2013	
HHR03	Development of a regeneration programme with the Joint Venture partners to identify proposals for regeneration opportunities throughout the borough. (Ongoing)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	25-Jun-2013		<p>The RTB Partnership (Rossendale's Joint Venture Company) have developed a Forward Programme of activity which was approved by Cabinet in March 2013. the Programme includes:-</p> <ul style="list-style-type: none"> * Development of a viable and feasible option for the site of the former Valley Centre. This is likely to include land assembly, financing and availability of external funding, potential occupiers, bus station proposals and conservation issues. * Support for the development of the draft 	25-Jun-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>Rawtenstall Supplementary Planning Document to ensure that the development of options for the site of the former Valley Centre compliment development in the wider town centre.</p> <ul style="list-style-type: none"> * Work with the owners of the New Hall Hey site to find a solution for its redevelopment. * Work to support the development of the Bacup Townscape Heritage Initiative bid and the subsequent delivery of the programme. * Development of options for a scheme for residential housing on the site adjacent to Bacup Hub. * Development of options for a scheme for residential housing on land off Co-operation Street, Cloughfold. * Development of options for a scheme for residential housing on land at Pennine Road, Bacup. * Development of a list of priority sites and projects for years 2 & 3. <p>Current progress on these actions is as follows:</p> <ul style="list-style-type: none"> * Development of a viable and feasible option for the site of the former Valley Centre. This is likely to include land assembly, financing and availability of external funding, potential occupiers, bus station proposals and conservation issues. * Support for the development of the draft Rawtenstall Supplementary Planning Document to ensure that the development of options for the site of the former Valley Centre compliment development in the wider town centre. <p>A national competition to select a suitable architect to work with the partnership to develop ideas for the scheme was launched in May. A shortlist of seven companies have been invited to progress to the next stage which involves a more detailed submission for discussion a formal interviews to be held in September.</p>		


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>* Work with the owners of the New Hall Hey site to find a solution for its redevelopment. Barnfield have been appointed as development managers for the New Hall Hey sites and the partnership are now in a much better position to make sure that the sites are developed to completion. The development of New Hall Hey is a regular item on the RTB Board Agenda and is one of the Board's key priorities.</p> <p>* Work to support the development of the Bacup Townscape Heritage Initiative bid and the subsequent delivery of the programme. The THI bid will be submitted in August 2013 and the outcome will be know towards the end of December 2013. in the meantime the partnership are working on the delivery model for the scheme if the bid is successful.</p> <p>* Development of options for a scheme for residential housing on the site adjacent to Bacup Hub. A Planning application to build 20 family homes has been submitted and will be considered by the Development Control committee in July 2013.</p> <p>* Development of options for a scheme for residential housing on land off Co-operation Street, Cloughfold. Members of the Partnership are currently considering the viability of a scheme on this site.</p>		
HHR04	Development and support for initiatives to improve the environment and infrastructure of the borough. (On-going)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	28-Jun-2013		The Council has been working with colleagues from Lancashire and Rochdale to develop a Valley of Stone Greenway Project with the aim of creating a continuous cycle way through Rossendale and into Rochdale Development of a continuous route based primarily on the old railway will provide a safe and relatively level route for local families to use for cycling or walking. It would also attract leisure riders from much further afield as well; it	28-Jun-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						would provide a complementary attraction for those not wanting to try the more strenuous attractions of Lee Quarry. and for horse riders the route would provide an important link to and from the Pennine Bridleway into other areas of Rossendale. The Strategy was approved by Cabinet in June 2013 and work is on-going to finalise land arrangements and source funding to develop the route in full.		
HHR05	Development and support of initiatives to build and improve Rossendale's Visitor & Cultural activities. (On-going)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	26-Jun-2013		<p>The Council is involved in a number of initiatives which aim to support and develop Rossendale's Visitor an Cultural activities.</p> <p>Rossendale Tourism & Heritage Group We are a member of the Rossendale Tourism and Heritage Group who are leading initiatives to increase the number of visitors to the area. the group will develop Tourist Information Points across the Borough to provide visitors with up to date information about local attractions and events. They have also been instrumental in developing a new Visit Rossendale website. The group includes members from local businesses and attractions and are also represented on the East Lancs Railway Joint Marketing Group.</p> <p>Rossendale Museum During the early part of 2013, the Council invited expressions of interest to manage and operate Rossendale Museum. The Whitaker Group were appointed as the Council's preferred partner and have since revitalised the Museum bringing in exciting new exhibitions whilst retaining the local history and natural history theme. This has resulted in significantly more visitors to the museum over the first quarter and the group hope to build on this success in the future.</p> <p>Rawtenstall Town Team The Rawtenstall Town Team is led by local businesses and community representatives and have been instrumental in bringing in a number of</p>	28-Jun-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>events in Rawtenstall Town Square and many members of the team are involved in other event planning across the borough all of which not only bring more visitors to the area but also boosts the local economy.</p> <p>Rosendale Lifestyle Sports Group This group brings together representatives from a range of local sporting interests, cycling, horse-riding, skiing to develop opportunities to support, promote and develop local sporting activities and look at opportunities to join up events across the borough to increase the offer to families and sporting enthusiasts.</p>		
HHR06	Reduce the number of long term vacant domestic and commercial properties across the borough. (On-going)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	10-Jul-2013		<p>The Pennine Lancashire LinkedUp Scheme (http://www.linkedup.org.uk/) is now entering its second year and a steady number of properties are starting to come through across Pennine Lancashire and within Rossendale. At the end of Quarter 1, 11 properties had been developed through the Revolving Loan model and one property purchased via Green Vale Homes through the purchase and repair option bringing 12 long-term empty properties back into use in Rossendale. The scheme is being used to support a number of other housing initiatives that the Council are developing with partners including a pilot safe house scheme for Domestic Violence victims and engagement work with Probation and Inspire.</p> <p>Work is also underway to progress the enforced sale of the old Kar Kare Building, Rawtenstall (located off Doo Dah's car park) paperwork is due to be submitted to the Land Registry to acquire the necessary title so that the building can be sold to repay the debt to the Council and bring the building back into use. The Council are hoping to be able to progress the sale of the building from September 2013.</p>	10-Jul-2013	
HHR09	Delivery of effective services	31-Mar-2014	Housing &	10-Jul-2013		Over the first quarter of the month and the	10-Jul-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	for homeless households. (Ongoing)		Regeneration Head of Health; Housing & Regeneration Manager Health			<p>introduction of the welfare reforms from the 1st April including the 'Bedroom Tax' the team have seen a marked increase in presentations and more complex cases requiring multi-agency support to address the issues presented including specialist mental health needs, translators, domestic violence. Increases in presentation have been amongst single, young men and families. Presentations from young people between the ages of 16 – 25 tend to be cyclic and are currently in a trough and following previous trends we expect this to increase from August / September. However, this may change through the impact of the Bedroom Tax and Universal Credit starts to impact on families and we will be closely monitoring this over the coming quarter.</p> <p>The team have also noted a slight increase in the number of rough sleepers within the Valley. There are also making more referrals for support from organisations such as The Raft Foundation and Inspire.</p> <p>The Housing Options Team has also been involved in a number of activities and initiatives to support the service. Work is currently underway to develop a Single Private Rented Access Scheme across Pennine Lancashire; working with St. Vincent's Housing Association to roll out their 'Snug Bug' Scheme within Rossendale; work with Secondary Schools through PSE lessons; and work with the STAR Centre to bring on line a safe house for victims fleeing domestic violence and development of a Multi- Agency Domestic Violence Strategy for Rossendale through our joint get on the RADA network and event. These schemes will start to be rolled out over the coming year.</p>		
HHR10	Improved delivery of support mechanisms and assistance for vulnerable people. (Ongoing)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	10-Jul-2013		The Council has a number of roles in the provision of services for supporting vulnerable people across the borough from landlord to auditor. We work with a number of support agencies to deliver services for those in need. The Council services	10-Jul-2013	

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						<p>and chairs the Rossendale Financial Inclusion Group (FIG) who have recently secured funding (approx. of £250,000) through one of the partners, CAB, for transition funding to develop partnership working around advice services.</p> <p>We are also working more closely with STAR and the Rossendale Domestic Abuse Partnership (RDAP) to secure funding for several projects identified as priorities within by the board including the development of a series of DASH (Domestic Abuse Safe House) properties across the borough.</p> <p>The Environmental Health Team has also been working closely with a number of support agencies to resolve management issues at a large HMO within the borough. On-going engagement and support work with the manager (with Social Services, Env. Health and the Police) has failed to deliver an increase in management standards at the property so the Council have been left with no alternative option but to pursue enforcement action against the owner. This will include revoking the licence and applying for an Interim Management Order for a 12 month period.</p>		
HHR11	Development of initiatives and projects to meet and support the housing needs of residents in Rossendale. (On-going)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	10-Jul-2013		<p>The team have been working with a number of Housing Associations to develop affordable housing schemes across the borough these are now coming to completion and letting and pre-lettings have begun on these sites. Over, the coming month's tenants will be moving into schemes at Ashleigh Court, Acre Mill, Rockcliffe Road and Weaver Dene.</p> <p>Work has also started on preparing tenders for the borough's Strategic Housing Market Assessment (SHMA) and over the coming quarter these will be issued to specialist consultants. This piece of work will include a Housing Needs Assessment and will be used to support the Planning Team's Site Allocations work and underpin the Council's Core Strategy.</p>	10-Jul-2013	✓
P&P02	Support the Children's Trust in	31-Mar-2014	Principal Policy Officer	20-Jun-2013		Rossendale's Children's and Young People's Trust	21-Jun-2013	✓




Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	delivering outcomes for CYP in Rossendale					<p>has refreshed its priorities and Action Plan for 2013-14. Its agreed priorities are:</p> <ul style="list-style-type: none"> - Lancashire Improving Futures - Working Together with Families - Reducing the number of young people not in employment, education or training (NEETs) - Tackling Alcohol (and associated risk taking behaviour) - Perinatal Health – (BME pilot project Rawtenstall) - Domestic Abuse <p>Summer Fun 2013 Publication - offering activities during the summer holiday period been published by Rossendale Council in partnership with others. By 28th June the booklet publication and/or posters raising awareness will all have been circulated to children and young people in the Borough through Schools, Libraries, Children's Centres, Young People's Service, health centres, Rossendale Leisure Trust and CLAW. Use of online websites such as Go4it, Council social media promotion, and direct alerts from some schools to students/parents will also be used, as well as awareness /promotion with targeted families via our Working Together With Families, CAPPS and Social Care teams. Summer Fun will also be signposted by local radio and press. This will ensure there is a co-ordinated approach to the promotion of activities for young people throughout the borough.</p> <p>The CYP Trust also supported the Fun with Families programme of activities for 2013.</p>		
P&P13	Ensure the web/events calendar is updated to reflect the offer within Rossendale.	31-Mar-2014		21-Jun-2013		<p>The Council's website is regularly updated to promote local events and activities. The events calendar is growing. A monthly events email alert is sent out to the press and local groups in order to further promote the borough. Local events are also published in a free magazine - Lancashire Living in order to promote the 'offer' in Rossendale more widely. The Council also utilises social media for promotion where appropriate.</p>	11-Jul-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
P&P19	Development of Community Rights Policies and Guidance (Community Right to Challenge, Community Right to Bid, Community Asset Transfer)	30-Sep-2013	Principal Policy Officer	21-Jun-2013		<p>The Council now has clear policies, guidance and procedures in place for managing Community Asset Transfers and the Community Right to Challenge. These are published on the Council's website.</p> <p>The policy and guidance for managing the Community Right to Bid is currently being finalised. This is expected to be reviewed by Corporate Overview and Scrutiny in September 2013 due to meeting scheduling. In the interim, the Council will continue to accept nominations / expressions of interest under the Community Right to Bid in any format until the implementation of the final policy, and will be dealt with in accordance with the legislative requirements.</p>	11-Jul-2013	✓



Description Responsive Value for Money Services

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
BC 1	Joint working with other Borough councils in relation to Building Control	31-Mar-2014	Director for Business	09-Jul-2013		Joint working with Hyndburn to commence 2nd September 2013 providing a fully integrated Building Control service	09-Jul-2013	✓
C&MS1.1	Promote democracy and equality through: Ensuring information is accessible on the Council's website and public are aware that they can book the Mayor for events.	31-Mar-2014	Committee and Member Services Manager	01-Apr-2013		All relevant pages on the web site have been updated with information for the new Mayor and the new Mayoral booking form is available. Annual Council, Civic Sunday and Armed Forces Day flag raising event have taken place and press releases issued for Civic Sunday and Armed Forces Day. Councillor details are being amended on an ongoing basis, once Committee and Member Services have been notified of any changes.	01-Jul-2013	✓
C&MS1.2	Promote democracy and equality through: Promoting the role of the Mayor and engaging in civic life with young people through visits to schools or visits to Council Chamber.	31-Mar-2014	Committee and Member Services Manager	01-Apr-2013		The Mayor is promoted on the Council web site, where booking information can be found. Visits to events are available year round on request. Mayoral visits to schools will be promoted later in the year when the Mayor offers Christmas visits. All secondary schools have been contacted in relation to getting involved in Local Democracy	01-Jul-2013	✓






Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						Week activity in October. Activity is being offered on a bespoke basis, and schools have been offered a range of activities including mock elections, mock committees, Council decision making, Chamber visits, etc.		
C&MS2	To maintain the requirements of the North West Charter for Member Development	31-Mar-2014	Committee and Member Services Manager	01-Apr-2013		All requirements of the North West Charter are currently being maintained: the Council has a statement of intent; members are made aware of training and development opportunities; there are processes in place to identify individual development needs; there is a dedicated officer for member development, and the Council has a Training and Development Strategy, which is implemented locally. All councillors have a full Personal Development Plan in place, and Personal Development Plan reviews are currently at 71% but some have only just expired and are currently awaiting return (target 75%).	01-Jul-2013	✔
C&MS3	Ensure Committee papers are prepared to a Quality Standard and in accordance with agreed processes	31-Mar-2014	Committee and Member Services Manager	01-Apr-2013		All public meetings dates are available on the Committee Schedule and the Forward Plan identifies key decisions being taken by the Cabinet. To date, all agendas and minutes have been published within the required deadlines.	01-Jul-2013	✔
Cmt 3	Oversee the introduction / implementation and distribution of funding through a newly adopted commissioning framework.	31-Mar-2014	Director for Customers & Communities; Locality Manager			Consultation is currently underway on the Council's review of grants for external groups and organisations. It is proposed that in future, groups are signposted to other organisations who can provide funding or work in partnership with them to achieve their aims. Because it is a key issue for the Borough, it is proposed that RBC would contribute £6,000 to Lancashire County Council to allow them to purchase services for survivors of domestic abuse in Rossendale. This change means that RBC would then only have grants available to support debt advice and credit unions, and that the amount of funding available for those grants may be reduced.	02-Aug-2013	✔
Cmt 6	Confirm a fair and affordable approach to grant funding	31-Mar-2014	Director for Customers & Communities; Locality Manager			Consultation is currently underway on Council grants to external groups and organisations. It is proposed that Rossendale Council grants be	02-Aug-2013	✔







Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						reduced and focussed on domestic abuse services and debt advice and credit unions. Discussions are also underway regarding the future of the Neighbourhood Forums and the associated grant funding. Further information will be provided in due course.		
Corp1	Relocate service areas to Futures Park Bacup	31-Dec-2013	Head of Finance and Property			Relocations continue to schedule. The One Stop Shop is opening at Futures Park on August 19th, the SAT Team and HOT Team are scheduled to move in August, Q2.	02-Aug-2013	
Corp2	Explore opportunities to increase income.	31-Mar-2014	Director for Business; Director for Customers & Communities; Chief Executive			Work is progressing reviewing possible options, including: <ul style="list-style-type: none"> - Considering options around garden waste - Promotion of regeneration projects that have an impact on the Council's share of business rates. - Annual review of fees and charges and increased collection rates from Sundry Debtors. - Maximising housing in Rossendale through new build and reduction of empty homes. Positive impact on: Council Tax revenues, New Homes Bonus and s106 contributions. 	16-Aug-2013	
Corp3	Implement new back office database – Idox system	31-Mar-2014	Head of Customer Services & ICT	10-Jul-2013		Work is underway to bring six Council departments under one IT System. The Council has entered into a contract with IDOX to introduce the UNIFORM Property and Land System into the Council. Environmental Health, Planning, Land and Property Gazetteer, Building Control, Licencing, Communities and Housing Options will all merge onto the one system. There will be a number of efficiencies generated through the new system which allows officers from different teams to see action being undertaken or historical actions from other teams around properties. The scheme will also introduce a corporate Document Management System (which will reduce postage where email is	10-Jul-2013	

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						<p>identified as preferred contact) and a workflow / management tool for officers and line managers to allocate and oversee officer's workloads.</p> <p>The system will also work alongside the new Corporate Admin Team who will be able to use the main reception to screen to log issues, respond to customers queries around on-going cases (as they will have an overview of the work undertaken to date) and undertake initial actions (issuing diary sheets, acknowledgement letters) which will trigger the next stage of actions for officers through automated processes.</p> <p>There are currently 10 officers with the Council (within the six teams) who are acting as super users and their role is to populate the UNIFORM shell with code lists, document templates and action processes as well as overseeing the mapping and transfer of current records in current systems. They will then train their respective teams and the new Corporate Admin Team in how to use the system and the Document Management System and workflow management programmes. IT are working with the Core Team to develop solutions for linking the new system with the Council's website so that members of the Public will be able to continue to receive the same online service.</p> <p>As it currently stands we are aiming for 'live' dates of:-</p> <ul style="list-style-type: none"> · Sep 2013 - Environmental Health and Communities · Sep / Oct 2013 - Planning and Building Control · Nov 2013 - Licensing / Taxi · Mar 2014 - Housing Options <p>These are subject to change through a number of external factors to the project including purchase of scanners; mapping and transfer of data; training for DMS and Spatial Admin.; and connection to the Council's website to allow on-going public access.</p>		

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CS&ICT 1	Implement Local Council Tax Scheme	31-Mar-2014	Head of Customer Services & ICT	25-Jun-2013		Our scheme for Local Council Tax Support has now been in place for nearly three months. We are closely monitoring the effect of our scheme on 1)- Council Tax collection rates and 2) - our customers. We monitor our collection rate on an ongoing basis and also benchmark with the other Lancashire Authorities. Like us many of the Lancashire Authorities believe that it is too early to gage the impact on collection rates. In Rossendale, early indications suggest high collection rates in respect of Council tax Support cases. However, these figures are distorted by those customers who have paid the charge in full. Since April 2013 we have provided a Money Management Service for residents to access. Customer who are experiencing difficulties paying their Council tax are encourage to access this service. Staff can help with budgeting/a benefit health check and provide help and advice. Although, customers have been referred to the service and appointments made for them, many are not turning up. It is anticipated that more people will utilise this service as the Council Tax recovery process is implemented.	25-Jun-2013	
CS&ICT 3	Implement new Hardship policy for Local Council Tax Scheme	31-Mar-2014	Head of Customer Services & ICT	25-Jun-2013		As a result of the introduction of our Council Tax Support Scheme a hardship scheme has been introduced. In Rossendale we have called this " The Council Tax Support additional discretionary relief scheme." This scheme is intended to apply in rare and exceptional cases. The scheme has been benchmarked against the schemes of other Local Authorities in Lancashire. To date we have had no applications for this extra support. We put this down to early prevention. Customers who are experiencing difficulty are advised to access the Council's Money Management Service or STAN. Here they can have a benefit health check, receive budgeting/debt advise and staff will endeavour ton help them maximise their income. It should be noted that, like all other LA's in Lancashire applications for Discretionary Housing Payments (DHP's) have increased. This is a result on the	25-Jun-2013	

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						Welfare reforms in respect of Housing costs. From April 2013 DHP's can no longer be used to assist people with Council tax. But by being proactive in maximising customers' income in other areas we can enable them to budget in order to meet their Council Tax liability.		
CS&ICT 4	Implement new Land systems application	31-Mar-2014	Head of Customer Services & ICT	25-Jun-2013	25-Jun-2013	New land systems LLPG have been successfully implemented and are now live. This is required to support the implementation of idox. Successful transmissions to geoplac of LLPG updates have taken place.	25-Jun-2013	✔
CS&ICT 5	Implement ICT for RLT including mobile telephony provision	02-Aug-2013	Head of Customer Services & ICT	25-Jun-2013		The following elements have been completed: RLT vdi image has been built and implemented. All sites have been connected with the exception of Marl Pitts. RLT has access to key RBC applications i.e. civica finance and chris payroll. All of these were completed in March 2013. However, the project has been beset with a number of problems; xn leisure application delays. Data integration issues. Agreement of policies. Migration of exchange services. Project management issues. Project group established, rectification plans being developed.	25-Jun-2013	⚠
CS&ICT 6	Move the OSS ICT to Futures Park	31-Oct-2013	Head of Customer Services & ICT	25-Jun-2013		The following activities have been completed: active directory users created, multi-stacked switch implemented and tested, switchboards proof of concept tested, Capita TFA tokens for Nothgate and Anite access tested. B with Us terminal tested. Further testing whilst in situ to take place over the next few weeks.	25-Jun-2013	✔
DC 2	Provide input into Town Heritage Initiative phase 2 bid development for Bacup	31-Mar-2014	Planning Manager	02-Aug-2013		Ruth Garratt as the now appointed permanent conservation officer has been assisting the regeneration team on the THI bid since the departure of Rachel Fletcher. Work has amounted to approximately a day a week away from the normal duties. This assistance is likely to continue on a more infrequent and adhoc manner until the outcome of the phase 2 bid is known.	02-Aug-2013	✔
DC 4	Income generation – Planning Services	31-Dec-2013	Planning Manager	02-Aug-2013		Planning officers are now applying the pre-application planning service policy together with	02-Aug-2013	✔



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						the fees it incurs. To date, more interest has been shown than anticipated increasing income but putting a strain on officer time. Minor revisions are therefore likely to be needed to allow a wider pool of planning officers to be part of this service offer. Separately a specifically designed document based on the content of the cabinet report report from March 2013 setting out pre-app requirements has now been drafted and subject to checking and minor revisions to be agreed with the portfolio holder will soon be published on the web. It will be proposed as part of these minor changes that clarity will be given that some types of wind turbine proposals should fall within the remit of pre-app charging.		
Elec 1	Provide democracy by administering scheduled Borough Elections, County, Parish, Parliamentary, European, Police and Crime Commissioners and by-elections	31-Mar-2014	Director for Business; Elections Manager	01-Apr-2013		Lancashire County Council elections were held across Rossendale on 2 May 2013. They were run in line with current legislation and in conjunction with the Returning Officer at County Hall. All Electoral Commission performance indicators were met.	21-Jun-2013	
Elec 2	Implement individual electoral registration (Transfer & Test).	31-Mar-2014	Director for Business; Elections Manager	01-Apr-2013		Planning, background work and testing is well under way. Cabinet Office directions are being followed and monitoring documents updated as required. We are working towards a full match of Unique Property Reference Numbers against the LLPG system which will assist in the process.	21-Jun-2013	
F&PS 1	Continue to contribute fully to the exploration of a joint county-wide approach to financial information systems	31-Mar-2014	Finance Manager; Head of Finance and Property			Project on hold from lack of appetite given low potential savings predicted	10-Jul-2013	
F&PS 2	Continue to support managers across the Council	31-Mar-2014	Finance Manager; Head of Finance and Property	12-Aug-2013		Work is ongoing with managers and Directors. Finance and Property Services restructure is now complete. Savings are reflected in the Q1 monitoring report in detail.	11-Jul-2013	
F&PS 3	Conclude the Customer Services Review	31-Mar-2014	Finance Manager; Head of Finance and Property			On hold for the implementation of the new One Stop Shop.	11-Jul-2013	

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F&PS 4	Continue to oversee the organisations response to the challenges of its MTFS	31-Mar-2014	Head of Finance and Property	21-Jun-2013		June 2013, the CEO presented to Cabinet the key areas for savings over 2013/14. The main areas, amongst others, being: Building control, refuse & recycling reviews, various restructures and service reviews.	21-Jun-2013	
F&PS 5	Review the performance and capacity of Finance & Property Services	30-Jun-2013	Head of Finance and Property	12-Aug-2013		Both Finance and Property Services are in the midst of a restructure the final elements to be completed mid-August. The impact will therefore be seen and evaluated during the second half of 2013/14.	21-Jun-2013	
F&PS 6	Integrate and imbed RLTrust finance into RBC and deliver the promises SLA with RLT and continuing to deliver service efficiencies	30-Jun-2013	Finance Manager; Head of Finance and Property	11-Jul-2013		Still some IT implementation issues. Final purchase ordering site should be running by mid-July, but need to reinforce the need to use the purchasing system to gain the efficiencies on invoice processing. Financial transactions and reconciliations are being embedded and procedure notes developed.	11-Jul-2013	
F&PS 7	Insurance tender	31-Mar-2014	Head of Finance and Property			Action scheduled for July 2013.	21-Jun-2013	
F&PS 8a	To secure funding from the Environmental Agency or other external sources to enable a programme of minor works to reinstate identified damaged infrastructure arising from the 2012 flooding incidents and to liaise with such Agencies in the resolution...	31-Mar-2014	Head of Finance and Property; Property Services Manager	13-Aug-2013		Funding for 2013 has been secured and a programme of works has been established and is approximately 75% complete.	13-Aug-2013	
F&PS 8b	To agree a programme of general infrastructure improvement works to be funded by Lancashire County Council through the MSFW Group and to continue liaison meetings with all the other Flooding Agencies (EA, UU, LCC) to facilitate agreement as to Lead...	31-Mar-2014	Head of Finance and Property; Property Services Manager	13-Aug-2013		It has taken longer than expected to set up the first MSFW meeting with the other agencies but this is now due to meet on August 21st where the details of this action will be discussed.	13-Aug-2013	

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F&PS 8c	To liaise with Communities to ensure the identification and resolution of flooding/drainage issues, including the provision of services such as Flood Prevention Measures by other Agencies.	31-Mar-2014	Head of Finance and Property; Property Services Manager			This is due to be reviewed after the MSFW meeting in August and a further update will be provided after that in the next Quarter.	13-Aug-2013	✓
F&PS 8d	To ensure a programme of inspections and maintenance of all existing land drainage infrastructure.	31-Mar-2014	Head of Finance and Property; Property Services Manager	13-Aug-2013		Our existing programme of inspections continues, along with new inspections arising from additional flooding incidents this year, and this process continues to be reviewed.	13-Aug-2013	✓
FP 3(Joint DC)	Review of Residential Alterations and Extensions SPD	31-Mar-2014	Planning Manager	10-Jul-2013		In light of amendments to the General Permitted Development Order (May 2013) preliminary work has commenced on amending this SPD.	10-Jul-2013	✓
Leg1	Provide training to officers on Localism Act Procurement and changes to Regulation of Investigatory Powers Act 2000	30-Oct-2013	Director for Business	11-Jul-2013		This is ongoing. A date for training will be set for later in the year in relation to procurement.	11-Jul-2013	✓
Leg2	Ongoing advice and assistance in implementation of new Standards Code of Conduct and procedure	31-Mar-2014	Director for Business	11-Jul-2013		Advice and assistance is ongoing as required	11-Jul-2013	✓
Leg3	Provide legal advice and support for the following projects Futures Park Development (Trail Head Centre) Regeneration of Bacup, the Valley Centre	31-Mar-2014	Director for Business	11-Jul-2013		Legal advice and support continues to be provided as required.	11-Jul-2013	✓
LEU 1	Revise and implement new service level agreement authorised garages (taxi trade)	01-Apr-2013	Licensing and Enforcement Unit Manager	01-Apr-2013	04-Apr-2013	The new service level agreement (SLA) has now been implemented from 14th April 2013, changes include authorised testing centres sending MOT/Rossendale Test direct to the LEU. This will run until 23/04/15.	05-Aug-2013	✓
LEU 2	Revise and implement Statement of Licensing Policy (LA03)	31-Jan-2014	Licensing and Enforcement Unit Manager	29-Jul-2013		The new policy is currently under research	05-Aug-2013	✓
LEU 3	Revise and implement Policy statement on guidelines to convictions including	31-Jan-2014	Licensing and Enforcement Unit Manager	01-Apr-2013		The new policy is currently being drafted for management team.	05-Aug-2013	✓

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	statement of policy about relevant convictions (taxi trade)							
LEU 4	Revise and implement new benefit fraud prosecution policy	30-Sep-2013	Licensing and Enforcement Unit Manager	20-May-2013		Currently under research	05-Aug-2013	✓
LEU 5	Revise and implement Street Trading policy including prohibited streets	31-Mar-2014	Licensing and Enforcement Unit Manager			Team members from LEU to meet 13/08/13 to plan	05-Aug-2013	✓
LEU 6	Improve all administrative processes for the maintenance of licences. (On-going)	31-Mar-2014	Licensing and Enforcement Unit Manager	01-Apr-2013		New 3 year taxi licence went live on 01/08/13 New SLA with authorised testing centres went live in April 2013 New provider re: DVLC licence direct checks live from August 2013 New provider re: enhanced disclosures went live 15/07/13 releasing an officer to process additional applications	05-Aug-2013	✓
Ops01	Continued joint working with Hyndburn Borough council - Operations	31-May-2013	Director for Customers & Communities	01-Aug-2013		Joint working is continuing with regards to Operations and Transport Management.	26-Jul-2013	✓
Ops02	Undertake a service review of clinical waste collections	30-Apr-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013	01-Aug-2013	Clinical waste collections have been reviewed and contact was made with all customers. As per waste regulations, hygiene waste is now collected within the household refuse waste stream. The £12,000 contract with an external contractor to collect this waste has now been cancelled.	26-Jul-2013	✓
Ops03	Undertake a service review of waste collection rounds across the borough	30-Sep-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013		Service review is underway	01-Aug-2013	✓
Ops04	Undertake a service review of Street Cleansing service (Note: including brief information on fly tipping; numbers of incidents, and the trend and any hot spots)	30-Sep-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013		Service review is underway. Trends and hotspots are unchanged. Performance information will be provided annually.	01-Aug-2013	✓
Ops05	Develop Service Standards and Policies document	30-Sep-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013		Development is underway.	01-Aug-2013	✓

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Ops06	Develop a produce a Driver Safety Policy and Handbook	30-Jun-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013	01-Aug-2013	The Driver Safety Policy and Handbook has now been adopted as a RBC-wide policy and handbook via JCC and Management Team and is now being rolled out across RBC.	26-Jul-2013	✓
Ops07	Review and develop a set of Safe Working Procedures and Risk Assessments for works tasks	30-Sep-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013		Development is underway.	01-Aug-2013	✓
Ops08	Undertake a review of the current method for purchasing vehicles and plant	30-Apr-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013		The purchase of vehicle, plant and equipment is now discussed and agreed via the monthly Transport Management Meetings, which are attended by the Director of Customers and Communities and representatives from the Vehicle Maintenance and Transport Management Teams, Parks and Open Spaces and Operations	26-Jul-2013	✓
Ops10	Fuel use monitoring: (Service level information for monitoring fuel use, covering the quarterly period - including amount of fuel purchased, date purchased...	31-Mar-2014	Director for Customers & Communities; Operations Manager	01-Aug-2013		There have been no significant changes to routes in the first quarter. Cost of fuel is checked regularly to ensure the best deal is secured. 04/04/2013 CROWN 7250 Litres of Derv at 113.6ppl and 750 Litres of Gas Oil at 66.35ppl 18/04/2013 CROWN 7250 Litres of Derv at 109.50ppl and 750 Litres of Gas Oil at 62.75ppl 01/05/2013 CROWN 7500 Litres of Derv at 109.75ppl and 750 Litres of Gas Oil at 63.80ppl 13/05/2013 CROWN 7000 Litres of Derv at 110.70ppl and 1000 Litres of Gas Oil at 64.85 ppl 28/05/2013 CROWN 7500 Litres of Derv at 111.5ppl and 750 Litres of Gas Oil at 65.65ppl 10/06/2013 CROWN 7000 Litres of Derv at 111.5ppl 19/06/2013 TOWNSON 7250 Litres of Derv at 111.40ppl and 1250 Litres of Gas Oil at 64.98ppl	05-Aug-2013	✓
P&P03	Undertaken an annual review and update of key emergency and business continuity documents in consultation with the relevant leads and the corporate team.	31-Mar-2014	Principal Policy Officer	21-Jun-2013		Local Civil Emergency Plan, Corporate Business Continuity Plans and Local Flood Plan will be updated at least annually during 2013-14 or as circumstances require throughout the year. Plans we last updated April 2013. Copies have been circulated to all relevant staff, Councillors and partners. Arrangements are in place to manage ongoing modifications and communication	11-Jul-2013	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						to all plan holders. Flooding preparation guidance and information leaflets have been produced and community and neighbourhood networks have been advised. Copies are available on STAN and in the One Stop Shop, as well as on the Council's website and are regularly promoted via social media.		
P&P04	Oversee CRACS partnership, ensuring arrangements are in place so that future consultation needs are met.	31-Mar-2014	Principal Policy Officer	21-Jun-2013		<p>The Council's website 'Have Your Say' consultation pages provide information on the Council's consultations and how to get involved.</p> <p>Management Team has agreed to continue with the Collaborative Research and Consultation Partnership (CRACS) with other Lancashire authorities for the provision of consultation, research and data analysis support for 2013-14. A work programme of support has been established to meet Council's needs for 2013-14, although will remain flexible.</p> <p>In line with its Equality Duty, Duty of Best Value and its Duty to Inform, Involve and Consult, the Council will continue to undertake a proportionate and relevant approach to all consultation to inform its policy and decision making.</p> <p>A Borough Profile and individual Ward Profiles based on latest census data and other key available data sources have been produced and have been published on our website and social media. The relevant Ward Profiles have been disseminated to respective Ward Councillors. Neighbourhood Forums and those community groups in receipt of Council grants will also be made aware.</p>	11-Jul-2013	
P&P05	Development of the Corporate Plan	30-Apr-2013	Principal Policy Officer	01-Apr-2013	30-Apr-2013	The Council's Corporate Plan 2013-16 was approved at Full Council on 20th March 2013 and is now live. The Corporate Plan is a 'plan on a page' based on the Council's recently refreshed priorities and budget. It is a simple and accessible explanation of the Council's areas of focus during	14-May-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						this financially challenging time. The key projects section will be kept under annual review. The Corporate Plan will be delivered through our annual business plan, progress of which is monitored through the Quarterly Performance Report and is open for public scrutiny/challenge. A copy of the Corporate Plan can be found on the Council's website: http://www.rossendale.gov.uk/downloads/download/297/the_councils_corporate_plan_2013-2016_approved_by_full_council_20th_march_2013		
P&P06	Support Service Areas in reviewing and restructuring Council service areas to meet the requirements of the medium term financial strategy.	31-Mar-2014	Chief Executive; HR Manager	21-Jun-2013		Service reviews are undertaken as and where appropriate as part of efficiency savings and commitment to continuous service improvement. This has been done in Licensing and Enforcement, Property Services and Finance this quarter. Reviews have begun in Planning, and shared working with Hyndburn for Building Control.	21-Jun-2013	✔
P&P07	Support the Council in assessing the equality implications of its decision making process.	31-Mar-2014	Principal Policy Officer	21-Jun-2013		People and Policy providing comments to Committee, Cabinet and Full Council Reports and advise on Equality Impact Assessments across service areas within the Council's decision making framework. Guidance in relation to the requirements under the Equality Duty has been communicated. Cabinet Portfolio Holders and Overview and Scrutiny Committees have been fully briefed on the legal duties and the equality impact assessment process. As part of Councillor's inductions and on-going personal development needs, all Councillors have been offered equality and diversity awareness training. Relevant officers have also received equality impact assessment training.	11-Jul-2013	✔
P&P09	Review statement of particulars	31-Mar-2014	HR Manager	21-Jun-2013		Completed information gathering exercise from other authorities.	21-Jun-2013	✔
P&P10	Refresh the Equal Pay Policy	31-Mar-2014	HR Manager			This is refreshed periodically in Q4.	21-Jun-2013	✔
P&P11	Undertake Health and Safety Audits	31-Mar-2014		12-Jul-2013		Health and Safety Audits will commence in September.	12-Jul-2013	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
P&P12	Review Fire Risk Assessments	31-Mar-2014				Fire Risk Assessments will commence in Q2 as per the annual programme.	12-Jul-2013	✓
P&P14	Promote pensions scheme and respond to any changes in pensions legislation	31-Mar-2014	HR Manager	21-Jun-2013		<p>We have provided staff with regular updates in relation to pension changes. This will continue as required.</p> <p>In relation to auto enrollment., the Council is currently in the process of notifying the Pensions Service and Pensions Regular of our intention to request deferral of auto enrollment until 2017. This will be considered and a decision is expected in September 2013.</p> <p>Further changes to the Pensions Schemes are expected. However no details or guidance are available at this stage.</p>	11-Jul-2013	✓
P&P15	Develop and deliver relevant equality and diversity training to staff and elected members during induction and through annual equality and diversity targeted training/refreshers as needed	31-Mar-2014	Principal Policy Officer	21-Jun-2013		<p><u>Councillors:</u> Equality & Diversity training has been integrated into the Council's induction sessions for all new incoming Councillors following local elections. In addition, sessions will be run on a demand/needs basis at least annually for those that require a refresher or as changes require. Briefings on various equality and diversity issues will be circulated to Councillors if it is considered that a training session is not appropriate. Further, individual one to one sessions on equality and diversity are available to all Councillors on request to ensure that their needs are meet. The Council is committed to ensuring all of its Councillors have undertaken Equality & Diversity training and that this is refreshed at least every 2 years or as changes in legislation requires. The Member Development Working Group has agreed that a full Equality and Diversity Induction Briefing can be provided for those Councillors not able to attend a face to face session. This includes a declaration of understanding of legal requires and responsibilities as a Councillor. This has now been established.</p> <p><u>Employees:</u> Equality & Diversity awareness is built into the new employee induction. The Council's commitment is to ensure all employees receive</p>	11-Jul-2013	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						appropriate and proportionate equality and diversity awareness training. In house training will be offered at least annually for those that require refresher sessions or as changes in legislation require. Targeted/specialist training needs are identified through the one to ones and annual performance reviews. Briefings and awareness raising on equality related issues and campaigns etc. are promoted on a regular basis.		
P&P16	Produce an Annual Equality Report	30-Jan-2014	Principal Policy Officer	21-Jun-2013		The Annual Equality Report for 2013-14 is currently being compiled. This will be reviewed by Corporate Overview and Scrutiny Committee in due course and published on the Council's website.	11-Jul-2013	✓
P&P17	Refresh the Council's Domestic Abuse Policy (including Forced Marriage)	30-Sep-2013	Principal Policy Officer	21-Jun-2013		The Council's Domestic Abuse Policy (for employees) is currently being refreshed. This will be consulted on in July with Management Team, the Union via JCC and members were appropriate for approval and implementation.	11-Jul-2013	✓
P&P18	Standards of Conduct for Employees	31-Mar-2014	HR Manager	21-Jun-2013		Q1 saw no disciplinary action.	21-Jun-2013	✓
P&P20	Review & Refresh Equality Objectives (required every 4 years)	31-Mar-2014	Principal Policy Officer	11-Jul-2013		<p>The Council's three equality objectives were agreed in 2012. The objectives are to:</p> <ul style="list-style-type: none"> - Ensure community engagement and consultation is effective - Embed equalities throughout the Council - Improve data and analysis in relation to equality and customer information <p>Further information can be found on the Council's website: www.rossendale.gov.uk/info/200041/equality_and_diversity/386/the_councils_equality_objectives</p> <p>Annual updates will be reported on via the Council's Annual Equality Report, which is published on its website. In line with the legislation, objectives will be reviewed/refreshed and published at least every four years.</p>	11-Jul-2013	✓
P&P21	Achieve the Workplace Wellbeing Charter	31-Mar-2014	HR Manager	21-Jun-2013		In Q1 we conducted a Men's Health Week session (10th-14th June). We supported Bike Week	21-Jun-2013	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						(15th-22nd June) with the Bikes for Staff Scheme. We have appointed 4 colleagues as our workplace health champions. We regularly raise health awareness internally and externally (e.g. Don't Rush to Flush, Cycle to Work Week, mental health awareness, running clubs, Walk to Work Week, tobacco warnings and cancer awareness).		
P&P22	Refresh HR processes and procedures with Operations	31-Mar-2014	HR Manager	21-Jun-2013		Monthly HR operational meetings have been undertaken with the Chief Executive, HR Manager, Director of Customers and Communities and Operations Manager, and will carry on throughout the year. These meetings have looked at agency workers review, apprentice recruitment drive, absence management reviewed, buy back process for 5 days additional leave and agreeing processes in order to work more efficiently (e.g. mini annual leave audit by payroll, bank holiday working and payments arrangements).	21-Jun-2013	✔
P&P23	Review Safeguarding Children and Adults Policies) and Guidance in line with best practice (required at least every 3 years or as legislation / learning determines). Next formal review due 2016.	31-Mar-2014	Director for Business	21-Jun-2013		On-going monitoring of the policy until scheduled review.	21-Jun-2013	✔
P&P24	Undertake Section 11 Audit – LSCB Lancashire Safeguarding Children Board (completed annually)	31-Mar-2014	Director for Business	21-Jun-2013		The Lancashire Safeguarding Children Board Section 11 Audit is completed annually, last successfully completed in February 2013. Next scheduled for February 2014.	11-Jul-2013	✔
P&P25	Deliver an organisational development plan which supports organisational change	31-Mar-2014	HR	11-Jul-2013		PDR's and PDP's were completed and submitted to the People & Policy team on 31st May. Report for outstanding PDR's & PDP's to go to July management team. We will undertake a needs analysis to identify training needs.	11-Jul-2013	✔
P&P26	Develop effective partnership to support the Council in the delivery of its promoting the borough priority.	31-Mar-2014	Chief Executive	21-Jun-2013		Corporate Officer has set up a partnership with Lancashire Living magazine where they will promote events in the borough for free. A Promoting Rossendale meeting was held in April	21-Jun-2013	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						with portfolio holder for Regeneration, Tourism and Leisure, local tourism groups, business and RBC representatives.		

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 X 20XX-XX			Quarter X 20XX-XX			Gauge Aim	Trend	Latest Note	Outcome
			QX 20XX/XX Value	QX 20XX/XX Target	Status	QX 20XX/XX Value	QX 20XX/XX Target	Status				
LI ***												
NI ***												
NI ***												

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 track to achieve the annual target.
	This PI cannot be calculated.
	This PI is a data-only PI.

Trend	
	This performance has improved compared to the previous quarters.
	This performance has worsened compared to the previous quarters.
	The value of this PI has not changed compared to the previous quarters.
	This Trend cannot be calculated.

Quarter 1 Performance Indicator Report 2013-14






Report Type: PIs Report
Report Author: Katie Gee_Admin
Generated on: 14 August 2013



Rows are sorted by Code

Description Clean and Green Rossendale

PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
LI 82ai	% of Household Waste Recycled	Operations Manager	23.54%	28.50%		24.24%	23.50%		Aim to Maximise		The amount of dry recyclables collected continue to increase which has a positive impact on this outcome. Note figures are based on estimate data, as we are still awaiting information from LCC and waste data flow.	Marginally Below Target
LI 82bi	(CP3.2.2) % of Household Waste Composted	Operations Manager	13.85%	9.50%		13.42%	9.50%		Aim to Maximise		As the weather has improved recently in relation to growing conditions the amount of organic matter generated has steadily increased. Note figures are based on estimate data, as we are still awaiting information from LCC and waste data flow.	Exceeding Target
NI 185	CO2 reduction from local authority operations	Property Services Manager	Not measured for Quarters			Not measured for Quarters			Aim to Maximise		All council building internal and external have low energy usage fittings and lamps installed and utility areas controlled with automatic sensors / photo cell. We have smart electric meters fitted in most our building so electricity usage can be continuously monitored. We just signed for a new electricity supply contract starting in October using Green energy that's made generated from renewable means note we have had green energy contracts since 2004.	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
										We have a 100 kw Photo voltaic solar panel array installed on Futures Park generating approximately 40 % of all electricity consumed in the building and electricity not consumed is exported into the national grid.		
NI 186 LAA	Per capita reduction in CO2 emissions in the LA area	Housing & Regeneration Manager Health; Planning Manager	Not measured for Quarters			Not measured for Quarters			Aim to Minimise		The Council relies on nationally available figures published by DECC for this data. The latest available figures are for 2010 and indicate that Rossendale was one of only 14 authorities nationally to have a decrease in CO2 production over the previous year (4% reduction). This was in the Industrial/Commercial sector. Residential emissions are however, per capita, the highest in Lancashire.	On Target
NI 188 LAA	Planning to Adapt to Climate Change	Environmental Health Manager	Not measured for Quarters			Not measured for Quarters			Aim to Maximise		The Council is actively working with partners such as EA and LCC to manage Flood Risk. Development of the Site Allocations document will address a range of climate change issues.	On Target
NI 191	Residual household waste per household	Operations Manager	128	123		130	123		Aim to Minimise		A significantly higher percentage of household waste is sent to landfill as opposed to getting recycled, reused or composted, which impacts negatively on this figure. The council is now actively seeking to implement current policies relating to reducing general waste collected and improving the amount of recycling collected such as 'no side waste' and 'waste audits' Note figures are based on estimate data, as we are still awaiting information from LCC and waste data flow. A Performance Indicator Action Plan was uploaded for this PI (06.08.2013).	Marginally Below Target
















Description Regenerating Rossendale
















PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
LI 16a	Percentage of Employees with a Disability	HR	Not measured for Quarters			Not measured for Quarters			Aim to Maximise	↓	6 out of 212 employees are registered as disabled = 2.83%	Exceeding Target
LI 17a	Ethnic Minority representation in the workforce - employees	HR	Not measured for Quarters			Not measured for Quarters			Aim to Maximise	↓	6 out of 212 employees who declared information are from an ethnic minority background = 2.83%	Exceeding Target
LI 64	(LAAH20) No of private sector vacant dwellings that are returned into occupation or demolished	Administration Assistant - Regeneration; Housing & Regeneration Manager Health; Strategic Housing and Partnerships Manager	3.00		?	12.00	8.00	✓	Aim to Maximise	?	11 Revolving Loans and 1 Purchase and Repair properties through LinkedUp Scheme.	Exceeding Target
NI 16 LAA	Serious acquisitive crime rate	Director for Customers & Communities	1.79	3	✓	1.84	3	✓	Aim to Minimise	↑	Quarter 1, 2013/14, Serious Acquisitive Crime (rate per 1,000 population) = 1.84 (For reference and comparison, Q1 - 2012/13 = 1.72). Actual figures for Q1 SAC = 125	On Target
NI 20 LAA	Assault with injury crime rate	Director for Customers & Communities	1.77	2	✓	1.34	2	✓	Aim to Minimise	↑	Quarter 1, 2013/14, Violence With Injury (rate per 1,000 population) = 1.34 (For reference and comparison, Q1 - 2012/13 = 1.63) Actual figures for Q1 VWI = 91	Exceeding Target
NI 154	Net additional homes provided	Planning Manager	Not measured for Quarters			Not measured for Quarters			Aim to Maximise	?	As part of the preparation of the new AMR figures for 2012/13 will be produced and should be available by summer 2013. We will be reporting on the figures for 2013/14 later.	Below Target
NI 155 LAA	Number of affordable homes	Housing & Regeneration Manager Health;	Not measured for Quarters			Not measured for Quarters			Aim to Maximise	↑	The number of affordable homes delivered was 16. In addition 11 empty properties have been brought back into use for	Marginally Below Target










PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
	delivered (gross)	Planning Manager; Strategic Housing and Partnerships Manager								affordable housing.		







Description Responsive Value for Money Services










PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
CS2	Customer waiting times in the one stop shop	Capita; Service Assurance Team	6mins	10mins			10mins		Aim to Minimise		The total footfall for the month of July was 2,496 an increase of 205 from June. The breakdown is as follows, Council tax 374, housing benefits 1,219, Greenvale customers 421 and all other council services 482. Scancoin issues will be resolved once the One Stop Shop move is complete, however it should be noted that the One Stop Shop customers have been attended to without complaint. There has been a slight increase in council tax enquiries due to credit union officer contacting council tax support customers offering debt advice which has created some to come into One Stop Shop and make payment or help with their account.	On Target
CS5	% of telephone calls answered by Coventry call centre within 20 seconds	Capita; Service Assurance Team	79.33%	70%		74%	70%		Aim to Maximise		Target has been achieved this month despite an increase in activity due to reminders being issued for CTS customers who have balances to pay this year but have not previously had to pay any council tax. It is anticipated that performance may be affected in August due to the issuing of summonses to these customers	Exceeding Target
CS6	% of abandoned calls - Coventry	Capita; Service Assurance Team	4.3%	2.5%		5.9%	2.5%		Aim to Minimise		April's performance was affected by the large number of calls rec'd due to the introduction of CTS. Performance improved	Exceeding Target







PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
	Call Centre									throughout the remainder of quarter 1. Informing the call centre of suspected peak calls times, due to various mail shots or reminders has enabled better planning of staffing resources to deal with peak times. The various Welfare reforms have prompted increased contact with the calls centre. It was agreed that targets would be looked at after quarter 1 and a fair target agreed.		
LI 8	% of invoices paid on time	Head of Finance and Property	97.03%	98.00%		93.76%	98.00%		Aim to Maximise		Officers will investigate the drop in performance over Q1, especially with the introduction of automatic alerts for purchase orders and goods receipt notes which should have helped to speed up the payment process.	On Target
LI 9	% of Council Tax collected	Capita; Service Assurance Team	29.62%	29.57%		29.55%	29.57%		Aim to Maximise		Performance is above target at present and most importantly only 0.09% down on last year's collection for the same period. This is an excellent indicator given the on-going issues with CTS collection and emphasis on bringing new domestic dwellings onto the Council Tax register.	On Target
LI 10	Percentage of Non-domestic Rates Collected	Capita; Service Assurance Team	31.44%	30.87%		30.45%	30.87%		Aim to Maximise		Performance is above target but collection is slightly down on collection for the same period last year. The NNDR section is experiencing difficulties with various "avoidance tactics" and is working closely with the Legal section to overcome this.	On Target
LI 12	(CP6.3.2) Working Days Lost Due to Sickness Absence (days)	HR	2.56	2.00		1.73	2.00		Aim to Minimise		Long term sick is 1.19 per fte. Short term sick is 0.54 per fte. The target has now been set at 8.00 days, as the local average was 8.41.	Marginally Below Target
LI 79a	Accuracy of processing - HB/CTB claims	Capita; Service Assurance Team	96.00%	93.00%		95.40%	93.00%		Aim to Maximise		The accuracy rate has achieved target ensuring that claims are assessed correctly first time. It is pleasing to note that this has been achieved despite increasing complexities of the scheme and increased	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
										volumes of work through ATLAS and the new Council Tax Support Scheme.		
LI 79bi	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period (LI 10)	Capita; Service Assurance Team	52.52%	65.00%		64.39%	65.00%		Aim to Maximise		<p>It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly.</p> <p>This indicator measures overpayments recovered again those created during the period. Staff aim to be as up to date as possible when processing changes from customers but one fraud overpayment going back over a number of month/years can affect performance.</p>	On Target
LI 79bii	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding (LI 11)	Capita; Service Assurance Team	9.98%	10.00%		10.72%	10.00%		Aim to Maximise		<p>It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly.</p> <p>The target is an accumulative target and therefore 10.72% for the first quarter is a good performance. Staff continue to recover HB overpayments in increasingly difficult times.</p>	On Target
LI 109a	Major applications determined in 13 weeks	Technical Assistant - Planning	100.00%	68.00%		75.00%	65.00%		Aim to Maximise		Three out of four determined in time	On Target
LI 109b	Minor applications determined in 8 weeks	Technical Assistant - Planning	97.00%	85.00%		89.00%	80.00%		Aim to Maximise		31 out of 35 determined in time	On Target
LI 109c	Planning Applications:	Technical Assistant - Planning	97.00%	90.00%		100.00%	80.00%		Aim to Maximise		All determined in time	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
	'Other' applications											
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Capita; Service Assurance Team	8.1	12.0		8.1	12.0		Aim to Minimise		<p>It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly.</p> <p>Despite the issues with the Atlas files from the DWP the combined performance in relation to processing new claims and change in circumstances has exceeded target for the first quarter.</p>	On Target
NI 181(a)	Time taken to process Housing Benefit/Council Tax Benefit new claims	Capita; Service Assurance Team	30.1	25.0		25.8	25.0		Aim to Minimise		<p>It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly.</p> <p>Performance has been affected by a delay in ATLAS data received from the DWP which has impacted on the processing of new claims. It is anticipated that performance will improve next month. July performance shows continued improvement and hopefully this will continue leading to quarter 2 being on target.</p>	On Target
NI 181(b)	Time taken to process Housing Benefit/Council Tax Benefit change events	Capita; Service Assurance Team	5.8	10.0		6.3	10.0		Aim to Minimise		<p>It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly.</p> <p>Performance has been affected by a delay in ATLAS data received from the DWP which has impacted on the processing of changes</p>	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
										in circumstances however target for the quarter has been achieved.		
PM2	% of new claims outstanding over 50 days	Capita; Service Assurance Team	4.63%	5%		4.03%	5%		Aim to Minimise		It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly. The number of claims outstanding after 50 days remains low. and within target. Whilst we aim to process claims as quickly as possible, there will always be some where we have had to write out for further information. Waiting for the information to be returned can lead to a delay in processing. Weekly reports are run to identify cases where further information is still outstanding and action taken.	Exceeding Target
PM3	% of new claims decided within 14 days of receiving all Information	Capita; Service Assurance Team	65.08%	85%		64.83%	85%		Aim to Maximise		It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly. Although performance has improved month on month, new claims are still being affected by ATLAS data problems from the DWP. Resources are allocated as is necessary. If one area is prioritised there will be a knock on effect in relation to another area. Performance has improved for the last month of the quarter and it is hoped that this will continue moving forward. Atlas files from the DWP have to be prioritised. The DWP have experienced some difficulty in sending these to LA's resulting in a number of files being received all at once. The impact of dealing with these is then felt	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
										elsewhere. It should be noted that new claims processing performance remains on target.		
PM4	% of rent allowance claims paid on time or within 7 days of decision being made	Capita; Service Assurance Team	95.9%	92%		91.85%	92%		Aim to Maximise		It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly. Performance has narrowly missed target this quarter. Although performance was above target for May and June, narrowly missing target in April has affected the quarter 1 out turn. It is anticipated that performance will stay on track for quarter 2.	Exceeding Target
PM17	% of applications for reconsideration /revision actioned & notified within 6 weeks	Capita; Service Assurance Team	91%	94%		95%	94%		Aim to Maximise		It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly. It is pleasing to note that performance has achieved target during a very busy quarter.	Exceeding Target
PM18	% of appeals submitted to the tribunals Service in 4 weeks	Capita; Service Assurance Team	50%	90%		66.67%	90%		Aim to Maximise		It has been agreed to keep the targets the same as 12/13 until at least after quarter 1. After this time it is anticipated that we will have adequate data to be able to analyse the effects of all the various Welfare changes and amend the targets accordingly. It is felt that appeals will increase and so impact on the workload of officers but without adequate data targets will remain the same until after the 1st quarter. The performance in this area is below target but with such low numbers referred to Tribunal the target is drastically affected when the month to submit has lapsed. For the first quarter 3 appeals were received	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 1 2012-13			Quarter 1 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2012/13			Q1 2013/14						
			Value	Target	Status	Value	Target	Status				
										with 2 submitted within the required 4weeks. This is often outside the Local Authorities control when further information is required and customers delay sending supporting information.		
STAN 1	Number of people accessing STAN	Service Assurance Team	320	360		172	120		Aim to Maximise		Footfall for Rossendale for quarter 1 was 172. STAN saw a total of 446 people for all three boroughs. There has been a massive increase in customers seeking assistance with the various welfare benefit forms. Form filling continues to be something that customers need help and assistance with.	Exceeding Target
STAN 2	% of customers satisfied with the service received from STAN	Service Assurance Team	96.42%	80%		100%	85%		Aim to Maximise		Customer satisfaction with the service we provide via STAN continues to remain high. 113 customer satisfaction surveys were issued during the 1st quarter, 41 were returned. This represents a 36.283% response rate. Of those returned all were satisfied with the service. Some comments from STAN customers: "I have been very satisfied with the service on the bus. The staff are very helpful. I hope the service will continue for the future." "My query was dealt with very quickly. Staff were excellent, interesting and lovely people. Very impressed with the staff and service received." "The lady working on the bus was brilliant." "Both the staff were very helpful and they worked as a team to help us. I would recommend the service of STAN to anyone. I was very impressed by the staff members, they were polite, helpful and soved/helped with all my issues, my brother's and my son's. I will use the STAN service again they are better than Citizen's advice or anyone else where I have been. Thank you to all STAN staff."	Exceeding Target

Section 5 – Performance Indicator Action Plans

Performance Indicators that are either red or unknown in status are required to complete a detailed action plan.

Performance Indicator Action Plan – 2013/2014

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

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together) not achieving target levels of performance. The template should be attached against the indicator in Covalent, as a document upload, and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Integrated Performance Reports produced for Management Team and Corporate Overview and Scrutiny.

Service Area:	Operations Team				Lead Officer for Performance Indicator:	Keith Jenkins						
Performance Indicator Number/s:	NI191		Performance Indicator Name:	Residual household waste per household								
Target achieved in previous year? (2011/12)	No											
PERFORMANCE DURING CURRENT YEAR (2013-2014)												
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?				
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A
130	123											

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

The annual target is 490 kilograms per household, given that the initial outturn in quarter one is 130 kilograms per household combined with the outturn from last year (516 kilograms per household) it is likely that this Performance Indicator will be marginally below target as we would have to achieve an average of 120 kilograms per household per quarter for the remaining three quarters.

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

A significantly higher percentage of household waste is sent to landfill as opposed to getting recycled, reused or composted.

Historically (pre 2008) there was a lack of monitoring regarding requests for second general waste bins (green), which led to significant number of properties acquiring two bins for general waste. Despite the introduction of a no side waste policy to encourage households to maximise recycling, households with two green bins could still dispose of recyclable waste into the general waste bins rather than recycling bins.

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

As well as executing the no side waste policy more thoroughly, the team is now directly targeting households with more than one general waste bin and, if following a waste audit, there is no justification for additional general waste bin(s) they will be removed and the households offered additional recycling bin(s).

Whilst the impact of this can only be positive, this is a time intensive process and a large number of additional general waste bins will have to be removed before any large impact is made.

Also, the next Waste Collections Calendar is due towards the end of this year and there is every intention, alongside the actual dates, for information provided to focus on recycling and composting. This should better inform residents and results in a significant drop in household waste that isn't recycled or composted.

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

The information provided in the next waste collections calendar on recycling and composting continue into the next financial year.

Performance Indicator Action Plan – 2013/2014



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

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together) not achieving target levels of performance. The template should be attached against the indicator in Covalent, as a document upload, and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Integrated Performance Reports produced for Management Team and Corporate Overview and Scrutiny.

Service Area:	Customer Service & I.C.T		Lead Officer for Performance Indicator:	Andrew Buckle & Anita Hall (Lesley Lowe – Capita)								
Performance Indicator Number/s:	PM3	Performance Indicator Name:	New Claims decided within 14 days of receipt of all the information									
Target achieved in previous year? (2011/12)	NO											
PERFORMANCE DURING CURRENT YEAR (2013-2014)												
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?				
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A
64.83%	85% *											

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

* It had previously been agreed that we would wait until after the 1st quarter, before setting targets. This was to enable us to look at the effect on the workloads of the various Welfare reforms.

It is likely that after Quarter 1 this Performance Indicator will get back on track and will meet its end of year target.

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

The target is currently being reviewed, due to the changes in the welfare reform, and will shortly be set.

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

This Performance Indicator shows the number of new claims processed with 14 days of receipt of all the information. We aim to process claims as quickly as possible. Resources are allocated according to current priorities. Whilst this may affect this indicator our target for speed of processing new claims is still on track.

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

Targets will be reviewed, to be fair and, although stretching, achievable.

Performance Indicator Action Plan – 2013/2014

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

This template should be filled in at the end of each quarter for every indicator (or grouping of indicators that belong together) not achieving target levels of performance. The template should be attached against the indicator in Covalent, as a document upload, and updated for each quarter that the indicator remains under target. The completed template will also be appended to the Quarterly Integrated Performance Reports produced for Management Team and Corporate Overview and Scrutiny.

Service Area:	Customer Services and ICT				Lead Officer for Performance Indicator:	Anita Hall/ Andrew Buckle						
Performance Indicator Number/s:	CS2		Performance Indicator Name:	Customer waiting times in the one stop shop.								
Target achieved in previous year? (2012/13)	<i>No – we have no hard data to prove if the target was met or not.</i>											
PERFORMANCE DURING CURRENT YEAR (2013-2014)												
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?				
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 nd	3 rd	Bottom	N/A
Unknown	Unknown											✓

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

The end of year target for this Performance Indicator should be met as in Quarter 2 the One Stop Shop has relocated to the new facility at Futures Park and now the system for measuring waiting times will be working again.

There was previously an issue with Scancoin, the machine that records waiting times in the OSS. The OSS has now relocated to Futures Park and issues with scan coin have been resolved. Moving forward statistics will be available.

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

This Performance Indicator has not been meeting its target as the Scancoin system has not been working at the Rawtenstall One Stop Shop facility, so we were unable to produce any performance statistics. 2496 customers were seen in the One Stop Shop in Quarter 1, all without complaint.

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

With the opening of the new One Stop Shop facility at Futures Park in August the issue with the Scancoin system should be resolved and customer waiting times can be measured again. It is hoped that we may be able to retrieve past data and so update performance for previous periods.

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

Customer waiting times and the Scancoin system will continue to be monitored.

Section 6 – Risk

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 Risk Report 2013-14


Report Type: Risks Report
Report Author: Katie Gee_Admin
Generated on: 15 August 2013

Description Clean and Green Rossendale





Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
HHR3	Private water supply regulation not implemented	Housing & Regeneration Head of Health	3	E	3	E	5	E	Progress on the delivery plan is monitored through the year	26 Jun 2013	







Description Regenerating Rossendale






Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
HHR2	The number of long term empty properties increases	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	3	C	3	C	4	F	The number of empty homes is monitored on a quarterly basis and any significant increase is reported to Management Team.	26 Jun 2013	
Plan1	Failure to deliver the Local Development Framework (LDF)	Planning Manager	4	D	4	D	4	F	A paper will be produced later this year reporting on progress to date on the published Local Development Scheme Timetable and setting out whether revisions to a published timetable are required to allow for slippage and to reflect a more realistic timetable for documents that make up the LDS.	02 Aug 2013	
Plan2	Failure to deliver commitments to English Heritage re programme of	Planning Manager	3	D	3	D	5	F	The conservation officer is currently undertaking a review of progress against milestones in the strategy to establish the level of slippage caused by staff turnover	02 Aug 2013	








Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
	work for co funded posts								and need to address unforeseen projects. Separately, this risk will be reviewed through LCC audit. If required a revised timetable for actions will be put in place to be agreed with English Heritage.		
Plan5	Failure to deliver commitments on Planning Performance Agreement for Scout Moor Windfarm	Planning Manager	4	E	4	E	4	F	No change - PPA progression remains in the hands of the prospective developer	02 Aug 2013	

Description Responsive Value for Money Services

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	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	Director for Business	4	E	4	E	4	F	Financial monitoring with the section's accountant to monitor income to maintain self financing status.	10 Jul 2013	
Elec1	Failure to acquire timely and accurate documentation within statutory timescales i.e. poll cards, postal ballot packs	Elections Manager	3	E	3	E	3	F	All documents for the Lancashire County Council elections held on 2 May 2013v were produced and distributed in line with current legislation.	21 Jun 2013	
Elec2	Failure to ensure polling stations are DDA compliant / accessible to all	Elections Manager	5	A	5	A	5	B	No complaints were received from electors or staff regarding the access at polling stations during Lancashire County Council elections held on 2 May 2013.	10 Jul 2013	
Elec3	Failure to	Elections	3	F	3	F	3	F	During the Lancashire County Council	21 Jun 2013	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
	safeguard the service/election from fraud and corruption	Manager							elections held on 2 May the electoral staff worked closely with Lancashire Constabulary regarding security of elections and fraud issues. Controls are in place and are monitored by the Electoral Commission as part of their performance standards.		
Elec4	Failure to hold robust and efficient Local (constituency / district), National and European Elections	Elections Manager	4	E	4	E	4	F	Lancashire County Council elections were held across Rossendale on 2 May 2013. Current legislation was adhered to and performance was monitored by the Electoral Commission. All EC performance standards were met.	10 Jul 2013	
Elec5	Failure to implement individual electoral registration (transfer & test)	Elections Manager	4	E	4	E	5	E	Risk registers specific to the implementation of individual electoral registration have been produced and our progress is monitored by the Cabinet Office and the Electoral Commission. Work is currently on target. We are heavily reliant on our election software and their work to upgrade the system is also up to date and on target.	21 Jun 2013	
HHR1	Continued national economic decline	Housing & Regeneration Head of Health	4	C	4	C	4	C	The National economy continues to have a direct effect on inward investment.	26 Jun 2013	
Leg1	Fraud and Corruption	Director for Business	3	E	3	E	3	E	This risk will continue to be monitored.	11 Jul 2013	
Op1	Loss of financial income and potential income due to reduction of, or failure to increase, recycling rates.	Operations Manager	3	E	3	E	3	E	Policies are now being more consistently applied to encourage recycling. Income from recycling is held in a volatility reserve for the following year – there is no in-year reliance on the income.	26 Jul 2013	
Op2	The loss of income from recycling due to a drop in	Operations Manager	3	E	3	E	4	E	Income from recycling is held in a volatility reserve for the following year – there is no in-year reliance on the income.	26 Jul 2013	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
	market prices and or involvement in the Lancashire Waste PFI								LCC have applied their claim on half of our recycling income. Market remains volatile.		
PD1	Financial and reputational consequences of litigation due to Health & Safety Breaches	Director for Customers & Communities	3	E	3	E	4	E	Revised H&S Statement of Intent has been issued to staff. Risk Assessments and Safe Systems of work are continually updated and developed as work practices change, following advice from the Corporate Health and Safety Advisor and in conjunction with Union representatives.	01 Aug 2013	
Plan3	Budget reduced by reduction in fees from Development Control and Land Charges due to recession, reduced personal searches claims and reduced support from CLG	Planning Manager	3	E	3	E	3	E	Last year saw an unexpected increase in major applications leading to higher income than anticipated. The first quarter of this year has not seen the same levels but is within reason based on budget expectations of income.	02 Aug 2013	
Plan4	Failure to determine planning applications in line with government targets	Planning Manager	3	D	3	D	3	E	The first quarter on major applications in respect of determination times is below business plan target at approximately 50%. This is a yearly issue due to a lack of meetings due to the election period. However based on past experience this should be addressed in the future quarters to meet end of year requirements	02 Aug 2013	
Res1 (CR)	Pay to benefits & creditors and staff plus Income collection	Head of Finance and Property	3	D	3	D	3	F	Test of new BACsIP software scheduled for late summer, after the introduction of RLT to our systems	12 Aug 2013	
Res2(CR)	The Council does not deliver net revenue reductions and align its expenditure with available resources	Head of Finance and Property	3	D	3	D	4	D	A report was presented to Cabinet in June 2013 detailing some potential front-line service savings options for the future which could generate between £700k and £1m of savings towards the £1.5m MTFS target. Members approved a new round of	15 Aug 2013	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
	over the medium term								public consultation to better understand how these changes might affect residents. A further report will be presented once that consultation process has concluded and linking in with the budget-setting process for 2014/15 budgets.		
Res3(CR)	Maintenance, security and management of Council's open spaces and estate	Head of Finance and Property	3	D	3	D	3	E	This risk continues to be reviewed and monitored regularly.	15 Aug 2013	
Res4	Equal Pay Claims	Chief Executive	3	D	3	D	4	F	This has been reviewed. Risks do exist but all actions to minimise the risk are being taken.	11 Jul 2013	
Res5	Non-payment of salaries	Chief Executive	3	F	3	F	5	F	This has been reviewed and actions to minimise risk have been included in the Business Continuity Plan.	11 Jul 2013	
Res6	Litigation due to Health & Safety Breaches	Chief Executive	4	E	4	E	4	E	Health and safety continues to be reviewed and managers escalate concerns.	02 Aug 2013	
Res7 (CR)	Failure to ensure Business Continuity	Chief Executive	3	D	3	D	3	F	Business Continuity Plans are in place for all service area as well as a Corporate Business Continuity Plan which were last reviewed and signed off by Management Team in April 2013. Plan will be updated at least annually or as circumstances require throughout the year. Copies have been circulated to all relevant staff. Arrangements are in place to manage ongoing modifications and communication to all plan holders. Linkage to Action P&P03.	11 Jul 2013	
Res8 (CR)	Loss of key skills in essential roles due to uncertainty	Chief Executive	3	D	3	D	3	D	This risk continues to be monitored and reviewed.	11 Jul 2013	
Res9	Climate of Uncertainty	Chief Executive	4	E	4	E	4	E	This risk continues to be monitored and reviewed.	11 Jul 2013	

Section 7 – Complaints

Section 7 – Complaints

The Council has set standards to be achieved when managing the complaints received by the Council and 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 2013 - broken down by the nature of the complaint.

Nature of Complaint	Complaints O/S at 31/03/2013	Complaints Received During Q1	Complaints Closed During Q1	Complaints O/S at end of Q1
Action/response/communication	1	2	1	2
Advice/information given	1		1	
Application processing		2	2	
Bins/bin collection		4	3	1
Council policy/procedure		1	1	
Council Tax charges/decision		3	3	
Flooding/drainage	2		2	
Litter/debris/flytipping		2	2	
Noise nuisance		1	1	
Other		2	1	1
Property/land	1			1
Quality of service		3	3	
Recovery/payment of Council Tax	1	1	2	
Staff member/team		4	4	
Total	6	25	26	5

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 2013)

Head of Service	Service Area	O/S at start	New	Completed	O/S at end
Place		0	0	0	0
Business		0	0	0	0
Executive		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.

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 2013 - broken down by the area of service that the compliment related to as well as a comparison of the previous 3 quarters.

Nature of compliment	Compliments received during:			
	July – September 2012	October – December 2012	January – March 2013	April – June 2013
Action/response/communication	3	1	1	
Advice/information given	1	3	1	1
Application processing			1	
Customer service	3			2
Quality of service	25	16	5	5
Staff member/team	33	32	18	22
Time taken			2	
Total	65	52	28	30

In relation to compliments received during April – June 2013:

- The Planning Team received one compliment for advice and information they had given.
- CAPITA and the SAT Teams received one compliment each for their customer service.
- The STAN service received 5 compliments for the quality of service.
- Individual members of staff or teams received compliments in the following service areas: STAN (14), Planning – Development Control (2), Operations – Refuse Collection (1), Health, Housing and Regeneration – Private Sector Housing Renewal (1), Licensing and Enforcement (1), CAPITA - Benefits (1), Communities (1) and Finance and Property Services – Property/Land (1).