

# How are we making a difference to our communities?

## Integrated Performance Report Quarter 2 (July to September 2013)

For further information or copies of this report, contact the People and Policy Team: Katie Gee Tel: 01706 252454, e-mail: [katiegee@rossendalebc.gov.uk](mailto:katiegee@rossendalebc.gov.uk) .

## **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 October 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 Committee and Member Services Team.

# **Section 1 – High level performance summary**

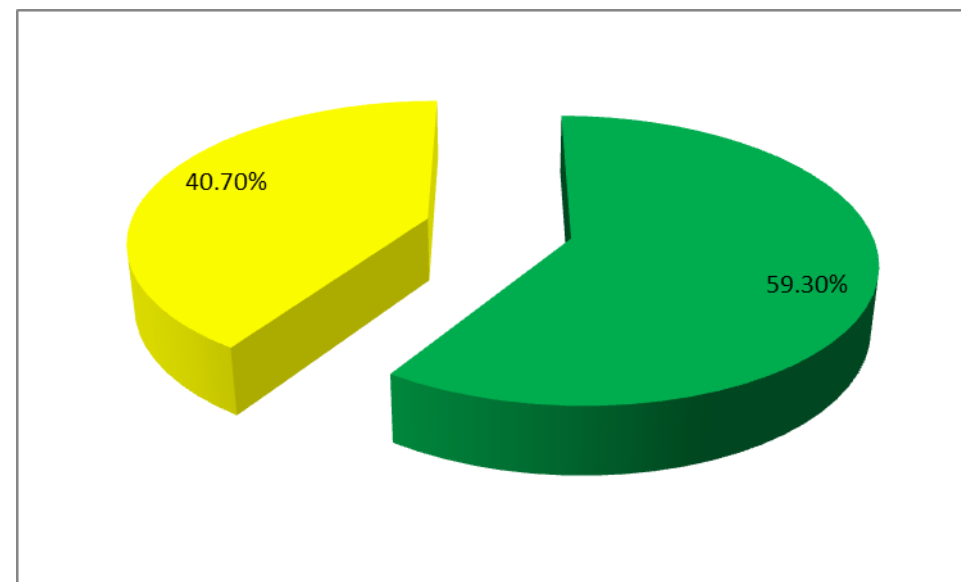
**This section of the report provides an overall summary of how the Council is performing against a range of key measures of performance.**

## 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.	%
<b>Green</b> ✔	Project on track, no substantial issues or risks which require action from the Council's Programme Board	<b>91</b>	<b>91.9%</b>
<b>Amber</b> ⚠	Some issues or risks which require action from the Council's Programme Board to keep the project on track	<b>7</b>	<b>7.1%</b>
<b>Red</b> ⛔	Project in jeopardy – serious issues or risks needing urgent action	<b>1</b>	<b>1%</b>
<b>Unknown</b> ?	The status cannot be calculated	<b>0</b>	<b>0%</b>
	Total number of actions	<b>99</b>	<b>100%</b>

*Are we achieving the actions set out in the Council's Corporate Business Plan?*



## 1.2 Performance Indicators – achieving targets?

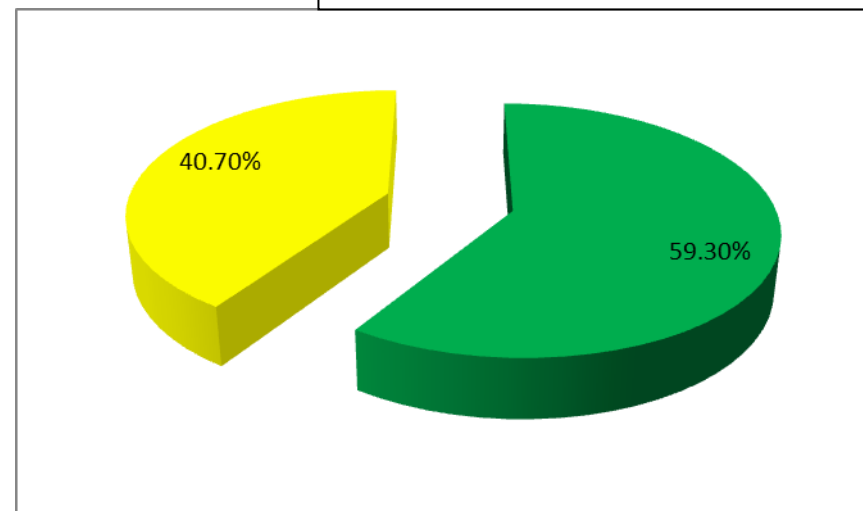
Each year the Council sets targets for achievement against a range of performance indicators and regularly monitors throughout the year how well it is doing in achieving the targets it has set. The following table sets out how many targets are currently on track against National and Local Indicators,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

Legend		Status	Performance Indicators	
			No.	%
<b>On Target</b>		The performance indicator has achieved or exceeded its quarterly target	<b>23</b>	<b>79.3%</b>
<b>Marginally Below Target</b>		The performance indicator is currently 5% or less from achieving its target	<b>2</b>	<b>6.9%</b>
<b>Below Target</b>		The performance indicator is currently more than 5% of achieving its target	<b>4</b>	<b>13.8%</b>
<b>Unknown</b>		The status cannot be calculated	<b>0</b>	<b>0%</b>
<b>Total for Quarter</b>			<b>29</b>	<b>100%</b>

### 1.3 How are we performing in managing our risks?

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

*Are we reducing the Likelihood and Impact of our Risks?*



## Reducing the Risks faced by the Council

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

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

### The Council's Risk Matrix

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

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

**(Therefore a risk rated A1 is the highest risk rating and a risk of F5 is the lowest rating.)**

Likelihood	A	Green	Yellow	Yellow	Red	Red
	B	Green	Yellow	Yellow	Red	Red
	C	Green	Yellow	Yellow	Yellow	Yellow
	D	Green	Yellow	Yellow	Yellow	Yellow
	E	Green	Green	Green	Green	Green
	F	Green	Green	Green	Green	Green
		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 – 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.





### 1.1 How are we performing in regenerating Rossendale?

Elements of performance that contribute towards the achievement of Priority 1	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Business Plan Actions	22	19	86.4%	3	13.6%	0	0%	0	0%
Performance Indicators	4	3	75%	0	0%	1	25%	0	0%
Risks	4	1	25%	3	75%	0	0%	0	0%
Total	29	22	75.9%	6	20.7%	1	3.4%	0	0%

## Priority 2 – 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.





### 2.1 How are we providing responsive and value for money services?

Elements of performance that contribute towards the achievement of Priority 2	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Business Plan Actions	70	65	92.9%	4	5.7%	1	1.4%	0	0%
Performance Indicators	22	19	86.4%	1	4.5%	2	9.1%	0	0%
Risks	22	14	63.6%	8	36.4%	0	0%	0	0%
<b>Total</b>	<b>114</b>	<b>98</b>	<b>86%</b>	<b>13</b>	<b>11.4%</b>	<b>3</b>	<b>2.6%</b>	<b>0</b>	<b>0%</b>

## Priority 3 – 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.

### 3.1 How are we performing in a clean and green Rossendale?

Elements of performance that contribute towards the achievement of Priority 3	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Business Plan Actions	7	7	100%	0	0%	0	0%	0	0%
Performance Indicators	3	1	33.3%	1	33.4%	1	33.3%	0	0%
Risks	1	1	100%	0	0%	0	0%	0	0%
<b>Total</b>	<b>11</b>	<b>9</b>	<b>81.8%</b>	<b>1</b>	<b>9.1%</b>	<b>1</b>	<b>9.1%</b>	<b>0</b>	<b>0%</b>

## **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 2 Action Report 2013-14

**Report Type:** Actions Report  
**Report Author:** Katie Gee\_Admin  
**Generated on:** 24 October 2013





### 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 on target, monitored at monthly meetings. Work is underway on the new Catholic plot at Bacup cemetery - drainage works have been completed. Memorial safety testing is continuing on target. So far approximately a third of graves - 8134 - have been checked of which 4180 have memorials which have been tested. Of these 480 have failed the test and require some degree of fixing, in accordance with the Memorial Safety Testing Policy . Of these any found to be category 1 (59 so far - 1.4%) are made safe immediately. Notices are put up in the cemeteries to notify the results of safety testing and relatives are contacted where the grave is less than 30 years old.	17-Oct-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	10-Oct-2013	A review of the Communities Team has been underway, including the parks and open spaces service and taking account of wider staffing changes within the team. As a result of the review there are proposed changes to the team to include realignment of some of the services. As a result it is not proposed to pursue the implementation of the service delivery plan. Further plans or policies relating to the proposed changes will be developed as appropriate.	10-Oct-2013	✓
Cmt 4	Deliver a programme of sports pitch improvement works.	31-Mar-2014	Director for Customers & Communities; Locality Manager	02-Aug-2013		Second meeting with Lancashire FA on 25th September to determine method of application for funding and get further advice regarding the technical specification for the works. Tenders need to be sent out to determine accurate	17-Oct-2013	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						costs for the work prior to release of any FA funding. This is due to be done over the winter months. A separate application for each pitch or site is required, therefore multiple applications will need to be made.		
FP 9(Joint F&PS)	Adapting to Climate Change	31-Mar-2014	Planning Manager; Property Services Manager	10-Jul-2013		The team has had involvement in the "Making Space for Water" Group and the Rossendale Reservoirs Emergency Planning Study.	08-Oct-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"> <li>· For more than one house.</li> <li>· For commercial purposes in premises including, food businesses, Bed and Breakfast, dairy farms, rentals, a workplace (where you employ other people).</li> <li>· In a public building.</li> </ul>	07-Oct-2013	✔











Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						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 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 Councillors, 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 in the New Year.</p>	07-Oct-2013	
P&P01	Develop and implement a Travel at Work Policy.	31-Mar-2014	Principal Policy Officer	20-Jun-2013	07-Oct-2013	The new Travel at Work Policy and Subsistence Guidance was approved for implementation with the Trade Union via the Joint Consultative Committee on 19th September 2013. This has now been communicated internally to all staff with immediate effect.	07-Oct-2013	


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>This Policy covers different modes of travel, individual employee and manager responsibilities in relation to organising travel, criteria for claiming car mileage, criteria for subsistence claims and an overview of the process and options available to employees when considering necessary business travel.</p> <p>Key underlying principles are:</p> <ul style="list-style-type: none"> <li>- that Managers should seek to foster an ethos of green travel within their teams and positively challenge travel choices and behaviours; and</li> <li>- that each employee is responsible for researching their travel options and planing their travel effectively. All employees are expected to give active consideration and balance to travel options, taking into account practicality, cost and environmental impact.</li> </ul> <p>Consideration of an individual's own circumstances, mobility, accessibility, and health and safety will always be taken on all travel choices/options in each instance.</p>		


### 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 deliver community safety priorities and to prepare for the new legislation when it becomes law.	17-Oct-2013	✓
DC 1	Continue to implement actions of the English Heritage/ RBC updated Conservation Strategy.	31-Mar-2014	Planning Manager	02-Aug-2013		The Conservation officer has completed the revision of timescales and is now to agree a revised project plan with the Planning Manager.	14-Oct-2013	✓
DC 3	Continue to work towards	31-Mar-2014	Planning Manager			Peel have indicated a desire to meet soon to	14-Oct-2013	⚠


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	Agreeing Planning Performance Agreement and provide input with Rochdale and LCC into the IPCs consideration of the Scout Moor Windfarm proposal					provide an update on their situation.		
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		<p>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 late Autumn 2013.</p> <p>Work has commenced on commissioning a Strategic Housing Management Assessment. Two tenders were received. NLP were the winning tenderer.</p> <p>Criteria have developed for the next stage in the Plan preparation process which involves the assessment of individual sites. Site visits are scheduled to take place over autumn/winter.</p> <p>A new timetable is being assembled for preparation of the Plan which will be incorporated in the new Authority 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>	09-Oct-2013	
FP 2	Annual Monitoring Report 2013-14	31-Dec-2013	Planning Manager	10-Jul-2013		The Authority Monitoring Report is expected to be made available on Council's website after the Cabinet Meeting of 18th October.	08-Oct-2013	
FP 4	Completion of Rawtenstall SPD	31-Mar-2014	Planning Manager	10-Jul-2013		The Architectural Completion for the Valley Centre is progressing with a preferred partner expected to be selected in late October. Following this, consultations will take place asking the public to vote for their preferred design.	09-Oct-2013	
FP 5	Duty to cooperate with neighbouring authorities in the	31-Mar-2014	Planning Manager	10-Jul-2013		A comprehensive "Duty to Co-operate" meeting has been held with Blackburn with Darwen Council.	08-Oct-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	production of spatial planning documents					A meeting has been held with senior officers from Lancashire County Council concerning the East Lancashire Transport Masterplan as well as with an officer from NHS Estates about health property issues. Natural England, Lancashire Wildlife Trust, Environment Agency and Neighbouring authorities attended a meeting concerning the South Pennine Moors.		
FP 6	Coordinate and implement actions in relation to climate change and the Green Deal	31-Mar-2014	Planning Manager	10-Jul-2013		A meeting of the Green team was held in September where the performance of the Solar Panels on the roof of the Business Centre and the opportunities for working with LCC Travel Plan team were discussed. Lancashire Energy Officers Group, of which Rossendale is a member, has been working with Directors of Public Health about the potential benefits of instigating a county wide approach to ECO (the Energy Company Obligation). A Study of how best to proceed with this is expected to be commissioned shortly	08-Oct-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		A meeting was held with Lancashire County Council regarding the East Lancs Transport Masterplan. A seminar organised by Highways Agency concerning Route Based Strategies for the motorway network and a wide ranging Health Summit were also attended.	08-Oct-2013	
FP 8	Planning input into key projects	31-Mar-2014	Planning Manager	10-Jul-2013		Involvement in the "Valley of Stone Greenway" has continued during this period. A final Report is expected by the start of October.	08-Oct-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		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 was launched seeking a	07-Oct-2013	


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>preferred architectural partner to lead on the design of the redevelopment of the former Valley Centre site. Submissions from 5 renowned architectural firms were received in September and will be presented to a selection panel in October 2013. Following selection the winning firm will undertake more detailed consultation and refinement of their designs during 2014.</p> <p>The Council has a bid to the Heritage Lottery Fund for stage 2 of its Bacup Townscape Heritage initiative. The bid amounts 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. the outcome of the bid is expected to be known in late December 2013.</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. The team are developing a number of initiatives which aim to increase visitor number to Rawtenstall and footfall to its businesses. Currently the team are developing plans for a Rawtenstall Christmas Festival which will include a skating rink and an arts and craft market.</p>		
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><b>Accelerating Business Growth:</b> This scheme offers grants between £20,000 - £100,000 to support new businesses that seek to grow and provide new jobs.</p> <p><b>Lancashire Business Start Up</b> This provides advice and training and start up</p>	07-Oct-2013	


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>support for new businesses.</p> <p><b>Pennine Leap</b> 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><b>Lancashire Innovation Network</b> 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><b>Fuse Fund</b> The Fuse Fund is a £4m enterprise programme designed to support new businesses trading less than 3 years in partnership with Lancashire Business View. The Fuse Fund is a competitive capital grant scheme that will help new businesses to finance growth projects creating new jobs and investment across Lancashire</p> <p>In addition, we make referrals to develop local networking opportunities through the <b>Valley At Work</b> initiative and local mentoring is available via the <b>PEER</b> network. The Council is also a sponsor of the R- Awards (Rossendale Business Awards) which takes place on 6th November 2013 and is organised by Valley at Work.</p>		
HHR03	Development of a regeneration programme with the Joint Venture partners to identify proposals for regeneration opportunities throughout the borough. (On-going)	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> <p>* 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.</p>	07-Oct-2013	


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>* 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> <p>* Work with the owners of the New Hall Hey site to find a solution for its redevelopment.</p> <p>* Work to support the development of the Bacup Townscape Heritage Initiative bid and the subsequent delivery of the programme.</p> <p>* Development of options for a scheme for residential housing on the site adjacent to Bacup Hub.</p> <p>* Development of options for a scheme for residential housing on land off Co-operation Street, Cloughfold.</p> <p>* Development of options for a scheme for residential housing on land at Pennine Road, Bacup.</p> <p>* Development of a list of priority sites and projects for years 2 &amp; 3.</p> <p>Current progress on these actions is as follows:</p> <p><b>* 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.</b></p> <p><b>* 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.</b></p> <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 had been invited to progress to the next stage which resulted in 5 completed submissions. These submissions will be presented to a selection panel in October 2013 following</p>		


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>which the appointed firm will consult and refine their designs during 2014.</p> <p><b>* Work with the owners of the New Hall Hey site to find a solution for its redevelopment.</b> 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><b>* Work to support the development of the Bacup Townscape Heritage Initiative bid and the subsequent delivery of the programme.</b> The THI bid was submitted in August 2013 and the outcome will be known towards the end of December 2013. In the meantime the partnership are working on developing the delivery model for the scheme if the bid is successful.</p> <p><b>* Development of options for a scheme for residential housing on the site adjacent to Bacup Hub.</b> A revised Planning application to build 20 family homes has been submitted and will be considered by the Development Control committee in November 2013.</p> <p><b>* Development of options for a scheme for residential housing on land off Co-operation Street, Cloughfold.</b> 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		<p>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</p>	07-Oct-2013	





Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						use for cycling or walking. It would also attract leisure riders from much further afield as well; it would provide a complementary attraction for those not wanting to try the more strenuous attractions of Lee Quarry; 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 and Cultural activities.</p> <p><b>Rossendale Tourism &amp; Heritage Group</b> 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. The group 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><b>Rossendale Museum</b> 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. This is based on observations; visitor figures will be available in Q3.</p>	07-Oct-2013	



Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p><b>Rawtenstall Town Team</b> The Rawtenstall Town Team is led by local businesses and community representatives and have been instrumental in bringing in a number of 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><b>Rosendale Lifestyle Sports Group</b> This group brings together representatives from a range of local sporting interests, cycling, horseriding, 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> <p>The Council has recently appointed Proffitts CIC to act as lead partner to develop a bid for Sport England's Community Sport Activation Fund (CSAF) - the bid will focus on the various sports associated with the use of Lee Quarry (i.e. cycling, climbing, horse riding) and has the potential to increase community awareness and participation in these sports. The bid will be developed over the coming months with the aim of submitting a bid in January 2014</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		The Pennine Lancashire LinkedUp Scheme ( <a href="http://www.linkedup.org.uk/">http://www.linkedup.org.uk/</a> ) 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 2, 4 properties had been developed through the Revolving Loan model for Rossendale bringing 16 long-term empty properties brought back into use in Rossendale since the beginning of year. 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	07-Oct-2013	

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						<p>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 carpark) paperwork has been 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 in the New Year.</p>		
HHR09	Delivery of effective services for homeless households. (On-going)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	10-Jul-2013		<p>Over the first two quarters of the year and since the 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.</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. Over the coming quarter the service will be undertaking the annual Rough Sleeper Count which will be calculated using anecdotal evidence from peer agencies. We will also be promoting the Street Link Rough Sleeper online referral scheme to peer agencies and the public in order to provide targeted, direct support to those who are sleeping rough in Rossendale. This online referral form can be accessed from <a href="http://www.streetlink.org.uk/">http://www.streetlink.org.uk/</a></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</p>	10-Oct-2013	

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						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.		
HHR10	Improved delivery of support mechanisms and assistance for vulnerable people. (On-going)	31-Mar-2014	Housing & Regeneration Head of Health; Housing & Regeneration Manager Health	10-Jul-2013		<p>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 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. The owner has chosen to appeal this Notice and Revocation so officers are preparing to attend a Residential Property Tribunal in November to hear</p>	09-Oct-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>the outcome of this appeal.</p> <p>The Private Sector Housing Renewal Team are responsible for the delivery of Disabled Facilities Grants to help people living with disability to remain in their own homes. in the period April to September the team completed 39 DFGs and delivered 19 adaptations on behalf of Green Vale Homes (funded by GVH).</p> <p>The Rossendale Home Care and Repair Service helps vulnerable people stay in their homes by accessing services such as:- Repairs and improvements to homes through a selected contractor, small repairs through a Handyperson Service, free help and information to either point customers to the right people, or assist with accessing charitable grants and technical advice on major home improvements. Between April and September the service completed the following:</p> <ul style="list-style-type: none"> <li>* 55 handyperson jobs,</li> <li>* 49 home improvement jobs</li> <li>* 64 minor adaptation jobs (costing below £500)</li> <li>* 61 non structural jobs</li> </ul>		
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 Facit Mill and Weaver Dene.</p> <p>Work will be starting on the Mytholme House development with Green Vale Homes over the coming quarter.</p> <p>Following the tender submissions for the borough's Strategic Housing Market Assessment (SHMA) NLP have been appointed to compete this work. This piece of work will include a Housing Needs Assessment and will be used to support the</p>	07-Oct-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						Planning Team's Site Allocations work and underpin the Council's Core Strategy and will commence during the following quarter.		
P&P02	Support the Children's Trust in delivering outcomes for CYP in Rossendale	31-Mar-2014	Principal Policy Officer	20-Jun-2013		<p>Rossendale Children and Young People's Trust continues to work in partnership to deliver the priorities set out in its action plan for 2013-14. Reporting on priorities is on a rolling schedule. Latest progress update on:</p> <p><u>Tackling Alcohol and its Implications includes:</u></p> <ul style="list-style-type: none"> <li>- U Choose game: an alcohol awareness resource for use in schools. Funding for 5 x games for use across East Lancashire has been identified within the Health improvement Service resource budget as there are opportunities to market this resource in areas external to East Lancashire and the game to become self-funding.</li> <li>- School Nurses have mapped the top priorities for Health and Well-being across all Primary Schools and 5 High Schools in Rossendale, they have submitted action plans to address these needs. The LCC 'Healthy Relationships' working group's working towards 3 recommendations from the School Funds Forum to be delivered within this financial year:-</li> </ul> <ol style="list-style-type: none"> <li>1. Develop on-line teaching resource programme and campaign for schools</li> <li>2. Establish a professional (multi-agency) support function which meets the needs of individual schools at locality level.</li> <li>3. Commission specialist support around Domestic Abuse and Child Sexual Exploitation</li> </ol> <p>The Trust is looking at wider participation of children and young people in a borough wide awareness campaign reflected to its priorities.</p> <p><u>Common Assessment Framework (Family CAF)</u> From 31st October 2013 LCC has introducing a new Family Common Assessment Framework (CAF). Training will be via an online module and more extensive training for the organisation's</p>	07-Oct-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>identified 'CAF Champion'. Practitioners should use the CAF as an assessment tool in relation to safeguarding. There is also new 'request for support' form only when support is needed from Children Social Care as a safeguarding referral. This will be supported by the LCC's Early Support Coordinator for Rossendale.</p> <p>Further information can be found on the District Trust website:  <a href="http://www.lancashirechildrenstrust.org.uk/district/index.asp?siteid=3767&amp;pageid=12879&amp;e=e">http://www.lancashirechildrenstrust.org.uk/district/index.asp?siteid=3767&amp;pageid=12879&amp;e=e</a></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 continues to grow. Events can be submitted to the Council online to be included in the the 'What's on' calender of local events. 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 and awareness raising where appropriate. The Council continues to work with Visit Rossendale, the local tourism website which is run by a local community organisation to ensure a robust approach to promoting the local offer.</p>	07-Oct-2013	
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	08-Oct-2013	<p>The Council now has clear policies, guidance and procedures in place for managing:</p> <ul style="list-style-type: none"> <li>- Community Asset Transfers:  <a href="http://www.rossendale.gov.uk/info/200059/land_and_premises/430/community_asset_transfer">http://www.rossendale.gov.uk/info/200059/land_and_premises/430/community_asset_transfer</a></li> <li>- Community Right to Challenge:  <a href="http://www.rossendale.gov.uk/info/100003/community_and_living/429/community_right_to_challenge">http://www.rossendale.gov.uk/info/100003/community_and_living/429/community_right_to_challenge</a></li> <li>- Community Right to Bid:  <a href="http://www.rossendale.gov.uk/info/100003/community_and_living/457/community_right_to_bid_assets_of_community_value">http://www.rossendale.gov.uk/info/100003/community_and_living/457/community_right_to_bid_assets_of_community_value</a></li> </ul>	08-Oct-2013	


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						<p>These are published on the Council's website.</p> <p>All expressions of interest and assets of community value nominations in relation to community rights will be dealt with in accordance with the Council's locally agreed policies and procedures, in line with the relevant regulations and legislative requirements set out by the Localism Act 2011.</p>		



### 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 Council, is currently a work in progress towards providing a fully integrated Building Control service.	23-Oct-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 website are up to date with information for the 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 were issued for Civic Sunday and Armed Forces Day. Councillor details are amended on an ongoing basis, once Committee and Member Services have been notified of any changes.	01-Oct-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 website, where booking information can be found. Visits to events are available year round on request. Mayoral visits to schools have been promoted and Christmas visits are being booked in. All secondary schools have been contacted in relation to getting involved in Local Democracy 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. Haslingden High School will be attending a democracy event on 16th October.	01-Oct-2013	✓



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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 89% (target 75%).	01-Oct-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-Oct-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			A report has been submitted to October Cabinet making recommendations on the future of grant funding, including support for domestic abuse and financial inclusion, and the continuation of Neighbourhood Forum grants, to be reviewed annually.	17-Oct-2013	✓
Cmt 6	Confirm a fair and affordable approach to grant funding	31-Mar-2014	Director for Customers & Communities; Locality Manager	17-Oct-2013		A report has been submitted to October Cabinet recommending a future approach for grant funding. The proposals include targetting grant funding on financial inclusion and supporting Lancashire wide commissioning of domestic abuse services.	17-Oct-2013	✓
Corp1	Relocate service areas to Futures Park Bacup	31-Dec-2013	Head of Finance and Property	23-Oct-2013	23-Oct-2013	Relocations continued on schedule in Quarter 2, and the One Stop Shop successfully moved to Futures Park on August 19th 2013. Relocation of Service Areas are now complete.	23-Oct-2013	✓
Corp2	Explore opportunities to increase income.	31-Mar-2014	Director for Business; Director for Customers & Communities; Chief Executive	24-Oct-2013		Further to the reviewing of option in Quarter 1, New Homes Bonus has the following update; Council and Capita completed in September 2013 an exercise to ensure all empty property classifications were recorded correctly and that all new builds capable of habitation were registered. The exercise, amongst other things, included:	24-Oct-2013	✓

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						direct mail shots, physical inspection and Experian credit checks. As a result and assuming the same unit reward rate for New Homes Bonus (NHB) we anticipate an increase in our grant for 2014/15 of £244k which compares to budget expectations of £70k and compares to a £70k uplift in the previous year.		
Corp3	Implement new back office database - Idox system	31-Mar-2014	Head of Customer Services & ICT	10-Jul-2013		<p>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 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 Support 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</p>	07-Oct-2013	

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						<p>teams and the new Corporate Admin Support 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"> <li>· Oct 2013 - Environmental Health and Communities</li> <li>· Oct / Nov 2013 - Planning and Building Control</li> <li>· Jan 2013 - Licensing / Taxi</li> <li>· Sep 2014 - Housing Options</li> </ul> <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>		
CS&ICT 1	Implement Local Council Tax Scheme	31-Mar-2014	Head of Customer Services & ICT	25-Jun-2013		<p>Our scheme for Local Council Tax Support has now been in place for six months. As at 14th October the collection rate for people in receipt of Council Tax Support was 58.25% this compares favourable against our overall collection rate which stood at 57.47% at 30th September 2013. (The collection rate is cumulative and will increase month on month.)</p> <p>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.</p>	23-Oct-2013	
CS&ICT 3	Implement new Hardship policy for Local Council Tax Scheme	31-Mar-2014	Head of Customer Services & ICT	25-Jun-2013	23-Oct-2013	The policy is in place. To date we have had no applications for extra help through the hardship scheme. We are being proactive and where a customer is experiencing difficulty we have looked	23-Oct-2013	

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						to maximise their income, in other areas to enable them to budget in order to meet their Council Tax liability. 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.		
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 geoplace of LLPG updates have taken place.	25-Jun-2013	✔
CS&ICT 5	Implement ICT for RLT including mobile telephony provision	31-Mar-2014	Head of Customer Services & ICT	25-Jun-2013		The final ICT migration for RLT is scheduled for the 29/30 October 2013. The telephones have been successfully migrated from the previous RLT supplier. Devices are currently awaiting collection by users.	23-Oct-2013	⚠
CS&ICT 6	Move the OSS ICT to Futures Park	31-Oct-2013	Head of Customer Services & ICT	25-Jun-2013	23-Oct-2013	The One Stop Shop Service successfully moved to the new Futures Park based and opened on August 19th 2013.	23-Oct-2013	✔
DC 2	Provide input into Town Heritage Initiative phase 2 bid development for Bacup	31-Mar-2014	Planning Manager	02-Aug-2013		The conservation officer continues to pick up sporadic queries related to the THI bid whilst the outcome is awaited.	14-Oct-2013	✔
DC 4	Income generation – Planning Services	31-Dec-2013	Planning Manager	02-Aug-2013		Draft document for pre-app is being circulated internally with view to finalise with revisions and incorporating wind turbine proposals.	14-Oct-2013	✔
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	04-Oct-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		IER testing was successful and completed over summer. LLPG UPRN match is now complete. Planning for IER is well under way and in line with the Electoral Commission and Cabinet Office	04-Oct-2013	✔



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						timetables. Canvass for the Register of Electors started 1 October and will finish 4 December when further work will begin checking non-responders against council tax records.		
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	15-Oct-2013	15-Oct-2013	After exploration, this project has now closed as there was no significant appetite across the rest of Lancashire.	15-Oct-2013	✔
F&PS 2	Continue to support managers across the Council	31-Mar-2014	Finance Manager; Head of Finance and Property	12-Aug-2013		Update of MTFS is being presented to Cabinet again in October, showing movements on the anticipated resources as well as progress on work with Managers to identify further savings. The Grant Thornton report on Financial Resilience was presented to the Audit & Accounts Committee on the 24th September and this confirmed that the Council is working hard to meet the challenges of the MTFS.	08-Oct-2013	✔
F&PS 3	Conclude the Customer Services Review	31-Mar-2014	Finance Manager; Head of Finance and Property	15-Oct-2013		Now on hold pending the outcome of the newly developed Corporate Support Team	15-Oct-2013	⚠
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		24th October 2013, a position statement on the MTFS is scheduled for Cabinet as part of the regular financial monitoring report. The revised forecast has some certainty up to and including 2015/16 however, beyond this date there is uncertainty as to future resources.	15-Oct-2013	✔
F&PS 5	Review the performance and capacity of Finance & Property Services	30-Jun-2013	Head of Finance and Property	12-Aug-2013	15-Oct-2013	Restructure over the Summer is now complete. Target savings have been exceeded. Full time equivalent staffing numbers have therefore reduced by 34% from 19.1 to 12.6.	15-Oct-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		All sites are now live on the purchase ordering system and the duty managers have been trained. Some software amendments are still required in Q3 to ensure better analysis of transactions by month to meet the Leisure Trust's monitoring requirements. The timings of transactions are working better now to ensure that ledger reports are provided as quickly as possible after the month end. Procedures, especially bank to ledger	08-Oct-2013	⚠

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						reconciliations, are still being perfected so that they can be written up in Q3. Officers are also working to streamline the payroll processes to ensure that manual intervention is reduced to an absolute minimum for the benefit of both the Council and the Trust.		
F&PS 7	Insurance tender	31-Mar-2014	Head of Finance and Property			Head of Finance to produce an options paper to the CEO as there maybe merit in seeking a 1 year extension to the current contract	15-Oct-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		The funding that was secured in Quarter 1 is now 90% committed. The Environment Agency has now set up a programme of agreed River works for Rossendale worth around £1million.	09-Oct-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		The meeting with the MSFW group took place on August 21st. LCC will take an overall lead role in identifying issues and addressing them. An example of all groups working together comes from the Waterfoot Ind. Estate Flooding at Ashworths where the group has got LCC to commission work.	09-Oct-2013	✓
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	09-Oct-2013		We continue to work closely with agencies such as the Environment Agency and the community where appropriate. For example, when a local gym flooded in July 2013 a meeting was held between the owner and agencies where actions to help prevent future flooding here were agreed.	09-Oct-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		A programme of inspections and maintenance continues. This programme is delivered in conjunction with our Property Services Team, our Operations Team and Green Vale Homes, where all	09-Oct-2013	✓




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						parties liaise with each other.		
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) it is recognised that this document will need amending. This will be done before the 31 <sup>st</sup> March 2014.	08-Oct-2013	✓
Leg1	Provide training to officers on Localism Act Procurement and changes to Regulation of Investigatory Powers Act 2000	30-Dec-2013	Director for Business	11-Jul-2013		One to One training on procurement continues as necessary however a managers guide to procurement and contract management is to be released by December as a refresher. Localism Act and RIPA training and advice is given on a continual basis as and when necessary but a more formal training session is to be given by the end of the financial year.	10-Oct-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 on the Code continues as necessary.	10-Oct-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 continues to be involved in these and other projects offering advice as necessary on the legal agreements, procedures and requirements of the particular matter.	10-Oct-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 14 <sup>st</sup> 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		Draft Policy complete, will be reported at Licensing Committee 5 <sup>th</sup> November, O&S 18 <sup>th</sup> November and Council in the New Year.	15-Oct-2013	✓
LEU 3	Revise and implement Policy statement on guidelines to convictions including statement of policy about relevant convictions (taxi trade)	31-Jan-2014	Licensing and Enforcement Unit Manager	01-Apr-2013		Draft Policy complete, consultation has taken place with legal and will go before Management Team 25 <sup>th</sup> November 2013.	15-Oct-2013	✓
LEU 4	Revise and implement new benefit fraud prosecution	30-Sep-2013	Licensing and Enforcement Unit	20-May-2013		Research abandoned as benefit fraud is now part of the single fraud investigation unit (SFIS) and	15-Oct-2013	●

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	policy		Manager			the national Policy has been requested.		
LEU 5	Revise and implement Street Trading policy including prohibited streets	31-Mar-2014	Licensing and Enforcement Unit Manager	15-Oct-2013		As a result of internal restructuring this has been deferred. However, development is still on track for the due date.	15-Oct-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	15-Oct-2013	All planned updates as per business plan now live	15-Oct-2013	✓
Ops01	Continued joint working with Hyndburn Borough council - Operations	31-Mar-2014	Director for Customers & Communities	01-Aug-2013		Joint Operational and Transport Management arrangements are continuing.	23-Oct-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-Oct-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013		A review of rounds has taken place. Required ICT changes have been planned in for early 2014, with a view to going live in spring 2014.	23-Oct-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-Oct-2013	Director for Customers & Communities; Operations Manager	01-Aug-2013		A service review of street cleansing has taken place and changes were approved by Cabinet in September 2013. Staff consultation will take place in October and November 2013.	23-Oct-2013	✓
Ops05	Develop Service Standards and Policy document/guidance	30-Mar-2014	Director for Customers & Communities; Operations Manager	01-Aug-2013		The development of this is now underway.	23-Oct-2013	✓
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 the Council.	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	23-Oct-2013	All relevant policies and procedures have been reviewed and updated.	23-Oct-2013	✓
Ops08	Undertake a review of the current method for purchasing	30-Apr-2013	Director for Customers & Communities;	01-Aug-2013	23-Oct-2013	Usual procurement rules are followed. The purchase of vehicle, plant and equipment is now	23-Oct-2013	✓







Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	vehicles and plant		Operations Manager			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.		
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		<p>The service operates to standard rounds so fluctuations in fuel use are minimal. Weekly tracking of fuel prices takes place with a view to securing the best price and buying in bulk.</p> <p>01/07/2013 NWF Fuels 7000 Litres of Derv at 111.00ppl and 1000 Litres of Gas Oil at 65.30ppl</p> <p>15/07/2013 CROWN 7250 Litres of Derv at 114.25ppl and 1500 Litres of Gas Oil at 67.55ppl</p> <p>26/07/2013 TATE OIL 7500 Litres of Derv at 112.82ppl and 1000 Litres of Gas Oil at 65.92ppl</p> <p>07/08/2013 NWF Fuels 7300 Litres of Derv at 113.20ppl</p> <p>20/08/2013 NWF Fuels 7000 Litres of Derv at 112.98ppl and 1000 Litres of Gas Oil at 65.90ppl</p> <p>04/09/2013 NWF Fuels 7001 Litres of Derv at 114.95ppl</p> <p>16/09/2013 TATE OIL 7500 Litres of Derv at 113.95ppl and 1000 Litres of Gas Oil at 68.28ppl</p> <p>30/09/2013 NWF Fuels 7500 Litres of Derv at 111.30ppl</p>	23-Oct-2013	
P&P03	Undertaken an annual review and update of key emergency	31-Mar-2014	Principal Policy Officer	21-Jun-2013		The Local Civil Emergency Plan, Corporate Business Continuity Plan and Local Flood Plan will	07-Oct-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	and business continuity documents in consultation with the relevant leads and the corporate team.					<p>be updated at least annually during 2013-14 or as circumstances require throughout the year.</p> <p>Plans were last updated September 2013. Copies have been circulated to all relevant staff, Councillors and partners. Arrangements are in place to manage ongoing modifications and communication to all plan holders.</p> <p>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>		
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>The Council is committed to 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 remains flexible dependent on the Council's need.</p> <p>A decision will be made as part of the Council's business planning and budget setting process as to whether commitment for 2014-15 will be approved.</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><u>Recent consultations / work activity include:</u></p> <ul style="list-style-type: none"> <li>- Borough and Ward Profiles</li> <li>- Haslingden Swimming Pool Options Consultation</li> </ul>	07-Oct-2013	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<ul style="list-style-type: none"> <li>- Consultation Training Workshop</li> <li>- Making Ends Meet Financial Cuts Survey 2013</li> <li>- Overview &amp; Scrutiny Public Right of Way Consultation</li> <li>- Consultation support in relation to Strategic Housing Market Assessment</li> <li>- General consultation and engagement advice</li> <li>- Data inputting and analysis</li> <li>- Management of the Rossendale Citizens Panel.</li> </ul>		
P&P05	Development of the Corporate Plan	30-Apr-2013	Principal Policy Officer	01-Apr-2013	30-Apr-2013	<p>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 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:  <a href="http://www.rossendale.gov.uk/downloads/download/297/the_councils_corporate_plan_2013-2016_approved_by_full_council_20th_march_2013">http://www.rossendale.gov.uk/downloads/download/297/the_councils_corporate_plan_2013-2016_approved_by_full_council_20th_march_2013</a></p>	14-May-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		<p>Service reviews are undertaken as and where appropriate as part of efficiency savings and commitment to continuous service improvement. In Q2 a review has been undertaken in the Housing Options Team. Consultation has also begun in Refuse and Recycling and for shared working with Planning Services.</p>	18-Oct-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		<p>People and Policy continue to provide comments on 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</p>	07-Oct-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						communicated. Cabinet Portfolio Holders and Overview and Scrutiny Committee 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.		
P&P09	Review statement of particulars	31-Mar-2014	HR Manager	21-Jun-2013		Information gathered in Quarter 1 is now being analysed.	23-Oct-2013	✓
P&P10	Refresh the Equal Pay Policy	31-Mar-2014	HR Manager			This is refreshed periodically in Q4.	18-Oct-2013	✓
P&P11	Undertake Health and Safety Audits	31-Mar-2014		12-Jul-2013		Health and Safety audits completed in the Henrietta street garage / vehicle workshop area with any issues identified addressed through an action plan.	15-Oct-2013	✓
P&P12	Review Fire Risk Assessments	31-Mar-2014		15-Oct-2013		Fire risk assessments reviewed for Henrietta street garage / vehicle workshop area along with Futures [park including the new One Stop Shop area].	15-Oct-2013	✓
P&P14	Promote pensions scheme and respond to any changes in pensions legislation	31-Mar-2014	HR Manager	21-Jun-2013		We have provided staff with regular updates in relation to pension changes. This will continue as required. In October 2013 one of Prudential's Retirement Education Consultants came to the Futures Park offices to do a talk about Pensions to staff where new information was given to staff and there was a chance to ask questions.	18-Oct-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		<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 are run on a demand/needs basis at least annually for those that require a refresher or as changes required. Briefings on various equality and diversity issues are 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 met. The Council is committed to ensuring all of its Councillors have	08-Oct-2013	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>undertaken Equality &amp; 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 and rolled out.</p> <p><u>Employees:</u> Equality &amp; Diversity awareness is built into the new employee induction. The Council's commitment is to ensure all employees receive appropriate and proportionate equality and diversity awareness training. In house training will be offered annually where possible but at least every three years for those that require refresher sessions or as changes in legislation require. Targeted/specialist training needs are identified through 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>		
P&P16	Produce an Annual Equality Report	30-Jan-2014	Principal Policy Officer	21-Jun-2013	07-Oct-2013	<p>The Annual Equality Report for 2012-13 has been completed. This was reviewed by Corporate Overview and Scrutiny Committee on 23rd September 2013 and has been published on the Equality and Diversity pages of the Council's website. Which can be found here:  <a href="http://www.rossendale.gov.uk/info/200041/equality_and_diversity/385/the_councils_annual_equality_report">http://www.rossendale.gov.uk/info/200041/equality_and_diversity/385/the_councils_annual_equality_report</a></p> <p>The report and the appendices provide an overview of the Council's key progress and achievements during 2012/13, in relation to equality and diversity. It also presents the Council's key equality data.</p> <p>The report highlights that despite some difficult financial challenges and changes the Council has</p>	07-Oct-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						been able to support a range of projects within the community, with some real positive results. Although the Council will continue to ensure it is compliant with its required duties, it should be noted that as financial challenges and changes within the Council continue, this could have an impact on the extent of the Council's involvement in this agenda in future years.		
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) has been refreshed. This has been consulted on with Management Team, and the Trade Union via JCC in July and September. Following consultation feedback from the STAR Centre we are currently in the process of making final amendments to this policy. It is scheduled to be resubmitted to JCC in November for approval and implementation. This will be rolled out with a supporting awareness session for managers.	08-Oct-2013	
P&P18	Standards of Conduct for Employees	31-Mar-2014	HR Manager	21-Jun-2013		Q2 saw no disciplinary action.	18-Oct-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"> <li>- Ensure community engagement and consultation is effective</li> <li>- Embed equalities throughout the Council</li> <li>- Improve data and analysis in relation to equality and customer information</li> </ul> <p>Further information can be found on the Council's website:  <a href="http://www.rossendale.gov.uk/info/200041/equality_and_diversity/386/the_councils_equality_objectives">www.rossendale.gov.uk/info/200041/equality_and_diversity/386/the_councils_equality_objectives</a></p> <p>Annual updates are reported on via the Council's Annual Equality Report, which is published on its website:  <a href="http://www.rossendale.gov.uk/info/200041/equality_and_diversity/385/the_councils_annual_equality_report">http://www.rossendale.gov.uk/info/200041/equality_and_diversity/385/the_councils_annual_equality_report</a></p> <p>In line with the legislation, objectives will be</p>	08-Oct-2013	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						reviewed/refreshed and published at least every four years.		
P&P21	Achieve the Workplace Wellbeing Charter	31-Mar-2014	HR Manager	21-Jun-2013		Various activity was provided in Q2 we promoted Stoptober, Be Clear on Cancer 'Blood In Pee' campaign, Jeans for Genes and Mental Health Awareness. We also held a Jacobs Join (communal dinner) where staff brought in food to form a buffet and there was a chance for staff to speak to staff they may not have previously worked with. In October 2013 a meeting was held with the HR Manager, Corporate Officer and Lancashire Care's Health Improvement Service where information on how to achieve the workplace wellbeing charter was discussed and a plan will be developed for Q3.	18-Oct-2013	✔
P&P22	Refresh HR processes and procedures with Operations	31-Mar-2014	HR Manager	21-Jun-2013		The monthly HR operational meeting continue and support is identified and acted on. The HR Manager now works in the Operation Team one day a week.	23-Oct-2013	✔
P&P23	Review Safeguarding Children and Adults Polices) 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		Any changes to Safeguarding legislation continues to be monitored. A refresh of the Council's safeguarding policy , making sure that contact details and legislation is up to date is scheduled for December. This will be reported on in Quarter 3.	15-Oct-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 competed annually, last successfully completed in February 2013. Next scheduled for February 2014.	08-Oct-2013	✔
P&P25	Deliver an organisational development plan which supports organisational change	31-Mar-2014	HR	11-Jul-2013		A report on completed and outstanding PDR's and PDP's went to the October Management Team and a needs analysis is currently being undertaken to identify training needs.	18-Oct-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		The partnership that the Corporate Officer has set up with Lancashire Living continues. Promotion and support of events in Rossendale has been developed through working with the Visit Rossendale website. A cycling promotion meeting was held in September with the Portfolio Holder for Regeneration, Tourism and Leisure, local cycle	15-Oct-2013	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						groups, businesses, sport groups at a local and county level and British Cycling was held. Options to hold a signature cycling event in the borough, and to promote Rossendale via cycling, are being looked at by the Portfolio Holder and interested groups.		



## **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		Status	QX 20XX/XX		Status				
			Value	Target		Value	Target					
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 2 Performance Indicator Report 2013-14

**Report Type:** PIs Report  
**Report Author:** Katie Gee\_Admin  
**Generated on:** 24 October 2013



### Description Clean and Green Rossendale

PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
LI 82ai	% of Household Waste Recycled	Operations Manager	22.97%	28.50%		21.68%	23.50%		Aim to Maximise		Actual tonnages from LCC - not estimates. Although the recycling target missed its Quarter 2 target, the amount of household waste being composted has increased, this may explain why this is marginally below target.	Marginally Below Target
LI 82bi	(CP3.2.2) % of Household Waste Composted	Operations Manager	14.48%	9.50%		14.97%	9.50%		Aim to Maximise		Actual tonnages from LCC - not estimates. Performance for this quarter is exceeding target and more household waste is being composted.	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 of our building so electricity usage can be continuously monitored. The Council has signed for a new electricity supply contract starting in October using green energy that is generated from	On Target

PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
										renewable means. It should be noted that we have had green energy contracts since 2004. Also, 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 however 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	130	123		129	130		Aim to Minimise		Actual figures used - not estimates. This Quarters target was met. Performance so far shows the Council is working well towards the end of year target (530), which should be met.	Marginally Below Target

### Description Regenerating Rossendale













PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				

PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 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% The annual target is 5%.	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%. The annual target is 3%.	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	14.00		?	4.00	6.00	⬮	Aim to Maximise	↓	4 Revolving Loans properties through LinkedUp Scheme.	Exceeding Target
NI 16 LAA	Serious acquisitive crime rate	Director for Customers & Communities	1.95	3	✓	2.37	3	✓	Aim to Minimise	↓	Based upon a population of 67,982, Serious Acquisitive Crime total of 161	On Target
NI 20 LAA	Assault with injury crime rate	Director for Customers & Communities	1.3	2	✓	1.35	2	✓	Aim to Minimise	↓	Based upon a population of 67,982, total of Assault With Injury of 92	Exceeding Target
NI 154	Net additional homes provided	Planning Manager	Not measured for Quarters			Not measured for Quarters			Aim to Maximise	?	The Authorities Monitoring Report (AMR) will be published in October 2013. 135 houses were constructed over the year 2012/13 which was less than target. Over a two year period there is a net deficit of 16 houses compared with the approved trajectory.	Below Target
NI 155 LAA	Number of affordable homes delivered (gross)	Housing & Regeneration Manager Health; Planning Manager; Strategic Housing and Partnerships Manager	Not measured for Quarters			Not measured for Quarters			Aim to Maximise	↑	22 affordable homes were delivered in 2012/13.	Marginally Below Target

PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
NI 192 LAA	Percentage of household waste sent for reuse, recycling and composting	Business Support Manager				36.65%	35.50%		Aim to Maximise		Actual tonnages used - not estimated. This Quarter has seen a strong performance and is above target.	On Target



















### Description Responsive Value for Money Services







PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
CS2	Customer waiting times in the one stop shop	Capita; Service Assurance Team	9mins	10mins		9 mins	10mins		Aim to Minimise		The footfall for the month of September was 2,507, a slight increase from August. The breakdown of this figure is Council tax 268, housing benefits 1,114, Greenvale customers 71 and all other services 1,054. The waiting times recorded for September was 8:59mins. This is only a partial figure due to the new One Stop Shop on August 19 <sup>th</sup> . Full Quarter figures will be provided from Quarter 3 onwards.	On Target
CS5	% of telephone calls answered by Coventry call centre within 20 seconds	Capita; Service Assurance Team	78.36%	70%		70.83%	70%		Aim to Maximise		Performance is within target despite a 17% increase in council tax calls over the same month last year. This is probably due to the increased recovery activity on CTS customers	Exceeding Target
CS6	% of abandoned calls - Coventry Call Centre	Capita; Service Assurance Team	3.6%	2.5%		4.1%	6.5%		Aim to Minimise		Rate remains low despite a 17% increase in council tax calls over same period in 2012. Calls increased from 1926 to 2259, due in the main to CTS calls and high number of summons issued.	Exceeding Target
LI 8	% of invoices paid on time	Head of Finance and Property	97.57%	98.00%		97.92%	98.00%		Aim to Maximise		Officers were reminded of the Council's commitment to pay its suppliers within the agreed terms and this has led to an	On Target

PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
										improvement in performance for Q2 compared to Q1. Officers will now try to target suppliers who repeatedly omit the Purchase Order from their invoices and direct invoices to outlying offices rather than to the Exchequer Team, thereby delaying the automated systems now in place.		
LI 9	% of Council Tax collected	Capita; Service Assurance Team	57.76%	57.68%		57.47%	57.68%		Aim to Maximise		Collection is just below target at the end of Quarter 2 which indicates that the implementation of the administration and recovery of CTS accounts is going to plan. Of the 1000 accounts put before the court in August, 300 have now made arrangements to pay over the remaining months of the year. There are however over 500 accounts where no contact has been made. These cases will be reviewed in October with attachments of benefit and attachment of earnings orders being requested wherever possible.	On Target
LI 10	Percentage of Non-domestic Rates Collected	Capita; Service Assurance Team	61.76%	60.92%		60.92%	60.92%		Aim to Maximise		Collection is above target at the end of Quarter 2 , so a healthy position as we move into the second half of the year. Concerns over rate avoidance are still ongoing however it is hoped that joint working with Legal to tackle this ongoing problem will prove fruitful.	On Target
LI 12	(CP6.3.2) Working Days Lost Due to Sickness Absence (days)	HR	4.09	4.00		4.50	4.00		Aim to Minimise		Long term sick, (20 days or more) is 3.48 days per fte. Short term sick is 1.02 days per fte.	Marginally Below Target
LI 79a	Accuracy of processing -	Capita; Service Assurance Team	95.40%	93.00%		95.40%	93.00%		Aim to Maximise		The accuracy rate has achieved target ensuring that claims are assessed correctly	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
	HB/CTB claims									first time. It is pleasing to note that this has been achieved despite increasing complexities of the scheme and increased volumes of work through ATLAS and CTS.		
LI 79bi	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period (LI 10)	Capita; Service Assurance Team	69.12%	65.00%	✔	64.38%	65.00%	⚠	Aim to Maximise	↑	It is envisaged the performance outturn will improve in the future quarters, therefore achieving the annual target.	On Target
LI 79bii	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding (LI 11)	Capita; Service Assurance Team	12.75%	10.00%	✔	11.07%	9.50%	✔	Aim to Maximise	↓	The target is an accumulative target and therefore 11.07% for the second quarter is a good performance. Staff continue to recover HB overpayments in increasingly difficult times.	On Target
LI 109a	Major applications determined in 13 weeks	Technical Assistant - Planning	100.00%	68.00%	✔	66.00%	65.00%	✔	Aim to Maximise	↓	4 out of 6 applications determined in time for 2nd Quarter.	On Target
LI 109b	Minor applications determined in 8 weeks	Technical Assistant - Planning	93.00%	85.00%	✔	94.12%	80.00%	✔	Aim to Maximise	↑	32 out of 34 applications determined in time.	On Target
LI 109c	Planning Applications: 'Other' applications	Technical Assistant - Planning	96.00%	90.00%	✔	94.44%	80.00%	✔	Aim to Maximise	↓	51 out of 54 applications determined on time.	On Target
NI 181(a)	Time taken to process Housing Benefit new	Capita; Service Assurance Team	27.6	25.0	⚠	24.8	25.0	✔	Aim to Minimise	↑	Performance has been achieved in 2 of the 3 months of the quarter despite this being peak holiday season. Action has been taken to clear outstanding claims and it is	On Target



PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
	claims									anticipated performance will improve in Quarter 3.		
NI 181(b)	Time taken to process Council Tax Benefit change events	Capita; Service Assurance Team	10.7	10.0		8.7	10.0		Aim to Minimise		Target has been achieved in all 3 months of the quarter despite this being peak holiday season. The emphasis on processing changes however has affected performance on new claims which dipped slightly in September. Action has been taken to correct this and it is anticipated that all targets will be met in October.	On Target
PM2(a)	% of new HB claims outstanding over 50 days	Capita; Service Assurance Team	5.68%	5%		0.7%	5%		Aim to Minimise		Performance during this quarter has improved on the previous quarter and continues to meet target.	Exceeding Target
PM3	% of new claims decided within 14 days of receiving all Information	Capita; Service Assurance Team	71.82%	85%		77.9%	85%		Aim to Maximise		Performance has been affected due to a focus on clearing changes in circumstances claims, however performance has improved in the final month of the quarter.	Exceeding Target
PM4	% of rent allowance claims paid on time or within 7 days of decision being made	Capita; Service Assurance Team	95%	92%		94.63%	92%		Aim to Maximise		A pleasing Quarter 2 performance with target being achieved in all months.	Exceeding Target
PM17	% of applications for reconsideration /revision actioned & notified within 6 weeks	Capita; Service Assurance Team	79.41%	94%		75%	94%		Aim to Maximise		A slightly disappointing outturn has been reported for Quarter 2. The assessment team have been reconsidering appeals where possible. It is envisaged this performance will improve in the next quarter.	Exceeding Target
PM18	% of appeals submitted to the tribunals Service in 4	Capita; Service Assurance Team	16.67%	90%		100%	90%		Aim to Maximise		Due to staffing shortages no appeals have been submitted to the Tribunal Service, although the Benefit Manager has represented the local authority at the	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
	weeks									Tribunal hearings. The backlog of appeals will be reported in the next quarter, but it is envisaged the target set will not be achieved due to the relatively low numbers of appeals received.		
STAN 1	Number of people accessing STAN	Service Assurance Team	337	360		237	120		Aim to Maximise		Footfall for Rossendale for Quarter 2 was 237. STAN saw a total of 535 people for all three boroughs. The footfall in Rossendale represent 44.30% of the total footfall for all three boroughs. From October onwards Pendle will no longer be part of the STAN project. 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	97.52%	80%		100%	85%		Aim to Maximise		Customer satisfaction with the service we provide via STAN continues to remain high. 144 customer satisfaction surveys were issued during the 1st Quarter, 49 were returned. This represents a 33.33% response rate. Of those returned all were satisfied with the service. Some comments from STAN customers: "Staff were very,very helpful, polite and interested. It seemed more than a job. (Staff were keen to help more to the point!)" "I can't thank everyone on the van enough. Caroline is a GEM, she was patient and helpful. A very satisfactory outcome and I have recommended STAN to everyone." "I have mental health problems and have been struggling to get any help (CAB and Welfare Rights). I would just like to say thank you for being around and taking the time to help me." "I think it is a brilliant service. Kind and compassionate staff who were really helpful. It actually felt for the first time I was talking to a human being."	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 2 2012-13			Quarter 2 2013-14			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2012/13			Q2 2013/14						
			Value	Target	Status	Value	Target	Status				
										"Excellent service from Caroline at STAN. She was extremely helpful, very understanding and caring. All told I cannot praise her highly enough. A real GEM!!! I could never have filled in all the forms and paperwork without her invaluable contribution. A person (Caroline) you should be very proud to have in your employ!!"		

## **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.

<b>Service Area:</b>	Operations				<b>Lead Officer for Performance Indicator:</b>	Fiona Meechan						
<b>Performance Indicator Number/s:</b>	LI82ai		<b>Performance Indicator Name:</b>	% of household waste recycled								
<b>Target achieved in previous year? (2012/13)</b>	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 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A
24.24%	23.5%	21.68%	23.5%									

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

The percentage of household waste recycled has reduced slightly year on year since 2009/10 and the target was reduced accordingly. The performance in Q1 was above target, however the performance in Q2 is the lowest quarterly recycling performance recorded in the past 5 years. However, the rate of reduction appears to be slowing, and if it continues at the same rate then the end of year target should be met.

This needs to be considered in the wider context of recycling, and the percentage of household waste composted has increased to the point where Q2 is showing the highest quarterly performance in the past 5 years.

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

Whilst the proportion of household waste being recycled has reduced, the proportion of household waste being composted (LI82bi) has increased. This may indicate that more household waste is now compostable. Overall, NI 192, the composite measure of % of household waste sent for reuse, recycling and composting is 36.65%, which is above the target of 35.5%.

We have previously been advised by the Local Authority Recycling Advisory Committee (LARAC) that our ability to encourage greater recycling by residents (which would contribute to the reduction of residual waste) is limited due to the demographics of the Borough. This is backed up by the figures for the past 5 years which have been relatively consistent.

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

Notwithstanding this advice from LARAC, we are currently delivering a project to focus on ensuring that the Council's bin policy is enforced appropriately, with a view to aiming to reduce residual waste and encourage recycling. This involves engaging with residents who have more than one green bin, to remove additional green bins, and replace them with recycling bins. Over 500 green bins have been removed/replaced with recycling bins in the past 12 months. This is a large number of bins for the one officer working on it to have dealt with, however this represents only around 2% of the total number of green bins in the Borough. It is therefore anticipated that, whilst this project will impact on the recycling and residual waste of the households involved, it will take some time before there is a tangible impact on the Borough wide target.

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

The project set out above will continue but it is likely to be some time (perhaps years) before this impacts on Borough wide performance.

## Performance Indicator Action Plan – 2012/2013

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.

<b>Service Area:</b>	People and Policy				<b>Lead Officer for Performance Indicator:</b>	Angela Yates/ Clare Law						
<b>Performance Indicator Number/s:</b>	LI12		<b>Performance Indicator Name:</b>	Number of work days lost due to sickness								
<b>Target achieved in previous year? (2011/12)</b>	No											
PERFORMANCE DURING CURRENT YEAR (2012-2013)												
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?				
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A
1.73	2.00	4.50	4.0									

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

Although based on the position half way through the year, based on current performance we are likely to be 1.5 days over target. However, it is believed that through managing long term sickness through the absence management procedure, that the end of year target will be met.

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

Small numbers of Long term sickness absence is why this Performance Indicator is below target.

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

The Absence Management Procedure sets out possible actions to ensure absence is managed effectively and appropriate interventions are put in place.

Those on long term sickness are being managed via the Council's sickness absence procedure and this is being followed.

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

Absence management training for managers and a commitment to the Workplace Wellbeing Charter, to promote health and wellbeing to staff, should improve the performance of this Performance Indicator.



## Performance Indicator Action Plan – 2012/2013

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.

<b>Service Area:</b>	Health Housing & Regeneration		<b>Lead Officer for Performance Indicator:</b>	Rebecca Lawlor								
<b>Performance Indicator Number/s:</b>	PI LI64		<b>Performance Indicator Name:</b>	The number of private sector vacant dwellings that are returned into occupation or demolished during the current financial year as a direct result of action by the local authority								
<b>Target achieved in previous year? (2011/12)</b>	Yes											
PERFORMANCE DURING CURRENT YEAR (2012-2013)												
Quarter 1		Quarter 2		Quarter 3		Quarter 4		Targeted Quartile Position?				
Actual	Target	Actual	Target	Actual	Target	Actual	Target	Top	2 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A
12	8	4	6									

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

This PI is an annual target and we have a number of properties already in the process of being brought back into use which will mean that the year-end target of 30 is likely to be exceeded.

Note the programme allows virement between years but the agreed aim is to return 120 homes back into use by March 2015.

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

In total by the end of the second quarter we have returned 16 properties back into use which is 2 ahead of the target figure at the half year stage. We can only count an outcome once the final re-occupation lease is agreed and the process has slightly slowed over the summer months.

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

The overall programme is monitored on a weekly basis and alongside the Covalent reports is also monitored and reported to the Homes & Communities Agency on a quarterly basis.

Our delivery partners AAW have recently taken on additional staffing resources to allow more properties to be included in the scheme.

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

None at this stage as the target is expected to be exceeded despite being slightly down this Quarter.

## 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.

<b>Service Area:</b>	Customer Service & I.C.T		<b>Lead Officer for Performance Indicator:</b>	Andrew Buckle & Anita Hall (Lesley Lowe – Capita)								
<b>Performance Indicator Number/s:</b>	PM3	<b>Performance Indicator Name:</b>	New Claims decided within 14 days of receipt of all the information									
<b>Target achieved in previous year? (2011/12)</b>	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 <sup>nd</sup>	3 <sup>rd</sup>	Bottom	N/A
64.83%	80%	77.9%	80%									

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

Due to the introduction of various welfare reforms, target setting was delayed until we could ascertain the effect of these changes on performance. Targets have been agreed and were ratified at the Strategic Governance Board on 14<sup>th</sup> October 2013.

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

Target is slightly down due to a focus on clearing Change in Circumstance Claims, the end of the Quarter saw an improvement so it is expected that the next Quarter, and the annual figure, will meet target.

**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?**

We will consider the inclusion of this indicator on Covalent, from April 2014 amended as NI181a New Claims processing and NI181b Change in Circumstances processing is a more useful indicator of performance.

## **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	
	Low
	Medium
	High

## Quarter 2 Risk Report 2013-14

**Report Type:** Risks Report  
**Report Author:** Katie Gee\_Admin  
**Generated on:** 23 October 2013



### Description Clean and Green Rossendale



Traffic Light: Green 1

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	Head of Health Housing and Regeneration	3	E	3	E	5	E	Progress on the delivery plan is monitored through the year	07 Oct 2013	

### Description Regenerating Rossendale



Traffic Light: Amber 3 Green 1

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	Head of Health Housing and Regeneration	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.	07 Oct 2013	
Plan1	Failure to deliver the Local Development Framework (LDF)	Planning Manger	4	D	4	D	4	F	A report is intended for Cabinet in November setting out a revised timetable reflecting the work to be done in light of the large response to the urban boundary consultation , preparing a response to it and further study work required to ensure the allocations DPD is sound.	14 Oct 2013	





Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
Plan2	Failure to deliver commitments to English Heritage re programme of work for co funded posts	Planning Manger	3	D	3	D	5	F	The Conservation Officer has focussed on achieving specific tasks. There is slippage from the original programme and priorities are currently being audited.	08 Oct 2013	
Plan5	Failure to deliver commitments on Planning Performance Agreement for Scout Moor Windfarm	Director for Business	4	E	4	E	4	F	There is little change in relation to the PPA on Scout Moor. There is the potential for a PPA on Crook Hill / Reaps Moss for condition discharge too which will need exploring.	14 Oct 2013	







### Description Responsive Value for Money Services







Traffic Light: Amber 8 Green 14





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	Continued financial monitoring with the section's accountant following the reduction in on costs from staff reduction to ensure self-financing status is maintained.	23 Oct 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	Planning is underway for European and Borough Council elections on 22 May 2014. Sir Howard Bernstein (Manchester) has been appointed as North West Regional Returning Officer for the European election so he will be monitoring our performance and issuing directions in relation to that poll.	16 Oct 2013	



Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
Elec2	Failure to ensure polling stations are DDA compliant / accessible to all	Elections Manager	5	A	5	A	5	B	A polling district review is currently underway across the Borough of Rossendale. Polling station access will be considered as part of this review. The review will conclude with a report to full council on 11 December 2013.	04 Oct 2013	
Elec3	Failure to safeguard the service/election from fraud and corruption	Elections Manager	3	F	3	F	3	F	We have regular contact with the SPOC (Single Point of Contact within the police force) appointed for Rossendale and any queries or concerns regarding registration or elections are discussed with them and referred for action where appropriate.	16 Oct 2013	
Elec4	Failure to hold robust and efficient Local (constituency / district), National and European Elections	Elections Manager	4	E	4	E	4	F	We are currently holding planning meetings for the European elections to be held on 22 May 2014. Implementation plans and risk registers are being developed to ensure processes are correctly followed and completed within legal timescales. Progress will be monitored by the Regional Returning Officer and the Electoral Commission.	16 Oct 2013	
Elec5	Failure to implement individual electoral registration (transfer & test)	Elections Manager	4	E	4	E	5	E	Work on individual electoral registration is well under way and up to date. Progress is on target and all computer reliant systems within RBC are fully functional. Regular meetings are being held with the Cabinet Office and Electoral Commission to receive information and check progress. A schedule of training for processes is due to start in	16 Oct 2013	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
									December 2013 and will be completed in March 2014.		
HHR1	Continued national economic decline	Head of Health Housing and Regeneration	4	C	4	C	4	C	The national economy continues to have a direct effect on inward investment.	07 Oct 2013	
Leg1	Fraud and Corruption	Director for Business	3	E	3	E	3	E	Monitoring continues. No concerns to report at present and the assessment remains valid.	10 Oct 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 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.	23 Oct 2013	
Op2	The loss of income from recycling due to a drop in market prices and or involvement in the Lancashire Waste PFI	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. LCC have applied their claim on half of our recycling income. Market remains volatile.	23 Oct 2013	
PD1	Financial and reputational consequences of litigation due to Health & Safety Breaches	Director for Customers and Communities	3	E	3	E	4	E	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.	24 Oct 2013	
Plan3	Budget reduced by reduction in fees from Development Control and Land Charges due to recession, reduced personal searches claims and reduced	Planning Manger	3	E	3	E	3	E	The budget position remains ahead of target for this year.	14 Oct 2013	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
	support from CLG										
Plan4	Failure to determine planning applications in line with government targets	Planning Manger	3	D	3	D	3	E	through the careful management of the release of out of time major decisions along with fresh majors being determined within target, the position for the year end 2013/14 on majors remains on course to his the business plan target	14 Oct 2013	
Res1 (CR)	Pay to benefits & creditors and staff plus Income collection	Head of Finance and Property	3	D	3	D	3	F	Business continuity testing now due in Q3.	08 Oct 2013	
Res2( CR)	The Council does not deliver net revenue reductions and align its expenditure with available resources over the medium term	Head of Finance and Property	3	D	3	D	4	D	The Q2 financial monitoring report will be presented to Cabinet in October. The delivery of savings during 2013/14 means that the use of Transitional Reserve planned in the original budget is no longer required. this has been reflected in the update of the MTFs, also being presented to the Cabinet, which now shows the Transitional Reserve being available to support the budget through until 2016/17.	08 Oct 2013	
Res3( CR)	Maintenance, security and management of Council's open spaces and estate	Head of Finance and Property	3	D	3	D	3	E	Regular review continues	15 Oct 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.	18 Oct 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. A review of the	18 Oct 2013	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Latest Note	Latest Date	Status
									actions in the Business Continuity Plan is scheduled to take place in Q3.		
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 where necessary.	18 Oct 2013	
Res7 (CR)	Failure to ensure Business Continuity	Chief Executive	3	D	3	D	3	F	<p>The following processes /measures are in place to reduce the likelihood/impact of this risk:-</p> <ul style="list-style-type: none"> <li>- Business Continuity Plans are in place for all service area as well as a Corporate Business Continuity Plan. There 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.</li> <li>- Arrangements are in place to manage ongoing modifications and communication to all plan holders.</li> <li>- A period of soft testing is scheduled during 2013 -14 to ensure preparedness for emergencies.</li> </ul> <p>Linkage to Action P&amp;P03.</p>	08 Oct 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.	18 Oct 2013	
Res9	Climate of Uncertainty	Chief Executive	4	E	4	E	4	E	This risk continues to be monitored and reviewed.	18 Oct 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 July to September 2013 - broken down by the nature of the complaint.

Nature of Complaint	Complaints O/S at 30/6/2013	Complaints Received During Q2	Complaints Closed During Q2	Complaints O/S at end of Q2
Action/response/communication	2	4	4	2
Advice/information given		1	1	
Application processing		1	1	
Bins/bin collection	1	3	2	2
Council policy/procedure				
Council Tax charges/decision		1	1	
Customer Services		1	1	
Flooding/drainage				
Grass Cutting		1	1	
Litter/debris/flytipping		1	1	
Noise nuisance		1		1
Other	1	3	2	2
Property/land	1			1
Quality of service		2	2	
Recovery/payment of Council Tax				
Staff member/team		1	1	
Time Taken		1	1	
Trees		1		1
<b>Total</b>	<b>5</b>	<b>22</b>	<b>18</b>	<b>9</b>

## 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 (1<sup>st</sup> July to 30<sup>th</sup> September 2013)

Head of Service	Service Area	O/S at start	New	Completed	O/S at end
Place		0	0	0	0
Business		0	2	0	2
Executive		0	0	0	0
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>

**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 July to September 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:			
	October – December 2012	January – March 2013	April – June 2013	July – September 2013
Action/response/communication	1	1		6
Advice/information given	3	1	1	1
Application processing		1		
Customer service			2	2
Other				1
Quality of service	16	5	5	16
Staff member/team	32	18	22	21
Time taken		2		
<b>Total</b>	<b>52</b>	<b>28</b>	<b>30</b>	<b>47</b>

In relation to compliments received during July to September 2013:

- CAPITA received 13 compliments (1) for customer service (6) for quality of service and (6) for staff member/team
- The STAN service received 17 compliments (8) for staff member/team (9) quality of service
- Communities received 5 compliments (3) for staff member/team (2) action/response/communication
- Health, Housing & Regeneration received 1 compliment for action/response/communication
- Legal and Democratic received 4 compliments (1) action/response/communication (1) advice information given (1) for customer service and (1) other (ease of location/finding Futures Park for appointment with Elections).
- Licensing and Enforcement received 2 compliments (1) for Quality of Service and (1) Staff member/Team
- Operations received 4 compliments (2) action/response/communication (2) staff member/team
- The Planning Team received one compliment for information staff member/team had given.