

How are we making a difference to our communities?

Integrated Performance Report Quarter 2 (July to September 2015)

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How are we performing?

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

Section 1 – High level performance summary

Section 2 – Our Performance by Priority

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

Section 3 – Corporate Plan Actions, Covalent Report

Section 4 – Performance Indicators, Covalent Report

Section 5 – Performance Indicator Action Plans

Section 6 – Risks, Covalent Report

Section 7 – Complaints

Section 8 – Compliments

Data Quality

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

Who supplied the performance data for this report?

The People & Policy team recognises that this report could not be produced without the timely, accurate and reliable contributions of officers throughout the Council. This report was compiled in October 2015 by the Council's People & Policy Team using the latest performance information input onto the covalent performance management system by officers with responsibility for performance information from each of the Council's service areas. The data on complaints and compliments was provided by the Service Assurance Team and financial information by the Head of Financial Services.

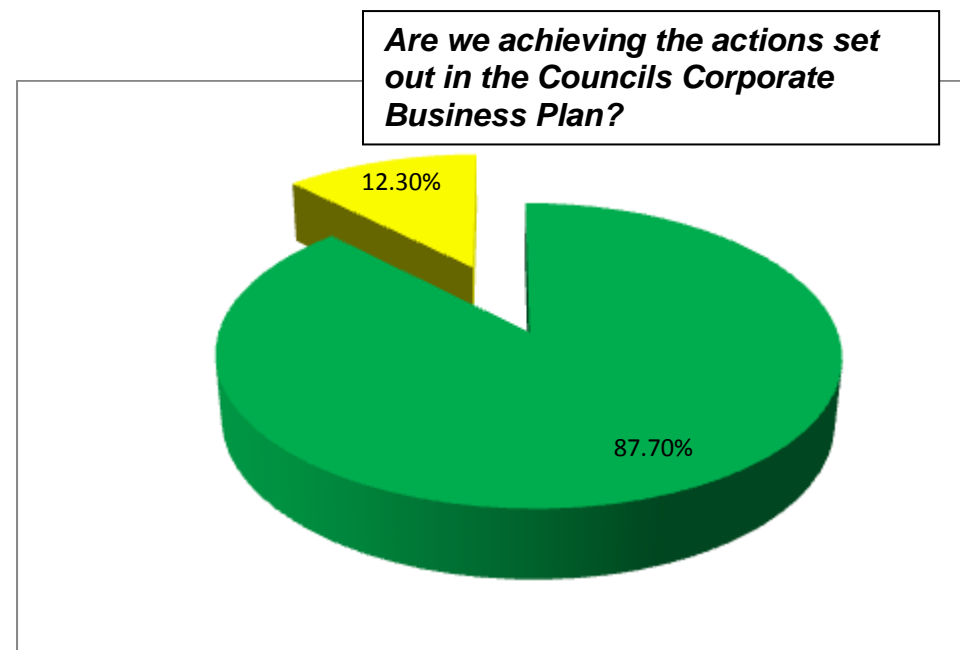
Section 1 – High level performance summary

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

1.1 Rossendale Council's Corporate Business Plan – project implementation





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

Corporate Business Plan Actions			
Legend	Status	No.	%
Green ✔	Project on track, no substantial issues or risks which require action from the Council's Programme Board	50	87.7%
Amber ▲	Some issues or risks which require action from the Council's Programme Board to keep the project on track	7	12.3%
Red ●	Project in jeopardy – serious issues or risks needing urgent action	0	0%
Unknown ?	The status cannot be calculated	0	0%
	Total number of actions	57	100%



1.2 Performance Indicators – achieving targets?

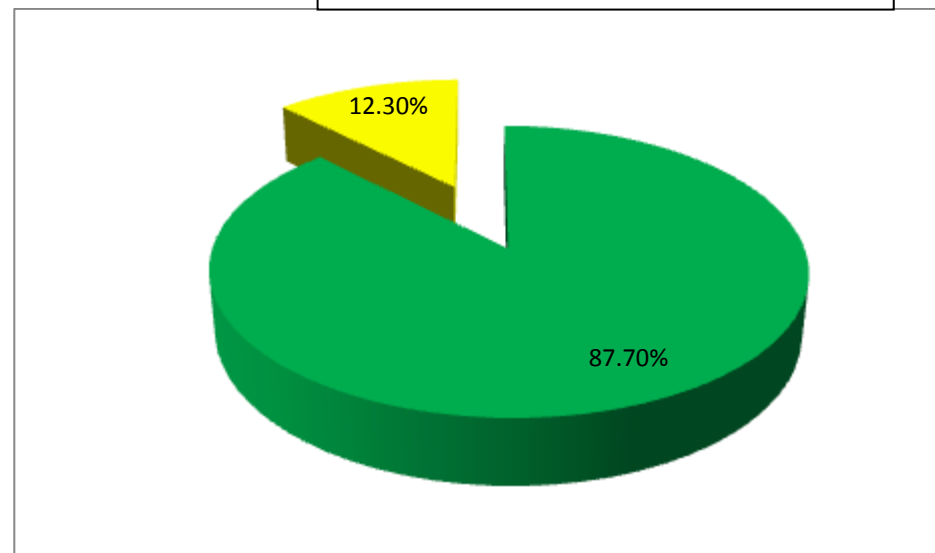
Each year the Council sets targets for achievement against a range of performance indicators and regularly monitors throughout the year how well it is doing in achieving the targets it has set. The following table sets out how many targets are currently on track against National and Local Indicators,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

Legend		Status	Performance Indicators	
			No.	%
On Target		The performance indicator has achieved or exceeded its quarterly target		%
Marginally Below Target		The performance indicator is currently 5% or less from achieving its target		%
Below Target		The performance indicator is currently more than 5% of achieving its target		%
Unknown		The status cannot be calculated	0	0%
Total for Quarter			25	100%

1.3 How are we performing in managing our risks?

Are we reducing the Likelihood and Impact of our Risks?

Risks			
Legend	Status	No.	%
Green ✔	The likelihood and impact of the risk is low	26	83.9%
Amber ▲	The likelihood and impact of the risk is medium	4	12.9%
Red ●	The likelihood and impact of the risk is high	1	3.2%
Unknown ?	The status cannot be calculated	0	0%
Total		31	100%



Reducing the Risks faced by the Council

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

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

The Council's Risk Matrix

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

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

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

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





Section 2 – Performance against the Council’s Priorities

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

Priority 1 – A clean and green Rossendale

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





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

Elements of performance that contribute towards the achievement of Priority 1	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Business Plan Actions	8	7	87.5%	1	12.5%	0	0%	0	0%
Performance Indicators	3	2	66.7%	1	33.3%	0	0%	0	0%
Risks	0	0	0%	0	0%	0	0%	0	0%
Total	11	9	81.8%	2	18.2%	0	0%	0	0%

Priority 2 – Regenerating Rossendale

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





2.1 How are we performing in delivering A healthy and successful Rossendale?

Elements of performance that contribute towards the achievement of Priority 2	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Business Plan Actions	10	10	100%	0	0%	0	0%	0	0%
Performance Indicators	3	3	100%	0	0%	0	0%	0	0%
Risks	3	1	33%	2	67%	0	0%	0	0%
Total	16	14	87.5%	2	12.5%	0	0 %	0	0%

Priority 3 – Responsive and value for money local services

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

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

Elements of performance that contribute towards the achievement of Priority 3	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Business Plan Actions	39	33	84.6%	6	15.4%	0	0%	0	0%
Performance Indicators	19	16	84.2%	1	5.3%	2	10.5%	0	0%
Risks	28	25	89.3%	2	7.1%	1	3.6%	0	0%
Total	86	74	86%	9	10.5%	3	3.5%	0	0%

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 2016.

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 2015/16 Actions Report



Report Type: Actions Report
Report Author: Katie Gee_Admin
Generated on: 16 October 2015



Description Clean and Green Rossendale



Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
DM4	Commence milestones for Revised Conservations Strategy 2015-18 including review of Conservation Management Plans and Appraisals	31-Mar-2016	Planning Manager	20-Jul-2015		Due to the need to prioritise key projects and planning applications / pre-application discussions, the provision of revised strategy to be approved by cabinet has been changed from Nov to March 16. This would still mean the project remains on target for the business plan target.	15-Oct-2015	✓
DM5	Put in place longer term arrangements for applications for works to trees and requests for Tree Preservation Orders	31-Mar-2016	Planning Manager	20-Jul-2015		Capacity continues to be provided by Pendle. However, a draft scheme of delegation has been prepared and when finalised will review options open to the Council for this responsibility	15-Oct-2015	✓
FP3	Complete site viability assessment work and if evidence supports, prepare Community Infrastructure Levy draft for consultation	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		Keppie Massie's Viability Study formed part of the evidence base which supported the Draft Local Plan - Part 2 Consultation undertaken Summer 2015. Comments have been received and are being considered.	08-Oct-2015	✓
HHR6	reduce the number of long term vacant domestic and commercial properties across the Borough.	31-Mar-2016	Housing & Regeneration Head of Health	01-Apr-2015		Following last year's Cabinet Report agreed on the 26th November 2014 to Compulsory Purchase 24 long-term empty properties including land across Rossendale; work is now underway to prepare the Statement of Case for each property in order to facilitate the orders. Orders are being developed on an area by area basis. In partnership with the Council's Legal Officers work is also underway to progress the enforced sale of the old Kar Kare Building, Rawtenstall (located off Doo Dah's carpark), 14 Rochdale Road, Bacup and 4 Hope Street, Haslingden.	13-Oct-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						The team were also successful in securing funding through the Government's Counter Fraud Fund. The funding will facilitate a pilot project looking at properties both residential and commercial classified as exempt from CTAX, unbanded/deleted from the ratings list, or with a rateable NNDR value of 0. Project inception work has commenced on this and a data review will commence over the next six months. A Fraud Officer has been recruited to the role and will be in post for 2 years.		
HHR7	Implement requirements of the Private Water Supply Regulations 2010	31-Mar-2016	Environmental Health Manager	01-Apr-2015		<p>Following the inspection of all Regulation 9 and some Regulation 10 sources within Rossendale, sampling and follow up action has been taken at the majority of the properties affected by these supplies. There are several remaining Regulation 10 supplies that will be completed over the next 6 months as per an agreement with the Drinking Water Inspectorate. These will be subsequently sampled and follow up action scheduled where necessary.</p> <p>Officers have implemented planning conditions to reflect the requirements of the Private Water Supply Regulations where properties coming through the planning process become Regulation 9 or 10 premises.</p>	13-Oct-2015	
HHR8	Implement the Declaration of Air Quality Management Areas	31-Mar-2016	Environmental Health Manager	01-Apr-2015		<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>There are 27 sampling points across Rossendale that are sampled on a regularly basis and the data uploaded to DEFRA annually. Sampling and air quality reviews within Rossendale have shown an</p>	13-Oct-2015	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>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.</p> <p>Work has commenced to develop an action plan with key agencies and departments (such as Highways, Planning) as well as local stakeholders such as local businesses, bus operators etc. in those areas to improve the air quality. An initial key agency meeting has been held where a number of options were discussed by partners ranging from practical to impractical. These options are now being refined and will be tested through wider consultation over the coming months.</p>		
HHR9	Delivery of the food inspection programme across the Borough	31-Mar-2016	Environmental Health Manager	01-Apr-2015		<p>As part of Environmental Health's remit they undertake both reactive and proactive food inspections and sampling of premises across the Borough. Proactive inspection is through annual programme of food inspections that all premises are subject to on a rolling basis and is agreed with the Food Standards Agency.</p> <p>The Team have also taken part in a North West study on Giardia. Giardiasis is a type of gastroenteritis (gastro) caused by a tiny parasite, Giardia lamblia which lives in the bowel. In order to trace the cause of the Giardia illness, it is necessary to know where the infected person has been and what they have eaten and drank in the last fortnight before they became ill. The focus of this study has been focussed on pets within a property as pets, farm animals and contaminated drinking water can also spread Giardia parasites.</p>	13-Oct-2015	
OPS1	Deliver targeted education campaign to increase recycling	31-Mar-2016	Head of Operations	08-Jul-2015		Due to staffing related delays and transfer of additional services to Operations from Regeneration, this action has been delayed for delivery during period 3.	12-Oct-2015	

Description Regenerating Rossendale

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
CORP1	Support the Promoting Rossendale Board to implement its partnership Action Plan	31-Mar-2016	Katie Gee_Admin	30-Jul-2015		In Quarter 2 the Visit Rossendale Website was redesigned and more information was put on it. This received strong support and usage. The Board continues to monitor the website and tweak early teething errors as with all new sites. In Quarter 3 the Board will meet with their new chair and will form their new priorities going forward given such big pieces of work have now been completed.	15-Oct-2015	✓
CORP2	Support the Living Better, Living Well project in Rossendale	31-Mar-2016	Chief Executive	30-Jul-2015		The successful applicant to this post is to start in Quarter 3, as such further updates on the project will be available then.	15-Oct-2015	✓
FP2	Input into Valley of Stone and National Cycle Route 6 implementation works	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		Lancashire County Council has been undertaking a number of background studies, particularly the impact on biological value. Highways England has committed to provide funding for a part of NCN6 that runs parallel to the A56. More detailed designs are being produced and a meeting between the two Councils is planned for 21st October.	12-Oct-2015	✓
FP4	Input in to cross cutting corporate projects e.g. East Lancashire Railways, dounment preparation by PLACE and LEP's, S106 monitoring and Joint Venture Projects.	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		Work continues with quarterly meetings held to discuss Section 106 (S.106) and transport strategies. A response was made to a consultation by Transport for Greater Manchester on a Vision for Transport until 2040. No progress has been made on the A56/M66 Corridor Study	12-Oct-2015	✓
FP5	Inform SPD / Masterplan for Rawtenstall	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		A Pre-Application Consultation is currently ongoing (from the 3rd October to the 30th October 2015) for the former Valley Centre site	15-Oct-2015	✓
HHR1	Lead and deliver initiatives to redevelop and improve the economic prospects of Rossendale's Town Centres.	31-Mar-2016	Housing & Regeneration Head of Health	16-Jul-2015		The RTB Partnership are leading on the development of a suitable scheme for Rawtenstall Town Centre and have been liaising with Historic England in the development of the revised proposals. Consultation with the public will take place during October 2015 to seek comments on the revised proposals. The proposals and design will then be reviewed prior to formal planning submission later in 2015.	13-Oct-2015	✓







Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>The THI Programme physical works will commence on site in October 2015 commencing with the Pioneer Building with the balance of works continuing through 2016</p> <p>The Promoting Rossendale Board have developed a calendar of events for 2015/2016 the most recent being the 60's festival in September 2015.</p>		
HHR2	Identify, develop and support opportunities for the provision of business support and business growth initiatives for local businesses in Rossendale	31-Mar-2016	Housing & Regeneration Head of Health	13-Oct-2015		<p>Work with the Lancashire Local Enterprise Partnership and partners across Lancashire to identify opportunities for the delivery of economic regeneration and initiatives in Rossendale</p> <p>Working is ongoing with the RTB Partnership to explore opportunities as they become available.</p> <p>Support business networks which retain spend, build social capital and disseminate information</p> <p>We continue to support Valley At Work, Bacup Business Association and the Rossendale Business Awards of which we are a major sponsor</p> <p>Micro finance available to support business start-up and growth</p> <p>We continue to work with both Regenerate Pennine Lancashire and Rosebud Finance to bring forward proposals from both new and existing Rossendale businesses which have growth potential to help them seek access to finance (both grants and loans).</p> <p>Effective relationships with businesses including major employers leading to better job retention/creation</p> <p>We have worked with Rossendale businesses on a range of queries ranging from planning consents, expansion, relocation, recruitment, access to finance, training etc</p>	13-Oct-2015	
HHR3	Development of a regeneration programme with the Joint Venture partners to identify proposals for regeneration opportunities throughout the Borough.	31-Mar-2016	Housing & Regeneration Manager Health	16-Jul-2015		<p>Over the last quarter the main priority for the RTB Partnership has been the development of revised proposals for Phase 1 of the Rawtenstall Town Centre scheme which includes the provision of a new bus station. The partners have liaised with Historic England in developing the revised</p>	13-Oct-2015	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>proposals and public consultation on these will take place during October 2015. Following this the proposals will be refined and finalised ready for formal planning submission later in 2015.</p> <p>Work has also been undertaken on a housing development at Burnley Road, Rawtenstall which is now on site with an expected completion date of February 2016</p>		
HHR4	Development and support for initiatives to improve the environment and infrastructure of the Borough.	31-Mar-2016	Housing & Regeneration Manager Health	31-Jul-2015		Officers are working with colleagues from Lancashire County Council who are leading on the Valley of Stone Greenway Project (a project to link Rawtensall and Rochdale with a cycle way) and are in the process of developing designs for the scheme which will begin to be delivered in 2015 / 2016.	13-Oct-2015	✓
HHR5	Development and Support of initiatives to build and improve Rossendale's Visitor and Cultural activities.	31-Mar-2016	Housing & Regeneration Head of Health	13-Oct-2015		<p>A new brand for the Promoting Rossendale Board and a new tourism booklet has been designed and created which has received strong support. The Board are now looking at work on the Visit Rossendale website, monthly tourism newsletters to subscribers and to creating leaflets of walks in Rossendale. The Board have agreed a Calendar of events for 2015 2016 the most recent being the 60's festival which was very successful and well attended.</p> <p>The Whitaker Museum continues to be successful holding new events and gaining a strong following.</p>	13-Oct-2015	✓

Description Responsive Value for Money Services


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
C&MS1	Promote democracy & equality by ensuring information is accessible on the Council's website & public are aware they can book the Mayor for events. Promoting the Mayor's	31-Mar-2016	Civic Service Officer/Leader's PA; Committee and Member Services Manager	01-Apr-2015		The Council undertook democracy activity by celebrating the 800th anniversary of the Magna Carta with a competition for schools. 6 Pupils from St John with St Michael School in Whitworth won prizes after taking part in the Magna Carta quiz. The Mayor has attended various events to promote	07-Oct-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	role & engaging young people in civic life through visits to schools / Council Chambers					civic life/engagement, this includes Armed Forces Flag raising event, community organisation visits and school visits. Preparations are underway for the Festival of Remembrance Concert and Mayor's Ball. The Mayor (or other official Council members) will be in attendance at various Remembrance events around the borough. Information regarding the Mayor can be found on the Council web site: this includes booking forms and guidance on booking the Mayor for events.		
C&MS2	To maintain the requirements of the North West Charter for Member Development	31-Mar-2016	Committee and Member Services Manager	01-Apr-2015		A member training programme is in place and attendance is being monitored, at present 61% of councillors have attended five or more training sessions. The Council has a statement of intent and a Member Training and Development Strategy, the strategy was reviewed in July 2015 by the Governance Working Group and some minor amendments agreed. Personal Development Plans (PDP's) are reviewed on an ongoing basis and at present 92% have a full PDP in place, and of those will a full PDP completed 82% have undertaken a PDP review.	07-Oct-2015	✔
C&MS3	Ensure Committee papers are prepared to a Quality Standard and in accordance with agreed processes.	31-Mar-2016	Committee and Member Services Manager	01-Apr-2015		All public agendas have been published within 5 working days of the meeting. Reports being presented at the meetings have also been made available in a timely manner and draft minutes have been made available within 4 working days of the meetings.	07-Oct-2015	✔
C&MS4	To assist with potential democratic arrangements in relation to Combined Authority proposals	31-Mar-2016	Committee and Member Services Manager	01-Apr-2015		Another briefing session was held for members on 8th September 2015. The Forward Plan identifies that a report will go to Council for decision in December and it is expected that an update will be provided to Cabinet in October.	07-Oct-2015	✔
CS&ICT06	Replace existing 0845 telephone number currently used by residents for the Civica pay line	31-Mar-2016	Andrew Buckle; Phil Seddon	07-Aug-2015	07-Aug-2015	Customers wishing to make a payment are now telephone the Council direct. Once they get through to the switchboard they pick an option which directs them to the payment line. The calls are charged at local rate.	07-Aug-2015	✔
CS&ICT1	Implement the agreed option for the Revenues and Benefits	31-Mar-2016	Andrew Buckle; Stuart Sugarman	07-Aug-2015	14-Oct-2015	The contract extension with Capita has been agreed and signed.	14-Oct-2015	✔







Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	Contract post October 2016							
CS&ICT2	Roll out the Universal Credit (UC) first phase	31-Mar-2016	Andrew Buckle	07-Aug-2015		Staff within RBC have done all they can in relation to this project. They continue to liaise with the DWP who are responsible for the national roll out of Universal Credit.	14-Oct-2015	
CS&ICT3	Comply with IER and PSN	31-Mar-2016	Andrew Buckle; Stuart Sugarman	13-Aug-2015		Rossendale BC have escalated this issue and are awaiting a conference call date.	14-Oct-2015	
CS&ICT4	Implement Wide Area Network (WAN), move to new Data Centre and shutdown Hardmans Mill	31-Mar-2016	Andrew Buckle	10-Aug-2015		A proposed move date of mid December 2015 has been suggested. It will take approx. 5 days to complete the move, configure and install. The 1gb circuit is due to be tested in November 2015.	14-Oct-2015	
CS&ICT5	Explore new approaches to Counter Rate Avoidance Tactics	31-Mar-2016	Andrew Buckle	13-Aug-2015		Nothing further to add to the notes of 14th August 2015; "The Solicitor acting on our behalf, has confirmed that he is waiting for a Barrister from Exchange Chambers, Manchester to give their advice. As we are on a "No fee" basis we are not top priority and competing with paid business. Once we have a barrister there is a one week turnaround from them. There is nothing left for Rossendale Officers to do, we are now in the hands of legal professionals."	14-Oct-2015	
DM1	Implement changes to relevant policies	31-Mar-2016	Planning Manager	20-Jul-2015		Due to the need for officers to focus on key projects such as Local Plan part 2, Major applications and an upsurge in work and staff turnover, the tender brief for the SPDs still requires drafting. Measures are being undertaken to address current staff resource issues and it is considered that this will free up time for officers to undertake the tender process for the documents to still be delivered by March 2016.	15-Oct-2015	
DM2	Revise procedure for Development Management	31-Mar-2016	Planning Manager	20-Jul-2015		Due to staff turnover, officers focus has needed to be on statutory functions - in particular determining applications with government targets. Measures are being taken including the use of consultancy to capacity build and recruitment steps to address current post vacancies. It is considered the work remains on track to be completed by March 16, but actions are being taken and are necessary to to ensure the project	15-Oct-2015	


Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						remains on track.		
DM3	Implement requirements of Planning Performance Agreement for Scout Moor and Rooley Moor Windfarm proposals	31-Mar-2016	Planning Manager	20-Jul-2015		The application was determined by the local authority planning committee and the requirements of the PPA in relation to the processing of the application were met. The application is currently subject to a holding direction issued by the government and so a final decision notice on the application has not been issued. A decision from the government on whether the application will be 'called in' is awaited.	15-Oct-2015	✓
DM6	Review and update of Planning Enforcement Policy including development of prioritisation system of cases received	31-Mar-2016	Planning Manager	20-Jul-2015		Review of the existing policy has commenced and is on target.	15-Oct-2015	✓
ELEC1	Provide democracy by administering scheduled Borough, County, Parish, Parliamentary, European, Police and Crime Commissioner Elections and by-elections.	31-Mar-2016	Elections Manager	01-Apr-2015		Outline planning for 2016 Police and Crime Commissioner elections is underway and Blackburn with Darwen Council are again the lead authority for the Lancashire Constabulary area. Borough elections by thirds will be held on the same day.	12-Oct-2015	✓
ELEC2	Administer the registration of eligible electors by Individual Electoral Registration (IER).	31-Mar-2016	Elections Manager	01-Apr-2015		Annual canvass is well under way. As expected 50% of initial canvass forms were returned and the remainder received a personal doorstep visit by a canvasser. This work returned a further 43% of forms leaving a final 7% to receive a hand delivered final reminder. An updated version of the Register of electors will be published on 1 December.	12-Oct-2015	✓
F&PS1	Continue to work with Managers to explore the successor to the current Revenues and Benefits contract when it ends in September 2016	31-Mar-2016	Head of Finance and Property	17-Jul-2015	13-Oct-2015	Extension contract signed securing c £1.3m of savings over the term now ending Sept 2019 and in line with MTFs.	13-Oct-2015	✓
F&PS2	Develop and embed an effective and efficient process for collection and disbursement of New Homes	31-Mar-2016	Head of Finance and Property	17-Jul-2015	13-Oct-2015	As part of the contract extension Capita have offered to formalise the revenue targets in relation to the value of NH Bonus, worth £15k pa. However, Council Tax base on which NHB is	13-Oct-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	Monies					calculated for 16/17 has been completed and anticipates a further increase in NHB for 16/17 of c £181k. The action is a continual process continuing into future years. Therefore although completion is set at 100% for 15/16 work continues through out the year with the next measuring point being Oct 2016.		
F&PS3	Explore all avenues to maximise the Council's share of the local business rates under the Local Business Rates Retention Scheme	31-Mar-2016	Head of Finance and Property	01-Apr-2015		The principles of a pooling arrangement have been confirmed across Lancashire for those districts wishing to participate. However, we still await the publication of a 16/17 prospectus from DCGL. An application has therefore been lodged based on the 15/16 prospectus. Meanwhile, the Chancellor's recent announcement that local authorities will retain 100% of local taxation may change the scheme for 16/17 and beyond. We continue to await the detail. Given the uncertainty this area is not now without risk.	13-Oct-2015	✔
F&PS4	Drive on letting Kay Street units	31-Mar-2016	Head of Finance and Property; Property Services Manager	17-Jul-2015		The old Leisure Trust office has now been let, with some signs of interest both in the old Revenues Office and the end unit (ex PSR).	13-Oct-2015	✔
F&PS5	Effective management practices in place for the Council's water culverts, car parks and open spaces	31-Mar-2016	Head of Finance and Property; Property Services Manager	17-Jul-2015		Property Services continue to monitor and manage these areas within available resources. Autumn and Winter months will be the main testing times for water culverts and the impact of ice across the Council's areas of responsibility.	13-Oct-2015	✔
F&PS6	Complete the sale or transfer of Haslingden Swimming Pool	31-Mar-2016	Head of Finance and Property; Property Services Manager	17-Jul-2015		The "HAPPI" group had hoped to be open for October, but this now looks to be December at the earliest. The fit out and recommissioning has taken longer than anticipated by the group. The temporary occupancy licence will be extended to accommodate the delay. However., Members have approved a max'm 12 months licence only. A further report to Members will be required in due course seeking a longer lease term and based on the sustainability of HAPPI and their business plan.	13-Oct-2015	✔
FP1	Implement Local Plan Pt2 - Prepare draft Allocations and Development Management DPD and consult, prepare	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		The Draft Site Allocations and Development Management Plan Consultation (Reg 18) took place between 20 July - 7 September 2015 with some responses received after this date. We are	08-Oct-2015	⚠

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	response, demonstrate duty to cooperate, and then take through to publication version					still recording the comments due to the large number received. (Estimated to be more than 2000). This may delay the timing of the Pre-Submission Publication Version (Reg 19) set out in the Local Development Scheme.		
HHR10	Delivery of effective services for homeless households	31-Mar-2016	Strategic Housing and Partnerships Manager	01-Apr-2015		<p>The Housing Options Team is a busy department and sees on average 100 new clients a month. The main aim of the Team is to prevent homelessness and act as a first point of contact for providing housing advice for households facing a housing crisis. Alongside this day to day casework role the team also actively contribute to forums and partnerships across Rossendale and East Lancashire to support the work that they do. This work can be in the form of direct management of Domestic Abuse Safe Houses (DASH), chairing and managing the Rossendale Young Person's Housing Forum or working with other agencies on complex multi-agency cases with Domestic Violence (DV) Specialists, Social Services, Police, Probation etc.</p> <p>Over the last quarter we have seen an increase in the number of young people requiring the service, clients with mental health issues and referrals being made from DV specialists outside of Rossendale (which is partly due to the success of a Lancashire bid to create more refuge / safe house spaces across Lancashire).</p> <p>The first quarter saw the culmination of Lancashire County Council's Support People re-tendering process. This included the support provision for our Young Person's scheme at Queen Street, Rawtenstall. From July 2015 support provision will be provided by Pendle Action for Community following their successful tender.</p> <p>April saw the end of the Council's 12 month Interim Management Order (IMO) for Mount Pleasant, this was followed by a Final Management Order as no provision was in place to allow the property to be licensed with the owners. The</p>	13-Oct-2015	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						owners have subsequently appealed this Final Management Order and while the hearing requirements are worked out with the Residential Property Tribunal the IMO stays enforce. Petrus are continuing in their management function.		
LEG1	Provide on-going training on procurement and contract management	31-Mar-2016	Clare Birtwistle	13-Aug-2015		One to One training continues. We are presently reviewing our Procurement Strategy and Contract Procedure Rules with training on the same to be rolled out in the New Year once this has been implemented. Some external assistance may be sought to deliver this.	12-Oct-2015	✔
LEG2	To advise and provide support in relation to the Combined Authority proposals	31-Mar-2016	Legal Services Manager	13-Aug-2015		Work continues around the Combined Authority proposals with regular updates from the Chief Executive. Advice will continue as necessary.	12-Oct-2015	✔
LEU1	Revise and implement Street Trading Policy including prohibited streets	31-Mar-2016	Licensing and Enforcement Unit Manager	21-Jul-2015		This project will commence January 2016 following the revision of the taxi policies and procedures	12-Oct-2015	✔
LEU2	Implementation and management of the policy, applications and enforcement requirements resulting from Scrap Metal Dealers Act 2013	31-Mar-2016	Licensing and Enforcement Unit Manager	21-Jul-2015	12-Oct-2015	Scrap metal dealers will continue to sit with Environmental Health for the time being.	12-Oct-2015	✔
LEU3	Engage with interbal and external agencies to promote fraud awareness	31-Mar-2016	Licensing and Enforcement Unit Manager		14-Apr-2015	Benefit fraud now falls within the single fraud investigation service (DWP)	21-Jul-2015	✔
LEU4	Revise and implement the Policy for the Licensing of; hackney Carriage Drivers and Vehicles Private Hire Operators, Drivers and Vehicles	31-Mar-2016	Licensing and Enforcement Unit Manager	21-Jul-2015		Consultation has now ended, the Licensing Committee were updated on 10th September. It is scheduled to go before the Licensing Committee on 10th November with a final decision being made at Council on 9th December.	12-Oct-2015	✔
OPS 3	Review and update service standards and policy document to reflect current position	31-Mar-2016	Head of Operations			Once the restructure within the Operations Team is complete, work will continue in updating service standards to reflect the current position and planned changes in line with the Council's financial position	12-Oct-2015	✔
OPS 4	Introduce path and footway inspection procedure for parks	31-Mar-2016	Head of Operations	08-Jul-2015		Inspections have been completed for all paths and footways, with further inspections to be undertaken as per specified frequency.	12-Oct-2015	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
OPS 7	Develop options for self-supported management of RBC owned sites	31-Mar-2016	Head of Operations			No new developments in this area. Consider closing the action as further progress is unlikely due to lack of support from funding agencies.	12-Oct-2015	
OPS2	Investigate commercial waste opportunities to increase income	31-Mar-2016	Head of Operations			Due for delivery during period 3.	12-Oct-2015	
OPS5	Implement the revised grounds maintenance schedules as approved by Full Council	31-Mar-2016	Head of Operations	08-Jul-2015	12-Oct-2015	Revised grounds maintenance schedule delivered as per plan with performance data to be analysed as part of review for 2016-17	12-Oct-2015	
OPS6	Implement the 2015/16 Cemetery Strategy action plan	31-Mar-2016	Head of Operations	08-Jul-2015		Whitworth Cemetery ashes plots completed. Burial plots at Rawtenstall cemetery currently under construction. Memorial inspections to continue in period 3.	12-Oct-2015	
P&P1	Review the Council's Standards of Conduct for Employees	31-Mar-2016	HR Manager			This work is scheduled to take place at a later Quarter.	15-Oct-2015	
P&P3	To monitor the Health and Safety provision	31-Mar-2016	HR Manager	23-Jul-2015		<p>In Quarter 2 we have worked on the following in relation to Health & Safety;</p> <p><u>Report It (Near Miss Cards)</u> Incidents are being reported slowly using this system, but being a new system it takes a few months to embed. Supervisors have been asked to encourage usage.</p> <p><u>Lone Worker Identity Badges</u> A training session on how to use them took place on the 27th July 2015. Further on-line courses are available for staff who missed the session.</p> <p><u>Parks and Cemeteries Audit</u> An audit has been undertaken at all the parks, depots and cemeteries. All the findings have been compiled into one report and circulated to the respective managers for their input.</p> <p><u>CCTV</u> A report has been prepared to take to the management team around the effectiveness of the current CCTV installed.</p> <p><u>Health & Safety Manual</u> The Health & safety manual has been fully updated and will be available on the council intranet, hard</p>	14-Oct-2015	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						copies of the manual will be distributed to the relevant departments. <u>One Stop Shop Toilet</u> Due to issues around the security of the building by members of the public using the toilets in the break out room, a new toilet is being installed in the OSS. Work is due to start in September 2015.		
P&P4	Undertake an organisational self-assessment based on Investors In People's framework criteria	31-Mar-2016	HR Manager			This work is scheduled to take place in a later Quarter.	15-Oct-2015	

Section 4 – Performance Indicators

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

Guide for Performance Indicator Report

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

Priority *

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

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

PI Code	Short Name	Responsible Officers	Quarter X 20XX-XX			Quarter X 20XX-XX			Gauge Aim	Trend	Latest Note	Outcome
			QX 20XX/XX Value	QX 20XX/XX Target	Status	QX 20XX/XX Value	QX 20XX/XX Target	Status				
LI ***												
NI ***												
NI ***												

PI Code
LI – Local Indicators
NI – National Indicators

Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on track to achieve the annual target.
	This PI cannot be calculated.
	This PI is a data-only PI.

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

Quarter 2 Performance Indicator Report 2015-2016

Report Type: PIs Report
Report Author: Katie Gee_Admin
Generated on: 16 October 2015



Rows are sorted by Code

Description Clean and Green Rossendale

PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			Value	Target	Status	Value	Target	Status				
LI 82ai	% of Household Waste Recycled	Operations Manager	20.15%	22.00 %		23.74%	23.50%		Aim to Maximise		Dry recyclate collected during the period has exceeded target levels and outperformed comparable period % over the last 4 years.	On Target
LI 82bi	(CP3.2.2) % of Household Waste Composted	Operations Manager	15.79%	16.00 %		15.78%	16.00%		Aim to Maximise		Tonnages of organic waste have fallen slightly short of targeted level, but is almost identical to period 2 last year, and in excess of any previous year's period 2 returns.	Below Target
NI 186 LAA	Per capita reduction in CO2 emissions in the LA area	Head of Finance and Property; Housing & Regeneration Manager Health; Property Services Manager	Not measured for Quarters			Not measured for Quarters			Aim to Minimise		The 2012 Carbon Emissions Directory was published by Department for Energy and Climate Change in June. Ktonnes per capita CO2 emissions in Rossendale were as follows; 3.1 for Industry; 2.6 for Domestic and 1.8 for transport giving an overall total of 7.5. This is slightly higher than previous (partly reflecting a cold winter and burning more fuel) and is the 4th highest in Lancashire. It is slightly higher than the national overall total of 7.1.	On Target
NI 191	Residual household waste per household	Operations Manager	122	128		118	125		Aim to Minimise		Total household residual waste continues to perform better than anticipated, within target and favourably with comparable periods for each of the last 5 years.	On Target













Description Regenerating Rossendale

PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			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	↓	This is an annual PI reported on in Q4. As Of 31 March 2015 there were 170 employees. The percentage of employees with a disability is 0.02% There is no target for this PI it is monitored for equality reporting. Please note that employees do not always have to disclose a disability.	Exceeding Target
LI 17a	Ethnic Minority representation in the workforce - employees	HR	Not measured for Quarters			Not measured for Quarters			Aim to Maximise	↓	This is an annual target reported on in Q4. As of 31 March 2015 we had 170 employees. Ethnic minority disclosed representation in the workforce : 0.006% There is no target for this PI it is monitored for equality reporting purposes. Please note that employees do not always have to disclose their ethnicity.	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	23.00	15.00	✓	16.00	15.00	✓	Aim to Maximise	↓	In Quarter 2 16 dwellings were recorded as being returned into occupation or demolished. The projects continues to focus on returning properties to use so we will continue to see improvements in the remaining Quarters, and the Performance Indicator will remain on target.	Exceeding Target
NI 16 LAA	High Impact Acquisitive Crime (HIAC) Rate	HR Manager	1.4	3	✓	1.01	3.0	✓	Aim to Minimise	↓	Based on a population of 68,000 HIAC rate is 1.01(per 1,000) residents for Quarter 2. This is significantly below target, and is also a decrease from the previous Quarter.	On Target
NI 20 LAA	Assault with injury crime rate	HR Manager	0.98	2.0	✓	1.23	2.0	✓	Aim to Minimise	↓	Based on a population on 68,000 the Assault with Injury crime rate is 1.23 (per 1,000) residents. This is below target, and	On Target
















PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			Value	Target	Status	Value	Target	Status				
										is a reduction of 0.56 on the previous Quarter.		
NI 154	Net additional homes provided	Planning Manager	Not measured for Quarters			Not measured for Quarters			Aim to Maximise	↑	The Five Year Land Supply 2015-2020 was published in August 2015. This reports that 224 dwellings were completed last year (1st April 2014 to 31st March 2015) and provides further analysis. This figure is less than both the annualised housing requirement figure (of 247) and the figure set out in the Core Strategy's housing trajectory (of 270). Over the plan period (ie back to 2011, when the Core Strategy was adopted, Rossendale has completed fewer dwellings than required. In respect of the Core Strategy trajectory 18 fewer dwellings have been delivered, and in respect of the annualised housing requirement this represents a shortfall of 245 dwellings. Accordingly a 20% buffer is applied to the current 5 Year Housing Land Supply requirement.	Marginally 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	↑	This was reported on previously. Affordable units were delivered through housing schemes at the Fmr Mytholme House in Waterfoot (12), Fmr Orama Mill in Whitworth (3), and the Fmr Holmefield House in Helmshore (11, including 4 shared ownership).	Below target

Description Responsive Value for Money Services

PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			Value	Target	Status	Value	Target	Status				

PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			Value	Target	Status	Value	Target	Status				
CS2	Customer waiting times in the one stop shop	Capita; Service Assurance Team	8mins	10mins		6mins	10mins		Aim to Minimise		An excellent performance for quarter 2 with the waiting time recorded as 5 mins 59secs. Taxi licensing queries are now over taking housing benefits/council tax queries, but extra staff for the licensing element is being addressed.	On Target
CS5	% of telephone calls answered by Coventry call centre within 20 seconds	Capita; Service Assurance Team	56.6%	65%		65.66%	65%		Aim to Maximise		Performance has improved in Quarter two ensuring customer calls are answered promptly. Work is currently underway to facilitate the transfer of this service to the OSS in 2016.	Marginally Below Target
CS6	% of abandoned calls - Coventry Call Centre	Capita; Service Assurance Team	5.3%	8%		4.26%	8%		Aim to Minimise		Performance has improved in Quarter two ensuring customer calls are answered promptly. Work is currently underway to facilitate the transfer of this service to the OSS in 2016.	Marginally Below Target
LI 9	% of Council Tax collected	Capita; Service Assurance Team	57.00%	56.47%		56.80%	57.00%		Aim to Maximise		Slightly under target at the end of quarter 2 although within the allowed variance and performance remains strong. The main barrier to maintaining target is the collection of Council Tax from working age people in receipt of council tax support. The collection rate from this recovery group is 43.01%. We are in the process of meeting with the enforcement agents to discuss how the new regulations are working and the issues facing enforcement agents in the field as they attempt to collect council tax on the authorities behalf. The collection rate for empty properties remains strong at 54.5%	On Target

PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			Value	Target	Status	Value	Target	Status				
LI 10	Percentage of Non-Domestic Rates Collected	Capita; Service Assurance Team	61.01 %	60.92%		62.70%	61.01 %		Aim to Maximise		Collection of Non Domestic Rates remains above target at the end of Quarter 2. Although there are ongoing issues with collection of empty rates and the avoidance issues the collection of business rates remains steady. Prompt recovery action and pro-active outbound telephone recovery calls are helping us to achieve target for this year.	On Target
LI 12	(CP6.3.2) Working Days Lost Due to Sickness Absence (days)	HR	2.48	4.00		4.26	4.00		Aim to Minimise		short term sick 1.14days per fte, long term sick 20 days & over 3.12days per fte	Marginally Below Target
LI 79a	Accuracy of processing - HB/CTB claims	Capita; Service Assurance Team	96.00 %	93.00%		93.30%	93.00 %		Aim to Maximise		Accuracy has achieved target this quarter ensuring claims are processed right first time.	Exceeding Target
LI 79bi	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period (LI 10)	Capita; Service Assurance Team	56.74 %	70.00%		55.36%	70.00 %		Aim to Maximise		This indicator measures overpayments recovered against those created during the period. This has been affected by the self-employed reviews undertaken following intervention from Service Assurance Team, which has resulted in an increase in overpayments being created.	On Target
LI 79bii	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding (LI 11)	Capita; Service Assurance Team	12.04 %	8.75%		11.73%	8.75%		Aim to Maximise		The target is an accumulative target and therefore 11.73% for the second quarter is a good performance. Staff continue to recover HB overpayments in increasingly difficult times.	On Target
LI 109a	Major applications	Technical Assistant - Planning	80.00 %	65.00%		75.00%	65.00 %		Aim to Maximise		In Quarter 2 75% of Major applications were determined in 13 weeks.	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			Value	Target	Status	Value	Target	Status				
	determined in 13 weeks											
LI 109b	Minor applications determined in 8 weeks	Technical Assistant - Planning	85.00 %	80.00%		93.00%	80.00 %		Aim to Maximise		93% of Minor Applications were determined in 8 weeks. This is an increase on the previous quarter.	Exceeding Target
LI 109c	Planning Applications: 'Other' applications	Technical Assistant - Planning	94.00 %	80.00%		91.00%	80.00 %		Aim to Maximise		Performance for the second quarter is 91% which is above target.	Exceeding Target
NI 181 (ai)	Time taken to process Housing Benefit New Claims	Capita; Service Assurance Team	26.5	26.0		18.6	21.0		Aim to Minimise		It is pleasing to report improved performance in this area over quarter one of 2015/16. It is anticipated that this trend will continue. The number of new claims received was slightly less in quarter one than quarter two but the number of changes in circumstances increased slightly.	On Target
NI 181 (aii)	Time taken to process Council Tax Benefit new claims	Capita; Service Assurance Team	27.1	27.0		19.7	22.0		Aim to Minimise		It is pleasing to report improved performance in this area over quarter one of 2015/16. It is anticipated that this trend will continue. The number of new claims received was slightly less in quarter one than quarter two but the number of changes in circumstances increased slightly.	On Target
NI 181 (bi)	Time taken to process Housing Benefit Change in Circumstance	Capita; Service Assurance Team	9.95	9		5.4	7		Aim to Minimise		It is pleasing to report improved performance in this area over quarter one of 2015/16. It is anticipated that this trend will continue. The number of new claims received was slightly less in quarter one than quarter two but the number of changes in circumstances increased slightly.	On Target

PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			Value	Target	Status	Value	Target	Status				
NI 181 (bii)	Time taken to process Council Tax Benefit Change in Circumstance	Capita; Service Assurance Team	7.3	10.0		4.3	7.0		Aim to Minimise		It is pleasing to report improved performance in this area over quarter one of 2015/16. It is anticipated that this trend will continue. The number of new claims received was slightly less in quarter one than quarter two but the number of changes in circumstances increased slightly.	On Target
PM2	% of new HB claims outstanding over 50 days	Capita; Service Assurance Team	0%	5%		0%	5%		Aim to Minimise		Another good performance this month. The focus on new claims means that claims are being processed quickly and not left outstanding ensuring that customers receive their benefit speedily.	Exceeding Target
STAN 1	Number of people accessing STAN	Service Assurance Team	352	150		139	200		Aim to Maximise		The STAN driver has been off work sick since 10/08/15. Subsequently, the 139 outturn is solely from July 2015, which has impacted on the service not meeting its quarterly outturn.	Exceeding Target
STAN 2	% of customers satisfied with the service received from STAN	Service Assurance Team	96.3%	90%		100%	90%		Aim to Maximise		Overall customer satisfaction with the STAN service continues to be high and stands at 100% for quarter 2. However, the STAN driver has been off work sick since 10/08/15, which will impact on the service. In July, 61 customer satisfaction surveys were issued during the 2nd quarter, of which 24 were returned. This represents a 39.34% response rate. Some comments from STAN customers: <i>'STAN - I am impressed with the service and knowledgeability of staff. It is a much used and needed service in the Valley and is likely to be more so with the recent news on welfare cuts to the most in need. It is good that we have people who can</i>	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 2 2014/15			Quarter 2 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2014/15			Q2 2015/16						
			Value	Target	Status	Value	Target	Status				
										<p><i>help sort problems out on our behalf. We are very grateful. My thanks to all.</i></p> <p><i>Caroline Jarvis was the most helpful person I have ever met.</i></p> <p><i>Excellent Service STAN - 10/10</i></p> <p><i>Very impressed with Caroline Jarvis who has dealt with my PIP. She spent time with me, very patient, knowledgeable, helpful and confident. Nothing was too much trouble. Would highly recommend this service to the public.</i></p> <p><i>I have had a laryngectomy and I cant always communicate well. Diane was an absolute star, so patient and understanding. I didn't feel embarrassed at all and felt relaxed and confident to stay to the end of all the information she gave me. I have made a return visit where Diane helped with the form. She's a star. Can't fault the service "excellent". Thank you so much. P.S. Please don't discontinue the service.'</i></p>		

Section 5 – Performance Indicator Action Plans

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.

Service Area:	People and Policy		Lead Officer for Performance Indicator:	Clare Law			
Performance Indicator Number/s:	LI12	Performance Indicator Name:	Number of working days lost due to staff sickness				
Target achieved in previous year? (2011/12)	<i>[YES OR NO]</i> <i>YES</i>						
PERFORMANCE DURING CURRENT YEAR (2013-2014)							
Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Actual	Target	Actual	Target	Actual	Target	Actual	Target
2.34	2.00	4.26	4.00				

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

From Quarter 1 we have seen a slight reduction in the number of days lost to sickness. In line with the council's absence management we are managing sickness, in particular long term sickness and on this basis we should see the end of year target met.

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

We currently have a large amount of long term sickness and this is what affects this performance indicator most.

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

Sickness is being managed a long term sickness should start to reduce to get this indicator back on track.

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

The Council will continue to manage sickness to make sure that the target is met.

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.

Service Area:	CS&ICT		Lead Officer for Performance Indicator:	Anita Hall			
Performance Indicator Number/s:	STAN 1	Performance Indicator Name:	Number of People Access STAN				
Target achieved in previous year? (2011/12)	<i>[YES OR NO]</i> YES						
PERFORMANCE DURING CURRENT YEAR (2013-2014)							
Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Actual	Target	Actual	Target	Actual	Target	Actual	Target
393	200	139	200				

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

The STAN service consistently sees almost double the number of people it is targeted, each and every quarter. As this PI is below target due to staff sickness we are unsure at present as to when the PI will get back on track.

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

The STAN driver has been off work sick since 10/08/15. Subsequently, the 139 outturn is solely from July 2015, which has impacted on the service not meeting its quarterly outturn.

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

In line with the Council's absence management procedure, the sickness is being managed. However, with long term sickness we are unsure as to how long this will last.

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

We are managing the sickness and hope that this will lead to the performance indicator getting back on track.

Section 6 – Risks

Guide for Risks Report

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



Priority *

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

Rows that have been shaded represent the Corporate Risks

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

Risk Status	
	OK
	Warning
	Alert

Quarter 2015/16 Risk Report

Report Type: Risks Report
Report Author: Katie Gee_Admin
Generated on: 16 October 2015








Description Regenerating Rossendale





Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
Plan 1	Failure to deliver the Local Development Framework (LDF)	Planning Manager	3	E	3	E	4	F		Due to the high number of responses received to the Summer 2015 Consultation (Draft Plan), which are still being recorded, there may be a delay in consulting on the next stage of preparing the Local Plan Part 2. Recent Government correspondence has indicated that Councils without a Local Plan in place by 2017 may be at risk of being penalised eg Consultants will be brought in to complete the plan.	08 Oct 2015	
Plan 2	Failure to deliver commitments to English Heritage re programme of work (Links to Action DM4)	Planning Manager	3	E	3	E	3	E		The revised strategy and covering report has been postponed until March 2016 to take account of the need to prioritise key applications and projects. It remains the case that work is intended to be complete by March 2016	15 Oct 2015	
HHR2	Use of CPO Powers	Head of Health, Housing and Regeneration	2	D	2	D	2	D		Any process of land assembly involves risk considerations, including: (i) the CPO/over-riding of interests is not successful or is subject to legal challenge. Legal	19 Oct 2015	





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
										<p>agreements will be in place to protect/indemnify the Council from any legal/financial risk;</p> <p>(ii) planning permission for the scheme is not granted – the owners are in discussions with the planning authority and consultees to mitigate this risk;</p> <p>(iii) the development not being delivered/being unviable. An appropriate agreement will be entered into to facilitate the delivery of the scheme</p>		





Description Responsive Value for Money Services





Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
C&MS1	Failure to ensure corporate business continuity and staff capacity for Committee and Member Services service area.	Director for Business; Civic Service Officer/Leader's PA; Committee and Member Services Manager	2	E	2	E	2	F		Remote System Access (RSA) is currently unavailable and we are aware of this and a replacement system is currently being tested for roll out. In the interim there is access to emails via Mimecast, but no diary function. After reviewing the current situation, this does not change the current risk score as hard copies of the Mayoral diary is being made available to the Mayor's Attendants.	07 Oct 2015	
C&MS2	Ensuring a declaration of interest form is received and reviewed by each Councillor, each year, and details	Committee and Member Services Manager	2	F	2	F	2	F		Updated Declaration of Interest forms have been completed and received for 100% of councillors, this includes 100% of Whitworth Town Councillors. All updated information for 2015/2015 has been published on the Council web site as required by	07 Oct 2015	




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
	are amended on the website. This is to evidence sound decision making by Councillors.									the Localism Act 2011.		
CORP1 (CR)	Failure to ensure business continuity and staff capacity	Chief Executive	2	E	2	E	3	E		Service Area Business Continuity Plans are in place and updated regularly, as is the Corporate Business Continuity Plan. All service areas have their own business continuity risks so that this can be closely monitored. The risk status has remained at the current level for Quarter 2.	15 Oct 2015	
CORP2 (CR)	Preserving the value of the Councils' key assets	Director for Business; Head of Customer Services & ICT; Head of Finance and Property	2	E	2	E	3	E	10-Jun-2014	The Council's leisure assets have now entered a testing time for "Grip & Go" as its target market returns to school. This investment strategy is a key part of bridging the Rossendale leisure Trust funding gap. The transport company continues to face challenges facing all operators in particular potential changes to Government fuel rebates and potential changes to regulation within Greater Manchester. The Chair and management team are leading on managing these pressures part of which involves the refresh of their business plan and actions.	13 Oct 2015	
CS&ICT1	Failure to ensure business continuity and staff capacity in the Customer Service & ICT service area.		2	C	2	E	4	E		With regard to the revenues and benefits business continuity the DR has been implemented and tested by Capita. With regard to RBC the revised DR contract has been signed by legal and has been implemented the only thing left to complete is the service area UAT testing in order to verify the DR process backup and restoration this must be completed	14 Oct 2015	





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
										by the respective service area. ICT have completed the corporate elements of DR.		
Elec 1	Failure to hold robust and efficient elections (including failure to recruit staff, preparation of suitable venues; acquire timely and accurate documentation within statutory timescales i.e. poll cards, postal ballot packs)	Elections Manager	2	E	2	E	2	F		Extensive election plans are in place to ensure staff, venues and associated materials are in place within timescales set by the Electoral Commission and election law. These tried and tested plans were used in 2015 and updated versions will be prepared prior to 2016 elections to ensure risk is avoided. There are no changes to the current risk matrix at present.	12 Oct 2015	
Elec 2	Failure to ensure polling stations are DDA compliant / accessible to all	Elections Manager	5	C	5	C	5	B		There has been a polling district review during autumn 2015 which has assessed the suitability of polling stations in Rossendale. Specific issues were dealt with as part of the review and the risk continues to be managed.	12 Oct 2015	
Elec 3	Failure to safeguard the service/ election from fraud and corruption	Planning Manager	2	E	2	F	2	F		Planning for Police and Crime Commissioner elections is underway and fraud issues relating to polling in stations and by post will be reviewed. Incidence across Lancashire is monitored closely by the Police fraud team and to date issues have been infrequent and minor in Rossendale. The risk matrix remains static.	12 Oct 2015	
Elec 4	Failure to implement Individual Electoral Registration (IER)	Elections Manager	3	E	3	E	5	F		Individual Electoral Registration is now in place in Rossendale. There is no risk associated with implementation and this system has now replaced the previous method of registration.	12 Oct 2015	

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
Elec 5	Failure to ensure corporate business continuity and staff capacity for Electoral Services service area.	Chief Executive; Planning Manager	2	E	2	E	3	F		An increase in workload created by the implementation of IER is being covered by existing electoral staff and RBC apprentices. Additional canvassers will be recruited to assist with additional monthly visits to properties where these are required by IER legislation. This risk has been maintained during the period.	12 Oct 2015	
F&PS1 (CR)	Payment of Benefit claims, Creditors and Staff together with robust income collection.	Finance Manager	3	E	3	E	3	E		There is no significant change since our last update. This area remains linked to F&P3 (Business Continuity) - The current contingency is to ensure access to previous BACs files and the web based banking systems to ensure the ability to make necessary payments in the event that central systems are lost.	14 Oct 2015	
F&PS2 (CR)	Council does not align expenditure with future resources beyond 2015/16	Head of Finance and Property	1	C	1	C	3	E		A updated MTFS has been reported to Cabinet. A number of significant uncertainties are emerging: 1 - Continued reduction in central government resources in line with the Chancellors call for 40% reductions to Government department budgets 2 - The intervention of the Secretary of State into the Scout Moor extension plan 3 - Lack of clarity . confirmation regarding 16/17 NNDR pooling arrangements. With this in mid risk has been reassessed as C1.	13 Oct 2015	
F&PS3	Failure to ensure business continuity and staff capacity in the Finance and Property Services Area.	Head of Finance and Property	3	E	3	E	3	E		The head of ICT is due to bring a report to Management Team in order to agree a date for disaster recovery testing.	13 Oct 2015	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
HHR1	Failure to ensure corporate business continuity and staff capacity for Health, Housing and Regeneration service area.	Director for Business; Housing & Regeneration Head of Health	1	E	1	E	3	F		No change to the current status of this risk score. No additional activity has been undertaken in Quarter 2. A review of the service area Business Continuity Plan will be undertaken if/as required.	13 Oct 2015	
Leg1	Fraud and Corruption	Director for Business	2	F	2	F	2	F		Work continues to mitigate the risks around Fraud and Corruption. No changes are necessary to the assessments at present.	12 Oct 2015	
Leg2	Failure to ensure corporate business continuity and staff capacity for Legal service area.	Director for Business; Legal Services Manager	2	E	2	E	2	F		Locums, external barristers and joint working with other local authorities continue to be a great support for the legal team and help mitigate the risk. No amendments needed at this time.	12 Oct 2015	
LEU1	Failure to ensure corporate business continuity and staff capacity for Licensing and Enforcement Unit	Director for Business; Licensing and Enforcement Unit Manager	2	E	2	E	3	F		<p>Current Actions in Place include improved IT systems and reliability, ongoing staff training, essential material is backed up, disaster recovery equipment (IT) in place, regular budget monitoring, health and wellbeing of staff monitored with risk assessments carried out where appropriate and regular one-to-ones with the team.</p> <p>Recruitment has also taken place to support staff capacity.</p> <p>Further actions as follows are ongoing: Improved and more frequent communication, regular Business Continuity Plan review, regular discussion at team meetings and a review of staffing levels.</p> <p>The impact on Business remains the same: -Failure to deliver statutory services in a timely and efficient manner. (Licensing Act, Gambling Act).</p>	16 Oct 2015	

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
										-Failure to deliver timely and effective advice / service. -Reputational damage.		
Ops1	Loss of financial income and potential income due to reduction in recycle rates.	Head of Operations; Joe Kennedy	5	C	5	C	3	C		Recycling rate showing 3% increase from same period last year. Continued efforts to further increase recycling levels will be implemented in period 3, 2015/16 as part of Recycling campaign.	12 Oct 2015	
Ops3	Failure to ensure business continuity and staff capacity for the Operations Service Area	Head of Operations; Joe Kennedy	2	F	2	F	2	F		Vacant posts have been recruited to which has resulted in a number of vacancies in other areas. Currently due to advertise posts.	12 Oct 2015	
P&P01	Failure to ensure business continuity and staff capacity for People and Policy service area.	Chief Executive	3	E	3	E	4	E		At Q2 this risk continues to be maintained at its currently identified risk score. A schedule for periodic updates /review of the People and Policy Service Area Business Continuity Plan is in place. No significant amendments have been made to the Plan since September 2014. All key officers in the Service area have a copy of the Plan should it need to be activated. The Plan will be updated as and where required. The Remote System Access (RSA) is not currently in operation, but access to web-based emails via mimecast remains available. A replacement remote working access system is currently being tested for roll out. This considered sufficient to manage the risk in the interim.	14 Oct 2015	
P&P2	Equal Pay Claims	Chief Executive	3	E	3	E	3	E		At Q2 this risk has been maintained at its current identified risk score 'D3'. A robust Job Evaluation system is now in place to ensure fairness and consistency of approach across the Council therefore mitigating against	14 Oct 2015	

Risk Code	Risk Title	Responsible Officer	Original Impact	Original Likelihood	Current Impact	Current Likelihood	Target Impact	Target Likelihood	Target Date	Latest Note	Latest Date	Status
										the risk of future equal payment claims as far as possible. Equal pay claims have an historical life of 6 years. Any new equal pay claims will be considered on a case by case basis and appropriate legal advice sort.		
P&P3	Non-Payment of Salaries	Chief Executive	3	F	3	F	3	F		The People and Policy Service Area Business Continuity Plan has been reviewed, as such the risk remains the same in Q2.	14 Oct 2015	
P&P4 (CR)	Litigation due to Health and Safety breaches. (Links to Action P&P3)	Chief Executive	3	F	3	F	3	F		At Q2 this risk continues to be maintained at it current identified risk score 'F3' which is also the target risk score. Audits of key high risk service areas have been undertaken / are in place, and all appropriate staff are informed as to how to correctly report health and safety concerns or incidents. The Council's Joint Consultative Committee regularly review Health and Safety updates / incidents and ensure appropriate and proportionate corrective measure are take as needed. The organisations training plan identifies priority need for Health and Safety training and will be implemented/refreshed as required. It is considered that all reasonable mitigating actions are in place for this risk. Of the incident reports submitted in Quarter 2 none were major relating to slips, trips and falls but with no further action needed. In Quarter 2 no new employee claims were submitted.	14 Oct 2015	
Plan 3	Budget reduced by reduction in fees	Planning Manager	3	E	3	E	3	E		Income projections remain within expectations. Due to staff turnover, a vacancy currently exists, but capacity	16 Oct 2015	

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
										building through use of consultants has been required to continue to deliver service given vacancy gap, the need for expert input in relation to Scout Moor and increase in workloads.		
Plan 4	Failure to determine planning applications in line with government targets	Planning Manager	3	E	3	E	3	E		Figures for the quarter remain ok, but use of consultants and other measures have been necessary to sustain performance due to staff turnover and increase in workload	15 Oct 2015	
Plan 5	Failure to deliver commitments on Planning Performance Agreement	Planning Manager	4	E	4	E	4	F		PPA milestones for the local authority have been met so risk is well contained.	15 Oct 2015	
Plan 6	Monitoring delivery on time of requirements of Section 106 planning obligations	Forward Planning; Planning Manager	3	E	3	E	3	E		The corporate working group continues to meet quarterly and keep on track progress as and when agreements are made, triggers reached and monies spent. The group comprises staff from Planning, Legal, Finance and Operations. In addition regular meetings are held between Rossendale Planning and Lancashire County Council (LCC) Highways. Internal Audit has reviewed the current arrangements and made recommendations and it is felt that the current Corporate Steering Group meetings are addressing any risks identified.	08 Oct 2015	
Plan 7	Failure to ensure corporate business continuity and staff capacity for the Planning service area.	Planning Manager	3	E	3	E	3	F		Measures have been and continue to be taken to ensure the team has capacity to deal with work loads for the Planning service via recruitment and use of consultants to capacity build, as such the risk has remained the same	15 Oct 2015	

Section 7 – Complaints

Section 7.1 – 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 2015 - broken down by the nature of the complaint.

Nature of Complaint	Complaints O/S at 30/06/2015	Complaints Received During Q2	Complaints Closed During Q2	Complaints O/S at end of Q2
Action/response/communication	1	4	4	1
Advice given		3	1	2
Application processing	*1	1	2	
Bailiff charges/action		1		1
Benefits processing				
Bin collection		2	2	
Council policy/ procedure				
Council decision	*3		3	
Council Tax charges/decision		1	1	
Customer service	2	1	2	1
Dog fouling				
Litter / debris / flytipping				
Other		1	1	
Quality of service	2	3	3	2
Recovery/payment of Council Tax		1	1	
Staff member/team				
Time taken		1	1	
Total	9	19	21	7

*Please note that in the previous quarter 3 outstanding complaints had been categorised as “Application processing”, but should have been complaints regarding a “Council decision”. These have been rectified in the figures shown above.

In relation to the complaints received in Quarter 2:

- Legal & Democratic Services (1), Planning (1) and Capita (2) each dealt with complaints relating to action/response/communication (three complaints were responded to during Q2 and one complaint received in September remains outstanding).
- Planning dealt with 3 complaints in relation to advice/information given (one has been responded to and two received in September remain outstanding at the end of Q2).
- Licensing and Enforcement dealt with a complaint in relation to application processing (responded to within Q2).
- Capita dealt with a complaint in relation to bailiff charges/action (an interim response has been provided within Q2 and more information requested from the customer to enable the complaint to be fully investigated).
- Operations dealt with 2 complaints in relation to bins/bin collections (both were responded to within Q2).
- Capita dealt with a complaint in relation to Council Tax charges/decision (responded to within Q2).
- Capita dealt with a complaint in relation to customer service (this was received at the end of September and remained open at the end of Q2, but has since been closed).
- Health, Housing and Regeneration dealt with a complaint in relation to other (responded to within Q2).
- Operations (1) and Capita (2) dealt with complaints in relation to quality of service (two complaints were responded to during Q2 and one remains outstanding at the end of Q2).
- Capita dealt with one complaint in relation to recovery/payment of Council Tax (responded to within Q2).
- Licensing and Enforcement dealt with a complaint in relation to time taken (responded to within Q2).

7.2 - Ombudsman Complaints

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

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

Ombudsman Complaints (1st July to 30th September 2015)

Head of Service	Service Area	O/S at start	New	Completed	O/S at end
Place		0	0	0	0
Business	Environmental Services and Public Protection and Regulations	1	0	1	0
Executive		0	0	0	0
	Total				

Explanation:

The Ombudsman has issued a decision notice in relation to the Environmental Services and Public Protection and Regulations complaint. This complaint related partly to Rossendale Borough Council and partly to Lancashire County Council. The decision has been recorded as "Upheld: maladministration, no injustice." The Ombudsman considered that the Council delayed in considering a particular reported issue, but there was no fault in the way the Council dealt with the other reported issues.

Note: There are no full investigations to 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 2015 - 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 2014	January – March 2015	April – June 2015	July – September 2015
Action/response/communication	4		5	5
Application Processing				
Advice/information given				
Customer service	1	2		3
Footpaths	1			
Quality of service	16	14	15	7
Staff member/team	26	23	33	12
Trees	1			
Total	49	39	53	27

In relation to compliments received during this quarter:

- Action/response/communication compliments were received for Legal & Democratic Services (1), Operations (1), Planning (1) Health, Housing and Regeneration (1) and Licensing and Enforcement (1)
- Customer service compliments were received for Corporate Support/Land Charges (2) and Health, Housing & Regeneration (1)
- Quality of service compliments were received for Customer Services and ICT (STAN) (5) and Operations (2)
- Staff member/team compliments were received for Operations (5), Health, Housing and Regeneration (3), Licensing and Enforcement (1), Capita (1), People and Policy (1) and Corporate Support/Land Charges (1)

An additional 27 positive feedback forms have also been received in relation to taxi licensing applications.