

<b>Subject:</b>	Quarter 4 Integrated Performance Report (January to March 2016)	<b>Status:</b>	For Publication
<b>Report to:</b>	Overview and Scrutiny Committee	<b>Date:</b>	20 <sup>th</sup> June 2016
<b>Report of:</b>	Media and Engagement Officer	<b>Portfolio Holder:</b>	Resource and Performance
<b>Key Decision:</b>	<input type="checkbox"/> Forward Plan <input checked="" type="checkbox"/> X	General Exception <input type="checkbox"/>	Special Urgency <input type="checkbox"/>
<b>Equality Impact Assessment:</b>	Required:	No	Attached: No
<b>Biodiversity Impact Assessment</b>	Required:	No	Attached: No
<b>Contact Officer:</b>	<b>Katie Gee</b>	<b>Telephone:</b>	<b>01706 252454</b>
<b>Email:</b>	<a href="mailto:katiegee@rossendalebc.gov.uk">katiegee@rossendalebc.gov.uk</a>		

1.	<b>RECOMMENDATION(S)</b>
1.1	That the Overview and Scrutiny Committee consider the levels of performance and risks detailed in the report.
1.2	That the Overview and Scrutiny Committee continues to monitor performances of those Actions and Performance Indicators that are under-achieving targeted levels of performance and may wish to request further information upon this from the relevant Head of Service and or where appropriate to escalate underperformance concerns to cabinet.

## 2. PURPOSE OF REPORT

The purpose of this report is to inform Overview and Scrutiny Committee:

- An overview of performance in Quarter 4 (January to March 2016).
- The Quarter 4 Integrated Performance Report is attached as Appendix 1.

## 3. CORPORATE PRIORITIES

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

- **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.
- **Responsible and Value for Money 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.
- **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.

#### 4. RISK ASSESSMENT IMPLICATIONS

	Q4	Q3	Q4 2014/15
Low (Green)	26 (78.8%)	25 (81%)	28 (84.8%)
Medium (Amber)	7 (21.2%)	6 (19%)	3 (9.1%)
High (Red)	0 (0%)	0	2 (6.1%)

Management Team are asked to consider the latest mitigating actions undertaken and any further measure are necessary / appropriate across either service area or corporat

Risks are referred to in the Integrated Performance Report Section 6, [pp. 24-32]. The Risks to the Council continue to be closely monitored and mitigating actions taken where possible. Risks are referred to in the Quarter 4 Integrated Performance Report Section 6. [p

Quarter 4 has seen a good performance, and many areas have finished the year's business plan well.

The Integrated Performance Report demonstrates that the Council worked effectively towards delivering its Actions, Performance Indicators, and managing its Risks, in relation to the 2015-16 Corporate Business Plan.

#### 5. OVERVIEW AND SCRUTINY

5.1 Quarter 4 has seen a good performance, and many areas have finished the year's business plan. The Integrated Performance Report demonstrates that the Council worked effectively towards delivering its Actions, Performance Indicators, and managing its Risks, in relation to the Corporate Business Plan.

#### 5.2 OVERALL

	Total	Green	Amber	Red	Unknown
Actions	59	45 (76.3%)	12 (20.3%)	2 (3.4%)	0 (0%)
Performance Indicators	24	17 (70.9%)	2 (8.3%)	2 (8.3%)	3 (12.5%)
Risks	33	26 (78.8%)	7 (21.2%)	0 (0%)	0 (0%)

In relation to the Council's Corporate Priorities, performance is as follows;

	Total	Green	Amber	Red	Unknown
Regenerating Rossendale	16	13 (81.3%)	3 (18.7%)	0 (0%)	0 (0%)
Responsive & Value for Money Service (86)	89	69 (77.5%)	13 (14.6%)	4 (4.5%)	3 (3.4%)
A Clean and Green Rossendale	11	6 (54.5%)	4 (36.4%)	1 (9.1%)	0 (0%)

## 6. KEY POINTS

### 6.1 A Clean and Green Rossendale:

- Recycling has exceeded target in Q4 by almost 5%. As a result household waste collected is considerably down which is pleasing.
- Waterside Mill has now been included in Bacup's Conservation Strategy as part of a move to help secure the long term future of the heritage building.

### 6.2 Regenerating Rossendale:

- The Living Well Living Better Project has taken off with a steering group now set up and regular meetings being held. The project is progressing well and will continue to do so with some key achievements being realised in 2016/17.
- Spinning Point Phase one was approved by Development Control Committee which will see work realised in 2016/17.
- The Bacup THI Project is progressing well with work being carried out on the Pioneer Building and Clock Tower. Work is also being carried out on the RSPCA Building, the REAL Building and properties along St James St.
- Haslingden Task Force work has seen a deep clean of main streets in Haslingden take place and a new Shop Front Scheme launched.

### 6.3 Responsive and Value for Money Services:

- The amount of Council Tax and Business Rates collected at the end of the year finished on target.
- Planning applications determined on time performed above target for all three categories again this quarter, this is a trend that has been present all year.
- There has been no Housing Benefit Claim outstanding for over 50 days.
- Rossendale is now part of a Lancashire wide pooling arrangement for Local Business Rate Retention which has a potential value to the Council of up to £400k per annum.
- The new taxi licensing 'Intended Use' Policy was brought in by the Council.

## 7. Actions

	Q4	Q3	Q4 2014/15
Green	45 (76.3%)	50 (88%)	44 (80%)
Amber	12 (20.3%)	6 (10%)	5 (9.1%)
Red	2 (3.4%)	1 (2%)	6 (10.9%)
Unknown	0 (0%)	0 (0%)	0 (0%)

7.1 76.3% of Actions finished the year Green in status. This is slightly less than the amount of actions that finished the 2014/15 Business Plan Green in status. The number of Actions finishing the year Red in Status is considerably less than at the end of 2014/15.

7.2 Actions are included in Appendix 1 Integrated Performance Report, Section 3 [pp. 15-23].

## 8. Performance Indicators

	Q4	Q3	Q4 2014/15
Green	17 (70.9%)	17 (74%)	25 (96%)
Amber	2 (8.3%)	4 (17%)	0 (0%)
Red	2 (8.3%)	2 (9%)	1 (4%)
Unknown	3 (12.5%)	0	0 (0%)

8.1 70.9% of our Performance Indicators finished the year green in status. 2 of the 3 unknown PI's relate to the call centre and the issues in monitoring call abandonment and pick up rate now that the service has moved to Futures Park. A solution to this is being explored.

Performance Indicators are included in Appendix 1 Integrated Performance Report, Section 4 [pp. 24-32]

### 8.2 What is being done about those Performance Indicators that are below target?

Performance Indicator Action Plans have been completed by the relevant officers for those Performance Indicators and are referred to in the Quarter 4 Integrated Performance Report Section 5. [pp.33-37] they are;

- LI12 – Number of working days lost due to staff sickness
- CS2 – Customer waiting times in the One Stop Shop

## 9. COMPLAINTS

	Q4	Q3	Q4 2014/15
Number of Complaints	15	26	25
Highest Nature of Complaint	Action/ Response/ Communication (3) Advice/ Information/ Litter/ Debris/ Flytipping/ Quality of Service (2)	Action/ Response/ Communication (7) Advice Given (4) Other (3)	Bin Collections (4) Action/Response/ Communication (3) Customer Service (3) Quality of Service (3)
Highest Service Areas	Operations (8) Capita/Licensing and Enforcement (2)	Planning (2)	Capita Revs and Bens (8) Operations (5) CS&ICT / Licensing and Enforcement/ HHR (3)

Q4 has seen a significant decrease in the number of complaints compared to Q3. Given the high number of interactions the Council deals with as a whole, the number of complaints remains low.

The number of complaints received this Quarter is also significantly less than those received in Q4 2014/15.

No new complaints have gone to the Ombudsman during this Quarter, and one Ombudsman Complaint has been completed in Q4, in related to Planning and the Ombudsman closed it stating “Not upheld: no maladministration”.

Complaints are referred to in Appendix 1 Integrated Performance Report Section 7 [pp.46-49].

## 10 COMPLIMENTS

	Q3	Q3	Q4 2014/15
Number of Compliments	39	23	25
Highest Nature of Compliment	Staff Member/ Team (25) Quality of Service (7) Action/ Response/ Communication (5)	Staff Member/ Team (13) Action/ Response/ Communication (7) Quality of Service (2)	Bin Collections (4) Action/Response/ Communication (3) Customer Service (3) Quality of Service (3)
Highest Service Areas	Operations (15) Capita (8) Legal and Democratic Services (8)	Operations (2) Planning (2)	Capita Revs and Bens (8) Operations (5) CS&ICT / Licensing and Enforcement/ HHR (3)

Compliments have seen a large increase this Quarter, from the previous quarter and from the same period last year. The number of compliments is also over double the number of complaints which is encouraging.

Compliments are referred to in Appendix 1 Integrated Performance Report Section 8 [pp. 50-51].

## 11. COMMENTS FROM STATUTORY OFFICERS:

### 11.1 SECTION 151 OFFICER

Any financial implications arising are noted in this report.

### 11.2 MONITORING OFFICER

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

### 11.3

#### **POLICY IMPLICATIONS AND CONSULTATION CARRIED OUT**

Effective Performance Management is very important to the Council, and the Council is committed to improving on an on-going basis how it operates and how it can improve the service it offers and delivers. A very important part of this process is robust and transparent scrutiny and taking timely, corrective action to improve performance.

In completing this report, consultation has been undertaken with;

- Management Team
- Portfolio Holder for Finance and Resources
- Overview and Scrutiny Committee Performance.

---

Background Papers	
Document	Place of Inspection
Covalent Performance Management System	Covalent System or ask Katie Gee