

# How are we making a difference to our communities?

## Integrated Performance Report Quarter 1 (April to June 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 July 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.

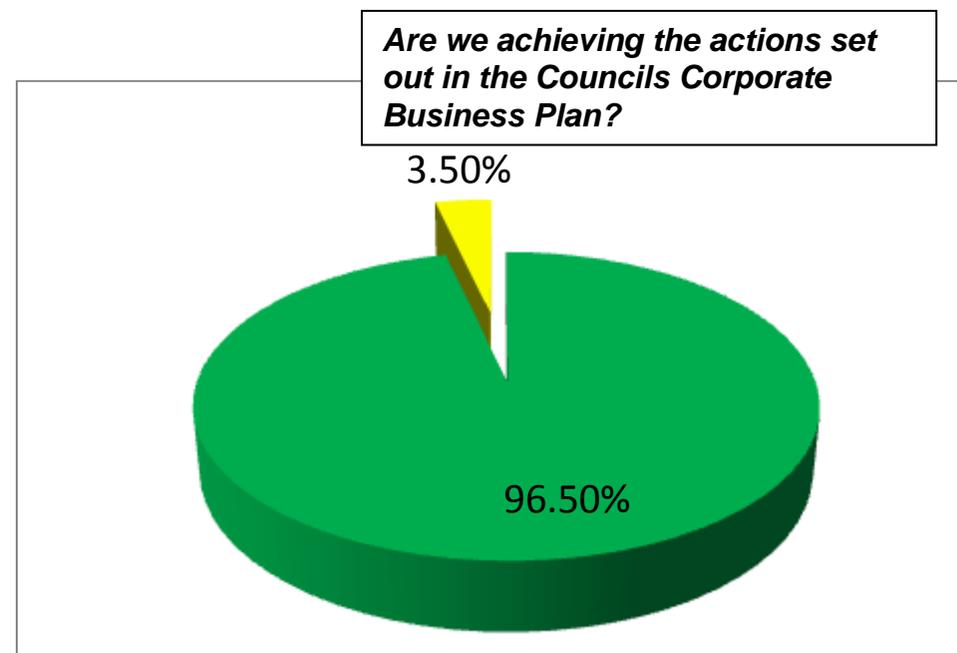
# **Section 1 – High level performance summary**

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.	%
<b>Green</b> ✔	Project on track, no substantial issues or risks which require action from the Council’s Programme Board	<b>55</b>	<b>96.5%</b>
<b>Amber</b> ▲	Some issues or risks which require action from the Council’s Programme Board to keep the project on track	<b>2</b>	<b>3.5%</b>
<b>Red</b> ●	Project in jeopardy – serious issues or risks needing urgent action	<b>0</b>	<b>0%</b>
<b>Unknown</b> ?	The status cannot be calculated	<b>0</b>	<b>0%</b>
	Total number of actions	<b>57</b>	<b>100%</b>



## 1.2 Performance Indicators – achieving targets?

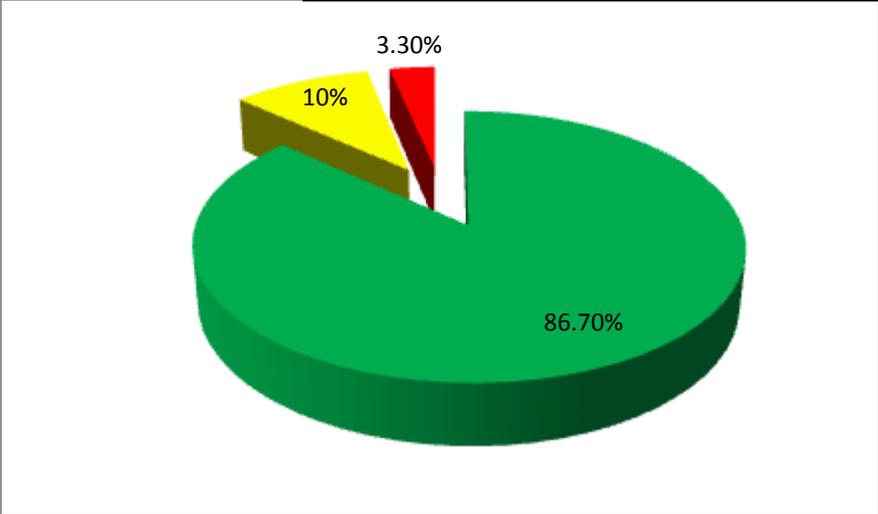
Each year the Council sets targets for achievement against a range of performance indicators and regularly monitors throughout the year how well it is doing in achieving the targets it has set. The following table sets out how many targets are currently on track against National and Local Indicators,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

Legend		Status	Performance Indicators	
			No.	%
<b>On Target</b>		The performance indicator has achieved or exceeded its quarterly target	<b>17</b>	<b>68%</b>
<b>Marginally Below Target</b>		The performance indicator is currently 5% or less from achieving its target	<b>6</b>	<b>24%</b>
<b>Below Target</b>		The performance indicator is currently more than 5% of achieving its target	<b>2</b>	<b>8%</b>
<b>Unknown</b>		The status cannot be calculated	<b>0</b>	<b>0%</b>
<b>Total for Quarter</b>			<b>25</b>	<b>100%</b>

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

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

Risks			
Legend	Status	No.	%
<b>Green</b> ✔	The likelihood and impact of the risk is low	<b>26</b>	<b>86.7%</b>
<b>Amber</b> ▲	The likelihood and impact of the risk is medium	<b>3</b>	<b>10%</b>
<b>Red</b> ●	The likelihood and impact of the risk is high	<b>1</b>	<b>3.3%</b>
<b>Unknown</b> ?	The status cannot be calculated	<b>0</b>	<b>0%</b>
<b>Total</b>		<b>30</b>	<b>100%</b>



## 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	8	100%	0	0%	0	0%	0	0%
Performance Indicators	3	2	67%	1	33%	0	0%	0	0%
Risks	0	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>11</b>	<b>10</b>	<b>90.1%</b>	<b>1</b>	<b>9.1%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

## 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	2	67%	0	0%	1	33%	0	0%
Risks	2	2	100%	0	0%	0	0%	0	0%
<b>Total</b>	<b>15</b>	<b>14</b>	<b>93.3%</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>6.7%</b>	<b>0</b>	<b>0%</b>

## 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	37	94.9%	2	5.1%	0	0%	0	0%
Performance Indicators	19	12	63.2%	6	31.6%	1	5.2%	0	0%
Risks	28	24	85.7%	3	10.7%	1	3.6%	0	0%
<b>Total</b>	<b>86</b>	<b>73</b>	<b>84.9%</b>	<b>11</b>	<b>12.8%</b>	<b>2</b>	<b>2.3%</b>	<b>0</b>	<b>0%</b>

## **Section 3 – Implementing the Council’s Corporate Business Plan**

**This section of the report provides a detailed performance up-date against each of the actions in the Council’s Corporate Business Plan which is due for completion by March 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 1 Actions Report 2015/16

**Report Type:** Actions Report  
**Report Author:** Katie Gee\_Admin  
**Generated on:** 13 August 2015



## Description Clean and Green Rossendale

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
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>	09-Jul-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</p>	09-Jul-2015	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>that are sampled on a regularly basis and the data uploaded to DEFRA annually. Sampling and air quality reviews within Rossendale have shown an exceedance within two areas of the borough (Bacup Road, Rawtenstall and Tesco gyratory, Haslingden) and Air Quality Management Areas have been declared for these two areas.</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. Following the end of Qtr. 1 the team had carried out 40 inspections and 48 sampling visits the majority of which form part of the proactive work programme.</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>	16-Jul-2015	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
OPS1	Deliver targeted education campaign to increase recycling	31-Mar-2016	Head of Operations	08-Jul-2015		Preliminary discussions commenced in May which focused on % of recycling in different areas of Rossendale which will help target resources. Also the matter has been highlighted to LCC to see if they are able to provide assistance.	08-Jul-2015	✔
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		The Conservation Officer has commenced the final review of timescales and is looking to take a report to cabinet in the Autumn	20-Jul-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		A viability report has been prepared on behalf of the Council by consultants Keppie Massie. This indicates that there is Viability for the Community Infrastructure Levy on greenfield housing in the more affluent parts of the Borough. No decision has been taken as whether to progress the Community Infrastructure Levy (CIL).	09-Jul-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		<p>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.</p> <p>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.</p> <p>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</p>	09-Jul-2015	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						recruited to the role and will be in post for 2 years.		
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		Planning Manager has sought quotes for the work to provide capacity building in the longer term. In the short term capacity is being provided by an Officer from Pendle	20-Jul-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 1 the Promoting Rossendale Board launched their new brand logo and the tourism booklet for Rossendale called '48 Hours in The Valley' at The Whitaker. The aim of the brand logo is to enable the board to have a joined up offer to promote up and down the country to get more visitors to Rossendale. The aim of the 48 Hours in The Valley brochure is to encourage visitors to stay for longer than a day. It aims to give a flavour of the menu offered by Rossendale. The brochure and brand have received positive feedback. The brochures are now in the process of being sent to Tourist Information Points up and down the country. The board have also been working well with Visit/Marketing Lancashire and have input Rossendale in the wider Lancashire Visitor Economy Strategy. Our presence on the Visit Lancashire site is growing and we are monitoring the views to the pages. Work in Quarter 2 will be undertaken in terms of redeveloping the Visit Rossendale site and on mapping.	30-Jul-2015	✓
CORP2	Support the Living Better, Living Well project in Rossendale	31-Mar-2016	Chief Executive	30-Jul-2015		We are in contact with Chorley Council and LCC and recruitment to the post is due to take place in Quarter 2. After that more detailed updates will be provided when work commences.	30-Jul-2015	✓
FP2	Input into Valley of Stone and National Cycle Route 6 implementation works	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		Approval was given in June 2015 by Lancashire Economic Partnership (LEP) for funding from the Government's Growth Fund Scheme to be	09-Jul-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						allocated to both the Valley of Stone and National Cycle Route 6 Projects. This is match funded with Lancashire County Council money giving a total pot of £4.5 million to be spent over the next 5 years. Detailed designs are being developed by Lancashire County Council for project implementation.		
FP5	Inform SPD / Masterplan for Rawtenstall	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		Development in Rawtenstall Town Centre for the Valley Centre area (Spinning Point) is being led by the Joint Venture Partnership. The current proposal for part of the site has been paused whilst revisions are considered / prepared to address concerns on some Heritage aspects. Any revisions will be included in a revised proposal which will then be submitted and consulted upon. This may mean the current application is formally withdrawn.	20-Jul-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		<p>The RTB Partnership are leading on the development of a suitable scheme for Rawtenstall Town Centre and are liaising with Historic England to ensure that the scheme reflects their comments. Further public consultation will take place as a revised scheme is developed.</p> <p>The THI Programme physical works will commence on site in July 2015 commencing with the Pioneer Building.</p>	16-Jul-2015	✓
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			<p><b>Work with the Lancashire Local Enterprise Partnership and partners across Lancashire to identify opportunities for the delivery of economic regeneration and initiatives in Rossendale</b></p> <p>Working with the RTB Partnership to explore opportunities as they become available.</p> <p><b>Support business networks which retain spend, build social capital and disseminate information</b></p> <p>Continue to support Valley At Work, Bacup Business Association and the Rossendale Business</p>	16-Jul-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>Awards of which we are a major sponsor  <b>Micro finance available to support business start-up and growth</b>            Have worked 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><b>Effective relationships with businesses including major employers leading to better job retention/creation</b>            Have worked with Rossendale businesses on a range of queries ranging from planning consents, expansion, relocation, recruitment, access to finance, training etc.</p>		
FP4	Input in to cross cutting corporate projects e.g. East Lancashire Railways, document preparation by PLACE and LEP's, S106 monitoring and Joint Venture Projects.	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		Input into cross-cutting projects continues. A meeting with consultants representing Highways England is to be held shortly to discuss issues affecting the A56/M66 corridor.	09-Jul-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		We continue to work with the RTB Partnership on a number of schemes across the valley and consider funding opportunities as they arise.	16-Jul-2015	✔
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 Rawtenstall and Rochdale with a cycle way) and are in the process of developing designs for the scheme which will begin to be delivered later in 2015.	31-Jul-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			Work has been carried out on launching 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	31-Jul-2015	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						Rossendale website, monthly tourism newsletters to subscribers and to creating leaflets of walks in Rossendale. The Whitaker continues to be successful holding new events and gaining a strong following.		

### Description Responsive Value for Money Services

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
DM1	Implement changes to relevant policies	31-Mar-2016	Planning Manager	20-Jul-2015		Tender brief will need to be prepared and documents to be drafted with support from consultants to aid capacity building for these documents.	20-Jul-2015	✓
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 referrals being made from DV specialists outside of Rossendale and this is partly due to the success of a Lancashire bid to create more refuge / safe house spaces across Lancashire. Rossendale's element of the bid will be used to fund a specialist worker, working alongside our DV Provider, Calico and Rossendale's HOT Officers to provide hands-on support to households</p>	09-Jul-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p>fleeing domestic violence as well as increasing the provision of safe houses throughout Rossendale. This will be co-ordinated through a Task and Finish Group of the Rossendale Domestic Abuse Partnership.</p> <p>This last quarter has seen the culmination of Lancashire County Council's Support People re-rendering process. This has 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>We are also investigating several illegal evictions where Landlords have refused to allow tenants to return to properties this is a follow on from the Council's successful Rogue Landlord Scheme which established better links and reporting mechanisms for people threatened or suffering from illegal evictions.</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 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.</p>		
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 role & engaging young people in civic life through visits to schools / Council Chambers	31-Mar-2016	Civic Service Officer/Leader's PA; Committee and Member Services Manager	01-Apr-2015		Information regarding the Mayor has been updated on the Council web site. This includes booking forms and guidance on booking the Mayor for events. A quiz was circulated to Rossendale schools to promote democracy and celebrate the 800th anniversary of the Magna Carta. The Mayor also attended a school event in celebration of the Magna Carta. The Mayor has also attended the Armed Forces Flag raising event on 22nd June 2015 which was well attended.	02-Jul-2015	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
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 14% 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 will be reviewed again in July 2015 by the Governance Working Group. Personal Development Plans (PDP's) are reviewed on an ongoing basis and at present 75% have a full PDP in place, and of those will a full PDP completed 81% have undertaken a PDP review.	02-Jul-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 minutes have been made available within 4 working days of the meetings.	02-Jul-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		A briefing for members was arranged at the end of the last municipal year on 16th March 2015. Awaiting further updates.	02-Jul-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 Contract post October 2016	31-Mar-2016	Andrew Buckle; Stuart Sugarman	07-Aug-2015		A option appraisal was undertaken and formed part of a report which went to Cabinet on 8th July 2015. Cabinet approved the extension of the Capita contract for a further 3 years (October 2016 to October 2019). Staff are currently liaising with Capita in relation to Change Controls and once agreed will look to implement any agreed changes.	07-Aug-2015	✓
CS&ICT2	Roll out the Universal Credit (UC) first phase	31-Mar-2016	Andrew Buckle	07-Aug-2015		The DWP continue to roll out Universal Credit. Families can now claim Universal Credit and we have seen an increase in the number of people going on to UC although it is relatively small. Staff within the SAT continue to assist the DWP in order for them to process claims for UC.	07-Aug-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
CS&ICT3	Comply with IER and PSN	31-Mar-2016	Andrew Buckle; Stuart Sugarman			The 2015/16 PSN code of connection has been submitted to the Cabinet Office on 3/8/15. We are awaiting a response from the code of connection team regarding our submission.	13-Aug-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		The virgin device has now been connected, testing is in progress for the 100 meg circuit which is being used by the tenants. The RBC connection will be tested during Sept 2015.	10-Aug-2015	✓
CS&ICT5	Explore new approached to Counter Rate Avoidance Tactics	31-Mar-2016	Andrew Buckle			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.	13-Aug-2105	✓
DM2	Revise procedure for Development Management	31-Mar-2016	Planning Manager	20-Jul-2015		Principal Planning Officer has commenced review of validation policy, and Planning Manager / Principal will then focus on Customer Charter update	20-Jul-2015	✓
DM3	Implement requirements of Planning Performance Agreement for Scout Moor and Rooley Moor Windfarm proposals	31-Mar-2016	Planning Manager	20-Jul-2015		A PPA is in place for Scout Moor. In respect of its milestones, the planning application was ultimately submitted a few weeks later than the PPA identified. Accordingly, the application is to be determined later than the PPA set out. The process is otherwise on track. In respect of Rooley Moor, the applicant ultimately was not prepared to enter into a PPA.	20-Jul-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		Parliamentary and Borough elections were held on 7 May which elected 1 member of parliament and 14 ward councillors. The elections were run in line with current legislation and were the first elections held under Individual Electoral Registration. The elections team undertook necessary training prior to the elections and the elections had no unexpected difficulties. The next scheduled elections will be Police & Crime Commission and Borough elections on 5 May 2016.	20-Jul-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
ELEC2	Administer the registration of eligible electors by Individual Electoral Registration (IER).	31-Mar-2016	Elections Manager	01-Apr-2015		Rolling registration is processed on a daily basis with amendments to the register published on 1st of the month during all months except October and November (during annual canvass). Annual canvass began mid July 2015 with the delivery of initial canvass forms to all domestic properties included on the register of electors. An anticipated 50% of properties that do not respond to this form will be sent two reminder forms and will receive a personal visit by a canvasser. Any new electors found during the canvass process will be invited to register individually by the sending of a separate form (people can also register online at <a href="http://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a> ). New electors not responding to their invitation to register will be sent two reminder forms and will receive a visit by an IER canvasser.	20-Jul-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		Full Council (15/07/15) approved a three year contract extension with the current provider Capita. Formal contracts now to be signed.	17-Jul-2015	
F&PS2	Develop and embed an effective and efficient process for collection and disbursement of New Homes Monies	31-Mar-2016	Head of Finance and Property	17-Jul-2015		As part of the contract extension Capita have offered to formalise the revenue targets in relation to the value of NH Bonus. The critical quarter is July, August, September as Property numbers are reported to Central Government in early October.	17-Jul-2015	
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		Information has been provided to the initial round of meetings with neighbouring authorities and LCC. Members have approved the principles of a Lancashire wide scheme which is now dependent of other Lancashire Districts, County Council and the publication of a 2015 prospectus by central Government.	17-Jul-2015	
F&PS4	Drive on letting Kay Street units	31-Mar-2016	Head of Finance and Property; Property Services Manager	17-Jul-2015		The Property Service's Manager is currently in tentative talks regarding the old leisure Trust offices. In addition agents have been appointed to market the various offices.	17-Jul-2015	
F&PS5	Effective management	31-Mar-2016	Head of Finance and	17-Jul-2015		Property Services continue to monitor and manage	17-Jul-2015	

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	practices in place for the Council's water culverts, car parks and open spaces		Property; Property Services Manager			these areas with the goal of a more proactive approach to management albeit subject to available resources.		
F7PS6	Complete the sale or transfer of Haslingden Swimming Pool	31-Mar-2016	Head of Finance and Property; Property Services Manager	17-Jul-2015		The Council is currently working with a community group "HAPPI" with a view to the group reopening the facility using in the main volunteers and local trade support.	17-Jul-2015	✓
FP1	Implement Local Plan Pt2 - Prepare draft Allocations and Development Management DPD and consult, prepare response, demonstrate duty to co-operate, and then take through to publication version	31-Mar-2016	Forward Planning; Planning Manager	09-Jul-2015		A draft Site Allocations and Development Management Plan has been prepared and will be subject to Public Consultation between 20th July - 7th September 2015. Discussions have been held with Rochdale and Bury regarding housing and neighbouring authorities will be consulted as part of the Draft Plan process. Following receipt of comments from consultees the draft Local Development Scheme indicates that a Publication version of the Plan should be subject to public consultation during December-January 2015.	09-Jul-2015	✓
LEG1	Provide on-going training on procurement and contract management	31-Mar-2016	Legal Services Manager			One to One training continues as and when required. Bespoke training on the new regulations will be rolled out later in the year. Discussions around this are ongoing.	13-Aug-2015	✓
LEG2	To advise and provide support in relation to the Combined Authority proposals	31-Mar-2016	Legal Services Manager			Legal advise and assist as necessary in relation to the Combined Authority Proposal	13-Aug-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 later in the year following the revision of taxi policies and procedures.	21-Jul-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		3 applications received and dealt with for 3 premises and no mobile dealers. Currently sitting with Environmental Health, target transfer date to LEU October 2015	21-Jul-2015	✓
LEU3	Engage with internal and external agencies to promote	31-Mar-2016	Licensing and Enforcement Unit	1st April 2015	14-Apr-2015	Benefit fraud now falls within the single fraud investigation service (DWP)	21-Jul-2015	✓

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
	fraud awareness		Manager					
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		Currently in consultation with the proposed new policies, consultation end date is 31st July 2015. It is intended to take the revised and new policies to Licensing Committee on 10th September 2015 and Full Council on 30th September 2015.	21-Jul-2015	✔
OPS 3	Review and update service standards and policy document to reflect current position	31-Mar-2016	Head of Operations	1 <sup>st</sup> April 2015		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	15-Jul-2015	✔
OPS 4	Introduce path and footway inspection procedure for parks	31-Mar-2016	Head of Operations	08-Jul-2015		Path and footway inspection procedure for parks was devised by the previous Parks and Open Spaces Manager last year and the team has commenced inspections in June 2015.	08-Jul-2015	✔
OPS 7	Develop options for self-supported management of RBC owned sites	31-Mar-2016	Head of Operations	1 <sup>st</sup> April 2015		No further developments for the bowling green/pavilion in Moorlands Park since the failed bid from the club last year.	08-Jul-2015	⚠
OPS2	Investigate commercial waste opportunities to increase income	31-Mar-2016	Head of Operations			Awaiting the restructure of the Operations team before commencing.	08-Jul-2015	⚠
OPS6	Implement the 2015/16 Cemetery Strategy action plan	31-Mar-2016	Head of Operations	08-Jul-2015		The memorial inspections are over 80% completed and further discussions will be had with relevant parties to discuss options to deal with unsafe memorials. The new ashes plot is in the process of getting installed at Whitworth Cemetery, once that is complete attention will be given to burial plots in Rawtenstall cemetery	08-Jul-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-Jul-2015	✔
P&P3	To monitor the Health and Safety provision	31-Mar-2016	HR Manager	23-Jul-2015		In Quarter 1 we have worked on the following in relation to Health and Safety; <u>Report It (Near Miss Cards)</u> - This is a new activity for recording near misses and incidents, the Report It Cards have been distributed to the operations department to trial.	23-Jul-2015	✔

Action Code	Action Title	Due Date	Responsible Officer	Start Date	Completed Date	Latest Note	Latest Date	RAG Status
						<p><u>Accident Books</u> - Accident books have been reintroduced for recording minor accidents.</p> <p><u>Lone Worker Identity Badges</u> - 10 badges have been purchased and will be distributed to the relevant departments.</p> <p><u>Health &amp; Safety/Fire Risk Assessments Of; - Haslingden Market;</u> Overall there were 5 issues identified and all these were classed as high recommendations.</p> <p><u>Bacup Market;</u> Overall there were 5 issues identified and all these were classed as high recommendations. Action Plans for both of these have been sent to the Officer in charge of markets.</p>		
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-Jul-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		Work has been programmed into work of the Enforcement Officer for the year ahead through PDR process	20-Jul-2015	✓
OPS5	Implement the revised grounds maintenance schedules as approved by Full Council	31-Mar-2016	Head of Operations	08-Jul-2015		The revised grounds maintenance schedules as approved by Full Council were implemented at the start of the grass season in April. Over the course of the season performance will be monitor to ensure that we meet the targets in place which should minimise service requests, queries and complaints.	08-Jul-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 1 PI Report 2015/16

**Report Type:** PIs Report  
**Report Author:** Katie Gee\_Admin  
**Generated on:** 13 August 2015



Rows are sorted by Code

## Description Clean and Green Rossendale

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
LI 82ai	% of Household Waste Recycled	Operations Manager	21.59%	24.00%		24.19%	23.50%		Aim to Maximise		Household waste recycled exceeded target again this quarter continuing the trend from the final two quarters of 2014/15.,	On Target
LI 82bi	(CP3.2.2) % of Household Waste Composted	Operations Manager	16.00%	15.00%		15.31%	16.00%		Aim to Maximise		Organic waste marginally below target due to lower temperatures during May resulting in slower than usual grass growth. Tonnages recovered in June with percentage for that month of 17.75%	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	131	130		118	125		Aim to Minimise		Quarter 1 figures indicate 117.93kg per household, which exceed target for this quarter. There is potential for further reduction in 2015-16 as a result of recycling campaign	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
										targeted at specific areas as identified following changes to collection methodology and analysis.		

### Description Regenerating Rossendale

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 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	↓	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	↓	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	12.00	7.50	✔	0.00	7.50	✘	Aim to Maximise	↓	In Quarter 1 no dwellings were returned into occupation or demolished. The projects focus moving forward is now on returning properties to use so we will see improvements in the remaining Quarters, and the Performance Indicator will reach its target.	Exceeding Target
NI 16 LAA	High Impact Acquisitive Crime (HIAC)	HR Manager	0.5	3	✔	1.03	3	✔	Aim to Minimise	↓	Based on a population of 68,000 HIAC rate is 1.03(per 1,000) residents for Quarter 1. Although this is still below target, it is more	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
	Rate									than double Q1 2014/15.		
NI 20 LAA	Assault with injury crime rate	HR Manager	0.69	2		1.79	2		Aim to Minimise		Based on a population on 68,000 the Assault with Injury crime rate is 1.79 (per 1,000) residents. Although this is below target it is more than double Quarter 1 2014/15.	Exceeding Target
NI 154	Net additional homes provided	Planning Manager	Not measured for Quarters			Not measured for Quarters			Aim to Maximise		224 additional houses were provided in the year 2014-2015.	Exceeding 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		The number of affordable homes provided for the year 2014-2015 was 26.	On Target

### Description Responsive Value for Money Services

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
CS2	Customer waiting times in the one stop shop	Capita; Service Assurance Team	8mins	10mins		7mins	10mins		Aim to Minimise		An excellent performance for Quarter 1 with the waiting time recorded as 7mins 7sec. Taxi licensing queries are now over taking housing benefits/council tax queries.	On Target
CS5	% of telephone calls answered by Coventry call centre within 20 seconds	Capita; Service Assurance Team	50%	65%		58.27%	65%		Aim to Maximise		Performance for the quarter has been disappointing with two of the 3 months failing to meet target. It is anticipated that this will improve throughout the year.	Marginally Below Target
CS6	% of abandoned calls -	Capita; Service Assurance Team	10.1%	8%		7.53%	8%		Aim to Minimise		The quarter target has been met despite disappointing results in two of the three months. It is anticipated that this improved	Marginally Below Target

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
	Coventry Call Centre									performance will continue		
LI 9	% of Council Tax collected	Capita; Service Assurance Team	29.02%	28.55%		29.22%	29.02%		Aim to Maximise		Collection of council tax is above target by 0.06%. Analysis shows that those paying the 50% premium for empty properties are now paying more regularly than in the first year of the charge in 14/15. As at 31st July 2014 34.29% had been collected compared with 37.48% as at the same time this year.. Those in receipt of CTS continue to be a challenge to collect outstanding balances especially those of working age. The collection rate for this group is only 29.65% at July 2015.	On Target
LI 10	Percentage of Non-Domestic Rates Collected	Capita; Service Assurance Team	31.10%	30.00%		29.31%	31.10%		Aim to Maximise		Collection of business rates is lower than last year however collection of business rates can be volatile. Investigations into high value debts are underway. The business rate section will continue to pursue non payers however the ongoing legal issues with avoidance are still waiting to be addressed and this is having an adverse impact on collection.	On Target
LI 12	(CP6.3.2) Working Days Lost Due to Sickness Absence (days)	HR	1.61	2.00		2.34	2.00		Aim to Minimise		At the end of Quarter 1 long term 20 days or more is 1.67 days per fte Short term is 0.67 days per fte, overall 2.34 days per fte	Marginally Below Target
LI 79a	Accuracy of processing - HB/CTB claims	Capita; Service Assurance Team	96.00%	93.00%		93.33%	93.00%		Aim to Maximise		Another pleasing quarter achieving targets ensuring customers receive their correct benefit entitlement.	Exceeding Target
LI 79bi	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	Capita; Service Assurance Team	78.36%	70.00%		53.41%	70.00%		Aim to Maximise		This indicator measures overpayments recovered against those created during the period. Staff aim to be as up to date as possible when processing changes from customers but one fraud overpayment going back over a number of month/years can affect performance. This indicator has	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
	(LI 10)									also been affected by the Real Time Information received from HMRC which has resulted in an increase in overpayments being created. Despite a modest start we are still on track to achieve target at the end of the year.		
LI 79bii	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding (LI 11)	Capita; Service Assurance Team	10.72%	8.75%		10.08%	8.75%		Aim to Maximise		The target is an accumulative target and therefore 10.08% for the first quarter is a good performance. Staff continue to recover HB overpayments in increasingly difficult times.	On Target
LI 109a	Major applications determined in 13 weeks	Technical Assistant - Planning	80.00%	65.00%		100.00%	65.00%		Aim to Maximise		Quarter 1 shows 2 out of 2 majors determined on time, so 100%	Exceeding Target
LI 109b	Minor applications determined in 8 weeks	Technical Assistant - Planning	88.00%	80.00%		89.74%	80.00%		Aim to Maximise		Performance was 35 / 39 determined on time = 89.74%	Exceeding Target
LI 109c	Planning Applications: 'Other' applications	Technical Assistant - Planning	91.00%	80.00%		100.00%	80.00%		Aim to Maximise		41 out of 41 applications determined on time so 100%	Exceeding Target
NI 181 (ai)	Time taken to process Housing Benefit New Claims	Capita; Service Assurance Team	27.0	26.0		20.7	21.0		Aim to Minimise		Its pleasing to report a good first quarter performance. New claims continue to be processed swiftly ensuring customers receive their benefits on time.	On Target
NI 181 (aii)	Time taken to process Council Tax Benefit new claims	Capita; Service Assurance Team	30.0	27.0		22.6	22.0		Aim to Minimise		Performance in the first quarter has just missed target. It is anticipated that performance will improve however due to the move to CTR	On Target

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
										not being a benefit this is impacting on the speed of processing as customers still think they can claim CTR via job seekers allowance, income support and Universal Credit.		
NI 181 (bi)	Time taken to process Housing Benefit Change in Circumstance	Capita; Service Assurance Team	7.64	9		7.54	7		Aim to Minimise		Performance is just outside target this quarter but due to fluctuations on the number of documents received during the year it is anticipated that the annual outturn will be achieved.	On Target
NI 181 (bii)	Time taken to process Council Tax Benefit Change in Circumstance	Capita; Service Assurance Team	5.0	10.0		4.9	7.0		Aim to Minimise		Performance has achieved target this quarter.	On Target
PM2	% of new HB claims outstanding over 50 days	Capita; Service Assurance Team	0%	5%		0%	5%		Aim to Minimise		A good performance for the first quarter of the year. 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	389	150		393	200		Aim to Maximise		Footfall for Rossendale for quarter 1 was 393. The high demand for assistance with various forms impacts on the number of people that can be seen and helped as some of these forms can take in excess of an hour to complete. Staff on STAN are referring in to the CAB for form filling but there is currently a three week wait for this service. There does seem to be a gap in provision of assistance with form filling, which means staff have very few options for referring people on.  STAN is a well utilised service, in	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
										Rossendale and regularly receives positive feedback. This supports some of our most vulnerable residents and is highly regarded by residents and partner agencies.		
STAN 2	% of customers satisfied with the service received from STAN	Service Assurance Team	100%	90%		98.28%	90%		Aim to Maximise		<p>Overall customer satisfaction with the STAN service continues to be high and stands at 98.28% for quarter 1. This equates to 96.55% of customers who returned feedback forms being 'very satisfied', with 1.72% 'satisfied'.</p> <p>Only one customer was dissatisfied with the service during quarter 1. The customer did not give any reasons for her dissatisfaction. Staff on STAN referred the case to St Vincent's who reported that this customer would not engage with them. This customer has since moved to another address.</p> <p>97 customer satisfaction surveys were issued during the 1st quarter, 58 were returned. This represents a 59.79% response rate.</p> <p>Some comments from STAN customers: "Caroline Jarvis is a super hero, Diane and Phil are brilliant. Caring, considerate and compassionate. Absolutely brilliant on all fronts. The staff on the STAN van are 100000 - 1. It's a disgrace there aren't more people like this in social/public work and feel they do not get the recognition they deserve. Caroline Jarvis in particular has been a god send. I honestly don't think I would be here had it not been for her help. #Changing &amp; Saving Lives."</p> <p>"Without the help, support and guidance of</p>	Exceeding Target

PI Code	Short Name	Responsible Officers	Quarter 1 2014/15			Quarter 1 2015/16			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q1 2014/15			Q1 2015/16						
			Value	Target	Status	Value	Target	Status				
										<p><i>Caroline, Jenny, Phil and Diane I would truly be at a loss. To have people understand and care about me means the world. Thank you."</i></p> <p><i>"Stan is an excellent service and thank you for helping older people who can't use computers. You are an excellent team, and thank you all, as know I have always someone to help when needed and now not on my own."</i></p> <p><i>"I am most satisfied with your service. Would you please say Thank you to the lady who helped me with my problem. I would have got everything all wrong and mixed up so once again a BIG THANK YOU. I do think there should be a small charge."</i></p> <p><i>"Excellent service could not have been a better service with very good staff, especially Caroline Jarvis."</i></p> <p><i>"Very Satisfied with the service. Using STAN is very convenient for me. It means I don't have to travel to Futures Park, as I'm not very mobile."</i></p> <p><i>"Staff and service 5 Stars"</i></p>		

## **Section 5 – Performance Indicator Action Plans**

## Performance Indicator Action Plan – 2015/2016

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

<b>Service Area:</b>	People and Policy		<b>Lead Officer for Performance Indicator:</b>	Angela Yates/ Clare Law			
<b>Performance Indicator Number/s:</b>	LI12	<b>Performance Indicator Name:</b>	Number of work days lost due to sickness				
<b>Target achieved in previous year? (2014/15)</b>	Yes						
PERFORMANCE DURING CURRENT YEAR (2015-2016)							
Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Actual	Target	Actual	Target	Actual	Target	Actual	Target
2.34	2.00						

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

Quarter 1 is only above target by 0.34 days, this means that the Performance Indicator could be brought back on track by end of year given we are only at Quarter 1.

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

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

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

Staff currently absent from work due to sickness are in a level of warning which advises that if their sickness absence continues employment with the Council may terminate.

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

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

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

## Performance Indicator Action Plan – 2015/2016

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

<b>Service Area:</b>	Health Housing & Regeneration		<b>Lead Officer for Performance Indicator:</b>	Rebecca Lawlor			
<b>Performance Indicator Number/s:</b>	LI64	<b>Performance Indicator Name:</b>	The number of private sector vacant dwellings that are returned into occupation or demolished				
<b>Target achieved in previous year? (2014/15)</b>	<i>Yes</i>						
PERFORMANCE DURING CURRENT YEAR (2015-2016)							
Quarter 1		Quarter 2		Quarter 3		Quarter 4	
Actual	Target	Actual	Target	Actual	Target	Actual	Target
0	7.5						

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

It is likely that despite this Quarter being below target, the indicator will finish the year above target.

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

The project relating to this Performance Indicator has been focusing on project recovery since AAW Ltd went into administration.

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

The Housing Project Team are now managing the project and they have a new focus on returning properties to use and getting properties rented so in future Quarter this Indicator will perform better.

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

The teams focused work on rentals will see a significant improvement in this Indicator.

## **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 1 Risk Report 2015/16

**Report Type:** Risks Report  
**Report Author:** Katie Gee\_Admin  
**Generated on:** 13 August 2015



## Description Regenerating Rossendale

Traffic Light: Green 2

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
	Plan 1	Failure to deliver the Local Development Framework (LDF)	3	E	14-May-2014	3	E	14-May-2014	4	F	A draft version of the Local plan part 2 has been published for consultation purposes for the period 20th July to 7th Sept. The period of time for one of the Planning Assistant's to be remain full time has been extended to see the document preparation through to submission of Local Plan part 2. At present the document preparation remains on track.	20 Jul 2015
	Plan 2	Failure to deliver commitments to English Heritage re programme of work (Links to Action DM4)	3	E	05-Aug-2014	3	E	05-Aug-2014	3	E	The conservation officer has commenced preparing the revised strategy and covering report for consideration in Autumn 2015. Accordingly it is considered work is underway to address the risks identified.	20 Jul 2015

## Description Responsive Value for Money Services

Traffic Light: Red 1 Amber 3 Green 24

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
	C&MS1	Failure to ensure corporate	2	E	15-May-2014	2	E	15-May-2014	2	F	Remote System Access (RSA) is currently unavailable and we are aware of this and a replacement system is currently being	02 Jul 2015

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
		business continuity and staff capacity for Committee and Member Services service area.									tested for roll out. 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.	
	C&MS2	Ensuring a declaration of interest form is received and reviewed by each Councillor, each year, and details are amended on the website. This is to evidence sound decision making by Councillors.	2	F	09-Sep-2014	2	F	09-Sep-2014	2	F	Declaration of Interest forms are in place for all councillors. There are 2 forms outstanding which have not yet been reviewed. The Committee and Member Services Officer is following up non-returned review forms directly with councillors and reporting progress to the Monitoring Officer. All forms received for the 2015/2016 period have been updated on the web site.	02 Jul 2015
	CORP1 (CR)	Failure to ensure business continuity and staff capacity	2	E	09-Sep-2014	2	E	09-Sep-2014	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 1.	30 Jul 2015
	CORP2 (CR)	Preserving the value of the Councils' key assets	2	E	14-May-2014	2	E	14-May-2014	3	E	The vertical playground, now known as "Grip & Go" opened to the general public on 18th July with a highly successful launch weekend. The Trust Board and management team fully understand the financial task and challenge ahead in both repaying the investment cost and bridging their funding gap. Weekly performance monitoring is in	31 Jul 2015

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
											place. With regard to other key assets formal Boards are in place who are working with senior executives to ensure business continuity.	
	CS&ICT1	Failure to ensure business continuity and staff capacity in the Customer Service & ICT service area.	3	E	03-Jun-2014	3	E	03-Jun-2014	4	E	The risk has been maintained at the same score. Solutions will be further explored and tested in this business plan year (eg: immediate implementation of encrypted C drives on service laptops required as part of the DR process) to mitigate issues with the control environment imposed by PSN is not compatible with previous plans for business continuity and in particular disaster recovery.	11 Aug 2015
	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)	2	E	20-Jul-2015	2	E	20-Jul-2015	2	F	Parliamentary and Borough elections were held on 7 May 2015. Detailed election plans were used and were monitored daily to ensure tasks were carried out on time in order to ensure that the election was robust and risks avoided. Because of Parliamentary cross boundaries with Blackburn and Hyndburn boroughs election staff from the three authorities worked closely to monitor a much heightened risk during the processes to transfer elector data and when arranging the provision of polling stations and staff. Election processes were complicated by a significant increase in late registrations utilising the government's online facility which greatly increased workload for the elections team and reduced their capacity for completing other election tasks. The risk score remains accurate.	20 Jul 2015
	Elec 2	Failure to ensure polling stations are DDA compliant / accessible to all	5	C	10-Oct-2014	5	C	10-Oct-2014	5	B	The elections team received no complaints from electors regarding the polling stations used at the Parliamentary and Borough elections held on 7 May 2015. All polling stations received multiple visits by polling station inspectors and monitoring sheets were also completed by presiding officers.	20 Jul 2015

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
											As the polling stations used in Darwen at Parliamentary elections are located by Blackburn with Darwen Unitary Council the Returning Officer had limited control over them but they were monitored on the day by Rossendale staff and no significant issues arose with either them or the Rossendale stations. The risk continues to be managed but as the buildings used do not belong to the authority there is very limited possibility of reducing the area of risk.	
	Elec 3	Failure to safeguard the service/ election from fraud and corruption	2	E	03-Sep-2014	2	F	03-Sep-2014	2	F	Parliamentary and Borough elections were held on 7 May 2015 and work was undertaken with Lancashire Constabulary, Lancashire councils and the Electoral Commission to maintain the current level of risk.	20 Jul 2015
	Elec 4	Failure to implement Individual Electoral Registration (IER)	3	E	20-Jul-2015	3	E	20-Jul-2015	5	F	Parliamentary and Borough elections held on 7 May 2015 were run under individual electoral registration which caused a surge in late registrations, including a significant number by overseas applicants. This caused confusion for voters and increased the level of risk as many overseas applicants did not understand that because they had applied to register they were not yet registered and because they had ticked the box requesting a postal vote application (during the online process) they would not automatically receive a postal vote. Feedback has been sent to the government's online service and it is hoped that this process will be made more clear for future elections. The amount of additional work created for the elections team reduced their capacity to undertake other elections processes. This risk has increased due to the government's online service.	20 Jul 2015
	Elec 5	Failure to ensure	2	E	15-May-2014	2	E	15-May-2014	3	F	In the period prior to and during the Parliamentary and Borough elections in May	30 Jul 2015

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
		corporate business continuity and staff capacity for Electoral Services service area.									2015 staffing shortfalls were experienced due to an unexpected increase in last minute registrations using the government's new individual electoral online registration service. Staff worked closely with other authorities and the Electoral Commission to overcome difficulties and the risk score was maintained.	
	F&PS1 (CR)	Payment of Benefit claims, Creditors and Staff together with robust income collection.	3	E	09-Jan-2015	3	E	09-Jan-2015	3	E	This area is 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.	17 Jul 2015
	F&PS2 (CR)	Council does not align expenditure with future resources beyond 2015/16	4	E	09-Jan-2015	4	E	09-Jan-2015	3	E	The February 2015 MTFS/Budget update identified 4 areas of focus. Two of these are virtually complete (businesses rates pooling and post Capita options) having received Member approval. Officers are currently assessing the impact of the demise of AAW Ltd, the Council's housing management supplier.	17 Jul 2015
	F&PS3	Failure to ensure business continuity and staff capacity in the Finance and Property Services Area.	3	E	09-Jan-2015	3	E	09-Jan-2015	3	E	All service areas are currently working with ICT to agree an appropriate date for testing.	23 Jul 2015
	HHR1	Failure to ensure corporate business continuity and staff capacity for Health,	1	E	09-Apr-2015	1	E	09-Apr-2015	3	F	No change to the current status of this risk score. No additional activity has been undertaken in Quarter 1. A review of the service area Business Continuity Plan will be undertaken if/as required.	13 August 2015

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
		Housing and Regeneration service area.										
	Leg1	Fraud and Corruption	2	F	09-Sep-2014	2	F	09-Sep-2014	2	F	No changes are necessary.	30 Apr 2015
	Leg2	Failure to ensure corporate business continuity and staff capacity for Legal service area.	2	E	09-Sep-2014	2	E	09-Sep-2014	2	F	This risk continues to be managed.	30 Apr 2015
	LEU1	Failure to ensure corporate business continuity and staff capacity for Licensing and Enforcement Unit	2	E	15-May-2014	2	E	15-May-2014	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>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).            -Failure to deliver timely and effective advice / service.            -Reputational damage.</p>	21 Jul 2015
	Ops1	Loss of financial income and potential income due to	2	C	13-Oct-2014	2	C	13-Oct-2014	3	C	Recycling participation rates have exceeded target for the last 3 quarters. Continued efforts to further increase recycling levels will be implemented in 2015/16 as part of Recycling campaign.	08 Jul 2015

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
		reduction in recycle rates.										
	Ops3	Failure to ensure business continuity and staff capacity for the Operations Service Area	2	F	14-May-2014	2	F	14-May-2014	2	F	The new structure has been implemented and three vacant Operations supervisors posts are in the recruitment process.	08 Jul 2015
	P&P01	Failure to ensure business continuity and staff capacity for People and Policy service area.	3	E	14-May-2014	3	E	14-May-2014	4	E	At Q1 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.	15 Jul 2015
	P&P2	Equal Pay Claims	3	E	14-May-2014	3	E	14-May-2014	3	E	At Q1 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 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.	15 Jul 2015
	P&P3	Non-Payment of Salaries	3	F	17-Jul-2014	3	F	17-Jul-2014	3	F	The People and Policy Service Area Business Continuity Plan has been reviewed, as such	15 Jul 2015

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
											the risk remains the same in Q1.	
	P&P4 (CR)	Litigation due to Health and Safety breaches. (Links to Action P&P3)	3	F	14-May-2014	3	F	14-May-2014	3	F	At Q1 this risk continues to be maintained at its 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 measures are taken 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 1 none were major relating to slips, trips and falls but with no further action needed. In Quarter 1 no new employee claims were submitted. Previous ones are still being investigated.	23 Jul 2015
	Plan 3	Budget reduced by reduction in fees	3	E	14-May-2014	3	E	14-May-2014	3	E	For the first quarter, income projections remain within expectations so the risk has remained the same.	23 Jul 2015
	Plan 4	Failure to determine planning applications in line with government targets	3	E	14-May-2014	3	E	14-May-2014	3	E	Figures for the final quarter were Major applications - 100%, Minors - 89.74% and Others 100%. Accordingly performance was above business plan targets and national targets so the risk score has remained the same.	30 Jul 2015
	Plan 5	Failure to deliver commitments on Planning Performance	4	E	14-May-2014	4	E	14-May-2014	4	F	PPA for Reaps Moss now dealt with. PPA for Scout Moor in place. Milestones running behind as application submitted application late. Accordingly, terms of PPA still being complied with. Applicant for Rooley Moor	20 Jul 2015

Status	Risk Code	Risk Title	Original Impact	Original Likelihood	Assessment Date	Current Impact	Current Likelihood	Last Review Date	Target Impact	Target Likelihood	Latest Note	Latest Date
		Agreement									was not prepared to agree a PPA with acceptable terms to the Council.	
	Plan 6	Monitoring delivery on time of requirements of Section 106 planning obligations	3	E	05-Aug-2014	3	E	05-Aug-2014	3	E	The Section 106 database is regularly updated and corporate meetings on delivery are held on a twice yearly basis. Outstanding contributions from developers are actively pursued.	09 Jul 2015
	Plan 7	Failure to ensure corporate business continuity and staff capacity for the Planning service area.	3	E	14-Jan-2015	3	E	14-Jan-2015	3	F	Measures have been and continue to be taken to ensure the team has capacity to deal with workloads for the Planning service via recruitment and use of consultants to capacity build, as such the risk has remained the same.	23 Jul 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 April to June 2015 - broken down by the nature of the complaint.

Nature of Complaint	Complaints O/S at 31/03/2015	Complaints Received During Q1	Complaints Closed During Q1	Complaints O/S at end of Q1
Action/response/communication		2	1	1
Advice/Information given		1	1	
Application processing	1	7	4	4
Bailiff Charges		1	1	
Benefits processing		1	1	
Bin collection		6	6	
Council policy/ procedure	1	1	2	
Council decision	1		1	
Council Tax charges/decision	1		1	
Customer service		3	1	2
Quality of service	1	3	2	2
Signage		1	1	
Time taken		1	1	
<b>Total</b>	<b>5</b>	<b>27</b>	<b>23</b>	<b>9</b>

In relation to the complaints received in Quarter 1:

- Health, Housing & Regeneration and Legal & Democratic Services are each dealing with complaints relating to action/response/communication (one was responded to in Q1 and one received at the end of June was outstanding at the end of Q1).
- Health, Housing & Regeneration dealt with a complaint in relation to Advice/information given (responded to within Q1).

- Licensing and Enforcement (3) and Planning (4) each dealt with complaints in relation to application processing (four complaints were responded to during Q1, this included one outstanding from the previous quarter and four were outstanding at the end of Q1. Three of the four outstanding complaints were received at the end of June).
- Capita dealt with 1 complaint in relation to benefits processing (responded to within Q1).
- Capita dealt with 1 complaint in relation to Bailiff Charges (responded to within Q1).
- Operations dealt with 6 complaints in relation to bin collections (all responded to within Q1).
- Finance & Property dealt with a complaint in relation to Council policy/procedure (this was responded to within Q1 and one complaint was closed which was outstanding at the end of the previous quarter)
- Capita (2) and Health, Housing & Regeneration (1) have dealt with complaints in relation to Customer Service (two complaints were responded to during Q1 and one received at the end of June was outstanding at the end of Q1).
- Capita (1), Customer Service & ICT (1) and Legal and Democratic Services (1) dealt with complaints in relation to Quality of Service (two complaints were responded to during Q1, this included one outstanding from the previous quarter and two remain outstanding at the end of Q1).
- Finance and Property dealt with one complaint in relation to Signage (responded to within Q1).
- Licensing and Enforcement dealt with a complaint in relation to Time taken (responded to within Q1).

## 7.2 - Ombudsman Complaints

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

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

### Ombudsman Complaints (1<sup>st</sup> April to 30<sup>th</sup> June 2015)

Head of Service	Service Area	O/S at start	New	Completed	O/S at end
<b>Place</b>		0	0	0	0
<b>Business</b>	Planning	1	0	1	0
	Environmental Health	0	1	0	1
<b>Executive</b>		0	0	0	0
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

#### Explanation:

The Council has responded to the environmental health complaint within the required deadline and is now awaiting the Ombudsman decision. The Planning complaint was closed by the Ombudsman as “no evidence of fault/not upheld.”

**Note:** Only complaints under 'full investigation' have been included in this report.

Premature complaints, preliminary enquiries and those which we know of but have not been officially notified of have been removed to avoid duplication with Service Assurance's figures.

## **Section 8 – Compliments**

## Section 8 – Compliments

This section of the report provides a summary of the number of compliments received by the Council between April to June 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:			
	July – September 2014	October – December 2014	January – March 2015	April – June 2015
Action/response/communication	4	4		5
Advice/information given	1			
Customer service	1	1	2	
Footpaths		1		
Quality of service	7	16	14	15
Staff member/team	12	26	23	33
Trees		1		
<b>Total</b>	<b>25</b>	<b>49</b>	<b>39</b>	<b>53</b>

In relation to compliments received during April – June 2015:

- Action/response/communication compliments were received for People and Policy (1), Operations (2), Planning (1) and Health, Housing and Regeneration (1)
- Quality of Service compliments were received for Customer Services and ICT (STAN) (13) and Operations (2)
- Staff Member/Team compliments were received for Customer Services and ICT (STAN) (12), Health, Housing and Regeneration (3), Legal and Democratic (8) Licensing and Enforcement (1), Operations (7), Planning (1) and People and Policy (1)