

Improvement Plan –Progress Report for Improvement Board Meeting September 2006

OUTCOMES	OUTPUTS	CORPORATE OBJECTIVE	TARGET DATE	PROGRESS AS AT 31 AUGUST 2006
1. Putting Customers First – improved levels of customer satisfaction and access to services	Implementation of Customer Services Best Value Review Plan	Customers	June 2006	The Customer Services Best Value Review Plans have now been completed. A small number of outstanding actions have been rolled forward into the Communications Strategy, IT Strategy, Customers Services and E-government Business Plan, the Capita Partnership or the Customer Services Strategy and Standards. Customer satisfaction has continued to increase and will be formally measured again as part of the BVPI General Household Survey in October 2006.
2. Improved awareness and understanding of the role of Elected Members	Introduction and development of councillor engagement mechanisms such as 'Know Your Councillor', Lancashire Locals and Area Forums	Community	July 2006	The Council has published a booklet "Your Councillors" which explains the role of Elected Members provides Councillors' photographs, gives key contact information and shows a map of all wards. The booklet will be widely distributed to households in September 2006 and is available at the One Stop Shop. Area Forums have been re-vitalised by the introduction of better publicity and themed meetings. Their future role and format is currently being considered within the review of Community Engagement and will feature within the subsequent Strategy.

<p>3. IMPROVED STAFF MORALE AND SENSE OF RECOGNITION LEADING TO HIGHER LEVELS OF EMPLOYEE PERFORMANCE</p>	<p>INTRODUCTION OF REWARDS AND RECOGNITION MECHANISMS FOR STAFF</p>	<p>IMPROVEMENT</p>	<p>JULY 2006</p>	<p>CONSULTATION COMPLETE. TO BE CONSIDERED BY MGT TEAM 22.8.2006. CABINET JANUARY 2007.</p>
<p>4. Improved car parks within the borough</p>	<p>Car Parking – improvement programme and funding options considered by Cabinet</p>	<p>Economy</p>	<p>August 2006</p>	<p>£30,000 included within the 2006/07 budget for the renewal of car parks as part of a programme over 5 years to spend £150,000 on improving the Borough's car parks. This year's resource is being spent on upgrading works to Bacup Road car park in Waterfoot. Tenders have recently been received and work is planned to begin in the autumn and will be completed by the end of the financial year.</p> <p>The review of car parking is due to report to Overview and Scrutiny Policy Development in early November at which the option for the future management of car parking provision will be agreed for recommendation to Cabinet. The work in developing and considering the different potential options has been undertaken over the last six months by a Review Team of the Overview</p>

				and Scrutiny Committee supported by officers from the Traffic and Parking Management Team, Legal and Democratic Services and Finance.
5. Staff are informed and involved in the Council's improvement and change agenda	Action Plan developed to address the outcomes of the 2006 staff survey	Improvement	August 2006	Action plan complete and implemented. Staff morale survey complete – Demonstrates significant improvement. To be shared with staff September 2006
6. Core skills for Rossendale's capacity building model delivering improved performance and customer focus	Implementation of the competency framework	Improvement	August 2006	Culture Change Programme commissioned September – December 2006 Pay and Workforce Strategy and Workforce Plan for Rossendale complete 2006 Organisational Development Plan complete
7. Statutory Planning Guidance that will shape the future spatial development of Rawtenstall over the next ten years	Core Strategy submitted to GONW	Economy	August 2006	Preferred Options Report prepared and consulted on April – May 2006 (following on from Issues & Options consultation in Nov05 – Jan 06). Response back from GONW suggests that an Addendum Report is needed, which will be consulted upon in September 2006. Expect to submit in Jan '07
8. Rossendale recognised as the Adrenalin	Pre-feasibility study completed	Economy	August 2006	Initial draft of feasibility study due to be completed by the middle of August – a public meeting to discuss the interim results is

Gateway for Pennine Lancashire and the region.				planned for 23 rd August 2006. Jacobs Babbie have already reported their findings on the initial site feasibility work.
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