

## **BVPI End of Year Report - 2006/7**



\* 2006/7 outturns still need to be audited  
and are subject to change

**BV Category: Corporate Health**

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	Well Managed Council	Capita	BV9	% of Council Tax collected	96.37%	↑	96.84%	98.00%	Council Tax collection has increased by 0.44% compared to collection in 2005/2006. This is an increase for the 8th consecutive year. What is important is that we have achieved our biggest increase for three years which becomes more difficult when collection has increased year on year. Staff have embraced their new surroundings and new working practises which is mirrored in the improved collection rate. The dedicated support team have reviewed the system and have streamlined our procedures so we are able to manage workloads in a more precise manner. The introduction of the Call Centre has been a great improvement as back office staff are now able to concentrate on incoming work. The One Stop Shop show great support to the back office. All staff have embraced the introduction of the Document Image System which since its introduction in February has not only improved output but has enhanced job satisfaction. We must now focus on improving collection

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High	Well Managed Council	Capita	BV10	Percentage of Non-domestic Rates Collected	98.29%	↑	98.80%	99.00%	Collection of National Non Domestic Rates has again increased in 2006/07 by 0.5% to 98.8%. As a comparison with other District Councils this would move us from bottom to third quartile. The dedicated support team have reviewed the system and have streamlined our procedures so we are able to manage workloads in a more precise manner. Staff have embraced the introduction of the Document Image System which has not only improved output but has
High	Well Managed Council	Glenys Holt	BV11a	Top 5% of Earners: Women	62.50%	↓	60.24%	50.00%	The positive out-turn in relation to this target is attributed to the range of policies within Rossendale in relation to home-working; flexible working, etc. In addition, effective recruitment campaign in relation to senior posts
High	Well Managed Council	Glenys Holt	BV11b	Top 5% of Earners: Ethnic Minorities	.00%	↔	.00%	.50%	The Council will be reviewing its Equality Action Plan in relation to recruitment from the BME Community. A recruitment event specifically targeted at the BME Community is arranged for May 2007 at the Old Fire Station, Burnley Road, Rawtenstall.

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High	Well Managed Council	Glenys Holt	BV11c	Top 5% of Earners: with a disability	 7.84%	↑	 10.04%	5.50%	This target is indicative of the size of the workforce and has been met.
Low	Well Managed Council	Glenys Holt	BV12	Working Days Lost Due to Sickness Absence	 13.53	↑	 6.96	10.00	Despite an intensive change programme including the delivery of the Customer Services Contract, the robust management of absence has continued. Regular reporting to the Leader, Portfolio Holder and Senior Management Team is in place. In addition regular feedback is given to staff on progress in relation to this indicator. Consequently, there has
Low	Well Managed Council	Glenys Holt	BV14	Percentage of Early Retirements	 3.69%	↑	 3.43%	3.00%	The change programme has continued and this has resulted in modification and business process re-engineering in a number of service areas which has resulted in redundancies and these are reflected in this indicator.
Low	Well Managed Council	Glenys Holt	BV15	Percentage of Ill-health Retirements	 1.34%	↑	 .00%	.14%	No individual has retired on permanent ill-health because alternative solutions have been identified.
High	Well Managed Council	Glenys Holt	BV16a	Percentage of Employees with a Disability	 4.76%	↑	 5.71%	5.50%	A BVPI Monitoring Survey has been carried out to staff who have been employed by the Council for over 2 years. The results of this survey is reflected in the figures.

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					Value	Direction of Travel	Value	Target	
N/A	Well Managed Council	Glenys Holt	BV16b	Percentage of Economically Active People who have a Disability	 17.90%		 17.90%		This information is extracted from the National Statistics Census 2001CD supplement to the National report for England and Wales and Key Statistics for local authorities in England and Wales dated February 2004.
High	Well Managed Council	Glenys Holt	BV17a	Ethnic Minority representation in the workforce - employees	 1.7%	↑	 2.40%	1.7%	A monitoring survey has been carryout out for staff who have been employed by the Council for over 2 years. The results of the survey together with information held on Payroll is reflected in the figures.
N/A	Well Managed Council	Glenys Holt	BV17b	Ethnic Minority representation in the workforce - local population	 3.8%		 3.8%		This information has been extracted from the National Statistics Census 2001 CD Supplement to the National report for England and Wales and Key Statistics for local authorities in England and Wales.
High	Health and Wellbeing	Glenys Holt	BV2a	Equality Standard for Local Government	 2	↔	 2	2	Level 2 in relation to the Equalities Standard is now met. Equalities Impact Assessment now established, Training Programme commissioned, consultation being carried out, monitoring in place.
High	Health and Wellbeing	Glenys Holt	BV2b	Duty to Promote Race Equality	 58%	↔	 58%	63%	Base line information established. Looking to carry out comparison of data next year which may influence this target. In addition, monitoring in relation to customer complaints now in place.

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High	Well Managed Council	Janice Crawford	BV8	% of invoices paid on time	84.14%	↓	76.37%	92.50%	Performance in the early months was affected by a steep learning curve during the implementation of the Civica creditor payments system and old HRA invoices. Since December 2006 performance has been markedly improved with three months being above the target for 2006/07 due to the embedding of the electronic procure to pay process.

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High	Health and Wellbeing	Lee Childs	BV156	Buildings Accessible to people with a disability	79	↑	92	100	Access Audits were carried out in August 2005 on all public buildings , the works identified in these audits were placed into 4 categories. Categories 1 and 2 were carried out in the DDA contract in the summer 2006 . It was agreed the categories 3 and 4 which were minor observations and desirable rather than necessary would be carried out in future re-furbishments ,small works , day to day repairs . Access Audits were carried out on the public w/c in June 2006 , these were not included on the original public building access audits. The budget price to make these w/c compliant is £215,000. Rawtenstall market was also not included on the initial audit , this was carried out in October 2006. The budget price to make the market comply is £20,000 / £25,000 depending on compliance . Stubblee Hall is now not a public building but the legislation says we must make reasonable prov The 92 % level will

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**BV Category: Cultural & Related Services**

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	Health and Wellbeing	Miladur Rahman	BV170a	Visits to and Use of museums & galleries - All Visits	150	↑	167.34	156	A total of 167 visits/usage were made per thousand of the population. We have exceeded our target of 156 visits/usage per thousand of the population. We have also improved based on last years outturn which was 150 visits/usage per thousand of the population. The target was achieved due to several reasons. Refurbishment was carried out to the museum to improve the facilities which may have had an impact on numbers. The tremendous effort by the staff to organise and publicise the various activities at the Museum during school half term also helped to boost numbers. The museum held several exhibitions which were advertised through the County Council and Borough Council websites and also using the local media. The Children's Arts festival and the successful Howarth Art Gallery project have also helped increase visitor numbers. The target for 07/08 is based on a 5% increase on this years

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					Value	Direction of Travel	Value	Target	
High	Health and Wellbeing	Miladur Rahman	BV170b	Visits to and use of Museums & galleries - Visits in Person	149	↑	167	155	<p>A total of 166 visits in person per thousand of the population was made in 2006/07 resulting in our target being exceeded. This equates to a total of 11,027 visits being made to the Museum, an increase of 12% over the last year. The target was achieved due to several reasons.</p> <p>Refurbishment was carried out to the museum to improve the facilities which may have had an impact on numbers. The tremendous effort by the staff to organise and publicise the various activities at the Museum during school half term also helped to boost numbers. The museum held several exhibitions which were advertised through the County Council and Borough Council websites and also using the local media. The Children's Arts festival and the successful Howarth Art Gallery project have helped to increase visitor numbers. The target for 07/08 is based on a 5% increase on this years</p>

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High	Health and Wellbeing	Miladur Rahman	BV170c	Visits to and Use of Museums - School Groups	 491	↑	 708	180	<p>For 2006/07 a total of 708 pupils visited the Museum in organised school groups – far exceeding our target of 180 pupils. School visits have increased, due almost entirely to the Haworth Art Gallery partnership project (HAGP), which has enjoyed an extremely successful year, in the first year of its launch across East Lancashire. A total of 26 visits were made by 15 schools, 13 of whom were first time users of the museum. Exhibitions and activities continue to be well supported, and new initiatives, such as the Reminiscence Loan Box project, and the family literacy project have helped to improve numbers attending in school groups. Next years target reflects this new partnership with Howarth Art Gallery -</p>

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					Value	Direction of Travel	Value	Target	

**BV Category: Housing**

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
Low	Regenerating and Promoting Rossendale	Julie Bracewell	BV183a	Length of stay in temporary accommodation (B&B)	5.68	↑	3.21	2.00	Again mirroring what was explained in the March explanation in that 7 families were placed in B&B during Jan-Mar and 2 reviews have been pending and have had their length of stay extended as a result of this, so the outturn of 3.21 weeks has improved on last years performance of 7 weeks but not hit the target of 2 weeks for 2006/07 targets that were set. The target for 2007/08 is zero and this will only be achieved if increased capacity of temporary accommodation is provided during the months of January and March 2008.
Low	Regenerating and Promoting Rossendale	Julie Bracewell	BV183b	Length of stay in temporary accommodation (Hostel)	1.00	↑	0.00	4.00	End of year the HOT team have managed to avoid placing anyone in Hostel Accommodation for the 2006/07 period and have exceeded targets set of 4 weeks by achieving a score of zero. The target set for 2007/08 of zero should be achieved given that this years outturn was zero.

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Low	Regenerating and Promoting Rossendale	Julie Bracewell	BV202	Number of people sleeping rough	0	↔	0	3	A Rough sleepers count that took place in October 2006 produced a figure of zero people sleeping rough and this was also backed up by asking local agencies for intelligence before the count took place. The Count was also carried out to the guidance of the DCLG. The target for 2007/08 of no more than 3 people sleeping rough is envisaged to be achieved and the outturn should be the same as 2006/07 of zero.
High	Health and Wellbeing	Julie Bracewell	BV213	Housing Advice Device: preventing homelessness	0.08	↑	1.04	1.00%	The HOT team had a target of preventing 28 cases this year to achieve the target of 1 per 1000 households and they have actually achieved 29 cases of prevention. The household figure used for this year is as per the guidance on BVPI 213 which was the DCLG mid year household estimates which most recent figures are from 2004 and are 28,000. The target set of 1 per 1000 households for 2007/08 again it is

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Low	Health and Wellbeing	Julie Bracewell	BV214	Repeat Homelessness	 1.83	↑	 0.00	3.00	The HOT team have managed to ensure that for the 2006/07 reporting year there were no cases of repeat homelessness and this has been down to the increased attention and efforts of the housing advice role and ensuring that the initial advice given and support allows the individual applicants to sustain the tenancy and property that they are given. The target set for 2007/08 of 2 is anticipated that this will be achieved again based on the continued work and housing advice the HOT team are giving, and is forecasted to achieve zero as the outturn again.

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Low	Regenerating and Promoting Rossendale	Julie Bracewell	BV203	Change in number of families in temporary accommodation	57.14%	↑	.00%	-9.40%	The reason that this outturn is 0% is because there were the same number of families in temporary accommodation this year 2006/07 as there were in 2005/06. (2005/06 were 6 families and 2006/07 there were 6 families, so this is why have a 0% return) Therefore the target of -9.40% has not been achieved. The target for 2007/08 is the same at -9.40% and is based on top quartile 2005/06 information. Based on the previous 2 years outturns it is unlikely that the target for 2007/08 will be achieved unless additional temporary accommodation other than B&B and Hostel accommodation can be provided. The increase in move on accommodation may help though in 2007/08 and although it is not anticipated that -9.40% reduction will

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High	Regenerating and Promoting Rossendale	Duncan Shaw	BV64	No of private sector vacant dwellings that are returned into occupation or demolished	30	↑	35	35	Annual target for BVPI 64 has been reached. This is a cumulative figure of properties returned to occupation for the year and represents a 16% improvement on the previous years outturn. In some cases empty homes work does not yield immediate results and the outturn has been reached through long term, consistent and ongoing targeting of empty properties. The work of other Council sections such as the NEAT team and Council tax also dovetails with the work done in this section and the joined up inter departmental working is starting to yield results. The Section is also striving to make its empty homes work more proactive and publicity material has been produced both in hard copy and through the Council's website. The target for 2007/08 of empty properties returned to occupation has been set at 40 properties and we are confident of building on our achievements to date and making sure this outturn is reached.

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					Value	Direction of Travel	Value	Target	

**BV Category: Housing Benefit and Council Tax Benefit**

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
N/A	Well Managed Council	Capita	BV76a	Housing Benefits Security number of claimants visited	207.36		267.75		Performance in this area has substantially exceeded the target for the year. This performance has been attained by a re-focusing of resources away from the administration duties within the fraud and benefits service into visiting claimants.
N/A	Well Managed Council	Capita	BV76b	Housing Benefits Security number of fraud investigators employed	.25		0.23		It is expected that the additional resources & expertise will be in place early in the new financial year to help improve performance against this target.
N/A	Well Managed Council	Capita	BV76c	Housing Benefits Security number of fraud investigations	28.18		33.85		Performance in this area has exceeded target. This performance has been achieved by additional admin support to the fraud investigator and a refinement of procedures. The additional investigator who has now been attached to the team should ensure this performance indicator is exceeded as we move in the new financial year.

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N/A	Well Managed Council	Capita	BV76d	Housing Benefits Security number of prosecutions & sanctions	6.24		7.40		Performance in this area has exceeded the target for the year. This has been attained by additional resources being redeployed from within the Benefits Service to support the investigators.
Low	Quality Services for Customers	Capita	BV78a	Speed of processing - new HB/CTB claims	39.5	↑	37.6	32.0	Revenues and Benefits targets were revised in order to take into account the start of the Capita Contract, in October 2006. The revised target for New Claims processing was 35 days. Although this target has been narrowly missed it is a two day improvement on last years performance. With the introduction of EDRMS in February 2007 it is anticipated that this BVPI's performance will improve greatly.
Low	Quality Services for Customers	Capita	BV78b	Speed of processing - changes of circumstances for HB/CTB claims	21.4	↑	19.3	9.0	Revenue and Benefits targets were revised in order to take into account the start of the Capita contract in October 2006, with a revised target for Changes in Circumstances was 17 days being agreed. Whilst the target of 17 days has been narrowly missed it is a two day improvement on last years performance. With the introduction of EDRMS in February 2007 it is anticipated that performance against this BVPI, throughout 07/08 will improve.

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
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High	Quality Services for Customers	Capita	BV79a	Accuracy of processing - HB/CTB claims	96.80%	↑	97.40%	99.00%	The out turn figure cannot be validated until The Service Assurance Team have completed a sample check of the 125 claims which have been selected for quarter 4 Accuracy. 4th Quarter performance rec'd 10th April 07. SAT checks to take place w/c 16th April 2007.
High	Well Managed Council	Capita	BV79b(i)	Percentage of Recoverable Overpayments Recovered (HB) that are recovered during period	64.88%	↑	75.88%	85.00%	Performance in this area has improved on last year. Work is currently taking place to review all working practices and implement a more robust recovery policy.
High	Well Managed Council	Capita	BV79b(ii)	HB overpayments recovered as % of the total amount of HB overpayment debt outstanding	38.73%	↓	24.41%	80.00%	Performance monitoring in this area is affected by a system problem and therefore we are unable to verify the recorded data for this BVPI. The BVPI will be amended once the solution has been implemented in the next few weeks.
Low	Well Managed Council	Capita	BV79b(iii)	% of Overpayments written off	17.41%	↓	22.27%	10.00%	Performance monitoring in this area is affected by a system problem and therefore we are unable to verify the recorded data for this BVPI. The BVPI will be amended once the solution has been implemented in the next few weeks.

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**BV Category: Planning**

High	Quality Services for Customers	Bryan Beardsworth	BV109a	Major applications determined in 13 weeks	 34.78%	 ↑	 58.33%	60.00%	<p>A total of 24 decisions on Major Planning Applications have been made in the 06/07 period. 14 of which were in time. 7 of the 10 decision made out of the statutory expiry time were historic applications , many of which related to the signing of 106 agreements .These cases required reconsideration by Committee due to changes in planning circumstances since they had been determined . Development Control have a system of performance management in place .</p> <p>This figure of 58.33% has been a great achievement by the team , last years figure was only 34.7 % . The figure is respectable when compared to other Authorities in Lancashire . This has been due to the improvement plan which has been implemented in Development Control , clearer s106 procedures and a multidisciplinary approach to major applications and the introduction of pre application procedures . Capacity building has also been used by working in partnership with Urban Vision on</p>
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High	Quality Services for Customers	Bryan Beardsworth	BV109b	Minor applications determined in 8 weeks	73.76%	↑	77.77%	65.00%	182 out of 234 Minor Planning Applications determined in time.  The team have worked hard to process minor applications within the 8 week deadline . We have recruited this year two permanent members of the team who are contributing to the improvements against this BVPI . This was identified within the Improvement plan . Regular team meetings have ensured targets are met . A performance management approach has been introduced and weekly determination dates for
High	Quality Services for Customers	Bryan Beardsworth	BV109c	Planning Applications: 'Other' applications	92.27%	↓	90.74%	80.00%	343 Planning Applications determined within the statutory expiry period, from a total of 378 decisions. The team have worked hard to process minor applications within the 8 week deadline . We have recruited this year two permanent members of the team who are contributing to the improvements against this BVPI . This was identified within the Improvement plan . Regular team meetings have ensured targets are met . A performance management approach has been introduced and weekly determination dates for applications are identified

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High	Regenerating and Promoting Rossendale	Stephen Stray	BV106	New homes built on previously developed land	 89.02%	↓	 31.58%	58.00%	Outturn for 2005/6 and 2006/7 cannot be validated
N/A	Regenerating and Promoting Rossendale	Stephen Stray	BV200a	Plan-making: Local Development Scheme submitted?	Yes		Yes	Yes	a report was received by cabinet on 21 February 2007 which advised of the need to revise the local development scheme. this was approved by cabinet. the detail of the revised document was then agreed by the head of service and the portfolio holder for regeneration and was submitted to government office for the north west (gonw) on 30/03/2007. the amended lds reflects informal discussions with gonw. formal confirmation of its acceptability

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N/A	Regenerating and Promoting Rossendale	Stephen Stray	BV200b	Plan-making: Milestones Met?	No		No	Yes	the LDF contains a suite of documents, whilst the Ids 2005-06 identified a number of milestones for the period 2006 / 07 for the preparation of these documents. The statement of community involvement was submitted in July 06 on time. The Statement of Comm Involvement will be considered by an inspector in may 2007. Whilst this is later than the planned milestone of October / November 2006, this time has been used to address the issues raised by representations and to forward any amended position of the council to the The milestones for the core strategy and the Rawtenstall Area Action Plan have not been achieved due to a number of factors, including receiving advice from GOVNW on the need to undertake further consultation on these documents by way of an addendum report to the preferred options of both documents which took place in October and November of 2006. Informal advice was also received in February 2007 by GOVNW to further amend the core strategy before submission to take account of their experiences and this revision is now underway.

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N/A	Regenerating and Promoting Rossendale	Stephen Stray	BV200c	Plan-making: Monitoring Report	Yes		Yes	Yes	The annual monitoring report 2005 / 06 which provides data on contextual, core output and significant effect indicators and progress on the Ids was submitted to govw by the 31 December 2006 deadline. This followed informal discussion on its preparation with GOVNW and approval by the Head of Service in conjunction with the Portfolio Holder for Regeneration. Formal confirmation of its acceptability will be received by
Low	Quality Services for Customers	Bryan Beardsworth	BV204	Planning appeals allowed	43.5%	↑	36.4%	20.0%	11 appeals have been determined within the year, 7 of which found in favour of the Councils decision.

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High	Quality Services for Customers	Bryan Beardsworth	BV205	Quality of Planning Service checklist	 44.40%	↑	 88.9%	70.0%	<p>Full guidance relating to the requirements for the submissions of Planning applications are available from the Councils web Page. Agreements with Urban Vision and Arups offer full support on most specialists aspect with regard to the determination of planning applications and the Local Plan. These arrangements are on going and under contract. There is evidence to show a multidisciplinary approach to Major development schemes and also a complete contact list for applicants with regard to pre application advice. The Council expects to score in the second tranche for the e-delivery of services following the partial</p>
N/A	Regenerating and Promoting Rossendale	Stephen Stray	BV219a	Preserving the Special Character of Conservation Areas	 8		 8		<p>there are 8 conservation areas with the borough at present. work is currently concentrating on addressing the requirements of BVPI's 219b and 219c rather than increasing the number of conservation areas.</p>

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High	Regenerating and Promoting Rossendale	Stephen Stray	BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	.00%	↔	.00%	25.00%	This target of having completed two conservation areas appraisals during the 2006/07 year has been delayed as our partners, the CivicTrust are continuing to undertake the required research. All four appraisals have now been started and it has been agreed to revise targets so that 2 are to be completed for 2007/08, 5 for 2008/09 and all 8 for 2009/10. The revised target reflects experience that have been gained in the time taken for public consultation on the documents and experience gained from officers as to the preparation of these documents.
High	Regenerating and Promoting Rossendale	Stephen Stray	BV219c	Preserving the Special Character of Conservation Areas: Management Proposals	.00%	↔	.00%	25.00%	The management plans can only be prepared once appraisals have been undertaken and as a result this target has not been achieved. A revised target has now been set which indicates 3 management plans will be prepared for the period 2007/08, 3 for 2008/09, 6 for 2009/10 and all 8 for 2010/2011. Again, the revised target reflects experience gained in the time taken for public consultation on the documents and experience gained from officers as to the preparation of these documents.

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**BV Category: Waste Management & Cleanliness**

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
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Low	Clean and Green Rossendale	Dave Whiteman	BV199a	Local street and environmental cleanliness - Litter and Detritus	18.0%	↑	12.0%	17.0%	The introduction of the manual litter pickers / revised sweeping routes has seen an improvement in the cleanliness of our streets. The existence of the NEAT teams has enabled the reporting and removal of litter, fly tipping, graffiti and fly posting, a much simpler process for residents of Rossendale. The combination of the above has seen an improvement to this indicator.
Low	Clean and Green Rossendale	Dave Whiteman	BV199b	Local Street and Environmental Cleanliness - Graffiti	2%	↑	1%	2%	The introduction of the manual litter pickers / revised sweeping routes has seen an improvement in the cleanliness of our streets. The existence of the NEAT teams has enabled the reporting and removal of litter, fly tipping, graffiti and fly posting, a much simpler process for residents of Rossendale. The combination of the above has seen an improvement to this indicator.

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Low	Clean and Green Rossendale	Dave Whiteman	BV199c	Local Street and Environmental Cleanliness - Fly-posting levels	 1%	↔	 1%	2%	The introduction of the manual litter pickers / revised sweeping routes has seen an improvement in the cleanliness of our streets. The existence of the NEAT teams has enabled the reporting and removal of litter, fly tipping, graffiti and fly posting, a much simpler process for residents of Rossendale. The combination of the above has seen an improvement to this indicator.
Low	Clean and Green Rossendale	Dave Whiteman	BV199d	Local Street and Environmental Cleanliness - Fly-tipping	454		3	2	The annual figure is calculated by the Environment Agency using the monthly figures entered into the Fly capture database. The results are automatically reported at the end of April to the Audit Commission, until we receive this information we are unable to report our outturn.
High	Clean and Green Rossendale	Samantha Wardley	BV82a(i)	% of Household Waste Recycled	 17.71%	↑	 21.59%	21.50%	Awaiting confirmation from LCC. There has been a significant improvement to our household waste that has been recycled. This improvement is due to introducing grey bins to a number of properties. Also in this period a reminder has been given to all residents that cardboard can be recycled alongside paper.

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	Clean and Green Rossendale	Samantha Wardley	BV82a(ii)	Tonnes of Household Waste Recycled	 4399.81	↑	 5333.55	5341.46	<p>The target for this tonnage was set in April 2006, and was calculated as 21.5% of the waste arisings for the year 2005/06. We have seen a significant drop in our waste arisings again this year and so the figure of 5341.46 tonnes is not representative of 21.5% of the total tonnages collected for 2006/07. For this indicator to clearly represent what has happened in Rossendale we need to calculate a true figure based on the actual tonnage collected in 2006/07 of 24491.22. The target figure should be 21.5% of 24491.22 which equates to 5265.61. The actual outturn shows we have achieved in excess of the actual target. This figure is not relevant in terms of our recycling rates. It is based purely on tonnages and therefore is relevant to the amount of overall waste produced and recycled in Rossendale. In fact in Rossendale we have bucked the national trend and actually reduced the amount of waste collected, whilst increasing our recycling figures. There has been a significant improvement to our household waste that has been</p>

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	Clean and Green Rossendale	Samantha Wardley	BV82b(i)	% of Household Waste Composted	 6.04%	↑	 7.31%	6.00%	Figures still need to be confirmed from LCC, However continuing success from people who are converted from bio-degradable bags and now on brown bins has show a significant improvement in percentage of household waste composted.
High	Clean and Green Rossendale	Samantha Wardley	BV82b(ii)	Tonnes of household waste composted	 1500.54	↑	 1805.78	1490.68	As with the previous indicator, the target for this tonnage was set in April 2006, and was calculated using the waste arisings for the year 2005/06. We have seen a significant drop in our waste arisings again this year however, we have increased our composting rates considerably. There is never going to be a time when we are in the top quartile for this BVPI. Only 50% of properties in Rossendale have gardens and therefore the tonnage will always be low. However we have increased our overall recycling rate significantly.
Low	Clean and Green Rossendale	Samantha Wardley	BV84a	Household waste collected per head, in kilos	 377.0	↑	 374.9	378.0	We have seen a significant decrease in the amount of waste collected per household in Rossendale. This is due to recycling a significant amount of our bulk waste collections and an increase in the number of compost bins given out to the public.

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
Low	Clean and Green Rossendale	Samantha Wardley	BV84b	Household Waste Collection (% change in kilograms per head)	 -.01%	↑	 -0.55%	-0.05%	Figures still need to be confirmed from LCC. There has been a significant improvement to the amount of household waste collected due to the continuous improvements in recycling, especially organic and paper.
Low	Well Managed Council	Samantha Wardley	BV86	Cost of household waste collection	 £34.17	↓	 £39.01	£50.00	We are currently achieving our target, but there has been a slight increase from previous year due to the change of tipping location which has incurred additional costs.
High	Clean and Green Rossendale	Samantha Wardley	BV91a	Kerbside Collection of Recyclables (one recyclable)	 95.00%	↔	 95.00%	95.00%	We have achieved our target of 95% of households having a collection of 1 recyclates. In fact in Rossendale 95% of households have access to a collection of 6 recycling materials at the kerbside.
High	Clean and Green Rossendale	Samantha Wardley	BV91b	Kerbside collection of recyclables (two recyclables)	 95.00%	↔	 95.00%	95.00%	We have achieved our target of 95% of households having a collection of 2 recyclates. In fact in Rossendale 95% of households have access to a collection of 6 recycling materials at the kerbside.

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	

**BV Category: Community Safety & Well Being**

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
Low	Health and Wellbeing	Trish Ellins	BV126	Domestic burglaries per 1,000 households	10.2	↑	9.2	10.2	Continuing work with our partners in relation to implementing community safety initiatives has resulted in an 8.9% reduction in burglaries compared to 05/06 and has exceeded the set target. over achieving target. Covalent system is only able to calculate to 2 decimal points. The final value of 9.21 is calculated to 6 decimal points as per attached spreadsheet
Low	Health and Wellbeing	Trish Ellins	BV127a	Violent Crime per 1,000 Population	17.5	↑	14.8	18	This represents a very significant achievement Another fantastic achievement with an overall reduction of 15% on the year equating to 172 less crimes. Spreadsheet attached showing figures to 6 decimal points
Low	Health and Wellbeing	Trish Ellins	BV127b	Robberies per 1,000 Population	0.4	↔	0.4	0.5	Partnership working with the Police, particularly around businesses has seen us achieve a reduction of over 50% on business robbery and an 18.5% reduction on personal robbery. In total there have been 11 fewer crimes across the Borough.

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
Low	Health and Wellbeing	Trish Ellins	BV128	Vehicle crimes per 1,000 population	 11.9	↑	 11	13.9	An excellent result for the year with a 7.4% reduction on 05/06 equating to 58 less crimes.
N/A	Health and Wellbeing	Trish Ellins	BV174	Racial Incidents Recorded	 3.03		 1.00		Only one reported incident this year. The Constabulary launched Third Party Recording System approx. 12 months ago with venues to report across the Division. This may have had an effect on the numbers of reports to the Authority as most of these would be forwarded to the Police for further action
High	Health and Wellbeing	Trish Ellins	BV175	Racial incidents resulting in further action	 100.00%	↔	 100.00%	90.00%	There has only been one indirect report into the Council for the year, which was forwarded onto the Police for action
High	Health and Wellbeing	Trish Ellins	BV225	Actions Against Domestic Violence	 27.3%	↑	 45.0%	45.0%	The figure equates to 5 of the 11 questions within the BVPI being answered 'yes' to and hits the forecast target for the year.

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
N/A	Health and Wellbeing	Miladur Rahman	BV226a	Advice & Guidance Services - total	£119,710		£225,043	£119,710	In total £225,043 has been spent by Rossendale Borough Council on advice and guidance services provided by external organisations. This can be broken down as follows: £150,648 spent by voluntary and community organisation. Please refer to appended document which details total amount awarded to each organisation from the Voluntary and Community Sector. £74,395 spent by Capita who now provide the revenue and benefits service on behalf of the Council. As part of the partnership arrangement Capita provide advice on benefits through the Call Centre and One Stop Shop. Capita have estimated that 37% of total call centre costs and 47% of one stop shop cost (staffing and ongoing costs) are on providing advice and guidance. This totals as follows - Call Centre = £16,339 One

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	Health and Wellbeing	Miladur Rahman	BV226b	Advice & Guidance Services - CLS Quality Mark	58.27%	↓	31.71%	50.00%	<p>Almost a third (31.71%) of money spent on advice and guidance was given to organisations holding a quality mark. This is below our target of 50%. The main reason we are below target is because Capita whom we give a substantial money to (£74,395) do not hold a CLS quality mark.</p> <p>If Capita had the quality mark, our target would have increased to 65%. For the year 07/08 we will be working closely with Capita to ensure they obtain a CLS quality Mark.</p>
N/A	Health and Wellbeing	Miladur Rahman	BV226c	Advice & Guidance Services: direct provision	£3,342		£20,169	CT	<p>According to this definition the total spent is £20,169.22. This can be broken down as follows:</p> <p>1) Approximately 40% of one staff members time which equated to £12,000 per year. This is related to developing policies which developers use for preparing planning applications and also advice by letter, email and telephone to developers and residents on enquiries for and against residential development.</p> <p>2) In addition to this our revenue and benefits service spent £1,169.22 of staff time giving advice from April 2006 - September 2006. After September benefits department was outsourced to Capita. See appended document.</p> <p>3) Also the cost of setting up and</p>

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	

**BV Category: Environment & Environmental Health**

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	Quality Services for Customers	Philip Mepham	BV166a	Environmental Health Checklist	 88.8%	↑	 100.0%	90.0%	There has been a significant increase in the development of processes and policies in relation to the whole scope of the indicator. Bringing the Housing Standards service into the Environmental Health Service has reduced the variation in management systems previously experienced. This is the first year where responsibility for compliance with the indicator has been delegated to lead officers. A comprehensive Enforcement Policy has been developed and published to cover all services. A shift of emphasis from inspection to promotion and education has also contributed to
N/A	Clean and Green Rossendale	Philip Mepham	BV216a	Identifying Contaminated Land	 450		 444		The list of potentially contaminated sites has been reduced by virtue of several sites having been remediate through development activities. A CT project is underway to improve the accuracy of the current list. This will be completed during 2007/8 and will improve the quality of the data for future reference

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	Clean and Green Rossendale	Philip Mepham	BV216b	Information on contaminated land	3% 	↔	3% 	1%	The value of this indicator was achieved through identification of information about sites by developers. This was prompted by attachment of conditions to planning applications requiring information to be obtained in relation to potentially contaminated sites. The Environmental Health Service then ensures that the land is remediate to deal with any contamination found which might pose a threat to health or the environment. The value can be improved by proactive investigation
High	Clean and Green Rossendale	Philip Mepham	BV217	Pollution Control Improvements Completed On-time	60% 	↑	100% 	70%	The final score was achieved by employment of an expert consultancy to correct and improve all our permitted process records and ensure all outstanding conditions on processes have been complied with. This was achieved within the year. In future, they will continue to be used to monitor major installations while the Environmental Health Service develops an internal competency to undertake the work in the future
High	Clean and Green Rossendale	Dave Whiteman	BV218a	Abandoned vehicles - % investigated within 24 hrs	98.75% 	↑	100.00% 	95.00%	Numbers of Reported Abandoned vehicles are on the decline due to recent changes in legislation. all were investigated within 24 hours of receiving reports from Public, Police or other agencies

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	Clean and Green Rossendale	Dave Whiteman	BV218b	Abandoned Vehicles - % removed within 24 hours of required time	100.00%	↔	100.00%	95.00%	Numbers of reported Abandoned vehicles are on the decline due to recent changes in legislation. All vehicles were removed within 24 hours of expiry of relevant notice.

## Satisfaction Indicators

### General Survey Satisfaction Indicators

Polarity	BVPI Code	Description	2003/04		2006/07		Note
			Value	Direction of Travel	Value	Target	
High	BV3	% of citizens satisfied with the overall service provided	27%	↑	35%	50%	35% state they are very or fairly satisfied with the way the authority runs things. This compares to 27% in 2003 - Based on the BVPI General Household Survey 2007. The figure for all local authorities is 54% which is a decline of 1% since 2003/4
High	BV4	% of citizens satisfied with complaint handling	22%	↑	32%	60%	35% state they are very or fairly satisfied with the way their complaints were handled. This compares to 22% in 2003 the authority runs things - Based on the BVPI General Household Survey 2007. The figure for all local authorities is 34%.

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	BV89			% of people who are satisfied with the cleanliness standard in their area	40%	↑	54%	60%	2003/04, with satisfaction going from 40% to 54%. In the last two years we have increased the number of mechanical sweepers and introduced town centre caretakers and manual sweeping rounds in outlying areas. As a result we have almost doubled the number of street cleansing operatives and our increased the outturn for BVPI 199a - % of streets at B or above standard from 72% to 88%. We are in the process of digitizing all our street cleansing rounds and have introduced vehicle tracking to enable us to monitor our performance and make improvements as and when necessary.
High	BV90a			% of people who feel satisfied with waste collection	72%	↓	64%	80%	We are disappointed with the drop in the % of people satisfied with waste collection, however it is due in the main to the introduction of alternate weekly collections in 2003/04. We have made considerable improvements in our operations which have resulted in a significant downturn in the number of missed bins in the borough, with an average missed bin rate of less than 0.045% in 2006/07. As a result of the alternate weekly collections our recycling rates have increased from 15.3% in 2003/04 to 28.44% in 2006/07. We have also bucked the

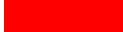
Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	BV90b			% of people satisfied with waste recycling facilities	63%	↑	68%	85%	We have introduced recycling for 6 materials and garden waste. In recent years we have also made more wheeled bins available for paper and garden waste which have proved very popular with residents. The increase in our recycling rates clearly demonstrates our customers commitment to ensuring Rossendale is 'doing its bit; for the environment.
High	BV119a			% of residents satisfied with sports and leisure facilities	50%	↑	53%	80%	
High	BV119b			% of residents satisfied with libraries	Not collected		72%		
High	BV119c			% of residents satisfied with museums and galleries	41%	↔	41%	80%	of the museum service to LCC, the satisfaction figure sadly remains the same, however the borough council only has responsibility for one of the many museums in the borough, some of which are in private ownership. Improvements to Rossendale museum are planned through the museum development plan.
High	BV119d			% of residents satisfied with theatres and concert halls	Not collected		22%		

Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	BV119e			% of residents satisfied with parks and open spaces	58%	↔	58%	80%	Whilst we would have liked to see an increase in the overall satisfaction rates we are happy to maintain the level from 2003/04. We have produced our Open Spaces Strategy & Play Strategy in 2006 and have been well received by residents. These strategies enables us to develop plans and work with residents to provide good quality open space in Rossendale by 2020.

High	BV111			% of residents satisfied with planning services by those making a planning application	78%	↓	64%		
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Polarity	Portfolio Holder	Data Collection Officer	BVPI Code	Description	2005/06		2006/07		Note
					Value	Direction of Travel	Value	Target	
High	BV80			% of residents satisfied with the benefits service	68%	↓	66%	68%	response to the Benefits survey has been disappointing. The overall response rate for Rossendale was 34.2% compared to a response rate of 49.1% in 2003/2004 giving us a much smaller sample of customers from which to base findings. We could presume from the lack of response, to the survey, that customers are happy with the Benefits Service as customers are more likely to respond if unhappy. Of the customers who returned the survey, although there is a slight drop in overall customer satisfaction, compared to 2003/2004, satisfaction within specific areas has increase i.e.

\* quartile positions are not stated as 2003/4 were assigned quartiles, yet 2006/7 were assigned percentiles

	Top Quartile		Direction of travel improving		Below Target
	2nd Quartile		Direction of travel Maintained		Marginally Below Target
	3rd Quartile		Direction of travel declining		On Target
	Bottom Quartile		Contextua There is no direction of travel		Contextual