

Corporate Actions

Report Author: Leanne Admin_Dixon

Report Type: Action Report

Generated on: 08 November 2007

Priority: **1. Delivering Quality Services to Our Customers**

Action Code	Action Title	Head of Service & Lead Member	Lead	RAG	Target Date	Revised Target Date	Completed Date	Latest Status Update
CS1.4	Improved management of the Council's complaints process to ensure that it is easy to access and that we use the information provided by complaints to improve services	Andrew Buckle	Michael Gibbons	Green	31/03/2007		22/03/2007	(30/8/2007) A new complaints management process has been developed, consulted on and also implemented. All the new complaint leaflets and forms have been produced and are now in full circulation.
CS1.2	Increase customer awareness of the level of service they should receive from the council.	Andrew Buckle	Andrew Buckle; Nick Molyneux	Green	30/04/2007		13/08/2007	(31/8/2007) A full suite of standards have been implemented and also marketed. Prior to CPA a range of service pack leaflets were developed which details specific service actions, service levels and also customer standards. The Rossendale web site has also been used to market the respective customer service standards and an internal programme of mystery shopping has taken place. The customer service standards have also been published in the Rossendale Alive news paper.

Action Code	Action Title	Head of Service & Lead Member	Lead	RAG	Target Date	Revised Target Date	Completed Date	Latest Status Update
LDS1.8	Actively promote the electoral process	Linda Fisher	Linda Fisher; Joanne Smith	Red .	31/05/2007		04/05/2007	(25/10/2007) Local elections in May were promoted via internet, in the local press and on notice boards outside the Town Hall in line with legislation. These informed the electorate and prospective candidates of the election process.

Priority: **2. Delivering Regeneration Across the Borough**

Action Code	Action Title	Head of Service & Lead Member	Lead	RAG	Target Date	Revised Target Date	Completed Date	Latest Status Update
ERSH2.6	Secure funding and programme approval for Rossendale Sustainable Economic Development Plan	Jon Sharples	Jon Sharples	Amber	31/05/2007			(6/9/2007) Meetings have been held with NWDA regarding the content and presentation of a revised delivery programme which is currently being developed into a strategy and action plan for submission to NWDA by October 2007
ERSH2.13	Implement the revised decent homes assistance scheme.	Jon Sharples	John Molyneux	Green .	31/08/2007			(4/11/2007) – Ongoing project IMPLEMENT THE REVISED DECENT HOMES ASSISTANCE SCHEME Revised scheme launched with West Pennine Housing Association providing streamlined procedure for all applicants. New publicity material reflecting revised scheme (further scheme promotion to be carried out) Improved scheme take up (drop out rate currently 8%, previously around 40%)