

How are we making a difference to our communities?

Integrated Performance Report Quarter 2 (July to September 2010)

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The Council's Corporate Plan is available from the People and Policy Team or to download from: http://www.rossendale.gov.uk/downloads/rbc_corporate_plan_final_low_res.pdf.

How are we performing?

The Council's Corporate Plan for 2009–12 sets out the Council's six 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 – Risks, Covalent Report

Section 6 – Financial Health Indicators

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 October 2010 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.

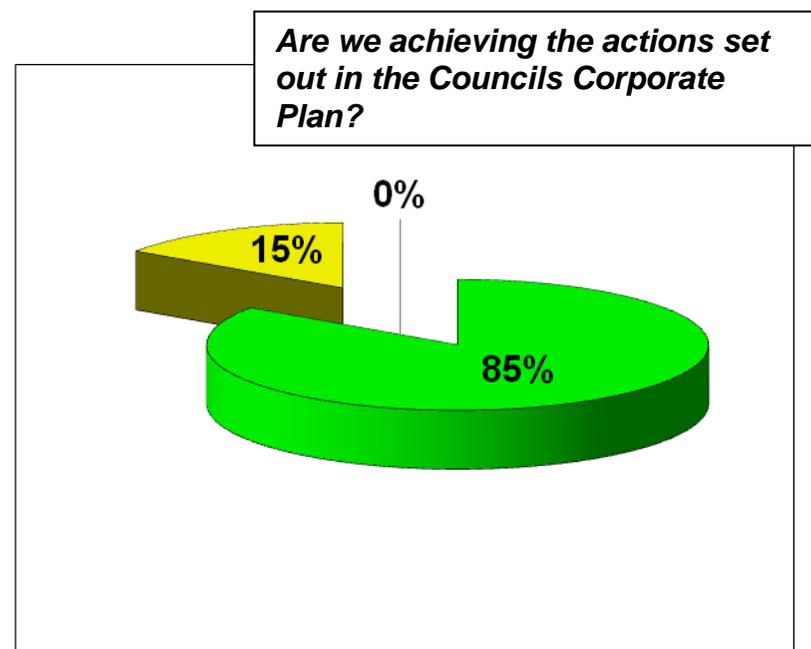
Section 1 – High level performance summary

This section of the report provides an overall summary of how the Council is performing against a range of key measures of performance.

2.1 Rossendale Council's Corporate Plan – project implementation

The actions contained in the Corporate 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 Plan Actions			
Legend	Status	No.	%
Green ✔	Project on track, no substantial issues or risks which require action from the Council's Programme Board	93	84.55%
Amber ▲	Some issues or risks which require action from the Council's Programme Board to keep the project on track	17	15.45%
Red ●	Project in jeopardy – serious issues or risks needing urgent action	0	0%
	Total number of actions	110	



2.2 Performance Indicators – achieving targets?

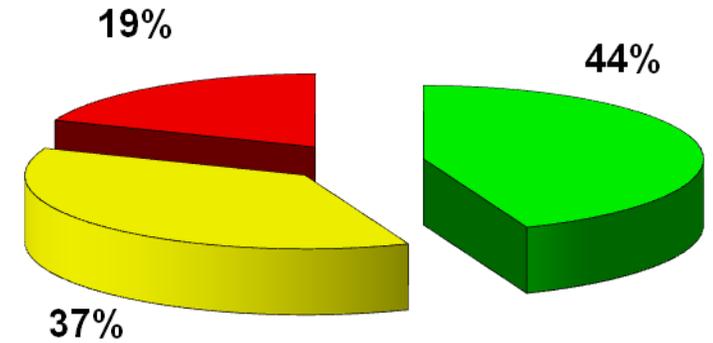
Each year the Council sets targets for achievement against a range of performance indicators and regularly monitors throughout the year how well it is doing in achieving the targets it has set. The following table sets out how many targets are currently on track against National and Local Indicators,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

Legend		Status	NATIONAL INDICATORS		LOCAL INDICATORS		LAA INDICATORS	
			No.	%	No.	%	No.	%
On Target		The performance indicator has achieved or exceeded its quarter 2 target	1	100%	14	93%	3	75%
Marginally Below Target		The performance indicator is currently 5% or less from achieving its target	0	0%	0	0%	0	0%
Below Target		The performance indicator is currently more than 5% of achieving its target	0	0%	1	7%	1	25 %
Unknown		The status cannot be calculated	0	0%	0	0%	0	0%
Total for Quarter 2			1		15		4	

2.3 How are we performing in managing our risks?

Risks			
Legend	Status	No.	%
Green ✔	The likelihood and impact of the risk is low	19	44%
Amber ▲	The likelihood and impact of the risk is medium	16	37%
Red ●	The likelihood and impact of the risk is high	8	19%
	Total	43	

Are we reducing the Likelihood and Impact of our Risks?



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 six priorities.

Priority 1 – Delivering quality services to our customers

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Delivering quality services to our customers**”. 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 delivering quality services to our customers?

Elements of performance that contribute towards the achievement of Priority 1	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	49	43	88%	6	12%	0	0%	0	0%
National Indicators	1	1	100%	0	0%	0	0%	0	0%
Local Indicators	6	4	67%	2	33%	0	0%	0	0%
LAA Indicators	0	0	0%	0	0%	0	0%	0	0%
Risks	10	8	80%	1	10%	1	10%	0	0%
Total	66	56	85%	9	14%	1	1%	0	0%

1.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

1 - Delivering Quality Services to our Customers	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government Communities	1,757 36	1,721 43	36 (8)
Business			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Licensing	-	-	-
Legal & Democratic Services	-	-	-
Health, Housing & Regeneration	-	-	-
Support Services			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	-	-	-
Non-Distributed Costs	-	-	-
Total	1,793	1,764	28

N.B. Figures are rounded up to the nearest whole number.

1 - Delivering Quality Services to our Customers Key Variances (+ve = favourable / -ve = adverse)	£000
Salary under spends – Pension take up	12.5
Software Licenses/Disaster Recovery	59
Computer circuits/computer equipment/other miscellaneous spend	(27)
Concessionary Fares	(12)
Inflation uplift on Outsourced C.Tax Collection& HB Service	(23)
Court Costs awarded for non payment of Council Tax	26
Markets income	(8)
Total	28

Summary of Financial Monitoring

After detailed and long negotiations the council has secured credit notes for various software licenses amounting to £36k. In addition several existing software license agreements have been cancelled. Of this, £27k has been reinvested in computer circuits and hardware, resulting in a net favourable variance of £32k.

In terms of concessionary fares, take-up in Quarter 2 has reversed the Q1 savings and resulted in an estimate of £12k adverse for the year.

As emphasis is maintained on keeping the Council Tax collection rates up court proceedings are increasing, resulting in the level of income from court costs rising.

Priority 2 – Delivering regeneration across the Borough

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Delivering regeneration in 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 regeneration across the borough?

Elements of performance that contribute towards the achievement of Priority 2	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	12	10	83%	2	17%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	1	1	100%	0	0%	0	0%	0	0%
LAA Indicators	0	0	0%	0	0%	0	0%	0	0%
Risks	5	0	0%	2	40%	3	60%	0	0%
Total	18	11	61%	4	22%	3	17%	0	0%

2.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

2 - Delivering Regeneration across the Borough	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government	-	-	-
Communities	-	-	-
Business			
Building Control	159	188	(28)
Planning	597	572	25
Local Land Charges	45	62	(16)
Licensing	-	-	-
Legal & Democratic Services	-	-	-
Health, Housing & Regeneration	532	523	9
Support Services			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	-	-	-
Non-Distributed Costs	-	-	-
Total	1,334	1,344	(10)

N.B. Figures are rounded up to the nearest whole number.

2 - Delivering Regeneration across the Borough Key Variances (+ve = favourable / -ve = adverse)	£000
Building Control Income	(10)
Building Control - Staff & Consultancy	(4)
Building Control Other Income	(10)
Building Control - Computer Software	(4)
Development Control – Professional Services	16
Development Control – Computer Software	(8)
Forward Planning – Salary Under Spend	9
Planning Various	7
Land Charges Income	(19)
Net Business Under spend	3
Regeneration various non pay budgets	9
Total	(10)

Summary of Financial Monitoring

Most variances are minor in nature. The staff savings in Forward Planning are from reduced hours on a voluntary basis.

Land charges income has seen a drop in volumes which could result in an adverse variance of £19k if it continues. At the same time a restructure with the Land Charges section has resulted in the deletion of a part-time admin post. After redundancy payments the saving in the current year is only around £1k, but the recurrent saving for 2011/12 onwards is £10k.

Priority 3 – Keeping our Borough Clean, Green and Safe

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Keeping our Borough Clean, Green and Safe**”. 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 performing in Keeping our Borough Clean, Green and Safe?

Elements of performance that contribute towards the achievement of Priority 3	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	10	9	90%	1	10%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	3	3	100%	0	0%	0	0%	0	0%
LAA Indicators	3	3	100%	0	0%	0	0%	0	0%
Risks	3	1	33%	1	33%	1	33%	0	0%
Total	19	16	84%	2	11%	1	5%	0	0%

3.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

3 - Keeping our Borough Clean, Green & Safe	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	4,133	4,133	0
Customer Services and e Government	-	-	-
Communities	589	585	4
Business			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Licensing	-	-	-
Legal & Democratic Services	-	-	-
Health, Housing & Regeneration	-	-	-
Support Services			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	-	-	-
Non-Distributed Costs	-	-	-
Total	4,722	4,718	4

N.B. Figures are rounded up to the nearest whole number.

3 - Keeping our Borough Clean, Green & Safe Key Variances (+ve = favourable / -ve = adverse)	£000
Community Safety - CCTV	4
Contribution to vehicle replacement fund	(131)
Salaries / Agency	121
Fuel	(72)
Recycling Income	119
Tipping Fees	36
Trade Waste Income	(27)
Purchase of Parks Vehicles (Excavator & Tractor)	(25)
Tools & Equipment and other Parks related expenditure	(25)
Vehicle Leases / Hire	16
Refuse Sacks	(10)
Bulky Collections	(8)
Repairs & Fitters	6
Total	4

Summary of Financial Monitoring

Following the replacement of the vehicles earlier this year, there have been some changes to the budgets for vehicle leasing, replacement provision and the repair and maintenance budget.

Detailed examination of fuel consumption levels per vehicle is under way. At present consumption levels and costs the fuel budget will overspend by around £72k.

Staffing costs within the operations budget have been revised following an assessment of overtime needs and a series of mini-restructures as vacancies arise. At present the favourable variance for 2010/11 is estimated as £109k.

Paper recycling prices have risen to £50 per ton (though this is subject to market fluctuations), potentially increasing total income by £83k. Paper recycling volumes have dropped recently, reducing that estimate by £14k. Officers are targeting paper recycling volumes in a publicity campaign in the autumn Rossendale Alive newsletter. In addition, reduced charges for tipping glass, cans and plastics have led to a favourable variance of £36k.

All net Operations variances are being transferred to the Vehicle Replacement Fund to finance future fleet changes

Priority 4 – Promoting the Borough

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Promoting the Borough**”. 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.

4.1 How are we performing in Promoting the Borough?

Elements of performance that contribute towards the achievement of Priority 4	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	8	6	75%	2	25%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	0	0	0%	0	0%	0	0%	0	0%
LAA Indicators	1	0	0%	0	0%	1	100%	0	0%
Risks	2	1	50%	1	50%	0	0%	0	0%
Total	11	7	64%	3	27%	1	9%	0	0%

4.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

4 - Promoting the Borough	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government	-	-	-
Communities	296	246	50
Business			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Licensing	-	-	-
Legal & Democratic Services	-	-	-
Health, Housing & Regeneration	-	-	-
Support Services			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	143	137	6
Non-Distributed Costs	-	-	-
Total	439	383	56

N.B. Figures are rounded up to the nearest whole number.

4 - Promoting the Borough Key Variances (+ve = favourable / -ve = adverse)	£000
Community Management Admin	20
Local Strategic Partnership – salary vacancy	30
Various non pay under spends in Communications	6
Total	56

Summary of Financial Monitoring

The post of Service Development Officer in the Community Management Team is now vacant and is not intended to be replaced for the remainder of the year, leading to a savings of £20k.

Following a vacancy in the Local Strategic Partnership support office a mini-restructure has resulted in a £30k favourable variance for the year

Priority 5 – Encouraging Healthy and Respectful Communities

The Council has committed to deliver a range of actions and projects that are specifically aimed at “**Encouraging Healthy and Respectful Communities**”. 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.

5.1 How are we performing in Encouraging Healthy and Respectful Communities?

Elements of performance that contribute towards the achievement of Priority 5	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	5	5	100%	0	0%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	1	0	0%	0	0%	1	100%	0	0%
LAA Indicators	0	0	0%	0	0%	0	0%	0	0%
Risks	0	0	0%	0	0%	0	0%	0	0%
Total	6	5	83%	0	0%	1	17%	0	0%

5.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities.

The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

5 - Encouraging Healthy and Respectful Communities	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
<i>Operational Services</i>			
Place Operations	-	-	-
Customer Services and e Government Communities	-	-	-
	384	364	20
<i>Business</i>			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Licensing	223	218	5
Legal & Democratic Services	-	-	-
Health, Housing & Regeneration	669	612	56
<i>Support Services</i>			
Finance & Property Services	-	-	-
Corporate Management	-	-	-
People and Policy	-	-	-
Non-Distributed Costs	-	-	-
Total	1,276	1,195	81

N.B. Figures are rounded up to the nearest whole number.

5 - Encouraging Healthy and Respectful Communities Key Variances (+ve = favourable / -ve = adverse)	£000
Museum recharge income	7
Emergency Planning	13
Licensing - Salaries	4
Licensing – Postage	1
Environmental Health – Restructure & Staff Vacancies	62
Environmental Health other Minor Variances	5
Environmental Health Noise Equipment	(5)
Environmental Health – Permitted Processes & Other Income	(5)
Total	81

Summary of Financial Monitoring

Staff savings have been achieved through vacancies and restructures within the Environmental Health and Licensing teams.

Some areas of income in Environmental Health and Licensing have seen reduction in volumes, though licensing income picked up again in quarter 2.

Operational savings have been achieved in Emergency Planning and in outside contractors which provides some of the Environmental Health services.

Priority 6 – Providing Value for Money Services

The Council has committed to deliver a range of actions and projects that are specifically aimed at maintaining “**Providing Value for Money 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.

6.1 How are we performing in Providing Value for Money Services?

Elements of performance that contribute towards the achievement of Priority 6	Totals	GREEN 		AMBER 		RED 		UNKNOWN 	
Corporate Plan Actions	26	20	77%	6	23%	0	0%	0	0%
National Indicators	0	0	0%	0	0%	0	0%	0	0%
Local Indicators	4	4	100%	0	0%	0	0%	0	0%
LAA Indicators	0	0	0%	0	0%	0	0%	0	0%
Risks	23	9	39%	11	48%	3	13%	0	0%
Total	53	33	62%	17	32%	3	6%	0	0%

6.2 Financial Monitoring

The following table analyses the various service area net financial resources across the priority area. In some instances a service area may not be directly involved in delivering a corporate priority and therefore the financial resources involved will be zero (for example Financial Services department resources are focused entirely on a “Value for Money” whereas Operations and Communities Services are focused across a variety of customer facing Council priorities. The table therefore identifies the service area, net annual budget expenditure, net forecast spend and therefore the total forecast variance for the year.

6 - Providing Value for Money Services	Net Budget £000	Net Forecast £000	Variance (Adv)/Fav £000
By Service Area			
Operational Services			
Place Operations	-	-	-
Customer Services and e Government	-	-	-
Communities	20	20	0
Business			
Building Control	-	-	-
Planning	-	-	-
Local Land Charges	-	-	-
Licensing	-	-	-
Legal & Democratic Services	975	927	47
Health, Housing & Regeneration	-	-	-
Support Services			
Finance & Property Services	319	277	42
Corporate Management	136	114	22
People and Policy	46	40	6
Non-Distributed Costs	864	863	1
Total	2,360	2,241	119

N.B. Figures are rounded up to the nearest whole number.

6 - Providing Value for Money Services Key Variances (+ve = favourable / -ve = adverse)	£000
Legal – restructure	15
Legal Court Fess	(11)
Legal Income	(4)
Democratic Services – Staff Vacancies & Advertisements	9
Democratic Services – Members Allowance	12
Democratic Services – Misc spend	8
Mayoralty – Agency/staff	19
Gas & Electric	17
Repairs & Maintenance	26
Business Centre shortfall income net of salary savings	(21)
Water charges across operational buildings	(12)
Property services – Salary Savings	5
Finance – External Audit Fees	8
Finance – Agency & Staff underspends	19
Corporate Mngemnt–Subscriptions & Underspends	10
Corporate Mngemnt–Misc Underspends	6
Corporate Mngemnt–salary underspend & no increase	6
HR - Staff Vacancy	11
HR – Legal Fees pertaining to Job Evaluation	(9)
People & Policy non take up of pension	4
Non Distributed Costs - Pension contrib'ns for past emply'es	29
Non Distributed Costs - interest payable & receivable	12
Employees – target for in year savings	(40)
Total	119

Summary of Financial Monitoring

Recent re-structures and staff savings across support services amount to £78k, however the original budget expectation of a £40k corporate saving during the year has now been netted off against this variance.

Operational building running costs are estimated to return a favourable variance of £17k following the new contract which comes into effect in October. Along with £26k reduction in the repairs and maintenance costs, this is helping to support shortfalls in rental income of £21k and increases in water service charges of £12k.

The cost of pensions for former employees has decreased by £29k.

Section 3 – Implementing the Council's Corporate Plan

This section of the report provides a detailed performance up-date against each of the actions in the Council's Corporate Plan which is due for completion by March 2011.

There were no exceptions (i.e. Actions deemed in jeopardy) for Quarter 2 2010/11.

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

Theme: **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 2 2009-10			Quarter 2 2010-11			Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2010/11		Status	Q2 2010/11		Status				
			Value	Target		Value	Target					
LI ***												
NI ***												
NI *** LAA												

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 target.
	This PI cannot be calculated.
	This PI is a data-only PI.

Trend	
	The value of this PI has improved in the short term.
	The value of this PI has worsened in the short term.
	The value of this PI has not changed in the short term.
	This Trend cannot be calculated.

Quarter 2 Performance Indicator Report 2010-11

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Report Author: Lee Admin_Birkett
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Rows are sorted by Code

Theme Priority 4 - Promoting the Borough

PI Code	Short Name	Responsible Officers	Quarter 2 2009-10			Quarter 2 2010-11			Annual 2010/11	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2009/10			Q2 2010/11							
			Value	Target	Status	Value	Target	Status					
NI 156 LAA	Number of households living in temporary accommodation	Administration Assistant - Regeneration; Regeneration Delivery Manager; Strategic Housing and Partnerships Manager	1	0		2	0		0	Aim to Minimise		<p>There were 3 households in temporary accommodation at the end of the second quarter.</p> <p>This indicator is designed to monitor progress towards halving the number of households in temporary accommodation provided under the homelessness legislations by 2010. Rossendale's baseline was established at the same time as every other District across England and was set at 1 household living in temporary accommodation at the beginning of Qtr 4 in 2004. The target for Rossendale by December 2010 is to have reduced this to 0. However, this is a Lancashire Countywide Target and overall performance will be assessed on a county basis. Rossendale is fortunate in having a dedicated Housing Advice Team who works closely with applicants to prevent homelessness.</p> <p>This target is additionally monitored via CLG's Homelessness Advisory Team on a Quarterly Basis through the completion of P1E Monitoring Forms with the information correlated by the Housing Advice and</p>	On Target

PI Code	Short Name	Responsible Officers	Quarter 2 2009-10			Quarter 2 2010-11			Annual 2010/11	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2009/10			Q2 2010/11							
			Value	Target	Status	Value	Target	Status					
											Options Team on a quarterly basis and sent through to the District Monitoring Officer the Strategic Housing and Partnerships Manager. This is reported through to CLG (using Interform) and the Lancashire LAA Health and Wellbeing Thematic (via the Lancashire Homelessness Forum).		

Theme Priority 5 - Encouraging Healthy and Respectful Communities

PI Code	Short Name	Responsible Officers	Quarter 2 2009-10			Quarter 2 2010-11			Annual 2010/11	Gauge Aim	Trend	Latest Note	Expected Outcome
			Q2 2009/10			Q2 2010/11							
			Value	Target	Status	Value	Target	Status					
LI 156	Buildings Accessible to People with a Disability	Electrical Engineer	85.00%	99.00%		91.00%	99.00%		99.00%	Aim to Maximise		The front entrance extension to whitworth pool now complete with new disabled access with the exception of disabled car parking which will be complete by march 2011.	On Target

Section 5 – Risks

Detailed performance information about the actions being taken to minimise the occurrence of risk

Guide for Risks Report

This heading displays the Category Description and Strategy grouping for the following batch of Indicators

Description: **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

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 2 Risks Report 2010-11

Report Type: Risks Report
Report Author: Lee Admin_Birkett
Generated on: 29 October 2010



Description 1. Delivering Quality Services to our Customers

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
BD1	Litigation due to Health & Safety Breaches	Executive Director for Business	3	E	3	E	4	E	31 Mar 2011	Risk continues to be managed and reviewed as necessary.	20 Oct 2010	
EH1	Lack of sufficient knowledge and experience regarding food safety enforcement	Environmental Health Manager	4	E	4	E	2	E	31 Mar 2011	The team have welcomed a new addition which will bolster the capacity and resources in terms of support. Ongoing assistance in terms of knowledge and practical support is still being provided by the Lancashire Food Officers Group.	11 Oct 2010	
EH2	Failure to implement Air Quality Management Areas	Environmental Health Manager	2	C	2	C	3	E	31 Mar 2011	Detailed assessment results are currently being assessed for the two trigger areas in Haslingden and Rawtenstall. The risk of assessing these results and developing action plans is minimal however any associated costs identified through the action plans could hinder any declaration of AQMAs.	11 Oct 2010	
EH4	Private water supply regulation not implemented	Environmental Health Manager	4	E	4	E	3	E	31 Mar 2011	Draft policy document being prepared for public consultation and adoption for the New Year.	11 Oct 2010	
Elec1	Failure to safeguard data/key documentation	Elections Manager	2	F	2	F	2	F	31 Mar 2011	There is no change to the status.	21 Oct 2010	

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
Elec2	Failure to acquire timely and accurate documentation within statutory timescales i.e. poll cards, postal ballot packs	Elections Manager	2	F	2	F	2	F	31 Mar 2011	There is no change to the status of this risk.	21 Oct 2010	
Elec3	Failure to ensure polling stations are DDA compliant / accessible to all	Elections Manager	4	D	4	D	4	A	31 Mar 2011	There is no change to the status of this risk.	21 Oct 2010	
Elec4	Failure to safeguard the service/election from fraud and corruption	Elections Manager	2	F	2	F	2	F	31 Mar 2011	There is no change to the status of this risk.	21 Oct 2010	
Res2	Fail to implement IFRS effectively and efficiently	Finance Manager	3	E	3	E	4	E	31 Mar 2011	Work to resume in October once the 2009/10 Accounts are approved.	01 Sep 2010	
Rg4	Significant reduction in HMR resources	Head of Regeneration	4	E	4	E	2	D	31 Mar 2011	The reduction to the programme is 17.5% and the team are working within the programme to deliver the maximum value against the original programme with the reduced allocation. The funding has now been received from CLG.	11 Oct 2010	

Description 2. Delivering Regeneration across the Borough

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
Plan1	Failure of Delivery of the LDF	Planning Manager; Principal	2	D	2	D	2	D	31 Mar 2011	LDF is on target with the most recent LDS timetable submitted. The biggest risk remains government	08 Oct 2010	

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
		Planner Forward Planning								policy change		
Plan2	Failure to deliver affordable housing targets	Planning Assistant; Regeneration Delivery Manager	1	A	1	A	3	D	31 Mar 2011	The provision of affordable housing as a business plan action is now covered by the Regeneration Team, however, given the current slowness of the housing market and cuts to the Homes and Communities budget as well as uncertainty regarding the CSR the risk remains high and increases due to the lack of certainty around the Single Conversation Agreement/Local Enterprise Partnership requirements for 2011/15.	11 Oct 2010	
Plan3	Budget reduced by reduction in fees from Development Control and Land Charges due recession	Planning Manager; Principal Planner Development Control	2	D	2	D	2	D	31 Mar 2011	Income remains volatile but on course to be higher than the previous year and pre-application discussions if borne out by future submissions indicate target income should be achieved and perhaps a little more	08 Oct 2010	
Rg1	Continued national economic decline	Head of Regeneration	2	A	2	A	1	C	31 Mar 2011	Due to the lack of certainty around funding streams until the autumn CSR this risk is re-evaluated as high. However, officers are working on a Penning Lancashire and Lancashire basis looking at the potential of developing a local Enterprise Partnership and the ability that this will have to lever in funding and support private developers in delivering sites throughout Rossendale.	11 Oct 2010	
Rg2	Lack of interest from developers in Rossendale's key sites	Head of Regeneration	2	C	2	C	2	D	31 Mar 2011	Due to the lack of certainty around funding streams until the autumn CSR this risk is re-evaluated as high. However, officers are working on a	11 Oct 2010	

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
										Penning Lancashire and Lancashire basis looking at the potential of developing a local Enterprise Partnership and the ability that this will have to lever in funding and support private developers in delivering sites throughout Rossendale.		

Description 3. Keeping Our Borough Clean, Green and Safe

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
Op1	Impact of legislative changes regarding reclassification of waste on strategic recycling and division targets	Business Support Manager; Operations Manager	3	D	3	D	3	E	31 Mar 2011	Change in government will ultimately lead to a change in legislation, current administration considering removal of LATS in favour of reward systems. Rossendale are currently working on a waste minimisation strategy to mirror those targets as detailed in the Lancashire Waste Partnership Strategy. Any strategy produced will take into consideration the proposed legislative changes. As Rossendale is only the collection authority and not the disposal any increase in cost associated with disposal will have to be discussed at County level with Rossendale as an active partner.	06 Oct 2010	
Op2	Implementation of the Health and Safety Action Plan against the management of customer	Business Support Manager	2	B	2	B	3	D	31 Mar 2011	Mr Foster and Mr Jenkins delivered a number of workshops with members (start of Dec 2009 and mop up session on 24th April 2010). The same training we given as our employees receive.	06 Oct 2010	

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
	expectations									As part of the efficiency savings it has been decided that were capacity transferring the bins manually to safe locations would be undertaken by the waste collection crews. With the remaining locations, Operations team is in discussions with the communities' team on the best way forward to implement collection points to minimise the risks associated with reversing.		
Op3	Meeting the requirements of the Landfill Directive	Operations Manager	1	E	1	E	3	E	31 Mar 2011	Change in government will ultimately lead to a change in legislation, current administration considering removal of LATS in favour of reward systems. Rossendale are currently working on a waste minimisation strategy to mirror those targets as detailed in the Lancashire Waste Partnership Strategy. Any strategy produced will take into consideration the proposed legislative changes. As Rossendale is only the collection authority and not the disposal any increase in cost associated with disposal will have to be discussed at County level with Rossendale as an active partner. LCC through the PFI have constructed 2 waste facilities where it is expected that the majority of the waste for Lancashire will be processed minimising the need for landfill.	06 Oct 2010	

Description 4. Promoting the Borough

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
Cmt1	Irwell Sculpture Trail – Financial Risks associate with delays to relaunch	Culture Officer	3	E	3	E			31 Mar 2011	No change	08 Oct 2010	
PD1	Failure to ensure Business Continuity	Head of Customers and Communities	2	D	2	D	2	F	31 Mar 2011	Business Continuity Plans are updated regularly.	20 Oct 2010	

Description 6. Providing Value for Money Services

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
BC1	Not achieving self financing status after three year accounting period	Building Control Manager	3	E	3	E	3	E	31 Mar 2010	Income monitored jointly with BC manager/finance	20 Oct 2010	
BD2	Failure to ensure Business Continuity	Executive Director for Business	2	E	2	E	4	E	31 Mar 2011	Business continuity is in the process of being reviewed. Current plans are in place in the interim.	20 Oct 2010	
Cmt2	Leisure Implementation litigation and financial risk associated with the delivery of the outcomes of the Leisure Review	Culture Officer	2	D	2	D	2	E	31 Mar 2011	No change	08 Oct 2010	
Cmt3	Partners not delivering on the actions identified	Area Manager	2	D	2	D	1	E	31 Mar 2011	The successful delivery of the Neighbourhood Plans relies on all partners in the public, private and	22 Oct 2010	

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
	within the Neighbourhood Plans									community sector working together in collaborative partnership including the identification of both monetary and human resources. Due to the recent announcement in the Comprehensive Spending Review the cuts in the public, private and voluntary sector will clearly create a challenge in delivering the neighbourhood plans. To this end the Forums are focussing on actions which can be delivered within existing resources. All partners and Council departments who have actions against their service area have had the opportunity to discuss and agree them. This should minimise the likelihood of partners not delivering. After 12 months, the medium and long term actions will be reviewed.		
CS&ICT1	Data / Information security	Head of Customer Services & ICT	1	A	1	A	1	C	31 Mar 2011	Rosendale has recently had its latest Government Connect assessment, the Council has been given a number of areas where it has to improve to meet the new code of connection.	20 Oct 2010	
CS&ICT2	ICT Business Continuity / Disaster Recovery	Head of Customer Services & ICT	1	C	1	C	2	D	31 Mar 2011	Additional applications have been moved on to the disaster recovery facilities at Derby. A revised disaster recovery solution will be developed and implemented in quarter 2 -3 of 2011.	20 Oct 2010	
Elec5	Failure to hold robust and efficient Local (constituency / district), National	Elections Manager	1	E	1	E	1	F	31 Mar 2011	There is no change to the status of this risk.	21 Oct 2010	

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
	and European Elections											
Leg1	Inability to evidence service achievements in line with best practice.	Principal Legal Officer	2	D	2	D	2	E	31 Mar 2011	Ongoing collation workload achievements for report at end of year in business plan.	20 Oct 2010	
PD2	Litigation due to Health & Safety Breaches	Head of Customers and Communities	3	D	3	D	4	E	31 Mar 2011	All recommendations from recent H&S review of Communities Team have been implemented. Operations have just finished a full update of all their risk assessments and are now updating safe systems of work. Full H&S review of Customer Services & IT has just been reported and 2 medium priorities identified – both are being addressed.	20 Oct 2010	
Plan4	Failure to determine planning applications in line with government targets	Planning Manager; Principal Planner Development Control	2	E	2	E	2	E	31 Mar 2011	Determination of applications currently on target, though purdah period has reduced room significantly to allow applications to go overtime.	08 Oct 2010	
Plan5	Failure to deliver commitments to English Heritage re programme of work for co funded posts	Planning Manager	3	D	3	D	5	F	31 Mar 2011	On target generally, however, some slippage has occurred on conservation appraisals by consultant, This is being addressed. However, a member of staff has also left the authority too which could also lead to delay whilst a replacement is found.	08 Oct 2010	
Res1	Pay to benefits & creditors and Income collection	Finance Manager	3	D	3	D	2	F	31 Mar 2011	Now that Financials and Purchasing are on the SAN the backup and restore of data is more secure. Mobile Working tests to be re-performed in October to check links to new SAN-based systems. To be	06 Oct 2010	

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
										further reviewed late autumn when a full DR test is performed.		
Res10	Failure to ensure Business Continuity	Head of Finance and Property; Head of People and Policy	3	D	3	D	3	E	31 Mar 2011	Likelihood of event reduced now as Financials and Purchasing have been moved to the SAN rather than unsupported servers. ICON still waiting to be moved and then full DR test to follow later in the autumn.	06 Oct 2010	
Res11	Unmanaged open spaces and land	Head of Finance and Property	2	C	2	C	2	D	31 Mar 2011	No significant developments in this matter. Monitoring and reviews balanced with resources and targeted at areas of most need.	22 Oct 2010	
Res3	The Council does not achieve the financial savings identified in the MTFS which are necessary to deliver its priorities within a balanced budget	Finance Manager	3	D	3	D	4	D	31 Mar 2011	Work continues on the savings options being explored. Local Democracy Week event planned to debate some of the savings being considered. Some delay in Cabinet discussions due to purdah, but progress is well ahead of normal annual timetable. One of the major financial concerns is the potential impact of concessionary travel moving to the County Council. RBC is taking part in a joint response to central government consultation on this. Next big event will be the Comprehensive Spending Review report on 20th October.	06 Oct 2010	
Res4	Litigation	Head of People and Policy	3	F	3	F	3	F	31 Mar 2011	Legal Opinion being obtained as and where necessary	20 Oct 2010	
Res5	Non payment of salaries	Payroll Manager	2	F	2	F	5	F	31 Mar 2011	Contingency Plan updated. Mobile Home working still outstanding due to technical difficulties	20 Oct 2010	
Res6	None viability of the Business Centre	Head of Finance and Property	3	C	3	C	4	D	31 Mar 2011	Current forecast anticipates a £21k adverse budget variation. This includes the loss of a long time	14 Oct 2010	

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
										tenant at the end of Sept. New signage now in place (second due). Sales agents appointed. However, market remains tough.		
Res7	Lancashire Strategic Partnership – failure to deliver LAA outcomes	Head of People and Policy	5	D	5	D	5	E	31 Mar 2011	New arrangements for the Lancashire partnership being agreed. National indicators abolished. Await government guidance of performance arrangements from 2011	20 Oct 2010	
Res8	Lancashire Community Cohesion Partnership failure to deliver cohesive communities	Principal Policy Officer	5	D	5	D	5	E	31 Mar 2011	Terms of Reference, governance arrangements and objectives are in place. Continued officer representation at LCCP Meetings and feedback to relevant officers in undertaken. The Partnership is considering the potential impacts of future joint actions following Government cuts to various cohesion and community related budgets/funding streams and how the current climate of change might impact on our communities. LCCP is also considering the 'Big Society' concept and what this means in the context of strengthening and enhancing community cohesion, this includes discussions with GONW for direction. Locally, principles and values of community cohesion have been embedded via the Neighbourhood Plans being developed by the Neighbourhood Forums. A Partnership Community Cohesion Policy Statement was agreed in March 2010 and its principles are being embedded via the development of Neighbourhood Plans.	07 Sep 2010	

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
Res9	Litigation due to Health & Safety Breaches	Head of People and Policy	4	E	4	E	4	D	31 Mar 2011	Health and Safety Audit and Action Plan been completed for the Garage. Training in relation to Manual Handling being rolled out across the Operations Team. Guidance in relation to vaccinations been rolled out across the Operational Team	20 Oct 2010	
Rg3	Developer does not develop Valley Centre	Head of Regeneration	2	D	2	D	3	D	31 Mar 2011	Work is ongoing with the owners of the Valley Centre and the Council have put in place a contingency plan to deal with lack of delivery by the current owners. Once a decision has been made around the Autumn CSR and the local Enterprise Partnerships further certainty around outstanding actions and funding issues will be highlighted	11 Oct 2010	
Rg5	The number of long term empty properties increases	Head of Regeneration	3	D	3	D	3	D	31 Mar 2011	The Vacant Property Strategy is awaiting adoption by November's Cabinet and through delivery of the action plan we will look to reduce this number by 50% over the next 5 years.	11 Oct 2010	

Section 6 – Financial Health Indicators

Section 6 - Financial Health Indicators

The Following table attempts to give some context to the financial performance reported to Members during 2010/11:

- Cash Balances – continue to be strong as Council Tax and NNDR revenues are collected.
- Bank Interest generated – the Council has £8m in 364 day deposits earning from 1.5% to 1.9% interest and at the end of Q1 the cash deposits were £5.36m earning 0.8% interest. Total interest income for the year is expected to raise £3k more than budget, whilst interest payable is due to fall by around £8k
- Debtor management continues to be a focus and collection of sundry income bills for 2009/10 has been strong. Of the £2.3m raised in the year, just £35k is still outstanding. Staff are now concentrating on collection of older debt and new invoices in 2010/11.
- Steady extension of the use of electronic payment methods continues
- Best practices in procurement of goods and services are now embedded. Collaborative activities with Team Lancashire due in the next 12 months include payment card collection services and bar-code reader facilities.

		As at 31 March 2010	End Q1 2010/11	End Q2 2010/11	End Q3 2010/11	End Q4 2010/11	Long Term Trend
1	Targeting a score of 3 in the Use of Resources Review	3					Now withdrawn
2	Cash & Indebtedness (£000)	£9,135k -£4,600k =£4,535k	£13,346k -£4,600k = £8,746k	£13,315k -£4,600k =£8,715k			Cash continues to be strong – receipts on track.
3	Average Debtor Days (cum) Target 80 days	85	55	43			Collection of debt is improving
4	% Proportion of debtors over 6 months old	16.9%	20.7%	34.0%			Good collection of current debts
5	Level of Council Tax arrears (£000)	£3,088k					Annual calculation

6	Level of NNDR arrears (£000)	£427k				Annual calculation
7	% Interest earned - above/(below) SECTOR model portfolio	+1%	+0.59%	+0.45%		RBC benefitting from £8m @ 1.5%
8	Corporate Spend (non pay)(£000)	£7,968k (full year)	£3,891k	£1,732k		Excl staff, benefits treasury managmt & concess travel
9	Corporate Spend placed with local companies (£000 and %)	£1,185k (14.5%) (full year)	£351k (9%)	£246k 14%		Annual target is 19%
10	Corporate Spend placed through collaborative arrangements (£000 and %)	£2,947k (37%)	£1,825k (47%)	£139k 8%		Annual target is 12%
11	Total Spend (£000)	£95,372k	£22,007k	£19,700k		All transactions except staff
12	Total Spend made by electronic means - % by volume	91.6% (full year)	91.6%			High-value items have already been targeted to maximise the efficiency and security of payments.
13	Total Spend value paid by electronic means (£000)	£94,226k (full year)	£20,010k			
14	Total Spend made by electronic means - % by value	98.8% (full year)	99.0%			

Section 7 – Complaints

Section 7 – Complaints

The Council has set standards to be achieved when managing the complaints received by the Council & 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 July to September 2010 - broken down by the area of service that the complaint related to, and by the nature of the complaint.

Head of Service	Service Area	Team	Complaints O/S at 30/06/10	Complaints Received During Q2	Complaints Closed During Q2	Complaints O/S at end of Q2
Resources	People & Policy	Executive Office				
		Human Resources				
		Policy & Performance				
		Communications				
	Finance & Property	Financial Services				
		Property Services		1	1	
Place	Operations	Refuse & Cleansing		2	2	
		Emergency Planning				
		Parks & Open Spaces		1	1	
	Customer Services	Capita - Council Tax Recovery		3	3	

Head of Service	Service Area	Team	Complaints O/S at 30/06/10	Complaints Received During Q2	Complaints Closed During Q2	Complaints O/S at end of Q2
		Capita- Council Tax	1	2	3	
		Capita - Call Centre				
		Capita - Benefits		5	5	
		Capita – Benefit Fraud				
		Capita - OSS				
		ICT				
		Customer Service		1	1	
	Communities	Community Safety				
		LSP Delivery				
		Service Development				
		Area Officers		1	1	
	Regeneration	Regeneration Delivery				
		Regeneration Progs				
		Economic Development				
Traffic & Parking						
Business	Legal	Legal Services				
		Committee & Member Services				

Head of Service	Service Area	Team	Complaints O/S at 30/06/10	Complaints Received During Q2	Complaints Closed During Q2	Complaints O/S at end of Q2
		Elections				
	Building Control	Building Control				
	Planning	Forward Planning				
		Development Control		2	1	1
		Land Charges				
	Environmental Health	Environmental Health		2	2	
		Licensing		1	1	
		Total	1	21	21	1

7.1 Category of Complaint

	Type of Complaint	Number
1	Technical/legal/regulatory issue	7
2	Poor communication	2
3	Delayed response/lack of response	2
4	Complaint against a named officer	1
5	Complaint received via MP	0
6	Complaint received via Councillor	1
7	Complaint about RBC policy or procedures	8
	No type of complaint assigned	0
	Total	21

When a complaint is received by the Council it is assigned to one of seven categories, according to the nature of the complaint. In this way we can monitor whether particular themes or issues are emerging.

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 (1st July to 30th September 2010)

Head of Service	Service Area	O/S at start	New	Completed	O/S at end
Place	Council Tax	4	0	1	3
Business	Regeneration	0	1	1	0
Executive		0	0	0	0
	Total	4	1	2	3

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.

Regeneration - opened in August as a premature complaint turned full investigation. Closed 27/09/10 - investigation discontinued by Ombudsman.

Council Tax - provisional view on these complaints reached, Council to make comments by 11th October 2010.

Section 8 – Compliments

Section 8 – Compliments

This section of the report provides a summary of the number of compliments received by the Council between July and September 2010 - broken down by the area of service that the compliment related to as well as a comparison of the previous 3 quarters.

Directorate	Service Area	Team	Compliments received during:			
			October - December 2009	January – March 2010	April – June 2010	July – September 2010
Chief Executive	People & Policy	Executive Office		1	1	
		Human Resources		1		
		Policy & Performance				1
		Communications	6		3	2
	Finance & Property	Financial Services	1			
		Property Services				
Place	Operations	Refuse & Cleansing	1	3	1	5
		Emergency Planning				
		Parks & Open Spaces	1		1	3
	Customer	Capita - Council				

	Services	Tax Recovery				
		Capita - Council Tax	1			
		Capita - Call Centre				
		Capita - Benefits				
		Capita - OSS	2			
		ICT				
		Customer Services			1	
	Communities	Community Safety				
		LSP Delivery				
		Service Development	3	1		3
		Area Officers	2	5	1	6
	Regeneration	Regeneration Delivery	2	4	1	2
		Regeneration Progs	7	1	1	3
		Economic Development		1		
		Traffic & Parking				
Business	Legal	Legal Services	2	1	6	5
		Committee & Member Services		5	3	

		Elections		2	3	
		Building Control			11	14
	Planning	Forward Planning				
		Development Control	4	1		
		Land Charges				
	Environmental Health	Environmental Health	1		1	1
		Licensing	1	1		3
Total			34	27	34	48