

Quarter 1 and Quarter 2 2017/18 - Actions

Priority 1: Clean and green

Our priority is to keep Rossendale clean, for all Rossendale's residents and visitors and to take available opportunities to recycle, use energy from renewable sources, more efficiently.

Be tough with those who blight our communities with fly-tipping, litter and dog fouling through more enforcement

Service Actions	How monitored	Status	Latest note
Develop and implement an action plan to increase enforcement on fly-tipping, litter and dog fouling throughout the Borough.	Monitor the complaints regarding fly-tipping, litter and dog fouling incidents. The targets and performance is reported in the Performance Indicator table.		Current Council service standard target is to clear fly tipping from land within 10 working days. For Q2 this year we are achieving 17 days. Introduction of Public Spaces Protection Orders [PSPO's] will occur following community consultation in 2018. Lead Officer – Paul McHenry

Deliver a waste and recycling awareness and engagement campaign to support us in keeping our streets clean and reducing litter

Develop and implement a waste and recycling awareness and engagement campaign with local Community groups to increase awareness of recycling and support the reduction in litter on the streets of Rossendale.	Work with our Communications and Engagement team to raise awareness of waste and recycling issues via a dedicated Facebook page.		Facebook page has been created and commenced operation in October 2017. Waste and recycling awareness campaign will be developed and delivered with assistance from Communications and Engagement team and launched in 2018. Lead Officer – Paul McHenry
--	--	---	---

Reduce waste costs and increase recycling in the Borough

Implementation of charged green waste service	Project implementation plan has been created and is being actioned. The success of the new service will be measured by the number of paying customers we capture. The aim is to have 2,200 customers by September 2018.		The service is due to commence in March 2018. Applications for the new service will begin to arrive once the first promotional push begins in December 2018. Lead Officer – Paul McHenry
---	---	---	--

Continue to work proactively with our partners to improve the quality of the roads in the Borough			
Continue to work with the Highway Authority, Lancashire County Council (LCC) on cleansing issues.	Sweep and cleanse dual carriageways on behalf of LCC, plus arrange and administer weed spraying of channels on LCC's behalf.		We will meet officers from the Highway Authority (LCC) early 2018 to agree service level agreements for 2018/19. Lead Officer – Paul McHenry
Work with our communities to celebrate our environment, promote pride in our area and enhance our parks, playgrounds and open spaces			
Strengthen and, where practicable, extend the relationship with Civic Pride and other key partners, task forces and 'friends of' organisations.	Continue to work closely with Civic Pride and other partners.		In a recent Britain in Bloom Awards Civic Pride won a silver gilt for their work in Rawtenstall, to which we contributed greatly. We have also sourced a new storage area for Civic Pride to replace the existing site inside the Old Town Hall. Lead Officer – Paul McHenry
Work with partners on ensuring Rossendale is robustly prepared for another flooding incident			
Continue to review Civil Emergency Plans and Business Continuity Plans to support robust arrangements in place in the event of an incident.	Continue to prepare for another flooding incident and review lessons learned from incidents and update plans accordingly.		Emergency Planning Meetings held at Futures Park Rossendale – 5.6.017 /18.09.17. LRF Meetings attended –1.06.17 /24.10.17 Training attended: Comah Training– 13.07.17 /4.09.17 , LFR Major Incident Training – 6.06.17, Get Ready for Winter – 11.09.17 Emergency Civil Plan has been updated. Lead Officer – Steve Tomlinson
Promote our green spaces and countryside for all to enjoy			
Maintain and improve standards in our parks, playgrounds and open spaces in the Borough via in-house teams, assisted by 'Friends of' groups and other parties, such as Civic Pride.	Information provided by members, residents, businesses and other stakeholders, such as Civic Pride, will be used to help inform maintenance regimes.		We are working with the Communications Team on a communication drive to promote our parks, greenspace and play areas and associated events, for issue later this year and early 2018. We'll promote different types work that is completed by the authority's workforce and the 'Friends-of' groups at different times of year. Lead Officer – Paul McHenry

Priority 2: A connected, growing and successful Rossendale

Our priority is to ensure that we are well connected to our residents, key partners and stakeholders. We want to make the most of every pound we spend and we are always looking for new and innovative ways to make the resources we do have, work harder for us.

Make it easier for customers to interact with the Council online when it suits them, by making more of our services digital

Service Action	Key Performance Indicator/Target	Status	Latest note
<p>Deliver efficient, effective Council Tax services which reflect welfare reform including:</p> <ul style="list-style-type: none">• Implementing Council Tax and Council Tax Support penalty and prosecution policy.• Reviewing and production of Council Tax Support scheme for 2017/18. <p>Developing pro-active IVR messages for telephony (PPCI-DSS) and development of RBC website phase 2.</p>	<p>Implementation of online forms in Service Areas.</p>		<p>Council Tax Support penalty policy continues to be used to aid the fight against fraud.</p> <p>The Council Tax Support scheme has been agreed and will be written and finalised by the start of March.</p> <p>Working towards implementation of online forms in Licensing.</p> <p style="text-align: right;">Lead Officer – Andrew Buckle</p>

Continue to work with partners and other agencies on better transport links in Rossendale and with our neighbours

<p>To help deliver the best public transport for Rossendale by ensuring the taxi and private hire industry is fit for purpose and available by residents and visitors at the right time and in the right place</p>	<p>Monitor through number of licences issued. (Performance noted in Performance indicators).</p>		<p>The introduction of a local knowledge and conditions test will reduce the number of licensed drivers considerably by ensuring that only those applicants and existing drivers who have a knowledge of Rossendale pass the test. The introduction of a new Taxi and Private Hire licensing Policy will reduce the numbers of vehicles licensed by Rossendale and ensure the number of taxis is suitable for the local area. This is a gradual process taking effect over an 18 month period.</p> <p style="text-align: right;">Lead Officer – Phil Morton</p>
--	--	---	--

Make sure we get the best outcomes for Rossendale by working with public sector and other partners to make sure every pound gets the best results

<p>Overview of all budget reduction and income growth projects to deliver the Medium Term Financial Strategy (MTFS).</p>	<p>Monitor the Council’s annual net expenditure is no greater than its annual resources.</p>		<p>An all Member MTFS briefing was held and staff were updated at the summer staff engagement session on the medium term financial assumptions, potential annual funding gap (currently estimated at c£600 pa) together with potential opportunities to bridge the gap.</p> <p style="text-align: right;">Lead Officer – Phil Seddon</p>
--	--	---	---

Make the most of our location bordering Greater Manchester and West Yorkshire but also being committed to being part of a strong confident Lancashire County

<p>Contributing to the LCA work with neighbouring councils and committees.</p>	<p>Participate in regular M66 transport group to take place to examine transport improvements involving LCC, GM and West Yorkshire.</p>		<p>We are actively engaging with neighbouring authorities and agencies to ensure that Rossendale’s strategic infrastructure interests are developed.</p> <p style="text-align: right;">Lead Officer – Guy Darragh</p>
--	---	---	--

Working with public transport providers to deliver the best public transport for Rossendale

<p>Working with public transport providers.</p>	<p>Projects supporting this Corporate Action will be monitored through Project Plans, timetables and budgets, and progress will be monitored via the Councils Programme Management Board.</p>		<p>Work is continuing on the completion of new Rawtenstall Bus interchange, maintaining local bus routes and expanding where possible, improving the age profile of busses within Rossendale, and the Council is represented at monthly Board Meetings of Rossendale Transport Limited.</p> <p style="text-align: right;">Lead Officer – Phil Seddon</p>
---	---	---	---

Identify development sites to enable inclusive and sustainable growth (overnight visitor accommodation, housing, businesses, jobs and tourist destinations)

<p>Provide a comprehensive support service to existing and new businesses in order to help stimulate economic development in Rossendale.</p> <p>Produce an Economic Development Strategy and NNDR policy.</p>	<p>Support new and existing businesses and monitor businesses accessing advice through Economic Development, Inward Investment enquiries and the number of Business Networking Events facilitated</p>		<p>Economic Development Manager appointed in May 2017. The Economic Development Strategy produced in draft and discussed with Cabinet Members. We are working to develop new business support and employability project. We are seeking to produce an effective inward investment and growth sectors package to secure business expansion and jobs in Rossendale.</p> <p style="text-align: right;">Lead Officer – Guy Darragh</p>
---	---	---	---

Develop key employment and residential sites.	Proportion of new employment and residential sites prioritised and progressed.		Residential and employment sites have been identified and included in the draft local plan. We are actively working with landowners and developers to see implementation and development. Lead Officer – Guy Darragh
Utilise existing assets to increase revenue.	Work on a range of project including Futures Park Masterplan and Green Book, Secure site investment into Ski Rossendale and Invest in Rossendale web page		We have appointed a masterplan for the development of the site that will be suitable to the needs of the leisure industry. Once this has been agreed a green book economic assessment will be made to establish the business case for development. Lead Officer – Guy Darragh
Develop plans to ensure we have strong town centres and communities			
Work undertaken by Planning and Economic Development around the built environment in Rossendale is complemented by the work undertaken by the Community and Partnership Manager.	We are delivering a range of projects including: <ul style="list-style-type: none"> • Rawtenstall town centre regeneration (including Spinning Point, car parking, market, ELR), • Bacup town centre regeneration (including THI, market, traders), • Haslingden town centre regeneration (including external funding bid, market, task force, traders) • The Whitaker HLF development stage Project and 2nd round bid. • Complete the Local Plan. 		Whitaker HLF Bid, we have secured funding for the initial development phase. The project has started-up with a project manager appointed. Full RIBA designs will follow as well as necessary implementation plan. Haslingden Task Force agreed the scope of the external funding bid established application pending. Bacup THI is concluding phase 2 of the shop refurbishment programme, phase 3 is planned to follow on. The Public realm has been agreed by the THI Board and the recent information saw 113 residents and businesses attend. Spinning Point has started on site and plans for full development are finalised. Lead Officer – Guy Darragh
Invest in our staff to champion our more commercial and digital approach			
Develop and deliver a more commercial and digital approach.	Explore opportunities available such as Office 365 and Learning Pool, an online learning platform.		Office 365 successfully piloted in RLT, Q1 and piloted in Q2 on RBC for a number of users. Lead Officer – Andrew Buckle

Continue to celebrate and grow our sport, leisure and culture offer through Rossendale Leisure Trust, Whitaker Museum, Community Leisure Association Whitworth and other organisations

Continue to celebrate and grow our sport, leisure and culture offer	Hold and attend key meetings		<p>Promoting Rossendale meetings have been re-established and we are looking to bring forward key projects. The sub group action plans which are held every quarter are under development.</p> <p>We plan to hold an annual stakeholder forum in the new year.</p>
---	------------------------------	---	--

Lead Officer – Guy Darragh

Develop new relationships in the community, and strengthen existing ones

Work to develop new relationships in the community, and strengthen existing ones.	This action is delivered through projects such as Living Well Living Better and Neighbourhood Forums as well as through the delivery of strategies which impact on the health and well-being of our residents such as our work with the Community Health Partnership.		<p>Work ongoing to develop neighbourhood forums, and other community partnerships and initiatives, particularly through the Living Well Living Better project.</p> <p>New post of Community Projects and Partnership Officer has been created to increase capacity in Communities (officer due to commence employment November 2017).</p>
---	---	---	---

Lead Officer – Alison Wilkins

Focus on tourism, particularly around our adrenaline offer, bringing people, business and attractions to Rossendale

Develop and deliver Rossendale's tourism offer.	Hold quarterly Promoting Rossendale Board meetings.		<p>Building on the work of Promoting Rossendale we are actively engaging with key leisure and tourism section providers to bring forward development on site.</p>
---	---	---	---

Lead Officer – Guy Darragh

Priority 3 - A Proud, Healthy and Vibrant Rossendale

Our priority is to ensure that we are creating and maintaining a healthy and vibrant place for people to live and visit.

Celebrating Rossendale, the success of our residents, business and the Council's work through publicity and awards, raising awareness of the great things they do

Service Actions	Key Performance Indicator/Target	Status	Latest note
<p>Support the delivery of a cultural framework for Rossendale and deliver co-ordinated support for key strategic leisure and cultural events.</p>	<p>Secure funding for development of an arts framework and festival in Rossendale</p> <p>Co-ordinate the Events and Culture Group (sub group of Promoting Rossendale Board)</p> <p>Deliver Strategic Events Grants</p>		<p>Working with Horse and Bamboo on a funding bid to Arts Council England for development of an arts framework and arts festival.</p> <p>Events and Culture Group met in April 2017 to co-ordinate and support key strategic events and develop a timetable of events and met in September 2017, terms of reference agreed – sub group of Promoting Rossendale Board.</p> <p>Strategic events grants given to support Bacup Easter Festival, Rawtenstall 40s Weekend and Apna On Paper Festival, Rawtenstall Annual Fair, Rossendale 60s Festival, Northern Grip Festival.</p> <div data-bbox="1756 839 2215 906" style="border: 1px solid black; padding: 2px; text-align: right;"> Lead Officer – Alison Wilkins </div>
<p>Continue to promote and celebrate Rossendale's success stories.</p>	<p>Promote opportunities to maximise promotion and celebration Rossendale's success stories in media and social media.</p>		<p>Success stories include; Rossendale Business Awards, Rossendale News, the success of our Planning Award for the McDonalds Development in Rawtenstall, and our new Environmental Facebook page.</p> <p>Over the course of Q1 and Q2 we promoted a range of successes: Northern Grip Festival, Adrenaline Valley and Second phase of Bacup building project.</p> <p>Increased Twitter followers by 100% and increased Facebook likes by 22 %.</p> <div data-bbox="1756 1347 2215 1407" style="border: 1px solid black; padding: 2px; text-align: right;"> Lead Officer – Ben Greenwood </div>

Work with local schools to support career pathways and make sure that our children and young people flourish

<p>Co-ordinate the Hyndburn, Ribble Valley and Rossendale Children's Partnership Board to ensure partners are working together to improve outcomes for children, young people and families.</p>	<p>Attend and support Children's Partnership Board quarterly meetings.</p>		<p>Children's Partnership Board met in May 2017. 11 partner agencies attended. Task and Finish sub group meeting held in June to develop priorities for Children's Partnership Board for 2017/18.</p> <p>Children's Partnership Board met in July 2017. 13 people attended representing 8 partner agencies, plus 7 young people from the 3 Youth Councils. Task and Finish sub group meeting held in September to look at young people's priorities.</p> <p style="text-align: right;">Lead Officer – Alison Wilkins</p>
---	--	---	---

Building strong, resilient communities with volunteers and active citizens, creating neighbourhoods where people feel proud and safe to live

<p>Maintain play area equipment to a high standard and ensure regular inspection of play area sites.</p>	<p>Undertake play area inspections as per audit schedule.</p>		<p>Full time Playground inspector inspects all sites on a fortnightly basis.</p> <p style="text-align: right;">Lead Officer – Paul McHenry</p>
<p>Develop and support mechanisms to strengthen engagement with Rossendale's communities and build capacity.</p>	<p>Refresh and refocus the neighbourhood forums and community grants programme.</p>		<p>Each of the 4 neighbourhood forums continues to meet 3 times a year. Neighbourhood Forum and other community grants continue to be awarded to local community groups to enable them to deliver community projects and services. Neighbourhood Forum chairs meeting held in September to discuss refresh.</p> <p style="text-align: right;">Lead Officer – Alison Wilkins</p>
<p>Work with partners to deliver community projects to support proud, healthy and vibrant communities.</p>	<p>Support community events.</p>		<p>Key events include Rawtenstall Annual Fair, Northern Grip Festival, Bacup Carnival and Rossendale 60s Festival. Community projects underway with partners include Waterfoot centre, Stubblee Park, upgrading CCTV, Haslingden Task Force projects, White Ribbon campaign.</p> <p style="text-align: right;">Lead Officer – Alison Wilkins</p>

Work to prevent homelessness, loneliness and domestic abuse

Providing a robust, high quality and statutorily compliant homelessness service including advice and prevention.

Monitor the number of preventions and reliefs and Statutory Homelessness Acceptances.

The targets and performance are reported in the Performance Indicator table.



Housing Options Service is currently under review in terms of the processes and procedures in order to make it fit for purpose for the implementation of the Homelessness legislation changes.

Lead Officer – Mick Coogan

Ensure a legacy from the pilot Living Well, Living Better Project by supporting resilient communities through preventing crisis, intervening early to reduce risk and establishing good neighbour awards and volunteers

Complete the delivery of the Living Well Living better project ensuring a lasting legacy for the Borough

Finalise and evaluate the delivery of the Living Well Living better project



Projects including Good Neighbour Networks, grants, volunteering continue to be delivered. There has been an extension of the funding of the project agreed until to March 2018.

Acts of Kindness Campaign launched with 7 Acts of Kindness trees placed in community venues.

There has been an extension of the Spice contract to March 2018 agreed to enable continued delivery of Spice Time Credits and other projects.

Lead Officer – Alison Wilkins

Work with partners to improve the health and wellbeing of our residents, particularly through sport, leisure and our well parks and open spaces

Develop and support multi agency health and wellbeing partnerships to co-ordinate and integrate service delivery.

Co-ordinate the Rossendale Health and Wellbeing Partnership.



Rossendale Health and Wellbeing partnership meets bi-monthly to network and co-ordinate community health and wellbeing activity. At the meeting in July 2017 affordable warmth and REAL website priorities was discussed - being more active and mental health (including isolation and loneliness). A task and finish group was set up to take forward.

Lead Officer – Alison Wilkins

Protect the most vulnerable in our communities

<p>Delivery of statutory and discretionary Disabled Facilities Grants (DFG)</p>	<p>Ensure the grant allocated in for DFGs from the Better Care Fund is spent proportionate to the years allocation or more.</p>		<p>Year to date 50.7% spent or committed, slightly higher than the target, a higher figure helps to reduce the underspend in previous years.</p> <p>The targets and performance are reported in the Performance Indicator table.</p>
---	---	---	--

Lead Officer – Mick Coogan

Develop and promote vibrant town centres, including markets, where businesses invest and people visit

<p>Develop and promote vibrant town centres.</p>	<p>To support the delivery vibrant town centres and markets in Bacup (inc THI, market, traders) Haslingden and Futures Park Masterplan and Green Book.</p>		<p>We are developing masterplans for Bacup, Rawtenstall and Haslingden that will build on the main Economic Development projects that are underway. This will draw in the wider community as well as business/market traders.</p>
--	--	---	---

Lead Officer – Guy Darragh

Reduce the number of empty dwellings across the Borough

<p>Bring Empty Properties back into use.</p>	<p>Monitor the number of reduction of long term empty dwellings empty for over 2 years and charged a premium by 2% per year.</p> <p>Monitor the number of long term empty dwellings empty for over 6 months and counted for New Homes Bonus purposes.</p>		<p>The newly appointed Strategic Housing Manager commenced employment 20th October 2017.</p> <p>The targets and performance are reported in the Performance Indicator table.</p>
--	---	---	---

Lead Officer – Mick Coogan

Increase the standard and availability of affordable housing making sure our residents have decent housing they can afford and enjoy living in

<p>Assist in the delivery of affordable housing</p>	<p>Monitor the supply of Affordable Housing units in the borough.</p>		<p>Currently monitored annually, however processes are being put in place to obtain quarterly data.</p> <p>The targets and performance are reported in the Performance Indicator table.</p>
---	---	---	---

Lead Officer – Mick Coogan

Work closely with residents, communities and the police to maintain low crime levels and reduce anti-Social behaviour

Ensure effective multi agency working with the Police and other partners to address crime and anti-social behaviour.

Maintenance of low crime and antisocial behaviour levels, through installation of updated CCTV across the Borough, effective use of community protection notices and warnings in association with Police.



Rosendale multi agency Anti-Social Behaviour Risk Assessment Conference (ASBRAC) meets monthly to address anti-social behaviour.

Survey of existing CCTV equipment commissioned. Project group visited Blackburn CCTV hub.

Working with the police to draft community protection notices and warnings.

Lead Officer – Alison Wilkins

Corporate Performance Indicators 2017/18

Customer Services – Andrew Buckle	Rag Status	Latest Comments	Quarter 2	Quarter 1	Quarter 2
			2016-2017	2017-2018	2017-2018
100% target speed of answering telephone to customers within 20 seconds		New customer contact systems implemented in March 2017	100%	100%	100%
Average waiting time – less 10 minutes		New customer contact systems implemented in March 2017	100%	100%	100%
Financial Services – Phil Seddon					
Average rate of investment return on surplus funds managed internally		Q3 performance will depend on the 364-day interest rates available for the reinvestments of a £2m deposit maturing on 15/12/17	0.46%	0.35%	0.40%
Percentage of undisputed invoices paid within 30 days		Officers are working on a report to exclude disputed invoices from these figures	Not monitored	91.15%	90.76%
Operations – Paul McHenry					
100% percentage of urgent defects put right within 24 hours of play area safety inspection of RBC managed facilities		Our play area facilities are checked on a fortnightly basis, unless an urgent issue is raised with us, in which case we inspect immediately. Any urgent issues/defects are rectified by our own workforce; where this isn't possible we arrange for contractors to attend site and action repairs as soon as possible.	100%	100%	100%
100% removal of fly-tips within 10 days (excluding non-working days)		This is a new measure, so little to comment on at this time.	Not monitored	23* (299 jobs)	17* (251 jobs)

	Rag Status	Latest Comments	Quarter 2	Quarter 1	Quarter 2
			2016-17	2017-18	2017-18
Percentage of the total tonnage of household waste which has been recycled – Calendar year % Target = 23.5% per quarter.		Slightly below target. District Councils across Lancashire are finding similar trends occurring in recycling rates; one reason for this may be the reduction in newspapers being bought. The general economic situation may also account for a fall in recycling rates, as households buy less and recycle less.	20.47%	21.02%	22.55%
To bring in line with Lancashire average the total tonnage of household waste which have been sent for composting or for treatment by anaerobic digestion – Calendar Year %			15.33%	15.48%	14.68%
To bring in line the with Lancashire average the residual household waste per household – Kilogrammes			128.00	134.77	120.77
Environmental Health – Paul McHenry					
% of programmed food interventions achieved in quarter – annual target 90%			74%	84%	56%
% of programmed food interventions against annual target – annual target 100%			47%	16%	25%
Democratic Services – Carolyn Sharples					
Freedom of Information (FOI) request average response time (target within 20 working days)		It is good to note that average response times are below the target deadline. The number of FOI's received by the Council continues to increase each quarter	8.23	5.73	9.49
Formal complaint average response time (target within 10 working days)		The average response time was slightly below target in Q1 but has improved considerably in Q2.	10.12	10.37	7.95

	RAG Status	Latest Comments	Quarter 2	Quarter 1	Quarter 2
			2016-17	2017-18	2017-18
Licensing – Phil Morton					
Reduction in number of licensed hackney carriages		Target to reduce numbers of licensed hackney carriages to 1400 by April 2018	Not available	1998	1740
Reduction in number of licensed hackney carriage drivers		Target to reduce numbers of drivers to 1680 by September 2018	Not available	3690	3429
Number of licensed premises visited and inspected		Increased visits to licensed premises targeting highest risk businesses to ensure compliance	Not available	20	29
Number of licensed premises found to be low or very low risk		Identify those businesses who are consistently compliant and publicise as good examples of well-run licensed premises	Not available	8	8
Planning – Nicola Hopkins					
Percentage of 'Major' planning applications determined within 13 weeks			75%	100%	67%
Percentage of 'Minor' planning applications determined within 8 weeks			93%	92.5%	90%
Total number of 'Other' planning applications			91%	98%	80%
Net Additional Homes Provided		Below target but an increase on last year.	-	-	-
Number of affordable homes delivered (gross)		Above 25 target.	Not available	37	Not available
Revenues and Benefits – Andrew Buckle					
% of Council Tax collected			56.35	28.81	56.20

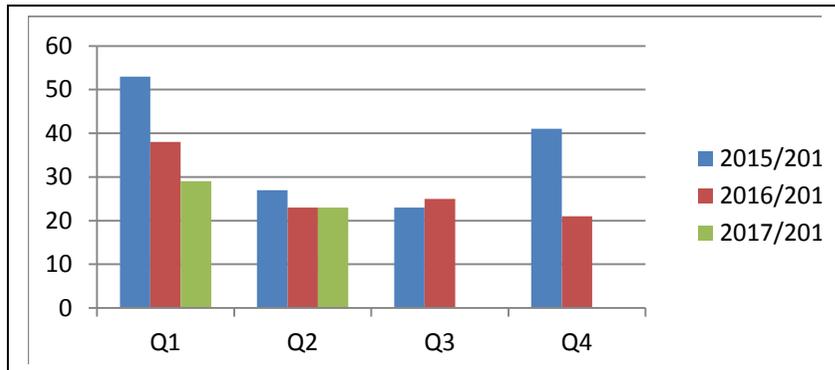
	RAG Status	Latest Comments	Quarter 2	Quarter 1	Quarter 2
			2016-17	2017-18	2017-18
Percentage of non-domestic rates collected			58.92	27.51	57.60
Accuracy of processing housing benefit and council tax claims			92.7%	94.7%	94.7%
Percentage of recoverable overpayments recovered (HB) that are recovered during period			53.2%	69.1%	57.2%
HB overpayments recovered as % of the total amount of HBV overpayment debt outstanding			10.2%	8.8%	9.7%
Time taken to process housing benefit new claims – target 21 days			18.2 days	21.2 days	18.6 days
Time taken to process Council Tax Benefit new claims – target 22 days			20 days	23.5 days	18.3 days
Time taken to process Housing Benefit Charge in circumstance – target 6.5 days			4.83 days	5.88 days	4.85 days
Time taken to process Council tax benefit change in circumstances – target 6.5 days			4.5 days	6.1 days	5.5 days
Less than 5% of new Housing Benefit claims outstanding over 50 days			0%	0%	0%
Housing – Michael Coogan					
Ensure the grant allocated for DFG's from the Better Care Fund is spent proportionate to the years allocation or more		Target at Q2 – 50% with a higher figure being better. Year to date 50.7% spent or committed, slightly higher than the target, a higher figure helps to reduce the under-spend in previous years	33.1%	38.9%	50.7%

	RAG Status	Latest Comments	Quarter 2	Quarter 1	Quarter 2
			2016-17	2017-18	2017-18
Increase the number of preventions and reliefs compared to 2016/17		Increase the number of preventions and reliefs compared to 2016/17. 2017/18 prevention and relief target 140 with a higher figure being better and the cumulative target for Q2 are 70. Year to date Q2 figure is just above the target at 76.	86	47	76
Decrease the number of Statutory Homelessness Acceptances' compared to 2016/17.		2017/18 Statutory Homelessness Acceptance target figure is 36 with a lower figure being better, and the cumulative Q2 target is 18. Year to date Q2 figure is just below target at 17.	22	5	17
Reduce the number of long term empty dwellings empty for 2 years and charged a premium of 2% per year.		Baseline figure is 197 – October 2016. The target for October 2017 is 193, the figure is Line 14 from the Council Tax Base figure returned yearly every October. The lower figure is better. The October 2017 actual figure is 185, 8 below the target which is positive, representing an actual 6% reduction.	197	N/A	185
Reduce the number of long term empty dwellings empty for over 6 months and counted for New Homes bonus purposes by 2% a year.		The baseline figure is 554 October 2016. The target for October 2017 is 542, the figure is Line 18 from the Ctax Base figure returned yearly every October. Lower figure is better. The October 2017 actual figure is 498, 10 below the target which is positive, representing an actual 10% reduction.	554	N/A	498
Increase the supply of Affordable Housing units in the borough.		The target is 25 additional units per year, a cumulative figure is used.	19	To follow	To follow

People and Policy – Clare Law	RAG Status	Latest Comments	Quarter 2	Quarter 1	Quarter 2
			2016-17	2017-18	2017-18
To reduce staff turnover to bring in line with National Average – annually monitored.		The staff turnover for 2016-17 was 17.75%.	Monitored Annually	Monitored Annually	Monitored Annually
100% Performance Development Reviews (PDRs) completed – annually monitored.		The PDRs are normally completed in May-June, it is proposed that they are going to be completed November-January prior to budget setting.	Monitored Annually	Monitored Annually	Monitored Annually
Reduce number of days lost per FTE per annum to 8 days (cumulative).		Sickness is being managed through the Council's Absence Management Policy.	4.59 Per FTE	2.42 per FTE	4.85 per FTE
Zero RIDDOR reportable accidents and incidents		Quarter 1 - 10 incidents/accidents reported none were serious and none were RIDDOR reportable. Quarter 2 - 12 incidents/accidents reported, none were serious and none were RIDDOR reportable.	Nil	Nil	Nil
5% random drugs and alcohol tests undertaken monthly in line with Council policy.		Full consultation and education training been completed with all staff, random testing due to start November 2017.	Not monitored	Not monitored	Not monitored

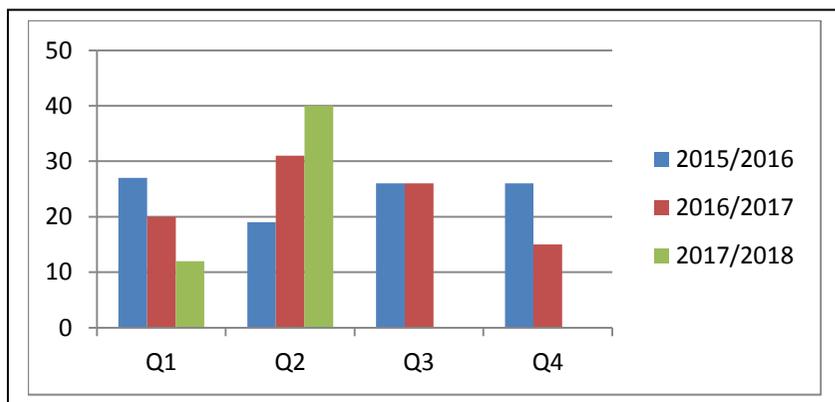
Compliments and Complaints

The number of compliments has reduced from 29 in Quarter 1 to 23 in Quarter 2. The top nature of compliment in Quarter 2 was for 'Staff member/Team'. The Service that received most compliments during Quarter 2 was Licensing and Enforcement.



Compliment Trends	2015/2016	2016/2017	2017/2018
Q1	53	38	29
Q2	27	23	23
Q3	23	25	
Q4	41	21	

The number of complaints received has increased from 12 in Quarter 1 to 40 in Quarter 2. The top nature of complaint in Quarter 2 was relating to bin collection. The Service that received most complaints during Quarter 2 was Operations.



Complaint Trends	2015/2016	2016/2017	2017/2018
Q1	27	20	12
Q2	19	31	40
Q3	26	26	
Q4	26	15	

Ombudsman enquiries/decisions

During quarter 1 an Operations enquiry was received from the Ombudsman. A decision was issued and the complaint was "Not upheld". There were no enquiries during quarter 2.

*Please note the Council is not notified of all enquiries/decisions by the Ombudsman. The above takes into account only those enquiries that the Council was notified of at that particular time.

Corporate Risk Register				
Corporate Internal Risks				
	Risk Title	Responsible Officer	Latest Note	Status
Business Continuity	Failure to ensure Business Continuity Management./ Emergency Planning	Clare Law		
Finance	Loss of financial income and potential income due to reduction in recycling rates	Paul McHenry		
Finance	Non-payment of Benefit claims, Creditors and Staff together with robust income collection.	Phil Seddon		
Finance	Council does not align expenditure with future resources beyond 2017/18.	Phil Seddon	The updated MTFS was published in February 2017 as part of annual budget setting. The Scout Moor decision published July 2017 now adds a further annual funding of £600k.	
Finance	Rossendale Improvement Action Plan	Phil Seddon	Regular reporting to Members and scrutiny (including that of internal audit) ensures focus and continual improvement.	
Finance	Provision of Revenues, Benefits and Customer Services post September 2019.	Phil Seddon	Arrangement already in place and PID completed. Currently exploring alternative procurement routes	
IT	Failure of Data Centre Hosting and compromises to the security of information	Andrew Buckle		
IT	Failure to ensure secure electronic transmission of documents / information.	Andrew Buckle		
IT	Cyber Security	Andrew Buckle		

Corporate External Risks				
	Risk Title	Responsible Officer	Latest Note	Status
Communication	Failure to communicate appropriately with Rosendale's diverse communities, members, media, customers, residents, partners and stakeholders.	Ben Greenwood	Robust plans are in place and further strategies are being developed to reduce the likelihood of this of this happening.	
Litigation	Failure to meet statutory responsibilities in community safety	Alison Wilkins	Continue to work closely with the Police and other partners to address crime and anti-social behaviour	
Litigation	Failure to undertake statutory training could lead to potential litigation claims.	Clare Law		
Litigation	Failure to ensure corporate business continuity and staff capacity for Planning Service Area	Nicola Hopkins	Updated Business Continuity Plan in place- keep under review	
Litigation	Domestic nuisance	Paul McHenry		
Litigation	Food Control	Paul McHenry		
Litigation	Communicable disease control.	Paul McHenry		
Litigation	Occupational health and safety enforcement	Paul McHenry		
Litigation	Contaminated land	Paul McHenry		

	Risk Title	Responsible Officer	Latest Note	Status
Litigation	Local Air Quality management	Paul McHenry		
Litigation	Noise Control.	Paul McHenry		
Litigation	Planning applications	Paul McHenry		
Litigation	Private rented sector Housing Standards	Paul McHenry	Medium risk: as well as service requests from tenants the loopholes in legislation means that unregulated rented property we are not aware of about are being occupied. They are 'hidden', leading to fraud issues and loss of income to council. A fire or death in private rented accommodation could lead to negative publicity for the Council. Illegal evictions are included in this area. Highly emotive which involve EH officers having to gather evidence of a breach of a criminal offence	
Litigation	Houses in Multiple Occupation and HMO licensing	Paul McHenry	We need to examine our current internal processes as an authority as we need to be more pro-active corporately about finding these properties. New legislation means that potentially more properties in Rossendale will need to be licensed.	
Resources	Failure to have robust emergency and business continuity plans in place.	Steve Tomlinson		
Statutory	Failure to comply with duties and responsibilities around homelessness	Michael Coogan	RBC has a series of statutory duties around homelessness and must achieve statutory compliance – levels of homelessness and the affordability of accommodation are sensitive to government policy changes and narrowing benefit criteria: increased demand for support is likely to exceed the current capacity of the Housing Options Team. The introduction of the Homelessness Reduction Act will broaden the cohort of people able to access the service and the involvement will be longer-term.	

	Risk Title	Responsible Officer	Latest Note	Status
Statutory	Failure to prepare for the introduction of the Homelessness Reduction Act by 1st April 2018	Mick Coogan	The Homelessness Reduction Act will mean an increased workload for the HOT as more customers will receive increased help regardless of priority, with new extended prevention and relief duties. The New Burdens funding is limited to £11/12k per year, whilst the number of cases is expected to increase by 26 to 51% when compared to trailblazers and Wales. HOT officers will spend more time assisting the majority of clients as reporting burdens to the DCLG will increase significantly. New IT systems to better manage workflows are being looked into along with preparatory training for staff, and an action plan is being prepared. Personalised Housing Plans will be drafted prior to the introduction of the act to enable these to be practiced, referrals pathways will be established or reinforced, and the housing options for clients will be increased by more engagement with PRS landlords.	
Statutory	Failure to meet Temporary Accommodation duty under Part VII of the Housing Act 1996 without significantly increased B&B costs	Mick Coogan	Supported Temporary Accommodation has been significantly reduced with Supporting People funding stopping in March 2017, and LCC only funding services for young people with reduced age criteria. In addition to this there is the loss of 13 out of 19 units at Mount Pleasant for single people, and the impending loss of Elizabeth St in Burnley for Families. RBC is in the early stages of securing its own Temporary Accommodation in the form of dispersed housing. The amount towards B&B that can be claimed back via housing benefit has significantly decreased, and this will be impacted further with Universal Credit.	
Statutory	Failure to follow statutory responsibilities, regards safeguarding, prevent, health and safety legislation, employment legislation and the equality duty.	Steve Tomlinson	We investigate accidents/incidents that involve RBC staff. We keep records of all accidents /incidents and report any RIDDOR incidents to the HSE. We also undertake All Risk Assessments (RA) and Safe Systems of Work (SSOW) for Operations. We are undertaking departmental and service areas using the Audit schedule produced in 2016.	
Income	Inflexibility of assets which results in lower expected returns	Hugh Taylor	Assets are in the ownership of RBC	

