Rossendale Borough Council has three priority themes which represent the main aims of the 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 Strategy, together with providing key performance management information about the Council's performance, in the following sections:

— **Actions and Projects**
— **Performance Indicators**
— **Complaints and Complaints**
— **Compliments and Complaints**
— **Corporate Risks**

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 Framework and Data Quality Strategy (currently being refreshed) to ensure that all performance information continues to be collected and used efficiently and effectively to drive improvements in our services.

Performance Indicators

Each year the Council sets targets for achievement against a range of performance indicators and uses a RAG rating status to monitor the targets.
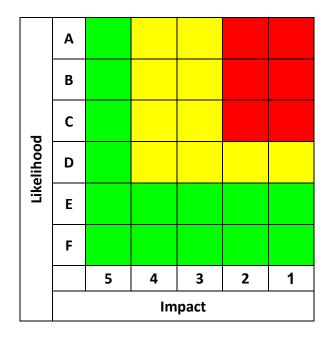
Performance RAG (Red, Amber, Green) rating status indicators	
Indicator	**Status**
GREEN	On track, no substantial issues or risks which require action from the Council's Programme Board
AMBER	Some issues or risks which require action from the Council's Programme Board to keep the project on track
RED	Project in jeopardy – serious issues or risks needing urgent action
NOT KNOWN	The status cannot be calculated

Corporate Risks

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

		5	4	3	2	1
Likelihood	A	Green	Yellow	Yellow	Red	Red
	B	Green	Yellow	Yellow	Red	Red
	C	Green	Yellow	Yellow	Red	Red
	D	Green	Yellow	Yellow	Yellow	Yellow
	E	Green	Green	Green	Green	Green
	F	Green	Green	Green	Green	Green
		5	4	3	2	1

Impact

Likelihood
How likely is it that the risk may occur (rated A-F, A being the most likely)

Impact
How serious might the consequences of the impact be (rated 1-5, 1 being the highest consequence).

Therefore a risk rated A1 is the highest risk rating and a risk of F5 is the lowest risk rating.

Risk RAG (Red, Amber and Green) rating status indicators	
Risk Status	**Status description**
GREEN	The likelihood and impact of the risk is low
AMBER	The likelihood and impact of the risk is medium
RED	The likelihood and impact of the risk is high