

Thriving Local Economy

■ GREEN ■ AMBER

Performance Measures

57% of performance measures were reported in the **green** RAG status and 43% **amber**.



Haslingden Market developments completed.

91

economically inactive residents engaged through Rossendale Works.

7%

increase in Rossendale's attractiveness when compared to 2023.

Area for Improvement



Following amendments required by statutory partners, the Bacup Market scheme is on hold and will be reviewed to maximise the benefits of the town centre investment.

Healthy and Proud Communities

■ GREEN ■ AMBER ■ RED ■ N/A

Performance Measures

77% of performance measures were reported in the **green** RAG status and 23% **red**.

377

Household Support Fund applications processed.



90% of priority homelessness decisions made within 5 days.

97%

of residents feel safe in their local area during the day.

Area for Improvement



Housing and food inspections are below target due to staff shortages. Recruitment to the vacant posts continues to be challenging and roles are being reviewed to attract potential candidates and meet service needs.

High Quality Environment

■ GREEN ■ RED

Performance Measures

95% of performance measures were reported in the **green** RAG status and 5% **red**.

46

notices and warnings issued to tackle environmental crimes.

98%

of public litter bins emptied as per schedule.



Wheeled sports area designs for Victoria and Whitaker Park approved.

Area for Improvement



The planning application for Henrietta Street Waste Transfer Station improvements has been submitted, with ongoing efforts to finalise details and address resident concerns.

Effective and Efficient Council

■ GREEN ■ AMBER ■ RED ■ N/A

Performance Measures

60% of performance measures were reported in the **green** RAG status, 16% **amber**, 12% **red**, and 12% not applicable.

5,688

responses to the Council's annual Residents Survey.



6 employee leavers, this below the national average.

9%

more service requests via the Council's website when compared to 2023.

Area for Improvement



The response to complaints and MP enquiries is below target. All feedback is monitored via a centralised system, with training and weekly reminder emails delivered to ensure responses are provided within deadline.