



Date of Meeting	23 rd July 2020
Portfolio	Cabinet Member for Neighbourhoods, Community & Culture
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Public/Private Document	

Neighbourhoods Directorate Plans 2019-20: Quarter 4 Performance Update

Executive Summary

1. To report progress at the end of Quarter 4 (1st January – 31st March 2020) towards achievement of the targets contained in the Neighbourhoods Directorate Plan 2019-20

Recommendation

2. Members are asked to review the information contained within the report and the appendices.

Reason for Recommendation

3. In accordance with the Council's performance management framework, progress toward targets contained within Directorate Plans are to be reported to relevant Overview & Scrutiny Committees at the end of each quarter.
 - 3.1 The Quarter 4 progress report for the Neighbourhoods Directorate is attached at Appendix 1. Actions within each appendix have been colour coded in accordance with the following criteria
 - 3.2 **Red:** Action not fully completed or not on track to be completed by the target date
Amber: Action not fully completed or not on track to be completed by the target date due to circumstances outside of the directorate's control
Green: Action completed by the target date
Purple: Action is not yet due for completion but is currently on track

The appendix includes a commentary against actions that are showing red, amber or purple.

- 3.3 This year the directorate plans are formatted differently to include milestones for each directorate action. This enables O&S to monitor the work that must be completed, to support achievement of the action.

Key Points for Consideration

4. Neighbourhoods Directorate Plan 2019-20 Progress

Performance Overview

- 4.1 71% (12) of the actions included in the Directorate Plan 2019-20 aren't fully complete and the action due date has now passed. Five further actions have now been completed. The chart below shows the overall performance of the Directorate in meeting its plan targets at the end of Quarter 4.



- 4.2 The actions that aren't fully complete and the due dates have passed (Amber) relate to:

- Work in partnership to implement new Community Safety Plan to reduce crime and disorder
- Transform and improve customer, digital and information governance provision
- Modify the homelessness prevention strategy in line with legislative changes, GM and national priorities
- Modify the Council's Housing Allocations Policy and Scheme meets statutory requirements and makes the maximises the use of housing stock in the borough
- Commence a CPO Programme for 36 sites across the borough
- Sustain as a minimum our recycling rate (in year 2019/20) whilst reviewing current waste management strategy to improve rates in conjunction with the governments resources & waste strategy.

- Improve the cleanliness of our streets and open spaces and public realm
- Highways Input to Support Economic/Housing growth
- Capitalise on the delivery of the Highways Capital Programme & Additional Investment – leading to improved road condition
- Capitalise on Rochdale’s registered housing providers investment monies available through the GM Mayoral Fund
- Support the development and implementation of the GM Clean Air Plan to tackle nitrogen dioxide exceedances
- Accelerated Housing Programme

Quarter 4 Summary

- 4.3 The Draft Domestic Abuse Strategy is still in place and being accessed by partners and is being overseen by a multi-agency Domestic Abuse Steering Group. A strategic needs assessment is being undertaken by partners to better inform our final strategy. The needs assessment was due to be completed by June 2020 however, given the impact of Covid-19, the deadline for the needs assessment has been extended by six months as agreed by Informal Cabinet.
- 4.4 A new Reducing Crime and Anti-Social Behaviour partnership group has been established to drive forward the development of the strategy and action plan. Draft action plan has been produced but not finalised due to partnership meetings being temporarily suspended during lockdown.
- 4.5 Phase 2 of the Customer Transformation programme is now underway. In the next month implementation of the new Contact Management System (CMS) and Self-Scanning system will commence. The Asset Management Project is now being funded via the CTP, and will also start implementation in the coming weeks.
- 4.6 Research on technical requirements as part of a review of Contact Centre provision has been undertaken and an initial paper in relation to the future role of the Customer Contact Centre has been prepared. Meetings have taken place regarding possible additional services that could be included in the future operating model.
- 4.7 Work planned to implement a Highways Advertising Board permit scheme to regulate obstructions in high-footfall areas is progressing. Report taken to informal Cabinet in February. Consultation and further report to be taken later in the year.
- 4.8 Construction expected to commence in summer/Autumn 2020 for the South Heywood J19 Link Road. The tender process was ongoing through Q4 and submissions to be returned from bidders on 4 April 2020. FBC document being prepared for submission to TfGM in April 2020. Planning Approval granted.
- 4.9 Work associated with the Flood Resilience programme of high risk flood sites has progressed well however a small amount of budget will be carried into 2020/21 to continue this work.

4.10 Supporting TfGM with the development and delivery of the statutory consultation around the GM Clean Air Plan and subsequent submission of the Full Business Case for the GM Clean Air Plan has been put on hold due to the Covid-19 pandemic.

Alternatives Considered

4.11 Not applicable

Costs and Budget Summary

5. None

Risk and Policy Implications

6. None

Consultation

7. Not required

Background Papers	Place of Inspection
8. Appendix 1 - Neighbourhoods Directorate Plan 2019-20 Q4	Number One Riverside, Smith Street, Rochdale OL16 1XU

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