

19 05 2009

Dear Councillor

OVERVIEW AND SCRUTINY COMMITTEE - THURSDAY, 21ST MAY 2009

I am now able to enclose, for consideration at the above meeting of the Overview and Scrutiny Committee, the following reports that were unavailable when the agenda was printed.

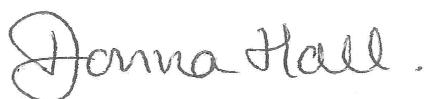
Agenda No Item

10. **Business Plan and Performance Monitoring Statements – Final Quarter 2008 / 2009**
 - d) Business Transformation (enclosed) (Pages 73 - 82)
12. **Performance Monitoring Report - Final Quarter of 2008 / 2009 (Pages 83 - 98)**

The report of the Assistant Chief Executive (Policy and Performance) enclosed.
13. **Chorley Partnership Annual Report 2008 / 2009 (Pages 99 - 116)**

The report of the Assistant Chief Executive (Policy and Performance) enclosed.

Yours sincerely



Donna Hall
Chief Executive

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Distribution

1. Agenda and reports to all Members of the Overview and Scrutiny Committee (Councillor Dennis Edgerley (Chair), Councillor Alan Cullens (Vice-Chair) and Councillors Nora Ball, Mike Devaney, Marie Gray, Harold Heaton, Adrian Lowe, Rosie Russell, Edward Smith, Iris Smith, Joyce Snape and Peter Wilson for attendance.
2. Agenda and reports to for attendance.

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આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپکی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون
کیجئے: 01257 515823

Report of	Meeting	Date
Assistant Chief Executive (Business Transformation)	Overview and Scrutiny Committee	21 May 2009

BUSINESS IMPROVEMENT PLAN MONITORING STATEMENT – TRANSFORMATION DIRECTORATE

PURPOSE OF REPORT

- To report progress against the key actions and performance indicators in the Business Transformation Directorate Business Improvement Plan for 2008/2009 for the period ended March 2009.

RECOMMENDATION

- To note the report.

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the central Lancashire sub region		Improved access to public services	
Improving equality of opportunity and life chance		Develop the character and feel of Chorley as a good place to live	
Involving People in their Communities		Ensure Chorley is a performing Organisation	✓

BACKGROUND

- The Business Plan Monitoring Statement reports progress against the key actions and performance indicators included in the 2008/09 Business Improvement Plans for the Finance, Legal and Democratic Services, Human Resources and Information Technology parts of the business.

KEY MESSAGES

- There are 28 tasks/projects included in the combined Business Improvement Plan, all of the 28, were due to be started and/or completed by the end of the fourth quarter. In terms of the projects the following table summarises the position.

Projects Completed	16
Project Amber	11
Project Red	1

6. Of the projects completed (green) some of the key actions undertaken in the year include:
- The Council retained it's 4/4 for use of resources and value for money
 - Completion of the telephony project
 - Completion of the VFM review in the Business Directorate
 - The Council's organisational development programme has started
 - The Financial shared Services with South Ribble the Council commenced
 - Member development and support has continued to improved
7. With regard to the projects that are classed as amber, the reason for this rating is that projects are behind schedule in relation to the projects outlined below. I have included in this report an update to the previous report:
- Web Accessibility
The web accessibility project which has slipped due to other commitments and continues to be amber, but the work has been completed in the first two months of the new year and an improvement plan is currently being drawn up.
 - Strategic Asset Review
The Council is currently undertaking a strategic asset review looking at the Councils 3 main administrative buildings at the Town Hall, Union Street and Bengal Street. The intention of the review is to determine if the assets are fit for purpose and if there is any opportunity for rationalisation. The Strategy has been drawn up but is behind schedule as further work is needed on the impact of neighbourhood working. I expect the Plan to be considered by the Executive in June 2009.
 - ARCGIS Migration
ICT begin the process of Migration to ARCGIS 9.2 – This is assigned amber status as the business case has not been completed on schedule. The main reason for this is that it is being considered as part of the next phase of the CRM rollout which is due to commence in the 2nd quarter of 2009. The Business Case is almost complete but part of the CRM project is to ensure the technology can integrate properly to CRM, prior to a decision being made to implement.
 - Implement new HR System
The work to update the Council's HR system is currently behind schedule, due in the main to other work commitments and a slow start when the Council tried to involve other parties. However, I expect the project to catch up in the second half of this year. A decision has been made to keep the current system and build on its functionality particularly in terms of self service.
 - Identification of surplus land assets
The Council has committed to identifying surplus sites for sale and possible use for affordable housing schemes. The sites have been identified and valued, but further work is ongoing in relation to the impact of disposing of some of the garage sites in particular. This work is now feeding into the bigger piece of work being undertaken by the Business Directorate to produce an affordable housing action plan.

Update Procurement Strategy

- The project to refresh the Council's Procurement Strategy has been delayed due to the implementation of the Financial Shared Services. A joint procurement strategy with South Ribble Borough council is currently in draft and due to come to an Executive meeting in the next few months.

Virtualisation Project

- ICT Design and implement process of Virtualisation/Storage – This project is progressing and a specification of requirements is currently being drawn up. Although this element of the project was reported as behind schedule in my last report, given other commitments particularly on CRM this project has now been classified red and was not delivered in this year. The expected delivery date is now March 2010.

Implement Actions from Equality Impact Assessments

- During the year we have been putting in place recording systems to ensure we can monitor contacts by equality strand, this is of particular importance in the benefits service. Whilst the data has been gathered I have not yet undertaken the formal review to establish if any trends or issues exist and the service needs to be changed to reflect this customer insight. This will however be completed in the first quarter of the new year.

Implementation of Thin Client

- Whilst the roll out of Thin client has commenced, we are behind target in terms of the rollout. Some technical difficulties have been encountered during the roll out, but an action plan to remedy them is now in place and which has required some external input. For these reasons extending the roll out was postponed until the problems are fixed. Importantly the problems are now only minor issues with regard to the infrastructure and all the application software continue to function effectively.

Implement the Energy Management Plan

- The Council previously engaged the energy savings trust to review our main admin buildings and recommend how to improve energy efficiency. This was completed in the summer and a tender let for the works. However, subsequent to their review the Council has also had to undertake an energy audit as part of a new legislative requirement to measure each main building's energy efficiencies. That review highlighted further work required. A tender has been received and the works are about to commence.

Financial Systems Improvement Plan

- This project is slightly off track mainly due to the disruption caused by the implementation of the Shared Financial Service. Much was achieved during the year as the cash receipting system was migrated to a hosted service to ensure we comply with new security requirements in relation to holding data. A new budgeting module in the financial system was implemented along with an upgrade to the ordering module. However, there have been some delays primarily to implementing the chip and pin technology.

BUDGET MONITORING

12. The draft year end position is shown below. The table shows that the directorates achieve the cash budgets set for 2008/09

SERVICE LEVEL BUDGET MONITORING 2008/2009		
ASSISTANT CHIEF EXECUTIVE (BUSINESS TRANSFORMATION & IMPROVEMENT)		
PROVISIONAL OUTTURN 2009	£'000	£'000
ORIGINAL CASH BUDGET		4,730
Add Adjustments for in year cash movements		(109)
ADJUSTED CASH BUDGET		4,621
Less Corporate Savings:		
- Staffing		(80)
- Efficiency Savings		(20)
CURRENT CASH BUDGET		4,521
FORECAST		
EXPENDITURE		
Staffing	(102)	
External Audit Fees	28	
Environmental Warranty Insurance	15	
Chorley Community Housing - Stock Transfer final costs.	15	
Computer Software - Licences/Maintenance/Purchase	27	
Computer Equipment-Maintenance/Purchase	(28)	
Telephone Rental/Calls	(10)	
Internet charges	(28)	
Asset Maintenance Fund (including office refurbishments)	49	
Legal Fees	20	
Members Allowances/Expenses	(24)	
Consultants Fees	10	
Bailiffs Commission	(11)	
Gas & Electricity	19	
Non Domestic Rates	14	
Postages	(6)	
Recruitment	(42)	
Other	(7)	
Expenditure under (-) or over (+) current cash budget		(61)
INCOME		
Business Improvement & Efficiency Grants	(18)	
Staff Costs Recovered	(23)	
Local Housing Allowance	(10)	
Employment & Support Allowance	(13)	
Recharges to Capital Schemes	20	
Insurance Settlement	(24)	
Reduction in use of Lancastrian Suite	10	
Legal Fees Income	(13)	
Income - Other	(36)	
Income under (+)/ over (-) achieved		(107)
FORECAST CASH OUTTURN 2008/2009		4,353

PERFORMANCE INDICATORS

13. The Business Improvement Plan contains 60 performance indicators made up of 2 of the new indicators in the national indicator set, 17 that are required by the Department of Work and Pensions in relation to the benefits service and a further 40 which are local performance indicators.

The table below summarises the final positions at 2008/09

Green circle (target achieved)	33
Blue circle (5% off target but within acceptable tolerances)	4
Red triangle more than 5% off target	11
Not measured/unavailable	12
Total	60

14. Overall the messages are very positive with 38 out of the 48 targets that can be measured performing at an acceptable level. Of the 10 measures off target, where appropriate set out below is an explanation as to why. Some measures are better to be viewed on an annual basis. Where performance was measured previously, this information is also included to show the trend. Of those indicators not measured most relate to year end data not yet available for things like customer satisfaction and costs of services. In terms of these indicators some of the key successes include achieving the right first time reference indicator at 8.93 days against a target of 9.35 days, reducing the Councils overall sickness absence figure to 7.23 days, with the transformation directorate achieving 5 days. Improved invoice processing times at 98.95% for the transformation directorate.

Whilst Council tax collection was within the 5% tolerance, the collection rate was 0.3% below target, which in the current economic circumstances might be expected. Our performance comparatively speaking remains good, being the second best collection rate in Lancashire. The story on NNDR is less positive with the actual collection rate being almost 2% off target. This is due in the main to the significant number of insolvencies compared to last year eg (Camelot). As the income from the service is pooled by the Government it has no direct consequence on the Chorley taxpayer.

	Measure	Target	Actual to Sept	Actual to Dec	Actual to March 09
DWP Indicator	Average time to process new claim	<17 days	18.65	19.82	18.42
DWP Indicator	Number of outstanding claims	6.8 days	202	179	262
DWP Indicator	Number of fraud investigation re 1000 of caseload	50	12.5	27	36.92

	Measure	Target	Actual to Sept	Actual to Dec	Actual to March 09
DWP Indicator	Average time to process application for reconsideration	14	21.3	13.4	25.65
DWP Indicator	Average time to process appeals	30 days	59 days	55 days	46.4 days
Local Indicator	% of debt over 90 days	14.9	49	60	27.3
DWP Indicator	Annual number of increases in benefit entitlement	2500	-	3577	5546
DWP Indicator	Annual number of reductions in benefit entitlement	4852	-	3739	6248
DWP Indicator	% of Housing Benefit overpayment ***	1.71	5.1		2.30
DWP Indicator	Number of successful benefits sanctions and prosecutions per 1000 caseload	13	2.04	3.61	12.09
Local Indicator	% of staff receiving an annual face to face performance appraisal	90%	-	-	82%

15. In relation to the above, I would make the following observation:
16. The right first time indicator is a new national indicator for 2008/09 and measures the combined effect of processing new claim and changes of circumstances. At present there are no comparables nationally so our target is based upon our own assessment of what constitutes good performance. In the last quarterly report the indicator was off target, but the staff worked extremely hard in the final quarter to bring this indicator in below the target of 9.35 days. However the new claims element rather than the change of circumstances element missed the targets of 17 days, coming in at 18.42 days. Given the increases in volume of 20% in the last quarter of the year, this is a very credible performance.
17. Fraud investigation were less than target but the trend was an improving one in the period as a result of a vacancy which has now been filled. The indicator measuring how the Council deals with requests for reconsideration of benefit entitlement and any subsequent appeals has not achieved what we expected. Again no relative data is available on this indicator as it is a new measure, but we allocated additional resources to try to improve processing times and this has resulted in a minor improvement. The appeals process days indicator has been scewed by some particularly complex appeals. However, in the final quarter a significant amount has been spent on an appeal to the commissioner regarding benefit costs for support where the Council is currently not receiving any subsidy from Government. This costs the Council up to £200k annually and a decision which is of national interest is promised with the next four years.
18. In respect of debtor days over half of all debts were up to some 90 days old. We do allow up to 38 days to pay before any formal action is taken in terms of recovery, but clearly debts are now taking longer to pay and are having to resort to more use of recovery

agencies but there was a significant improvement in the last quarter as we took more proactive action to recover debts.

- 19. In respect of performance appraisals the under performance is primary due to the route and branch restructure undertaken in the neighbourhoods Directorate whereby it was inappropriate, given often the number of changes to give individuals their appraisals until such time there was clarity regarding who was to fulfil which job role.

EQUALITY AND DIVERSITY UPDATE

- 20. Following the completion of the Equality Impact Assessment for all the services in the group an action plan has been produced to enable the Council to move forward and achieve level 3 of the Equalities Standard. Actions taken to date include:

- In local tax, the discount application forms now asks for information by Equality Standard.
- Plain English ‘crystal mark’ has been obtained for many of the leaflets.
- Officer training has been provided on Equality and Diversity issues.
- The Council’s Procurement and Partnership Framework have been updated so that partners subscribe to equality and diversity principles.
- A review of accessibility of meeting rooms is underway.

These actions in part helped the Council to achieve the level 3 criteria. Further work is necessary in this area as the process of re-engineering and changing our services to better meet customer needs is ongoing.

RISK ASSESSMENT

- 21.

Description of Risk
Disruption to services as a result of the development of the shared financial services solution
Uncertainty regarding legislative changes for filtering of complaint against member of the Council
Significant I.T infrastructure changes planned for 2008/09
Costs and disruption from potential equal pay claim

- 22. In terms of the risks identified to date and through the mitigation, put in place none of the risks have caused any significant business disruption:

- The Shared Financial Services was delivered
- Local filtering arrangements have been put in place.

- Whilst there are delays on the thin client implementation due to other priorities, there have been no major issues with the roll out to date in terms of the technology enabling applications to be delivered.
- Job Evaluation was fully completed including the settling of a small number of equal pay claims.
- A significant proportion of the business plan was delivered and performance on key indicators was generally good.

VALUE FOR MONEY EFFICIENCIES UPDATE

23.

YR	Gain Anticipated	Estimated Value of Gain £
08/09	More efficient use of photocopies by reduction in number of copiers	2,700
08/09	More uptake of usage of Lancastrian Suite as an events venue	22,850
08/09	Staff savings through reduced hours and post deletion and better deployment	55,810
08/09	Reduction in contract prices through renegotiations	10,000
08/09	Replace civic vehicle council with something more economical	3,000

24. In terms of progress on VFM and efficiencies all but the uptake on the Lancastrian was achieved. In terms of the staffing reduction and it's impact, this report demonstrates that in the main performance was good. With regard the Lancastrian the position is as follows:
25. Additional income has been generated this year following the review of the pricing structure resulting in 50% of the total target of £32k per annum being achieved. However, there have been a number of operational issues relating to the letting of the room for private parties and we are currently reviewing this position as it has created significant health and safety issues. A decision has been taken to not allow private parties to take place in the Lancastrian and therefore the income target will not be met.

- 26. Other savings were made in the year as shown in the budget statement that allowed the Transformation Directorate to achieve it's cash target for the year.

GARY HALL
 ASSISTANT CHIEF EXECUTIVE
 (BUSINESS TRANSFORMATION)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Gary Hall	5480	05/02/2009	ACE (BT)/Reports/2009/Overview and Scrutiny/BIP Monitoring Statement - February

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Report of	Meeting	Date
Assistant Chief Executive (Policy and Performance) (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	28 th May 2009

4th QUARTER PERFORMANCE REPORT 2008/09

PURPOSE OF REPORT

1. This monitoring report sets out performance against the Corporate Strategy and the Council's National Indicators for the fourth quarter of 2008/09, 1st January to 31st March 2009.

RECOMMENDATION(S)

2. That the report be noted.

EXECUTIVE SUMMARY OF REPORT

3. This report sets out performance against the Corporate Strategy and the Council's National Indicators for the fourth quarter of 2008/09, 1st January to 31st March 2009. Performance is assessed based on the delivery of Key Projects in the Corporate Strategy and the performance against the National Indicators for which the Council is responsible.
4. The Corporate Strategy 2008/9 – 2010/11 identifies 36 Key Projects. 97% of projects (35) are complete or rated 'Green' and progressing ahead of, or on, plan by the end of March 2009 or are in their initiation phase with work planned to start later in the year. This figure includes 3 projects (8%) which have completed since the last quarterly report. 1 project is now rated as being 'red' due to falling behind schedule.
5. At the end of the fourth quarter 19 national indicators can be reported. 17 of these indicators have targets set and 2 are being reported for the first time. Of the 17 the majority (12) have matched or exceeded target, 1 has missed target but by less than 5% and 4 have missed target by 5% or more.
6. Action plans have been included for those indicators where performance is lower than anticipated. It is not possible to compare Chorley's performance against other authorities as comparative data has not yet been published. Comparative performance will be covered in a future report when information is available.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

7. To facilitate the ongoing analysis and management of the Council's performance.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

8. None.

CORPORATE PRIORITIES

9. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region	✓	Develop local solutions to climate change.	✓
Improving equality of opportunity and life chances	✓	Develop the Character and feel of Chorley as a good place to live	✓
Involving people in their communities	✓	Ensure Chorley Borough Council is a performing organisation	✓

BACKGROUND

10. The Corporate Strategy is the key strategic document for the authority and is focused on delivering the Council's six strategic objectives that underpin the priorities of: people, place, prosperity and performance. The Corporate Strategy mirrors, and outlines the Council's contribution to, the Sustainable Community Strategy, delivery of which is taken forward by the Chorley Partnership.
11. The Corporate Strategy 2008/9 identifies a programme of 36 key projects, which contribute to the achievement of our objectives. These key projects are delivered using the Council's corporate project management toolkit, which has been used successfully to improve performance for other key areas of work, such as the Capital Programme. The Strategy also contains a series of key measures to monitor the success in delivering improved outcomes for residents.
12. National Indicators (NIs) are indicators collected in accordance with definitions issued by the Department for Communities and Local Government.
13. Quarterly Business Plan Monitoring Statements have also been produced by directorates separately, and will be sent to the Overview and Scrutiny Committee. Quarterly Business Plan Monitoring Statements outline the performance of key Directorate Performance Indicators and the key messages emerging from Directorates in the fourth quarter of 2008/09.

REPORT OVERVIEW

14. The report provides information covering the following areas:
- The Council's progress in delivering the 36 key projects identified in the Corporate Strategy 2008/9.
 - The Council's progress in achieving against targets that can be measured on a quarterly or an annual basis at this point in time.
 - Action Plans which outline reasons for lower than expected performance, and the action to be taken to improve performance in the next quarter are included for those indicators which have missed targets by 5% or more.

KEY PROJECT PERFORMANCE OVERVIEW

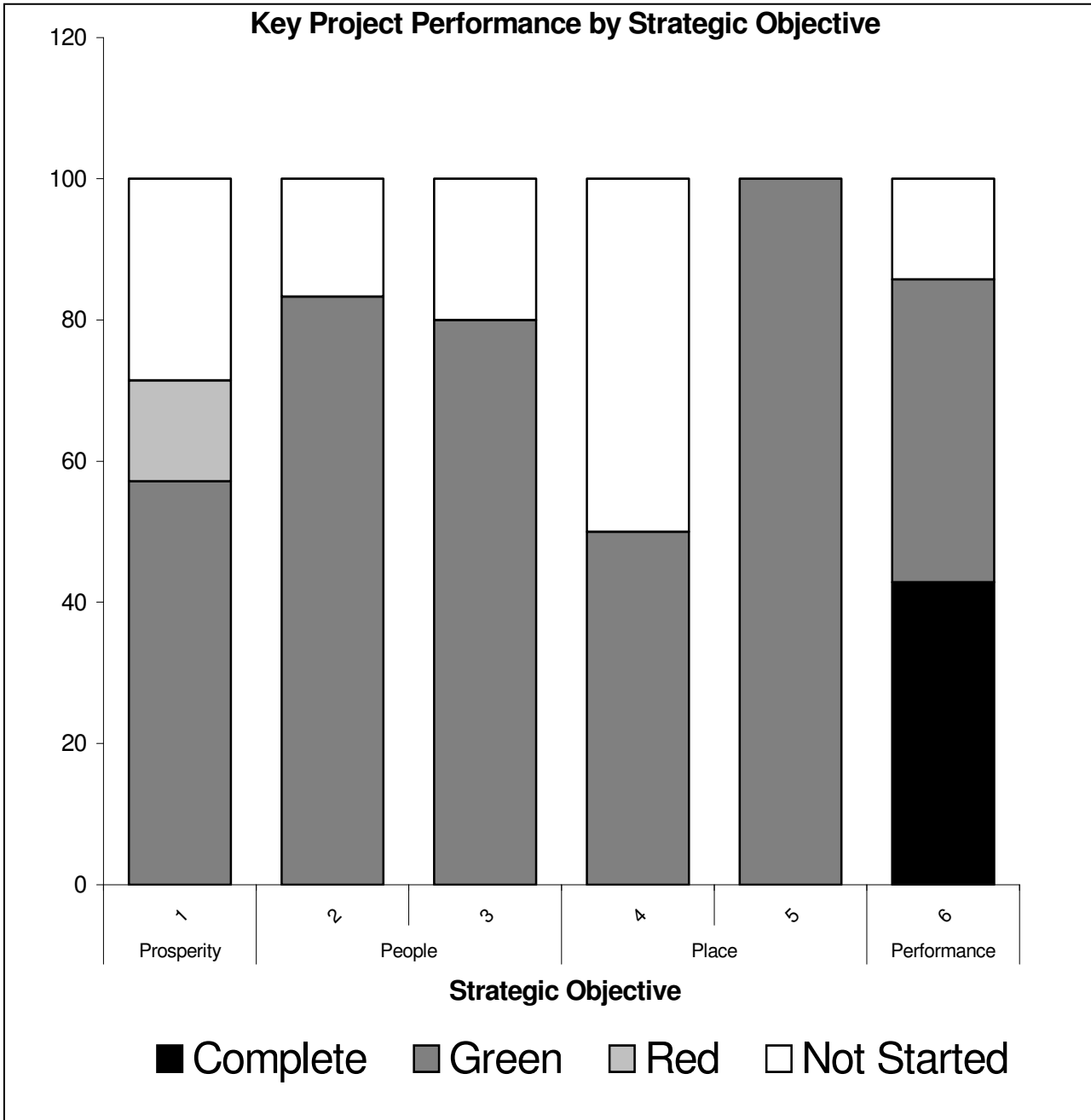
- 15. This section looks at the performance of the key projects to the end of the fourth quarter of 2008/09, 1st January to 31st March 2009.
- 16. In order to manage our key projects lead officers have been asked to complete a high-level project plan, a business case, project initiation documentation and quarterly highlight reports.
- 17. The highlight reports provide a brief update on the work carried out during the last quarter (1st January to 31st March 2009), what achievements are expected in the next quarter, any current risks and issues affecting the project, and an overall rating of either ‘Green’, ‘Amber’ or ‘Red’.
- 18. If the project is not going as planned, then an exception report is produced instead. This is similar to the action plans used for performance indicators that are below target. They provide a brief analysis of the problem(s), and options for bringing the project back on track.
- 19. It should be noted that while this is a year-end report, the key projects have only been running since the Corporate Strategy was refreshed in November 2008. Therefore this report on key projects is essentially a mid-year report as far as the key projects are concerned.
- 20. The table below shows the overall performance of the key projects is excellent. 97% of projects are rated ‘Green’ and progressing ahead of, or on, plan by the end of March 2009 or are in their initiation phase with work scheduled to start later in the year. 3 projects (8%) have completed since the last quarterly report. 70% (25 out of 36 projects) are rated ‘Green’ and progressing ahead of, or on, plan. 19% (7) projects are in their initiation phase and have yet to start, while only one project is behind schedule. In the case of this project plans are in place to address the issues affecting the project which are described in more detail below.

	QTR 3	QTR 4	Variance
Completed projects	0 (0%)	3 (8%)	+3 (+8%)
Projects rated as ‘Green’	26 (72%)	25 (70%)	-1 (-2%)
Projects rated as ‘Amber’	1 (3%)	0 (0%)	-1 (-3%)
Projects rated as ‘Red’	0 (0%)	1 (3%)	+1 (+3%)
Projects yet to start	9 (25%)	7 (19%)	-2 (-6%)

Table 1 - Summary of key project performance for the 4th Qtr (Jan-March 09)

- 21. The table shows improved performance in comparison with the third quarter. There has been an 8% increase in the number of completed projects. 78% of projects are now either rated green or complete in comparison with 72% in the last quarter.
- 22. The council’s performance on the Key Projects has improved when compared to the end of the 4th quarter 2007/8 when fewer projects (55%) were rated green and more were rated amber (19%).

KEY PROJECT PERFORMANCE BY CORPORATE PRIORITY & STRATEGIC OBJECTIVE



Priority	Strategic Objective	Complete	Green	Amber	Red	Not Started
Prosperity	1	0	4	0	1	2
	2	0	5	0	0	1
People	3	0	4	0	0	1
	4	0	2	0	0	2
Place	5	0	7	0	0	0
	6	3	3	0	0	1

23. The graph and table above demonstrate that all projects addressing Strategic Objective; Two 'Improving equality of opportunity and life chances'; Strategic Objective Three 'Involving people in their communities; Strategic Objective Four 'Develop local solutions to

global climate change'; Strategic Objective Five 'Develop the character and feel of Chorley as a good place to live' and Six 'Ensure Chorley is a performing organisation' are either completed, on track, or are in their initiation phase.

- 24. Of the 36 key projects, only 1 has been identified as 'Red', which means that there is a problem which has had an impact in terms of time or budget. The graph above shows that this affects Strategic Objective One 'Strengthen Chorley's Position in the Central Lancashire Sub-region'.
- 25. Explanations and recommended actions to address the issues which have delayed this project are detailed later in the report (in paragraph 30).

COMPLETED KEY PROJECTS

- 26. The table below shows the key outcomes from the projects which have completed in the fourth quarter of 2008/09, 1st January to 31st March 2009. In total 3 (8%) of the key projects in the Corporate Strategy 2009/10 have now been completed, an improvement on the position at the end of the third quarter.

Key Project	Key Outcomes
Achieve Level 3 of the Equality Standard	<p>The project has established Chorley Council as a Level 3 Authority under the Equality Standard for Local Government, and therefore to immediately migrate the Council to 'Achieving' status on the new Equality Framework for Local Government. The award of 'Achieving' is formally recognised under the new Comprehensive Area Assessment (CAA) Framework.</p> <p>Outcomes include:</p> <ul style="list-style-type: none"> • 280 staff carrying out online Equality and Diversity training. A member learning hour was provide on our approach to equality and diversity. • All high risk services, and new policies have received Equality Impact Assessments. • Equality monitoring introduced across all services. • The Council's procurement process has been strengthened. The procurement handbook was particularly praised by the inspection team.

<p>Implement Shared Financial Services with SRBC</p>	<p>The shared financial services project has been completed on time and on budget. The project has helped to strengthen relationships between the two Councils which may provide a much stronger platform for further strategic and operational alliances.</p> <p>Outcomes include:</p> <ul style="list-style-type: none"> • A new staffing structure which will release an annual cashable efficiency savings saving of £101,643 in 2009/10 - the first full year of operation. • Projected procurement savings of £100,000 <p>Non-cashable efficiencies:</p> <ul style="list-style-type: none"> • Combined internal audits – for example in relation to the new shared financial systems only one audit will be required rather than two. • Streamlining of financial processes – for example in relation to the management, completion and assessment of the closure of accounts processes. • The project will provide both Councils the potential to make further efficiency gains as the service develops and expands such as reductions in the spend with third parties from increased joint spending power and from sharing appropriate procurement approaches.
<p>Establish New CRM solution</p>	<p>The project was successfully delivered on time and within the 5% budget tolerance. The CRM went live with 7 waste management processes and corporate complaints having been migrated on the 1st April 09. The completion of the project will help the council to meet increasing customer expectations.</p> <p>Outcomes and improvements include:</p> <ul style="list-style-type: none"> • Enabling the council to use innovative technology such as confirmation of completion of service requests via SMS or email to customer. • Efficiencies being realised as service requests go directly to the waste contractor in real-time and payments are taken within CRM as part of the process. • The council's new CRM will allow customer contact to be better recorded. NI14 data will be collected for every contact giving a more accurate picture of levels of avoidable contact. Every front-line customer contact is recorded, this contact history will provide us with a complete picture of the customers interactions with us. As such the new CRM will help the council to reduce avoidable contact and generate future efficiencies.

KEY PROJECTS IDENTIFIED AS 'GREEN'

27. A 'green' rating indicates that project performance is as planned or ahead of schedule with progress on target and costs within or under budget. The following projects are rated green.

<p>1</p>	<p>Develop a succession strategy to sustain businesses for the future</p>
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2	Implement new car parking contract arrangements
3	Develop and deliver an action plan to support businesses through the economic downturn
4	Deliver the redundancy support project
5	Deliver the Families First project
6	Involve young people in their communities and deliver Chorley's Children's Trust priorities for year one
7	Implement the Chorley elements of the play strategy
8	Implement the 50+ Active Generation project
9	Develop an action plan to reduce health inequalities in the borough
10	Develop an action plan for leisure and cultural provision for 2009-2012
11	Develop a framework for Buckshaw Village
12	Deliver the next phase of Chorley Smile
13	Deliver a major public event in summer 2009
14	Develop and deliver the first year of the council's climate change action plan
15	Implement recycling and refuse contract - mobilisation
16	Continue to improve the green corridor of Chorley
17	Investigate the extension of the green corridor to Ellerbeck
18	Develop seven neighbourhood action plans working with parish councils, other partners and community groups
19	Develop and implement a solution for temporary accommodation
20	Work with partners to make sites available for the development of affordable housing
21	Establish a choice based lettings scheme
22	Pilot and review the proposed Chorley SRBC CDRP merger
23	Develop and embed a new staff competency framework
24	Achieve Level 2 of the Member Development Charter
25	Develop a customer service and insight action plan

KEY PROJECTS IDENTIFIED AS 'NOT STARTED'

28. The following projects are in their planning and initiation phase but are still on schedule to be delivered on time as they are not due to start until later in the year.

1	Develop options for the next phase of Town Centre development
2	Identify and design key projects from the Town Centre Audit and Urban Design Strategy
3	Deliver the Rurality Awareness Project
4	Develop community governance options in response to the Local Government and Public Involvement in Health Act
5	Develop a green travel plan for staff
6	Deliver an invest to save programme for the Council's use of energy

7	Prepare for the I&DeA Peer Review of the LSP
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LIST OF KEY PROJECTS RATED 'AMBER'

29. An 'amber' rating indicates that project performance is forecast to overrun on time or cost. It is an early warning that there may be a problem. No projects are currently rated as amber.

KEY PROJECTS IDENTIFIED AS 'RED'

30. Projects can be identified as 'red', meaning that they are not on track. This could be that they are behind schedule, over budget, or there is a serious risk affecting the delivery of the project. One key project has been identified as 'red' at the end of the fourth quarter.

Develop and Deliver a markets action plan

Work on the covered market is now behind schedule due to incorrectly installed steelwork on insufficient foundation pads which do not meet building control requirements. The following elements have been completed: Painting, Electrical works, Café, Drains, and Flooring but as a consequence of the poorly installed steelwork the entrance canopies and follow-on trades cannot be completed until the steelwork faults are rectified.

As a result the market opening has been postponed. Liberata have worked with the contractors to resolve issues with the steelwork and foundations and despite the delays caused by the contractor the project should be delivered in the first quarter 2009/10.

PERFORMANCE OVERVIEW: NATIONAL INDICATOR SET

31. It is not yet possible to undertake the full analysis on performance that was previously undertaken in the quarterly performance reports which measured BVPIs, as information on performance at a national level is not yet available to enable this. This includes, analysis of trend compared to previous years and quartile positioning. As it becomes possible to make these comparisons, information and analysis will be included in future performance reports.

PERFORMANCE AGAINST TARGET

32. The performance of the national indicators that can be reported at the end of the fourth quarter is shown in the tables in Appendix 1.
33. This is a smaller subset of the total number of NIs for which the Council is responsible, as it is not possible to collect and report against the full suite of NIs at this point. All the indicators for which the Council is responsible that can be reported on at this point in time have been reported. However for several indicators the Council is reliant on third parties such as DEFRA to provide information. Performance on these indicators will be reported when this data is available. In addition, a report is made on a bi-annual basis to report on the progress made against a wider set of indicators for which the LSP is responsible.
34. The majority of the indicators are performing at, or above, target. At the end of the fourth quarter, of the 17 indicators for which targets have been set, 12 have matched or exceeded target, 1 has missed target but by less than 5% and 4 have missed target by 5% or more.

Trend Analysis

35. Analysis has been undertaken where possible to compare the performance of indicators in this quarter to when they were reported earlier in the year. It is possible to make this comparison for fifteen indicators.
36. Seven indicators out of the fifteen have shown an improvement and achieved target at the end of the year.
37. One indicator, NI 182 (Satisfaction of businesses with local authority regulatory services) has shown static performance, but has achieved target by some margin.
38. Three indicators have deteriorated slightly in performance, but are still above target. They are:
 - NI 16 (Serious acquisitive crime)
 - NI 157b (Processing of planning applications as measured against targets for 'minor')
 - NI 192 (Household waste recycled or composted)
39. One indicator, NI 195c (Improved street and environmental cleanliness: levels of graffiti) has improved in performance since earlier in the year, but has still missed target. An action plan has been prepared at paragraph 52.
40. Three indicators have deteriorated in performance and missed target. Action Plans have been prepared for these indicators at paragraph 52. The indicators are:
 - NI 195a Improved street and environmental cleanliness: levels of litter
 - NI 195b Improved street and environmental cleanliness: levels of detritus
 - NI 195d Improved street and environmental cleanliness: levels of fly posting

More information about specific indicators

National Indicator 14: Reducing Avoidable Contact

41. NI14 is designed to highlight the need for possible improvements in the way the council deals with contact from customers and provides information. This new National Indicator is a complex one so the following section is designed to provide some contextual background and information.
42. NI 14 measures the proportion of contacts made by customers with the Council that are avoidable. A contact that is avoidable is a contact that is of low or no value to a customer. This is any circumstance when a customer should not have had to contact us, and includes seeking clarification about a contact from the Council, reporting that a service has not been completed properly, or a customer chasing progress on a particular issue.
43. In line with the definition four collection days were held during 2008/2009 to make an accurate representation of contact by taking in the average peaks and troughs in customer contact through the year. Over the four days, 2484 contacts were recorded. 20.5% (509 contacts) of these were classified as 'avoidable'. This is below the level initially predicted by CLG of around 40% and, as such, could be seen as an initial indication that the authority is performing well. However benchmarking data which would make comparisons to be made will not be available until later in the year.
44. The Council has benchmarked performance across all services and means of contact to identify trends and issues that should be tackled and provide a platform to improve,

Telephone contact has been identified as the most common contact channel and also that with the highest level of avoidable contact. Service improvements have been highlighted to reduce the level of avoidable contact and improvement actions have been agreed by Directors. For example, standard letters sent to residents by the Council are being reviewed to ensure that they are clear and easy to understand to prevent customers from having to contact the Council for more information.

Food Safety Service Performance

45. During 2008/09, the Food Standards Agency undertook an audit of the Council's food safety service. The audit found that the service complied with the overall standards framework, and identified some areas of best practice. One requirement is that the Council should report annually on the performance of the service.
46. Performance of the service has remained consistently high this year. There are approximately 850 registered food businesses within the Chorley area and each one is risk rated according to the nature of food preparation, the confidence in food safety management systems, the structure and hygiene of the premises and the vulnerability of target customers. The level of risk rating dictates the frequency of visit and in 2008/09 we were required to undertake 468 inspections of food business. All inspections were undertaken, ensuring the service maintained its 100% inspection rate. In addition, two new National Indicators NI 182 (satisfaction of local business with regulation visits) and NI 184 (% food business broadly compliant with food safety legislation) were introduced and hit target.

Place Survey Indicators

47. Several of the new National Indicators are measured through the new biennial Place Survey. The survey is a Government requirement and all councils across the country during October to December 2008 asked the same questions of their local residents enabling national trends and comparisons to be made. The survey was sent to over 3,000 households across the district to enable them to give their views on a whole range of issues from crime and anti-social behaviour to health and well-being. 1287 surveys were returned, this represents a return rate of 39% which is higher than the Lancashire response rate of 37.5%.
48. The National Indicators which are measured through the Place Survey are set out in Appendix 2 **However, please note the results of the survey are provisional and may be subject to change nationally as the final data is being checked and has not yet been signed off by the Department for Communities and Local Government. Comparative data is available for Lancashire and our position compared to the other districts is set out in Appendix 2. National comparative data will not be available until later in the year.**

DELIVERING ACTION PLANS

49. In the third quarter performance report, five indicators were below target (NI 156 'Number of Households in Temporary Accommodation', NI 157a 'Processing time of 'major' planning applications', NI 181 'Average time taken to process changes to Council Tax and housing benefits', NI 195b 'levels of detritus' and NI 195d 'levels of fly posting') and triggered the production of 5 action plans.
50. Four of the five indicators with action plans have shown an improvement in performance: NI 156, NI 181, NI 157a and NI 195d, one indicator NI 195b 'levels of detritus' did not improve.

51. NI 156 'Households in Temporary Accommodation' has improved and exceeded target with a reduction from 32 households to 24. Performance on NI 181 improved dramatically from a processing time of 12.33 days to 8.93 days, exceeding the target of 9.35 days. NI 157a 'Processing time of 'major' planning applications' has also shown an improvement from 76.19% to 80.77% of applications being processed within 13 weeks, very narrowly missing the target of 81%. An improvement in performance on NI 195d 'Improved street and environmental cleanliness: Fly posting' from 3% down to 2% was also achieved but the final out-turn remained below target at year-end. An action plan has been produced to improve performance (see below).

ACTION PLANS: INDICATORS BELOW TARGET

52. The following indicators have actions plans as they have fallen below the targets for 2008/9:
- NI 195a Improved street and environmental cleanliness: levels of litter
 - NI 195b Improved street and environmental cleanliness: levels of detritus
 - NI 195c Improved street and environmental cleanliness: levels of graffiti
 - NI 195d Improved street and environmental cleanliness: levels of fly posting

Indicator Number	NI 195a & NI 195b
Indicator Short Name	Improved street and environmental cleanliness: levels of litter (NI 195a) and detritus (NI 195b)

Quarter Four	
Performance	Target
Litter NI 195a - 6%	Litter NI 195a - 4.5%
Detritus NI 195b - 10%	Detritus NI 195b – 4.5%

Please explain the reasons why progress has not reached expectations

The definition of the street cleanliness indicators changed for 2008/09, including the re-labelling of some of the scoring categories. This may have had some impact on the overall scoring in this indicator.

Performance in Chorley remains high, when compared to other councils for street cleanliness. In addition, the lower than anticipated performance relates to a small number of streets falling below the required standard, normally by a small margin.

The transition period to neighbourhood based operations has involved re-scheduling of work in areas which may have resulted in a longer gap between cleansing operations and which have been noted through the inspection regime.

Please detail corrective action to be undertaken

As the neighbourhood operations are now established, issues with scheduling should now have been overcome.

Analysis of the inspection results identified some hotspot areas. These are now being targeted. For example, we have undertaken a targeted operation within the Chorley East area.

Areas included in the inspection, such as industry and warehousing and other highways, are also those which the Council does not have direct responsibility for. As established in response to our current Local Environmental Quality Survey of England

(LEQSE) report, we are attempting to work with other agencies to influence their standards of cleanliness.

Indicator Number	NI 195c
Indicator Short Name	Improved street and environmental cleanliness: levels of graffiti

Quarter Four	
Performance	Target
2%	1%

Please explain the reasons why progress has not reached expectations

The second and third tranche inspections revealed a spate of graffiti on recreational areas which was reacted to and the graffiti removed within service standard time periods. Similarly the third tranche identified an increase in graffiti in the main retail/commercial areas. Again these were removed within specified times.

Please detail corrective action to be undertaken

Neighbourhood officers have increased proactive patrols to identify graffiti incidents and our graffiti removal contractor is targeting recreational and retail areas on a weekly basis.

Indicator Number	NI 195d
Indicator Short Name	Improved street and environmental cleanliness: levels of fly posting

Quarter Four	
Performance	Target
2%	1%

Please explain the reasons why progress has not reached expectations

The first tranche of inspections identified a hotspot of fly posting in 5 streets throughout the inspection area which have been subsequently dealt with. No subsequent inspections have identified any issues and therefore the target was not achieved as a result of the first tranche inspection.

Please detail corrective action to be undertaken

Neighbourhood officers have increased proactive patrols to identify fly post incidents and particularly target the hotspot areas identified.

CONCLUSION

- 53. The performance in this fourth quarter report shows that the Council continues to perform well. The progress made in delivering key projects is excellent and the performance against indicator targets also demonstrates that we continue to deliver against our priorities.
- 54. The action plans and other steps to be taken where performance is lower than anticipated should help to drive improvement in performance indicators and project delivery.

IMPLICATIONS OF REPORT

- 55. This report has implications in the following areas and the relevant Corporate Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	X

LESLEY-ANN FENTON
 ASSISTANT CHIEF EXECUTIVE (POLICY AND PERFORMANCE)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
David Wilkinson	5248	April 28th 2009	Fourth Quarter Performance Report 2008 09

Appendix 1: National Indicator Performance

Performance Against Target



= Performance is better than the target set for 2008/09.



= Performance is within the 5% tolerance set for this indicator.










= Performance is worse than the 5% tolerance.

The performance symbols denote performance against the target.

Code	Indicator Title	Target	Quarter 4	Performance
NI 14	Avoidable contact	Set Baseline	20.49	N/A
NI 16	Serious acquisitive crime	8.09 per 1,000 population (211 incidents in this quarter)	6.82 per 1,000 population (183 incidents in this quarter)	★
NI 20	Assault with injury crime rate	6.3 per 1,000 population (165 incidents in this quarter)	5.97 per 1,000 population (129 incidents in this quarter)	★
NI 156	Number of households living in Temporary Accommodation	30 households	24 households	★
NI 157a	Processing of planning applications as measured against targets for 'major' application types	81%	80.77%	●
NI 157b	Processing of planning applications as measured against targets for 'minor'	80%	82.42%	★
NI 157c	Processing of planning applications as measured against targets for 'other' application types	89%	93.62%	★
NI 180 ¹	Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	8928 changes	12,528 changes	★
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	9.35 days	8.93 days	★
NI 182	Satisfaction of businesses with local authority regulation services	80%	92%	★
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	75%	96%	★
NI 187	Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating	Baseline year	4.26%	N/A

¹ NI 180 and 181 are taken directly from the Council's systems by the Department for Work and Pensions. Therefore, the nationally published result may not exactly match this reported outturn, although the figure gives a good indication.

NI 188	Planning to adapt to climate change	1	1	
NI 192 ²	Household waste recycled and composted	48%	48.43%	
NI 195a	Improved street and environmental cleanliness: levels of litter	4.5%	6%	
NI 195b	Improved street and environmental cleanliness: levels of detritus	4.5%	10%	
NI 195c	Improved street and environmental cleanliness: levels of graffiti	1%	2%	
NI 195d	Improved street and environmental cleanliness: Fly posting	1%	2%	
NI 196	Improved street and environmental cleanliness: fly tipping	1%	1%	

² The waste figures are up-to-date in the current position at the end of February. The outturn for these figures will change as more information is received.

Appendix 2 : Place Survey National Indicators Performance

The following National Indicators are measured through the new biennial Place Survey.

Please note these figures are provisional and may be subject to change as the final data has not yet been signed off by the Department for Communities and Local Government.

Code	Indicator Title	Chorley's Provisional Result	Rank in Lancashire (of 12)
NI 1	% of people who believe people from different backgrounds get on well together in their local area	81.9%	4 th
NI 2	% of people who feel that they belong to their neighbourhood	63.4%	5 th
NI 3	Civic participation in the local area	13.7%	7 th
NI 4	% of people who feel they can influence decisions in their locality	31.4%	2 nd
NI 5	Overall / general satisfaction with local area	84.2%	3 rd
NI 6	Participation in regular volunteering	23%	8 th
NI 17	% rating ASB as problem in their area (lower % is good)	13.5%	3 rd
NI 21	Dealing with local concerns about anti social behaviour and crime by the local council and police	30.6%	6 th
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	32.9%	4 th
NI 23	Perceptions that people in the area treat one another with respect and consideration (lower % is good)	23.5%	2 nd
NI 27	Understanding of local concerns about anti social behaviour and crime by the local council and police	28.2%	7 th
NI 37	Awareness of civil protection arrangements in the local area	15%	4 th
NI 41	Perceptions of drunk or rowdy behaviour as a problem (lower % is good)	24%	3 rd
NI 42	Perceptions of drug use or drug dealing as a problem (lower % is good)	27.5%	6 th
NI 119	Self reported measure of people's overall health and wellbeing	73.2%	7 th
NI 138	Satisfaction of people over 65 with both home and neighbourhood	84.2%	7 th
NI 139	The extent to which older people receive the support they need to live independently at home	32.9%	7 th
NI 140	Fair treatment by local services	73.4%	6 th

Report of	Meeting	Date
Assistant Chief Executive (Policy & Performance) (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	28 th May 2009

DRAFT CHORLEY PARTNERSHIP ANNUAL REPORT 2008/9

PURPOSE OF REPORT

1. This reports provides a summary of the progress made by Chorley's Local Strategic Partnership over 2008/9. The report includes an update on the Sustainable Community Strategy indicators, projects and also on Chorley's performance against the first year of the Local Area Agreement.

RECOMMENDATION(S)

2. Members are asked to note the contents of the report, before it is presented to the LSP Board.

EXECUTIVE SUMMARY OF REPORT

3. The key points from this year's report are:
 - Crime is down overall by 2.2% on last year
 - Despite the recession, business start-up rates have exceeded target
 - Teenage pregnancy has fallen by another 10% since last year
 - More people feel that Chorley is a place where people get on well together than last year
 - More people are volunteering than last year
 - Recycling has gone up
 - 96% of new businesses in Chorley are surviving at least 12 months despite the recession
 - Chorley has seen 82 new business start ups this year

 - Hospital admission rates for alcohol related harm have risen
 - Unemployment has risen
 - Average weekly earnings of Chorley residents have fallen
 - House prices have fallen
 - CO2 emissions have gone up
 - Street cleanliness has fallen
 - Violent crime has risen slightly

The Local Area Agreement is progressing well, although there is insufficient district level data available at this time to update on all 35 indicators. An update has been provided on the targets which we have that information for at this time. A full update on Chorley's input into the LAA will be reported in the Chorley Partnership's 2nd Quarter report later this year.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

4. N/A

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

5. N/A

CORPORATE PRIORITIES

6. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region	X	Develop local solutions to climate change.	X
Improving equality of opportunity and life chances	X	Develop the Character and feel of Chorley as a good place to live	X
Involving people in their communities	X	Ensure Chorley Borough Council is a performing organization	X

IMPLICATIONS OF REPORT

7. This report has no implications in the following areas:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	√

LESLEY-ANN FENTON
ASSISTANT DIRECTOR (POLICY AND PERFORMANCE)

There is one background paper attached to this report.

Report Author	Ext	Date	Doc ID
Claire Thompson	5348	8 th May 2009	

Background Papers			
Document	Date	File	Place of Inspection
Chorley Partnership Draft Annual Report 2008/9	May 2009	Policy & Performance	

Chorley
Partnership

Draft Annual Report

2008/9



Executive Summary

This report outlines the performance of the Chorley Local Strategic Partnership over 2008/9. Since last year's report, the picture in Chorley, as elsewhere in the country, is very different. The recession has taken its toll on our unemployment figures, and we have a serious challenge ahead of us to ensure that the economy remains strong, people have jobs, their health is improved and the environment is protected.

This report updates on the progress against the targets outlined in the Sustainable Community Strategy (which is due to be re-freshed in 2010) and an update – where possible – on Chorley's progress against the first year of the Local Area Agreement.

The key points from this year's report are:

- Crime is down overall by 2.2% on last year
- Despite the recession, business start-up rates have exceeded target
- Teenage pregnancy has fallen by another 10% since last year
- More people feel that Chorley is a place where people get on well together than last year
- More people are volunteering than last year
- Recycling has gone up
- 96% of new businesses in Chorley are surviving at least 12 months despite the recession
- Chorley has seen 82 new business start ups this year
- Hospital admission rates for alcohol related harm have risen
- Unemployment has risen
- Average weekly earnings of Chorley residents have fallen
- House prices have fallen
- CO2 emissions have gone up
- Street cleanliness has fallen
- Violent crime has risen slightly

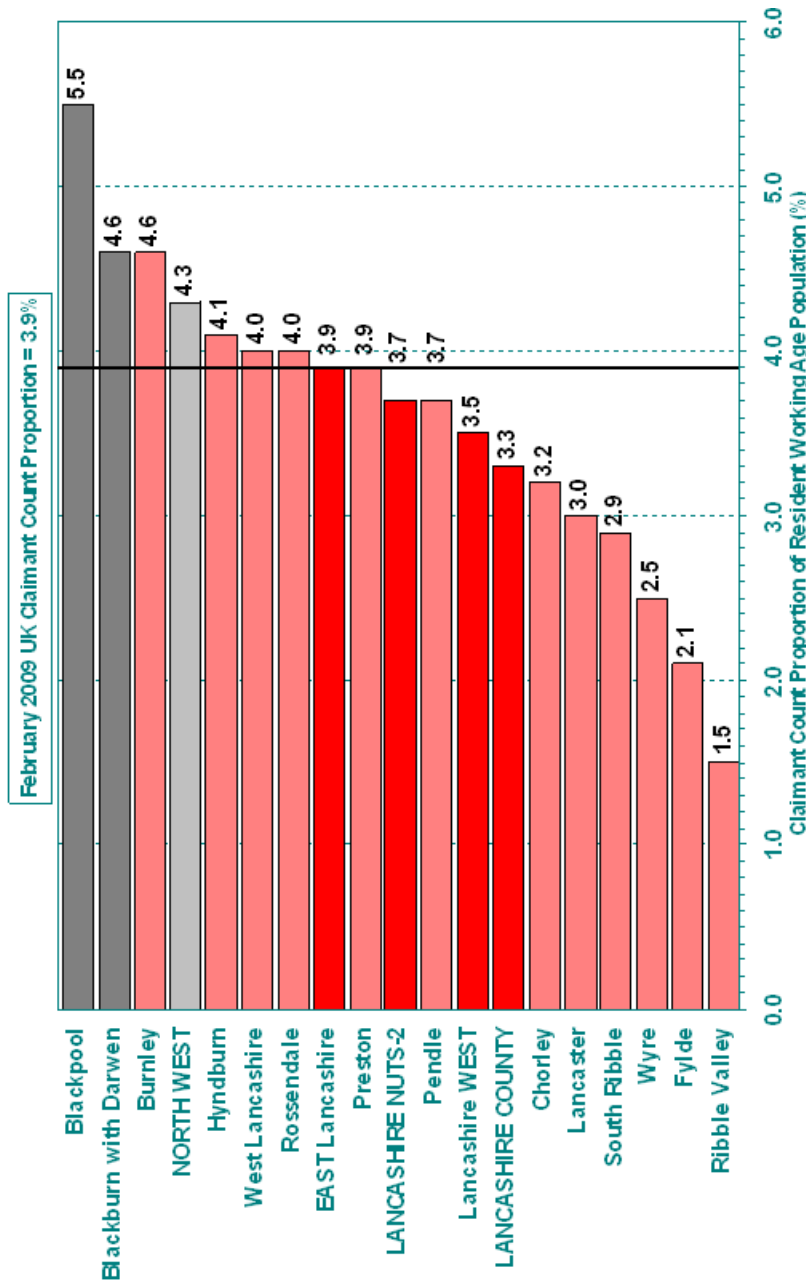
The State of Chorley 2008/9

Each year we provide an overall view on the picture of Chorley. The economic picture this year is very different to last year, due to the credit crunch and the resulting recession having a serious impact on the local economy, although not quite to the extent of other areas.

Unemployment

The recession is having an impact on Chorley just like the rest of the UK. The unemployment benefit claimant count for Chorley has risen by almost double since last year. In February 2009 it was at 3.2% of the working age population, compared to 1.7% in March 2008. In numerical terms, it amounts to 2083 claimants, an increase of 1012 claimants on last year's figure of 1071 claimants.

Figure 1 February 2009 Claimant Count Proportions (%) of the Resident Working Age Population



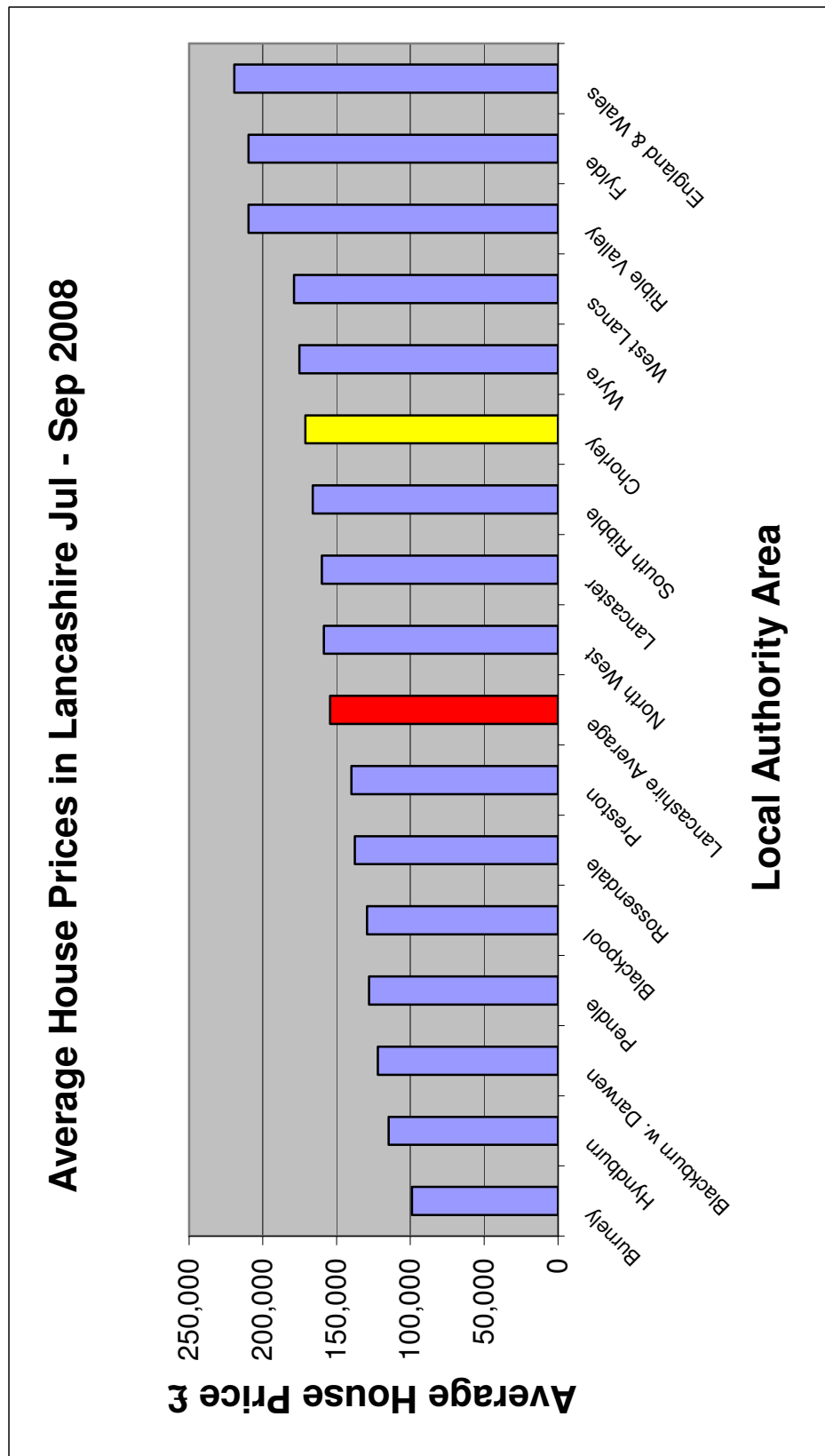
Resident Working Age Population = Males aged 16-64 and Females aged 16-59.
 Source Office for National Statistics via the National On-line Man-Power Information System (NOMIS)

House Prices

Last year, the average house price in Chorley was £172,919, which was an overall increase of 8.8% on the previous year.

However the recession has taken its toll on house prices this year. The latest figures to be released for Chorley, which were for the 2nd Quarter of 2008/9, showed that the average house price in Chorley had fallen to £171,187.

Although the Land Registry have not yet confirmed the average house prices for the end of 2008/9, the council's local market intelligence shows that **in April 2009 the average house price in Chorley had fallen to £168,000, a decrease of 2.8%.**



Crime

In 2008/9 crime overall fell in Chorley since 2007/8 by 2.2%. All types of crime fell, apart from incidents of Serious Violent Crime, which rose by 8.5%, or 5 incidents more than last year (however this is likely to be caused by changes in the collection of this data by the Home Office in 2008, not necessarily as result of an actual increase in violent crime). Chorley still remains one of the safest places to live, compared to the national average.

This table shows the number of incidents of crime by type in Chorley and how it compares with last year's figures.

Category	2007/08	2008/09	Year To Date % Change
All Crime	6042	5910	-2.2%
Serious Acquisitive Crime (NI16)	839	707	-15.7%
Burglary Dwelling	246	181	-26.4%
Vehicle Crime	562	502	-10.7%
Robbery	31	24	-22.6%
All Violent Crime	1422	1379	-3.0%
Serious Violent Crime	59	64	+8.5%
Assault with Less Serious Injury (NI20)	654	619	-5.4%
Criminal Damage (inc arson)	1458	1423	-2.4%
Anti Social Behaviour	9974	8403	-15.7%

Health

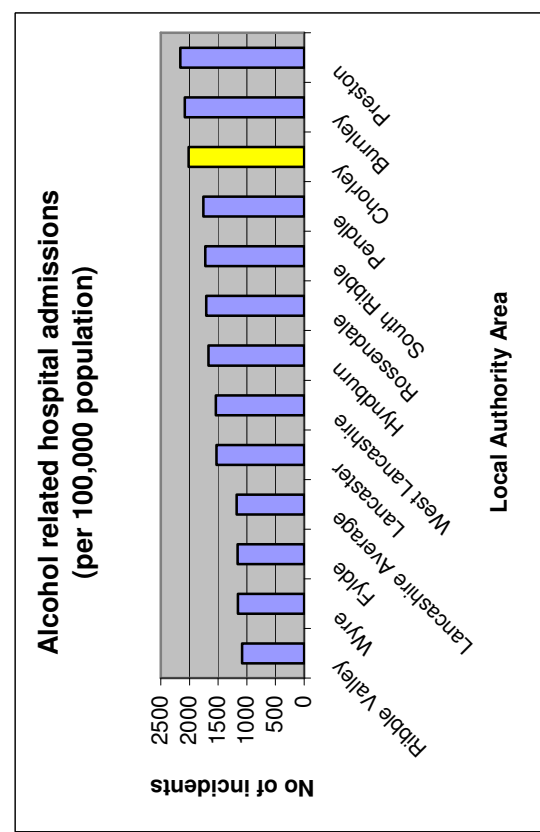
The health Profile summary published by the North West Public Health Observatory in 2008 shows that the health of people in Chorley is varied. There are significant health inequalities within Chorley, by gender and level of deprivation. For example, men from the most deprived areas have over three years shorter life expectancy than men from the least deprived areas, and women from the most deprived areas live over five years less.

Over the last ten years there have been decreases in the early death rates from cancer as well as heart disease and stroke. Although the rates remain above the England average, the gaps between the Chorley and England rates have narrowed.

Risk taking behaviour is a key area of concern for Chorley. The number of women who smoke during pregnancy is significantly worse than the England average. Teenage pregnancies on average are reducing in numbers, and as a borough our figures are now lower than the national and regional average, but in some wards (particularly deprived wards), this teenage pregnancies are still double the national average.

The number of alcohol related hospital admissions is also above the national and regional average. Chorley has one of the highest rates of alcohol related harm in Lancashire and is way above the NW and England average.

- In 2006/7 there were 2410 hospital admissions caused by alcohol (including ill health and injury), compared to a Lancashire average of 1845 admissions
- When we compare this by population size, Chorley is 3rd worst out of all of Lancashire, behind only Preston and Burnley. Chorley's figures are also worse than those of Blackburn and Blackpool, two significant nearby areas of deprivation.
- Compared to the North West and National averages, Chorley is significantly worse off, with rates per 100,000 of 1835 and 1384 respectively).

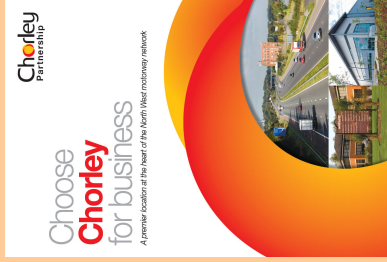


The Chorley Partnership is currently producing a health inequalities strategy and action plan to tackle the most pressing health issues for Chorley.

The Sustainable Community Strategy

Performance and Projects

Priority 1: Ensuring that Chorley is the pulse of a thriving Central Lancashire economy



Marketing Chorley Inward Investment brochure

The Chorley Partnership has produced an inward investment pack to attract new business to Chorley. The pack will be used to sell Chorley's strong points, such as our enviable transport links and skilled local workforce.

This initiative will be even more important as we continue through the recession and to ensure that Chorley is prepared for the economic upturn.

Supporting rural businesses

The Economic Regeneration thematic partnership has been supporting rural business to sustain operations throughout the economic downturn. 5 new rural businesses have been given support to start up. Five rural businesses have been supported with grant assistance to remain in business through their first year and three rural businesses have been supported to remain in operation into their second year.

Indicator	2007/8 Actual	2008/9 Target	2008/9 Actual	Target Status	Improvement on last year?
No. of jobs created/preserved	1340	300	226		
No. of new businesses established per year	74	53	82		
M ² of business floor space created/improved	66,143m ²	55,834m ²	4,581m ²		
Vacant town centre floor space	7%	6.5%	10.46%		
Increase median workplace earnings gap between Chorley and Lancashire	No data had been published	+2% above average earnings	3.32% below Lancashire average earnings		

The Redundancy Task Force

Chorley Council has set up a partnership infrastructure to respond to businesses making redundancies. The team is made up of a mix of committed, professional public/private sector organisations and provides quality advice, information, guidance and support to people in a redundancy situation. So far a number of businesses have been supported, and an event was held to support local businesses during the credit crunch.

Priority 2: Improving Life Chances for All

Girls Allowed

The 'Girls Allowed' project was a 9-week course delivered to Year 9 girls at Albany High School. Focusing on raising girls self esteem, the course taught girls about the realities of becoming a teenage parent, as well as the consequences of other risky behaviours such as drugs and alcohol. Culminating in a virtual baby and residential exercise, the course was hailed as a huge success by school staff who have noticed a notable improvement in the girls behaviour and motivation at school. The girls themselves found the course extremely enjoyable and changed their outlook on having children early on in life.

The Chorley Children's trust has now re-commissioned 'Girls Allowed', as well as a second project aimed at young boys 'Boys Own'. Albany High school staff are now rolling this training out to other secondary schools in Chorley.

We are starting to see an impact on our teenage pregnancy figures. The latest figures released show that in 2007/8, bucking the central Lancashire, County, regional and national trend, we reduced teenage pregnancy by 10% on the previous year.



Homestart – Family Support

Thanks in part to the support of the Chorley Partnership, not to mention a whole host of dedicated volunteers, Homestart managed to support 113 families in Chorley in total this year, including complex issues such as families with substance or domestic abuse issues, families on Child Protection Plans or who are undertaking the CAF process. Homestart managed to support 33 families through intensive weekly home visits and a large number of families were supported through two support groups.

This project enabled Homestart to recruit and train 30 new volunteers to work with families in desperate need of support.

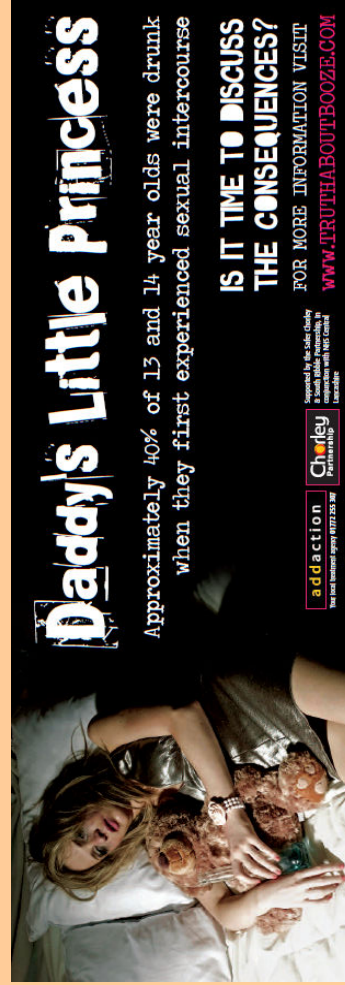
Indicator	2007/8 Actual	2008/9 Target	2008/9 Actual	Target status	Improvement on last year?
Reduction in teenage pregnancy rate per 1000 15-17 year olds	40.3 in 2006	35.4 in 2007	35.6 in 2007	☹️	😊
Increase in number of affordable houses built	68 (cumulative figure since Jan 2006)	50	Can't be updated until HSSA return has been completed in August 2009	-	-

'Chorley's Got the H Factor' Health & Wellbeing Event

Over 400 people attended a free Health and Wellbeing event at the Town Hall in March. Organised by CVS, and funded by the Chorley Partnership, people were invited to participate in health checks for diabetes, BMI and cholesterol and blood pressure. 60 people underwent health checks, and out of these 14 were referred onto their GP for further treatment. 3 new cases of hypertension were identified along with 3 high cholesterol levels. Other activities such as alternative stress relieving therapies and fitness activities were available throughout the day. The event was hailed as a great success by everyone who attended.

Alcohol Consequences

The Chorley Partnership sponsored a social marketing campaign designed to raise awareness of the dangers of underage drinking. Run in conjunction with LDAAT (Lancashire Drug and Alcohol Action Team) and the Crime and Disorder Reduction Partnership, the campaign targeted young people's drinking particularly over Christmas, and was displayed in prominent places round Chorley, such as the train station and on the sides of buses.



Daddy's Little Princess

Approximately 40% of 13 and 14 year olds were drunk when they first experienced sexual intercourse

IS IT TIME TO DISCUSS THE CONSEQUENCES?

FOR MORE INFORMATION VISIT WWW.TRUTHABOUTBOOZE.COM

addaction
has been funded by grant 00272535

Chorley Partnership
Sponsored by the Chorley Partnership in conjunction with NHS Chorley Healthcare

Families First

Families First, formerly known as the 'Vulnerable Households project', is our family intervention project run in conjunction with the South Ribble Partnership. The project involves a wide range of agencies that work with families who have been identified as 'vulnerable' (for reasons such as anti social behaviour, drug and alcohol abuse, persistent school truancy, mental health issues, etc) and focuses support through a single lead professional.

The project has so far worked with over 110 people within 12 families in Chorley to help restore normal family life and to tackle the problems they face. It also helps streamline public sector support to these families by having one lead professional acting as a contact for all the other agencies which are involved with the family.

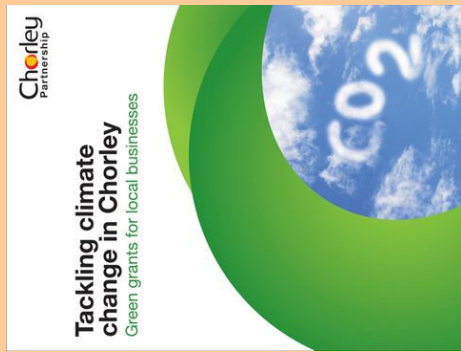
If successful, this project could revolutionise the way in which we deal with families who are in trouble and in need of support.

Priority 3: Developing local solutions to global climate change

Supporting Businesses to Save Energy

Working in Partnership with Chorley Council, Groundwork and Lancashire County Developments Ltd, we have put in place a package of support to small and medium sized businesses in Chorley to undertake free environmental audits and make changes to their premises, in order to become more efficient with the way that they use energy. Chorley Council has put £120,000 of funding into this grant scheme, to be allocated over the next two years to businesses who have undertaken audits carried out by Groundwork or the Carbon Trust.. The project being run by LCDL alongside Chorley's programme also encourages the use of renewable energy, and provides grants for businesses to purchase renewable energy installations.

So far over 30 businesses have had, or are undertaking, environmental audits in Chorley.



Indicator	2007/8 Actual	2008/9 Target	2008/9 Actual	Target status	Improvement on last year?
A reduction in domestic CO2 emissions (Kt per capita)	2.55	2.47 by 2010	2.61	☹️	☹️
A reduction in Chorley's overall CO2 emissions (Kt per capita)	5.6	0.8% reduction	5.7	☹️	☹️
An increase in household recycling (including household waste recycled and household waste composted) in Chorley	47.29%	48%	48.43%	☺️	☺️

Priority 4: Developing the Character and feel of Chorley as a good place to live, work and play

Indicator	2007/8 Actual	2008/9 Target	2008/9 Actual	Target Status	Improvement on last year?
Reduce crime in the Borough	6042	Reduction of 1% over 3 years	5910	😊	😊

Weeks of Action

This year, the Chorley Partnership funded 5 more 'Weeks of Action', the environmental and community safety targeted intervention weeks in key areas around Chorley. Weeks of Action are multi-agency interventions including the council's Streetscene teams, Police, Trading Standards, Lancashire Fire and Rescue, local colleges, HM Courts, DVLA, VOSA, Registered Social Landlords, Primary Care Trust, and many more.

The Weeks involve the local community in tidying up their area, such as litter picking and removal of rubbish from estates. The weeks have been highly successful and we are now rolling them out to rural areas. So far the areas that have had a Week of Action are:

- Chorley East
- Clayton Brook
- Coppull
- Chorley South West
- Chorley North East

And a Day of Action in Astley Village



Priority 5: Building stronger communities with improved access to services

Indicator	2006/7 Actual	2008/9 Target	2008/9 Actual	Target Status	Improvement on last year?
% of people who feel that their communities are places where people get on well together	63%	72%	81.9%	😊	😊

Timebanks

Timebanks are a new approach to volunteering and community cohesion whereby volunteers who give up their time can 'bank' them to be redeemed in the future when they need help in return.

This project is being run by Age Concern Lancashire, who have already got a successful Timebanks project up and running in Lancaster. We have based the pilot project in Liptrott, at the Community House. Liptrott was chosen as our research showed that this area historically has the lowest levels of volunteering in Chorley.

Circle of Need – Older People’s Services

Chorley Council have been involved in the Circle of Need concept, which helps identify customer hidden or related customer needs. This particular project asks older people who have a council related customer service enquiry whether they would like any related services from partners. At the moment this centres around making sure older people know they are entitled to concessionary travel, flu jabs and other universal services. The council is currently implementing Customer Relationship Management, which will allow it to record customer enquiries so that it can more proactively offer residents services that they may be entitled to.



The Local Area Agreement

For many of the 35 LAA indicators, we cannot update final outturn figures at this point, however an update will be given in the LSP's 2nd Quarter 2009/10 performance report on the full set, once we have the final audited results of the first year of the LAA.

The indicators updated here are where district updates are available at the time of producing this report.

Indicator	Baseline	Target	Outturn	Target Status
NI 1 People from different backgrounds getting on well together (including neutral responses)	81%	82%	81.9%	
NI 4 People who feel that they can influence decisions in their locality	34%	35%	31.4% (2 nd in county)	
NI 6 Participation in regular volunteering	17%	18%	23%	
NI 16 Serious acquisitive crime rate	8.27 crimes per 1000 population	8.09 crimes per 1000 population	6.79 crimes per 1000 population	
NI 20 Assault with injury crime rate	6.3 crimes per 1000 population	6.1 crimes per 1000 population	5.95 crimes per 1000 population	
NI 39 Alcohol-harm related hospital admission rates	2013 (revised figure)	2040 (allowing for population increases)	Awaiting District outturn from PCT	
NI 49 Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks	225	177	194	
NI 112 Under 18 conception rate	40.4 per 1000 15-17 year old females	35.4 per 1000 15-17 year old females	35.6 per 1000 15-17 year old females	
NI 117 16 - 18 year olds who are not in education, employment or training (NEET)	6.3%	5.6%	5.2%	
NI 119 Self-reported measure of people's overall health and wellbeing	77.1%	78.1%	73.2%	
NI 139 People over 65 who say that they receive the information, assistance and support	-	No target – 2008/9 is the baseline year	32.9%	-

Indicator	Baseline	Target	Outturn	Target Status
needed to exercise choice and control to live independently				
NI 153 Working age people claiming out of work benefits in the worst performing neighbourhoods	27.6%	-1% over 3 years	26.26%	😊
NI 166 Average earnings of employees in the area	£419.40	£447.50	£428.20	😞
NI 186 Per capita CO2 emissions in the LA area (tonnes per capita)	5.6	0.8% reduction	5.7	😞
NI 187 Tackling fuel poverty – people receiving income based benefits living in homes with a low energy efficiency rating	-	No target set – 2008/9 is the baseline year	4.26%	-
NI 188 Adapting to climate change	Level 0	Level 1	Level 1	😊
NI 192 Household Waste recycled and composted	47.19%	1% improvement	48.4%	😊
NI 195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Litter 5% Detritus 6% Graffiti 1% Fly posting 1%	*Litter 4.7% *Detritus 4.9% Graffiti 1% Fly posting 1%	Litter 6% Detritus 10% Graffiti 2% Fly posting 2%	😞

*These targets were negotiated before we set the corporate strategy target, hence the slight difference

Other LAA Indicators (no reward grant attached)

Indicator	Baseline	Target	Outturn	Direction
NI 156 Temporary accommodation	26	30	24	😊
Local No. of new homes granted planning permission (NI 154)	No baseline set	No LAA target set	Can't report until Aug 09	-
Local No of new homes constructed	No definition agreed	No LAA target set	Awaiting definition from LCC	-