

10 July 2009

Dear Councillor

**COUNCIL - TUESDAY, 14TH JULY 2009**

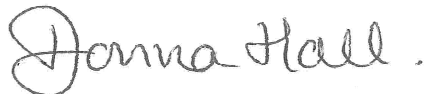
I am now able to enclose, for consideration at the above meeting of the Council, the following report that was unavailable when the agenda was printed.

**Agenda No    Item**

13.    **Annual Report of the Council for 2008/09 - 2009/10 (Pages 83 - 98)**

To receive and approve the attached finalised version of the Annual Report of the Council for 2008/09 – 2009/10, the draft of which was presented to the Annual Meeting on 13 May 2009.

Yours sincerely



Donna Hall  
Chief Executive

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Head of Democratic Services  
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**Distribution**

1.    All Members of the Council and Directors.

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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 آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون  
کیجئے: 01257 515823

# Annual Report

2008/09 – 2009/10



## Message from the Leader and Chief Executive

Welcome to Chorley's Annual Report for 2008/2009. We hope that you find this a useful summary of where Chorley is heading and what external inspectors have said about the Council and how we are performing. We have included information about what we achieved during 2008/09 and what we plan to do during 2009/10, including our planned spending.

2008/09 was a great year for the Council and the Borough. We were officially rated 'Excellent' by the Audit Commission, the government's independent watchdog. The inspectors concluded that the Council had a strong and clear vision for the area, and was working hard with partners to improve services for local residents.

We were also awarded Beacon Council status in the 'gold standard' category of 'Better Outcomes for People and Places', and continued to be recognised as one of the best Councils nationally for providing value for money. 84% of residents are satisfied with the area as a place to live, one of the highest levels of satisfaction across the whole of Lancashire.

During the next year, we will continue to work to improve the services we deliver and the local area; through changes to the way we collect your recycling and introducing neighbourhood working.

We are always keen to hear your views. If you would like to comment on anything in this annual report, or say anything else about the Council, our plans and the services we deliver, please complete the tear off page at the back of this report.

*Peter Goldsworthy*



Cllr Peter Goldsworthy  
Leader of Chorley Council

*Donna Hall*



Donna Hall  
Chief Executive

## Our Vision, Priorities and Strategic Objectives

During 2008/09, we changed our vision slightly to reflect the achievements that we have already experienced and make it more ambitious:

“The Council’s ambition is for Chorley to be recognised as the most attractive, caring and vibrant places in the North West in which to live, to work, to invest and visit. People can expect safe, clean, sustainable neighbourhoods with equal access to first class, co-ordinated public services which meet their diverse needs. They can expect high quality local job and training opportunities, a decent home and to be valued and respected by all. They will be able to have their say and influence local services in their areas and to insist on good value for public money. The character of our friendly, contemporary market town will be enhanced whilst ensuring Chorley plays a pivotal role in economic development.”

To reach the vision, the Council has a series of strategic objectives which members of the Cabinet have responsibility for.



### **Cllr Peter Goldsworthy**

**Lead member for developing the character and feel of Chorley and ensuring that Chorley Borough Council is a consistently top performing organisation.**

*‘I’m proud that, over the last year, Chorley Council has been recognised for delivering excellent services to the borough by independent assessors. I strongly believe the Council is here to deliver high quality services and value for money to residents.*

*Crime has continued to fall, and residents like living in the borough. Our Beacon Council status recognised our successes in improving better outcomes for people and places. Even with these successes, we are not complacent and want to do even better. We will continue to work hard to make sure Chorley is an attractive place to live and the Council provides the services you need.’*



### **Cllr Peter Malpas**

**Lead member for strengthening Chorley's economic position and tackling climate change.**

*'The last year has seen continuing challenges from the world's economic climate. Chorley, like everywhere else, has been affected by the recession. That is why I am even more determined to protect the local economy, preserve local jobs and create a thriving town centre. We have already set up a redundancy taskforce, improved the covered markets and supported local businesses. We will continue to work with our partners and the local community to support people and businesses through the coming years; improvements to the town centre should help this.'*

*'We are committed to tackling the challenge of climate change and our impact on the environment locally to ensure that we make the most of the resources we have available while preserving what we have for future generations.'*



### **Cllr Pat Case**

**Lead member for improving equality of opportunity and life chances.**

*'Last year, the Council underwent an IDeA inspection of the Equality Standard, achieving level three, in recognition of work which we have undertaken to support people in our community with a range of needs and inequalities. We will continue especially to work with people in the more deprived areas and those in rural areas both of which groups find it more difficult to access services to ensure everyone knows what help there is in the Borough to improve the quality of their life.'*



### **Cllr John Walker**

**Lead member for involving people in their communities.**

*'We work for our local community, so it is important that that community can influence what we do and what happens in their local area. I believe that people are happier when they feel that they belong to a community and can get involved in improving their local area. We will carry on developing neighbourhood working to listen to local people and help them improve their local area.'*

## The Council's Environmental Footprint

The Council and its partners are committed to reducing the impact we have on the environment. We have started to measure our impact using performance indicators that mean that we will be able to demonstrate improvements that we make.

### How we measure our environmental impact

Indicator	Performance in 2008/2009	Target for 2009/2010
Reduction in CO2 emissions from local authority operations	2836 (2008/9 was baseline year)	5% reduction on 2008/9 baseline
Improving the Council's score in the Government checklist 'Adapting to Climate Change'	Level One	Level Two

### How we are reducing our environmental impact

During the last year, we started to introduce our climate change strategy. Some of the actions we have completed included:

- In partnership with our leisure provider, we have undertaken a feasibility study of using combined heat and power at All Seasons Leisure Centre. When implemented, it will lead to savings of up to £40,000 per year 99 tonnes of carbon.
- Undertook energy efficiency audits on all our buildings and identified efficiency measures that will be put in place in the coming year.
- Helped 31 companies undertake energy audits to identify areas for improvements. We have also made £60k available in grants to businesses to help them make energy improvements.
- Continued to provide Warm Front grants to householders so they can make energy efficiency improvements to their homes.
- Led on the development of the Chorley Partnership Climate Change Strategy.

## External Inspection

In the last twelve months, the Council has had its successes recognised by external inspectors. This has included:

- ‘Excellent’ Status following our Comprehensive Performance Assessment inspection undertaken by the Audit Commission.
- Beacon Council status for Better Outcomes for People and Places and Building More Cohesive Communities.
- 4 out of 4 for Use of Resources and providing Value for Money.
- Level Three of the Equality Standard for Local Government.
- A positive Direction of Travel Assessment.

These awards and assessments are given by independent inspectors, who look at the work the Council carries out, and give a judgement as to what the Council does well and where improvements could be made. In the last year, the external inspectors have said:

*“Chorley Borough Council is excellent...the Council has worked extremely hard to address the problems it faced and can now demonstrate considerable progress. Its current performance is excellent and it is performing strongly in most areas.”* Audit Commission CPA inspectors

*“The Council continues to achieve good value for money...The Council continues to strengthen its processes to manage and improve value for money and demonstrate notable practices.”* Audit Commission Use of Resources Assessment

*“Very good partnership working with local delivery partners, in particular the police, county council, and neighbouring districts. A real drive to achieve efficiencies through joined up and smart working.”* Beacon Assessment Team

*“The Council has continued to improve services and outcomes in areas that it has identified as priorities – Prosperity, Place, People and Performance - and the public say are important to their communities.”* Audit Commission Direction of Travel Assessment

*“Staff enthusiastic, professional and committed to delivering services of excellence”* Equality Standard Assessment Team



**Some areas for improvement were also identified.** We are now working to put in place these improvements.

### Delivery of Affordable Housing

The CPA inspection identified that there were issues in achieving targets on the delivery of affordable housing in the borough. We are working hard to address these issues, particularly in the current economic climate. We have developed an action plan to coordinate our response, which will include working with partners to identify areas of land that could be used for affordable housing development, and are using our planning powers to provide support and encouragement to developers so that affordable housing that is planned is delivered.

### Tackling Health Inequalities

Across the whole of Lancashire, there are areas where life expectancy is shorter and health is worse than the average. This is the case in some areas of Chorley. In the next year, the Council, with its partners on the Local Strategic Partnership, will finalise a health inequalities strategy that will set out some key actions that will tackle issues of poor health and reduce inequalities across the borough.

## How does the Council use its resources?

The independent watchdog, the Audit Commission, has recognised that Chorley Council provides the highest levels of value for money for our residents. It awarded us the highest possible 4 out of 4 for Use of resources and providing Value for Money for the second year running. We have managed to keep the average amount that Council Tax payers give to Chorley Council at just over £3 per week. Here is a breakdown of the services that it pays for...



Service	Cost
Council tax and business rates collection	0.20
Electoral registration and elections	0.04
Culture and heritage	0.07
Recreation and sport	0.74
Environmental health services	0.36
Community safety	0.21
Street cleansing	0.21
Waste collection and recycling	0.58
Planning and building control	0.26
Economic and community development	0.16
Highways less car parking income	-0.07
Concessionary travel passes	0.29
Housing services	0.29
Other operating costs	0.02
<b>Total</b>	<b>£3.36</b>

The weekly bill has increased by three pence compared to last year. The cost of 'council tax and business rate collection' has increased and that of 'housing services' has reduced due to an adjustment for council tax benefits administration.

### What difference did it make?

Below, we have set out how spending the money in some of these areas has improved services to you.

#### Recreation and Sport

The money provides support to the borough's leisure centres and activities we provide for residents. For example, last year we continued with the Get Up and Go scheme for young people, and provided over 400,000 opportunities during 2008/09 for people to get involved. The work we do around sport and recreation means that, between 2007 and 2009, we had the second biggest increase in sports participation in Lancashire.

#### Waste and Recycling Collection

Last year, Chorley recycled nearly half of all waste. This means that much less rubbish was sent to landfill. In the last year, we responded to residents' concerns and introduced a third wheelie bin that replaced the boxes and bags that made streets look untidy after collection. To further increase recycling rates, we have started to pilot collecting food waste for composting in some areas of the borough and plan on rolling out the scheme in the next year.

#### Environmental Action

Following the success last year, the council has now funded 7 weeks of action and also rolled out the scheme to include days of action in rural areas.

Working with our partners, a recent week of action in Clayton Brook included:

- 29 tonnes of rubbish and litter being removed
- 20 fixed penalty tickets being issued
- More than 300 people receiving advice at the Chorley Smile trailer on topics including recycling, further education, adult learning, benefits and council tax.

#### Community Safety

We work closely with the Police and other partners to reduce crime and anti-social behaviour in the borough. In the last year crime fell by another 2.2%. That is on top of the 26% decrease that was experienced between 2005 and 2008. In a recent survey, 91% of people felt safe in their local area during the day and 57% felt safe at night.



**Our Performance in 2008/2009**

Corporate Health Indicators										
	Polarity	2007/08 Outturn	2008/09 Target	2008/09 Outturn	Performance Against Target	Performance Trend	Comment (Where applicable)			
The level the council has achieved against the national equality standard for Local Government	Bigger is better	2	3	3	☺	☺				
% Invoices received by the council paid within 30 days	Bigger is better	96.51%	97%	98.95%	☺	☺				
% Council Tax collected	Bigger is better	98.74%	98.7%	98.4%	☹	☹	The collection rate was 0.3% below target, but within the 5% tolerance which in the current economic circumstances might be expected. Our performance comparatively speaking remains good, being the second best collection rate in Lancashire.			
% Customers satisfied with overall benefits service	Bigger is better	90%	95%	98.3%	☺	☺				
% Customer satisfaction with the service received from 'Contact Chorley'	Bigger is better	98%	98%	99.31%	☺	☺				
Average working days per employee per year lost through sickness absence	Smaller is better	7.77 days	7.77 days	7.25 days	☺	☺				
% Of BME employees in the workforce	Bigger is better	2.53%	3%	2.54%	☹	☺				
% Disabled employees in the workforce	Bigger is better	4.49%	5.49%	4.80%	☹	☺				
% of BME employees in top 5% of earners	Bigger is better	6.25%	11%	5.56%	☹	☹	Staff turnover has led to a slight reduction in the number of BME employees in the top 5%. We will continue to promote all vacancies to under-represented groups and work is ongoing to explore barriers to applying for posts.			
% Of those employees with a disability in top 5% of earners	Bigger is better	6.25%	15%	5.56%	☹	☹	Staff turnover has led to a slight reduction in the number of employees with a disability in the top 5%. We will continue to promote all vacancies to under-represented groups and work is ongoing to explore barriers to applying for posts.			

National Indicator Set									
	Polarity	2007/08 Outturn	2008/09 Target	2008/09 Outturn	Performance Against Target	Performance Trend	Comment (Where applicable)		
NI 14 Avoidable Contact: The average number of customer contacts per resolved request	Smaller is better	New Indicator	Set Baseline	20.49	N/A	N/A			
NI 16 Serious acquisitive crime	Smaller is better	New Indicator	8.09	6.82	😊	N/A			
NI 20 Assault with injury crime rate	Smaller is better	New Indicator	6.3	5.97	😊	N/A			
NI 156 Number of households living in Temporary Accommodation	Smaller is better	39	30	24	😊	😊			
NI 157a Processing of planning applications as measured against targets for 'major' application types	Bigger is better	87.88%	81%	80.77%	😐	😞	The Council deal with a small number of 'major' applications so the overall % is heavily influenced by one application going over time. Work is currently being undertaken looking at the processes around processing planning applications.		
NI 157b Processing of planning applications as measured against targets for 'minor' application types	Bigger is better	79.46%	80%	82.42%	😊	😊			
NI 157c Processing of planning applications as measured against targets for 'other' application types	Bigger is better	88.31%	89%	93.62%	😊	😊			
NI 180 Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	Bigger is better	New Indicator	8928 changes	12528 changes	😊	N/A			

National Indicator Set									
	Polarity	2007/08 Outturn	2008/09 Target	2008/09 Outturn	Performance Against Target	Performance Trend	Comment (Where applicable)		
NI 181 Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events	Smaller is better	22.62 days	9.35 days	8.93 days	😊	😊			
NI 182 Satisfaction of businesses with local authority regulation services	Bigger is better	New Indicator	80%	91.7%	😊	N/A			
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Bigger is better	New Indicator	75%	95.85%	😊	N/A			
NI 187 Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating	Bigger is better	New indicator	Baseline year	4.26%	N/A	N/A			
NI 188 Planning to adapt to climate change	Bigger is better	0	1	1	😊	😊			
NI 192 Household waste recycled and composted	Bigger is better	47.19%	48%	48.43%	😊	😊			
NI 195a Improved street and environmental cleanliness: levels of litter	Smaller is better	4.8%	4.5%	6%	😞	😞	Last year, the Council moved to neighbourhood working. This meant changing the schedules for street cleaning in some areas. This one-off change may have had an impact on performance of this indicator.		
NI 195b Improved street and environmental cleanliness: levels of detritus	Smaller is better	4.8%	4.5%	10%	😞	😞	Last year, the Council moved to neighbourhood working. This meant changing the schedules for street cleaning in some areas. This one-off change may have had an impact on performance of this indicator.		

National Indicator Set									
	Polarity	2007/08 Outturn	2008/09 Target	2008/09 Outturn	Performance Against Target	Performance Trend	Comment (Where applicable)		
NI 195c Improved street and environmental cleanliness: levels of graffiti	Smaller is better	1%	1%	2%	☹️	☹️	The later inspections for this indicator were undertaken at a time when there had been a spate of graffiti in some recreation grounds. The issues identified have now been targeted.		
NI 195d Improved street and environmental cleanliness: Fly posting	Smaller is better	1%	1%	2%	☹️	☹️	This figure refers to five streets that were inspected where there was some fly-posting. These hotspot areas have now been targeted and the issue resolved.		
NI 196 Improved street and environmental cleanliness: fly tipping	Smaller is better	1%	1%	1%	😊️	😊️			



# Tell us what you think

If you wish to comment on this Annual Report, please complete and return this form to **Donna Hall, Chief Executive, Town Hall, Chorley, PR7 1DP** or email **donna.hall@chorley.gov.uk**

*Overall, how satisfied or dissatisfied are you with the performance of Chorley Council?*



Very Satisfied



Satisfied



Dissatisfied



Very Dissatisfied

*Any comments about our services –*

.....  
.....  
.....

*What changes would you like to see –*

.....  
.....  
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*How do you think the Council could improve –*

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*Name and address (optional) –*

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01257 515823 کیجئے:

