

Overview and Scrutiny Performance Panel

Thursday, 11th January 2024, 6.30 pm

Council Chamber, Town Hall, Chorley and

[You Tube](#)

Agenda

Apologies

1 **Declarations of Any Interests**

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

2 **Minutes of last meeting 23 November 2023**

Minutes of the last meeting held on 23 November 2023 to follow.

3 **Quarter 2 Performance Report**

(Pages 3 - 22)

Report of the Chief Executive attached. The Executive Member (Resources), Cllr Peter Wilson, has been invited to attend and present the report.

4 **Performance Focus: Communities and Leisure**

(Pages 23 - 34)

Report of the Director of Communities. The Executive Member (Early Intervention), Cllr Bev Murray, has been invited to attend and present the report.

5 **UKSPF Programme Monitoring and Performance**

(To Follow)

Report to follow.

6 **Any urgent business previously agreed with the Chair**

Chris Sinnott
Chief Executive

Electronic agendas sent to Members of the Overview and Scrutiny Performance Panel Councillor Aidy Riggott (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Sarah Ainsworth, Arjun Singh, Kim Snape and Michelle Brown.

Meeting contact Clare Gornall, Democratic and Member Services Officer on 01257 515034 or email clare.gornall@chorley.gov.uk

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk



Report of	Meeting	Date
Chief Executive (Introduced by Executive Member (Resources))	Executive Cabinet	Thursday 9 November 2023

Chorley Quarter Two Performance Monitoring Report 2023-24

Is this report confidential?	No
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Is this decision key?	No
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Purpose of the Report

1. This monitoring report sets out the performance against the delivery of the Corporate Strategy and key performance indicators during the second quarter of 2023/24, covering 1 July 2023 to 30 September 2023.

Recommendations to Executive Cabinet

2. That the report be noted.

Reasons for recommendations

3. To ensure the effective performance monitoring of the Corporate Strategy and safeguard its delivery across 2023/24.

Other options considered and rejected

4. No other options have been considered or rejected. This is because the report does not present any items for decision.

Executive summary

5. This report sets out the performance against the Corporate Strategy and key service delivery measures for the second quarter of 2023/24. Performance is assessed based on the delivery of the 2022 Corporate Strategy along with the key service delivery measures for individual services.
6. Overall performance of the Corporate Strategy projects is excellent with 17 (90%) rated as complete or green, meaning they are progressing according to schedule. One project (5%) has been rated amber, which provides an early warning sign of potential delays, and one project (5%) has been rated as red. Action plans for the amber and red projects are contained within this report.

- 7. Performance of the Corporate Strategy indicators and key service delivery measures continue to be closely monitored, with 71% of Corporate Strategy measures and 100% of key service delivery measures performing on or above target or within the 5% threshold.

Corporate priorities

- 8. The report relates to the following corporate priorities:

Housing where residents can live well	A green and sustainable borough
An enterprising economy with vibrant local centres in urban and rural areas	Healthy, safe, and engaged communities

Background to the report

- 9. The Corporate Strategy is the key strategic document for the authority and includes performance indicators and projects that focus in delivering the Council’s four priorities.
- 10. The Corporate Strategy was approved by the Council in November 2022 and includes 19 corporate projects. This includes projects with a focus on the delivery of large-scale ambitious schemes that will have a significant impact on local outcomes and ensuring that Chorley is in the best possible position for the future.
- 11. Key performance measures for each service have been set so that targets remain challenging and reflective of the Council’s ambitions. These are reviewed annually as part of the service level business planning process.

Housing where residents can live well



Our commitments:

- Deliver affordable and energy efficient housing,
- Strive for good quality housing for all,
- Work with partners supporting new ways to prevent homelessness,
- Support our most vulnerable residents.

Delivering our Commitments in Quarter Two

12. The council has committed to develop further options for the delivery of solutions for high quality, affordable and green housing. Work on this project has included a review of the data and intelligence around housing to enable effective discussions with stakeholders and to shape future plans.
13. As part of the council's commitment to supporting residents with the high cost of energy and to promote positive action on climate change progress has been made this quarter on the implementation of a home energy support scheme. A Home Energy Support Adviser has been successfully appointed. A home energy questionnaire has been developed, along with a list of addresses targeting residents with low energy efficiency. The council website has been updated to include information about the scheme and how individuals can participate. Promotional materials for the scheme will be distributed at community events and posted on social media. Work will continue during the next quarter with more scheduled community events and the commencement of home visits.
14. The project to deliver the Local Plan continued during the quarter with the sites for housing and employment being provided by the three councils. The sites have been mapped and provided to the various consultants and statutory consultees/public bodies for assessment. The Preferred Options Consultation response data has been collated and analysed. A Consultation Statement has been prepared and will be published in due course. Work is being undertaken with all stakeholders to conclude the site assessment and viability work and bring forward a report which will include a revised Local Development Scheme (LDS) setting out the time frame for the plan making process. Timescales for the development of the Local Plan will then be assessed and reprofiled to ensure that that sufficient progress is achieved.

Performance of key projects

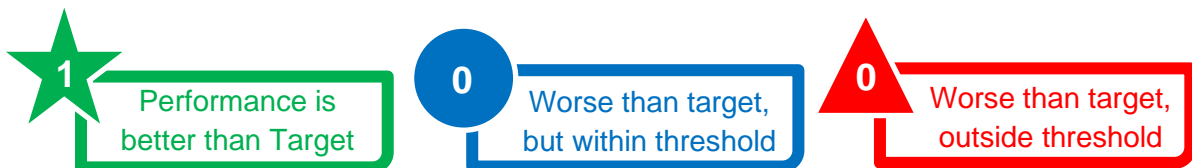


15. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter two, overall performance is good.
16. One project was classified as completed in quarter four 2022/23 indicating that it has delivered all milestones planned for this year:
- Open the extra care scheme at Tatton Gardens.

17. Three projects are rated as green, meaning they are progressing according to timescales and plan:
 - Deliver affordable housing,
 - Deliver flexible housing solutions,
 - Implement the home energy support scheme.
18. One project is rated as red, and is considered off track for delivery:
 - Deliver the local plan.

Project Title:		Project Status:
Deliver the Local Plan		Red
Explanation:	<p>Despite progress being made on the delivery of the Local Plan, this project has been rated off-track with a 'red' status due to delays that have impacted on the overall timescales of the project. The project has been impacted by delays in relation to elements within the site assessment and key decisions required to progress the programme.</p> <p>Progress has been made over the quarter with the Part One Preferred Options Consultation Statement completed and shared with the Joint Advisory Committee before being published in due course. The sites for housing and employment have been identified, mapped, and provided to the various consultants and statutory public bodies for assessment and feedback.</p>	
Action required:	<p>To progress the programme, work is being undertaken with all stakeholders to conclude the site assessment and viability work and bring forward a report for agreement at all three Councils, which will include a revised Local Development Scheme (LDS) setting out the time frame for the plan making process.</p> <p>Following this, timescales for the development of the Local Plan will be assessed and reprofiled to ensure that that sufficient progress is achieved.</p>	

Performance of corporate strategy measures



19. At the end of quarter two, one of the three corporate performance indicators under this priority is due to be reported.
20. One indicator is performing on or better than target:
 - The number of long-term empty properties in the borough



A green and sustainable borough

Our commitments:

- Work towards our commitment to be carbon neutral by 2030,
- Support waste reduction, reuse, and recycling,
- Work with partners to retain natural habitats and improve air quality,
- Promote sustainable transport and infrastructure.

Delivering our Commitments in Quarter Two

21. Chorley Council remains committed to establishing an environmentally friendly and sustainable borough. Progress continued during quarter two with the primary focus on the implementation of natural green initiatives. This includes the successful promotion of the tree giveaway at Chorley Flower Show, which not only engaged residents but also generated substantial interest. As a result, people have already signed up for the next Tree Giveaway in quarter three. The wildflower meadows have thrived in a number of locations and preparations are now underway for autumn planting. The council has proactively ordered wildflower bulbs and has identified suitable locations for agreement and planting in November 2023.
22. Over the quarter, progress has been made in advancing a sustainable energy package to support businesses to thrive amid the current economic climate. Contract terms have been agreed with the Chamber of Commerce, ensuring their commitment to delivering a streamlined grant process ensuring that businesses can quickly access grant funding and deliver the outcomes as required by the UK Shared Prosperity Fund (UKSPF). Businesses are currently able to apply for the grant and the scheme is being promoted through email newsletters, social media and at events. A launch event will take place on 1 November and will include the introduction of the council's Climate Change Accreditation Scheme.
23. As part of the council's commitment to delivering improvements to key council buildings, work has continued in quarter two with proactive maintenance being undertaken. An Accommodation Working Group has been established, bringing together different services across the council and will provide a consistent, co-ordinated approach to drive forward all non-routine improvements to the council's working accommodation to ensure a modern and fit for purpose environment that supports the workplace strategy. Over the next quarter, the scope of the project will be reviewed and reprofiled to ensure that it meets the needs of the council.
24. The project to explore the feasibility of green energy in Chorley has progressed with the completion of a low carbon technology options report and has been presented to the Climate Change Working Group for review. The options paper provided an overview of the available low carbon and renewable technologies for the council. The Electric Vehicle (EV) Charge Point Study looking at further Electric Vehicle (EV) Charge Point across the council's assets (commercial, residential and car parks) has progressed with all required data collected and reports drafted for review by the Climate Change Working Group over the next quarter.
25. The programme of bus shelter upgrades across the borough as part of the commitment to improving public transport networks has progressed during the quarter with the tender for the supply and installation bus shelters has been undertaken. This

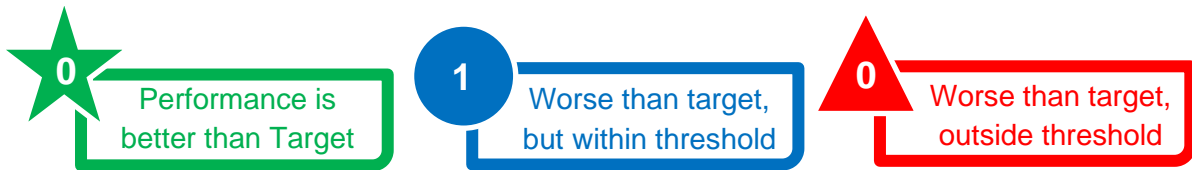
year will see 19 bus shelters installed this year as part of a five year programme. Tender responses have been evaluated with a contract award to be presented for approval in quarter three. Following the decision to install five living roof bus shelters next year (2024/25), site meetings have taken place to review the potential locations with 10 viable sites identified. The agreement for the five living shelter locations will be undertaken in quarter three.

Performance of key projects



- 26. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter two overall performance is good.
- 27. Four projects are rated as green, meaning they are progressing according to timescale and plan:
 - Deliver natural green initiatives,
 - Launch sustainable energy package for business,
 - Develop the use of green energy in the borough,
 - Deliver improvements to public transport networks.
- 28. One project is rated as amber, which is an early warning sign of delays with the project:
 - Improve our Council buildings.

Project Title:		Project Status:
Improve our Council buildings		Amber
Explanation:	This project is rated as Amber due to delays in advancing the heating system options and the need for more comprehensive exploration of wider improvements to the council’s buildings. Proactive maintenance has been a contributing factor.	
Action required:	To address this and ensure that that the project aligns to the organisation’s needs, an Accommodation Working Group which includes Property, Climate Change and Transformation and Change services will be established in October 2023. The group’s role will be to co-ordinate and drive forward all non-routine improvements to the council’s working accommodation to ensure a modern and fit for purpose environment. The scope of the project will be reviewed and reprofiled through the Accommodation Working Group.	

Performance of corporate strategy measures

29. At the end of quarter two, one of the four corporate performance indicators under this priority is due to be reported.
30. One indicator is performing below target but within the 5% threshold:
 - The percentage of household waste sent for reuse, recycling, or composting.

An enterprising economy with vibrant local centres in urban and rural areas



Our commitments:

- Support business growth and expansion across the borough,
- Work with partners to support skills, development, and innovation,
- Work with partners to promote the district as a visitor destination and attract investment in our local service centres,
- Promote the green economy.

Delivering our Commitments in Quarter Two:

31. As part of the council's commitment to preserving Astley Hall as a valuable community asset and promoting it as a visitor destination and attraction. During the quarter, the council has relocated all the artwork back to the art store and refurbished the walled garden glasshouse. Preparatory work has been completed to identify a list of improvement projects, which will utilise UK Shared Prosperity Funding (UKSPF) to fund the project. A list of projects will be brought forward to be delivered with detailed timescales over the next quarter.
32. Working with our partners to support skills, development, and innovation, the project to launch a skills and job programme continued to promote future career pathways and provide a local skills pipeline to meet the needs of local enterprise. During the quarter mapping of needs has taken place to identify upskilling, training and employability provision that is currently available in the area. The key themes for the programme are being developed, and the Employment and Skills Officer will work in collaboration with partners to help build relationships and enable closer working.
33. In response to the government's decision not to support the Council's Levelling Up Town Centre bid, several schemes to improve local service centres are being developed. The schemes will include areas outside of Chorley town centre and be focussed around improving the local environment and public realm. During this quarter, site investigations have taken place to evaluate the potential improvements that can be undertaken by the council to improve the identified local areas with a view to developing the schemes and options in quarter three.

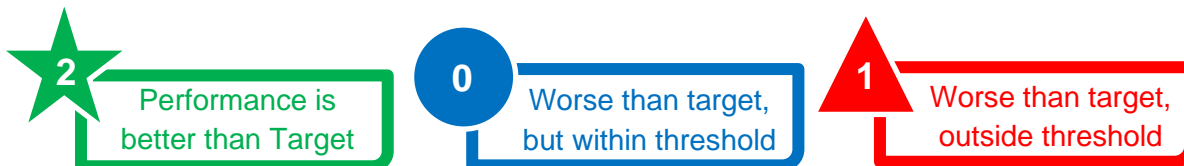
Performance of key projects



34. There are four projects included in the 2022 Corporate Strategy under this priority and at the end of quarter two, overall performance is excellent.
35. One project was classified as completed previously in quarter four, indicating that it has delivered its milestones:
 - Open Strawberry Meadows.

36. Three projects are rated as green, meaning they are progressing according to timescales and plan:
- Continue development of Astley Hall,
 - Launch a skills and jobs programme,
 - Deliver improvements to local service centres.

Performance of corporate strategy measures



37. At the end of quarter two, four of the five corporate performance indicators under this priority are due to be reported.
38. Two indicators are performing on or better than target:
- The number of projected jobs created through Chorley Council support or intervention,
 - Number of business engagements by the Council.
39. One indicator cannot be reported this quarter as the data is currently unavailable from Lancashire County Council:
- The % of 16-17 year olds who are not in education, employment, or training (NEET)
40. One indicator is performing below target and outside the 5% threshold:
- The number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)

Indicator	Polarity	Target	Q2 2022/23	Q2 2023/24	Symbol	Trend
The number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	36	10	29	▲	Better than Q2 2022/23
Reason below target:	The Council continues to engage residents into volunteering opportunities via the employability service. However, the employability sector is very well resourced, and the council refers individuals and partners into existing provision. Support is provided to the employment network, working alongside the Department for Work and Pensions (DWP) and Lancashire Adult Learning (LAL) to deliver the events 'Raising Aspirations' in September 2023 and '50+ Mid-Life MOT' in October 2023.					
Action required:	The council continues to recognise and support the impact of volunteering and its role in strengthening community capacity and resilience (as outlined within the Community Resilience Framework) via other mechanisms within the Service. Alongside the revised Volunteering Policy, the Community Volunteering Referral Partnership formalises the support offered to the Voluntary, Community and Faith Sector (VCFS) and volunteer organisations to recruit volunteers and supports them in offering a high-quality volunteering experience.					

	<p>Tempo Time Credits in Chorley is celebrating its 10th year this year and the council have developed an action plan that reinvigorates the earn and spend elements of this offer; bringing Food Clubs into the network and securing additional high quality spend opportunities, including an improved leisure offer. A celebration event is currently being planned to take place in November, with a communications plan that will commence prior to the event to highlight to residents and organisations the impact of time credits, the value of volunteering in Chorley’s communities and routes into volunteering in Chorley. The event will also help to showcase the community wide impact of the time credits volunteering model to key local stakeholders.</p> <p>The council continues to routinely support community groups to provide training opportunities for their volunteers through the community training calendar, delivering Bereavement Support training in July and August 2023.</p>
<p>Trend:</p>	<p>The indicator is performing better than the 10 reported in Q2 2022/23, which was also worse than target.</p>

Healthy, safe, and engaged communities



Our commitments:

- Support and encourage active lifestyles and health and wellbeing,
- Support development of leisure services and facilities meeting the needs of residents,
- Deliver events and places to go for everyone,
- Ensure all residents of all ages can access the services they need physically and digitally,
- Promote resilient, cohesive neighbourhoods by listening and responding,
- Work with partners to join up public services so that they make sense for everyone.

Delivering our Commitments in Quarter Two

41. The project to provide support for families and young people to start and live well continued during the quarter with steps taken to strengthen the referral pathways into the new social prescribing role for families. The Social Prescribing Link Worker has attended a number of networking and partner events to promote the provision including drop ins at Cotswold House, Inspire Youth Zone, and Schools' Headteachers Network. The successful school event 'Empowering Parents, Guardians and Carers' took place at the Town Hall and provided practical insights and expert advice to protect young people whilst empowering them in the digital era. At the event there were guest speakers from Change Talks, Better Health/Better Self, Homestart and Children and Family Wellbeing who were also available for one to one discussions. Over the next quarter the children and families social prescribing role will continue to be promoted. Delivery of a Train the Trainer Money Management Programme and a Parenting Programme will be developed with partners.
42. The Cost of Living Action Plan continues to deliver a range of activities that will support residents with the pressures of increasing food and energy prices. During quarter two the Holiday Activities and Food programme (HAF) summer delivery was successfully completed, with 1,409 funded attendees engaged over the summer holiday period. The Household Support Fund phase three has been fully distributed, totalling £426k. A comprehensive plan to deliver the Household Support Fund phase four (HSF4) was agreed at Council will a total value of £640k to be distributed. Delivery has commenced with the expansion of the Warm Spaces Programme throughout the summer months and the Welcome Spaces Programme, supporting residents to access cost of living support alongside social inclusion activity. The Affordable Warmth Grant has been distributed to 53 eligible households to deliver 103 improvements, including essential boiler repairs, glazing repairs, and loft insulation. Over the next quarter, the council will continue to deliver HSF4, distribute the affordable warmth grant and deliver Warm Spaces scheme over the winter months.
43. The project to deliver a health and wellbeing programme continued in the quarter delivering a number of activities to support and encourage active lifestyles and health and wellbeing. The Holiday Activities and Food (HAF) summer programme has been successfully delivered with an impressive attendance rate of 82%. The Weight Management programme groups has also been well attended, with attendees reporting positive outcomes around achieving and maintaining a healthy weight with

additional benefits such as increased confidence. The Adult Health and Wellbeing Grant continues to be distributed with a wide range of activity being delivered across the borough, including walking netball, walking football, seated yoga, photography, boxing for veterans, woodwork, cheerleading, gardening, and crafts. Over the next quarter, suicide prevention training is due to commence, and the council’s health and wellbeing webpages will be updated and promoted to residents.

- 44. To support the delivery of high quality and responsive services, work has progressed to deliver the council’s ambitious transformation programme. The focus this quarter has been on aligning new ways of working and processes within the pest control service, which is now a shared service across both councils. Delivery of the Property and Asset development plan has continued to enable a joint operating model. Over the next quarter a Customer Relationship Management (CRM) system will be procured, new external website forms will be developed, and the project will continue to deliver the Property and Asset development plan to support the delivery of exceptional services.
- 45. Progress has been made on the development of the Rural England Prosperity Fund project, which seeks to help support specific challenges in rural areas by offering a rural grants scheme to enable eligible businesses to make capital improvements to their operations. Over the quarter a collaborative agreement for the administration of the scheme has been secured with Lancashire County Council, ensuing agreed procedures and processes are in place to support the delivery, monitoring, and evaluation of the scheme. To ensure that the scope of the scheme is aligned to local needs and priorities, a consultation has been undertaken with local businesses to understand the level of demand and identify potential applicants. The scheme was launched on 15 September with expressions of interest now open for rural businesses across Chorley to apply for grant funding. Eligible businesses will have to complete a three stage application process to access the funding. Over the next quarter, the council will deliver its plan to promote the scheme and encourage expressions of interests from rural businesses by the closing date (6 October). Business planning workshops will be arranged, and one to one session will be in place to support businesses through the application process.

Performance of key projects



- 46. There are five key projects included in the 2022 Corporate Strategy under this priority and at the end of quarter two overall performance is excellent.
- 47. All five projects are rated as green, meaning they are progressing according to timescales and plan:
 - Increase digital connectivity in rural areas,
 - Provide support for families and young people to start and live well,
 - Deliver the Cost of Living Action Plan,
 - Deliver the health and wellbeing programme,
 - Deliver high quality, responsive council services.

Performance of corporate strategy measures



- 48. At the end of quarter two, five of the six corporate performance indicators under this priority are due to be reported.
- 49. Four indicators are performing on or above target or within the 5% threshold:
 - The number of referrals to the Social Prescribing service,
 - The percentage of service requests received online,
 - The percentage of customers dissatisfied with the service they received from the Council.
 - No. of volunteer community groups supported to improve by the Council.
- 50. One indicator is performing below target and outside the 5% threshold:
 - Number of visits to council leisure centres

Indicator	Polarity	Target	Q2 2022/23	Q2 2023/24	Symbol	Trend
The number of visits to Council leisure centres	Bigger is better	234,00	170,912	179,458	▲	Better than Q2 2022/23
Reason below target:	Participation for quarter two has increased year on year based on the data from 2022-23 showing actions are having a positive impact to the levels of participation across the leisure centres. Performance has been impacted by the closure of Brinscall Baths. The target for 2023/24 was established with the expectation that the improvement works to the leisure centres and Brinscall Baths would have concluded and therefore expanding the current offer within the centres and driving an increase in visitor numbers.					
Action required:	The following actions have been identified to improve the number of visitors to the Council’s leisure facilities: <ul style="list-style-type: none"> • A Commercial Activity Manager has been appointed and will be in post from October 2023, this is a new post created to drive participation across the contract, with a particular focus on 65+ and under 16 demographics. • A range of new classes launched from September 2023 which include Yoga at West Way Hub, Antenatal Fitness and Spin Shred at Clayton Green plus Circuits and Social at All Seasons. • Additional swim lessons will be added to the timetable and will launch from January 2024 to meet current demand and accommodate the current waiting list. 					
Trend:	The indicator is performing better than Q2 2022/23.					

PERFORMANCE OF NATIONAL AND REGIONAL COMPARATORS

51. In addition to delivery indicators under each of the key priorities, the Council also measures outcomes compared to national and regional performance indicators within the Corporate Strategy.



52. At the end of quarter two, three of the six corporate performance indicators under this category are due to be reported, and the full outturn information is available at appendix A.

53. Two indicators are performing on or above target:

- Town Centre vacancy rate,
- The number of claimants as a proportion of resident population of the area aged 16-64.

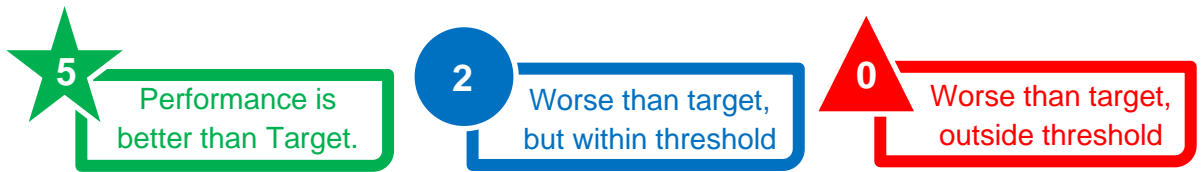
54. One indicator is performing below target and outside the 5% threshold.

- Overall employment rate.

Indicator	Polarity	Target	Q2 2022/23	Q2 2023/24	Symbol	Trend
Overall employment rate	Bigger is Better	73.8% (Regional Average)	75.1%	64.1%	▲	Worse than Q2 2022/23
Reason below target:	Unemployment is lower than the National and Regional averages. The biggest cohort affecting the employment rate relates to those people that are economically inactive. There has been a national trend since the pandemic of increasing numbers classified as economically inactive. The main reasons for this relate to ill health, looking after family members, students and retirement. A key factor affecting employment rates is the performance of the wider economy. High inflation rates, labour costs, interest rates, and the pandemic have all impacted on businesses across the country, leading to limited growth and businesses closures. This coupled with reduced budgets for public services, has caused businesses to be cautious on recruitment nationally over the recent years.					
Action required:	Further research is being undertaken to identify the reasons for economic inactivity. This will help identify those people who could potentially work but aren't currently. Work is continuing in collaboration with partners such as the Department of Work and Pensions (DWP), to develop employment support activities, which will be targeted at the cohorts identified. The council is working with businesses to identify job opportunities, this includes ensuring that any business growth leads to the creation of jobs and that businesses are meeting social value priorities. The council are also working with businesses to identify skills gaps to ensure that local residents are able to access any opportunities available.					
Trend:	This indicator is performing worse than then the 75.1% reported in Q2 2022/23 and is performing below the Northwest region and National average.					

PERFORMANCE OF KEY SERVICE MEASURES

55. There are some important indicators that are not included within the Corporate Strategy but are measured locally as indicators of service performance.



56. At the end of quarter two, all seven key service measures are due to be reported. The full outturn information for this is available at Appendix B.
57. All seven indicators are performing on or above target or within the 5% threshold:
- Percentage of minor planning applications decided within 8 weeks or agreed time extension,
 - Percentage of major planning applications decided within 13 (16 for EIA) weeks or agreed time extension,
 - Average working days per employee (FTE) per year lost through sickness absence,
 - Percentage of Council Tax collected,
 - Percentage of Business Rates (NNDR) collected,
 - Contact Centre inbound calls answered within wait time of < 5 minutes,
 - Percentage of inbound calls to the Contact Centre answered within 90 seconds.

Climate change and air quality

58. The work noted in this report impacts on the following areas of climate change and sustainability targets of the Councils Green Agenda: net carbon zero by 2030, reducing waste production, limiting non sustainable forms of transport, working with sustainable and green accredited companies, limiting, or improving air quality, limiting water waste, and flooding risks, improving green areas and biodiversity.

Equality and diversity

59. An Impact Assessment (IA) was completed in October 2022, which was considered as part of the approval process for the Corporate Strategy 2022. IAs have also been individually conducted for each corporate project as part of the planning and documentation process. This has ensured that the impact on equality, our communities, and the environment has been fully considered and addressed. The completed IA for the Corporate Strategy is available under background documents within this report.

Risk

60. Each corporate project has a risk register established on the GRACE risk management system to ensure the effective identification, monitoring, and mitigation of risks to the Corporate Strategy and its delivery. These will inform the wider risk assessment for the Corporate Strategy on an ongoing basis.

Comments of the Statutory Finance Officer

61. There are no financial implications arising from this report. The impact of performance on the financial position of the Council is reflected in the relevant revenue and capital quarterly financial monitoring reports.

Comments of the Monitoring Officer

62. There are no concerns with this report from a Monitoring officer perspective. The report is for information and noting – there are no direct legal implications arising.

Background documents

63. The following documents are background items to this report:
- [Corporate Strategy 2022](#),
 - [Corporate Strategy 2022 Cover Report](#),
 - [Corporate Strategy 2022 Impact Assessment](#).


Appendices


64. The following appendices are included with the report:
- Appendix A – Performance of Corporate Strategy key measures,
 - Appendix B – Performance of key service delivery measures.


Report Author:	Email:	Telephone:	Date:
Michael Johnson, Louise Wingfield (Senior Policy and Performance Officer, Policy and Performance Advisor)	Michael.johnson@chorley.gov.uk, louise.wingfield@chorley.gov.uk	01257 515151	18/10/23






This decision will come into force and may be implemented five working days after its publication date, subject to being called in in accordance with the Council's Constitution.

Appendix A: Performance of Corporate Strategy key measures

 Performance is better than target









 Worse than target but within threshold

 Worse than target, outside threshold

Indicator Name	Polarity	Target	Previous Reported Period	Quarter 2 2023/24		Trend	
Housing where residents can live well							
Number of long-term empty properties in the borough	Smaller is better	150	129 (Q1 2023/24)	121		Worse than Q2 2022/23	105
Percentage of households living in fuel poverty	Smaller is Better	National Average 14.6%	11.1% (Q1 2023/24)	To be reported Q1 2024/25		-	-
No. of affordable homes delivered	Bigger is Better	110	77 (Q4 2022/23)	To be reported Q4 2023/24		-	-
A green and sustainable borough							
Number of bus shelters improved	Bigger is better	14	NEW	To be reported Q3 2023/24		-	-
Number of Trees Planted	Bigger is better	93500	(Q4 2022/23)	To be reported Q4 2023/24		-	-
Number of improvements to parks, open spaces and playing pitches linked to strategy delivery	Bigger is better	10	15 (Q4 2022/23)	To be reported Q4 2023/24		-	-
% of household waste sent for reuse, recycling, or composting (Q1 data)	Bigger is better	46.9%	45.4% (Q4 2022/23)	146.2%		Worse than Q2 2022/23	46.9%
An enterprising economy with vibrant local centres in urban and rural areas							
Number of projected jobs created through Chorley Council support or intervention	Bigger is better	100	95 (Q1 2023/24)	159		Better than Q2 2022/23	127
The % of 16-17 year olds who are not in education, employment, or training (NEET)	Smaller is better	3.0%	3.5% (Q1 2023/24)	² Data Unavailable		-	1.5%
Number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	36	9 (Q1 2023/24)	29		Better than Q2 2022/23	10
Number of Business Engagements by the Council	Bigger is better	450	235 (Q1 2023/24)	527		NEW for 2023/24	-
Growth in business rate base	Bigger is better	0.5%	-0.03% (Q4 2022/23)	To be reported Q4 2023/24		-	-

¹ This indicator is reported in arrears and reflects quarter one 2023/24 performance. Its previous performance relates to quarter four 2022/23.

² The quarter two performance data is unavailable due to it not being published by Lancashire County Council

Indicator Name	Polarity	Target	Previous Reported Period	Quarter 2 2023/24		Trend	
Healthy, safe, and engaged communities							
The number of visits to Council's leisure centres	Bigger is better	234,000	89,854 (Q1 2023/24)	179,458 (89,604)		Better than Q2 2022/23	170,912
Number of people referred to social prescribing, including Population Health Management	Bigger is better	350	253 (Q1 2023/24)	499		Worse than Q2 2022/23	1043
Number of volunteer community groups supported to improve by the Council	Bigger is better	50	51 (Q1 2023/24)	86		Worse than Q2 2022/23	115
% of service requests received online	Bigger is better	50%	61.11% (Q1 2023/24)	56.79%		Worse than Q2 2022/23	63.01%
% of customers dissatisfied with the service they have received from the council	Smaller is better	17%	12.10% (Q1 2023/24)	17.46%		Worse than Q2 2022/23	15.76%
% increase in visitor numbers to Chorley	Bigger is better	2%	113% (Q3 2022/23)	To be reported Q3 2023/24		-	-
National and Regional Comparators							
Overall employment rate	Bigger is Better	73.8% (Regional Average)	67.5% (Q1 2023/24)	64.1%		Worse than Q2 2022/23	75.1%
The number of claimants as a proportion of resident population of the area aged 16-64	Smaller is Better	4.1% (Regional Average)	2.4% (Q1 2023/24)	2.4%		Better than Q2 2022/23	2.5%
Town Centre Vacancy Rate	Smaller is better	³ 10.9% (National Average)	10.2% (Q1 2023/24)	8.5%		Better than Q2 2022/23	9.4%
Median Workplace Earnings better than the North West Average	Bigger is better	Regional average	£552.80 (Q4 2022/23)	To be reported Q4 2023/24		-	-
Earnings by place of residence (better than the North West average)	Bigger is better	Regional average	£645.10 (Q4 2022/23)	To be reported Q4 2023/24		-	-
Percentage of the population with NVQ level 3 and above	Bigger is better	Regional average	69.9% (Q4 2022/23)	To be reported Q4 2023/24		-	-

³This indicator tracks against the national average which is provided on a quarterly basis from an external source, the next report will not be available until November. Therefore, the latest available national average (Quarter One) has been used. At quarter two 2022/23 the national average was 10.9% and the average over the year was 10.8%.

Appendix B: Performance of key service delivery measures

★ Performance is better than target
 ● Worse than target but within threshold
 ▲ Worse than target, outside threshold

Indicator Name	Polarity	Target	Comparison (previous quarter)	Quarter 2 2023/24		Trend	
				Value	Performance	Comparison	Value
% MINOR planning applications decided within 8 weeks or agreed time extension	Bigger is Better	85%	98% (Q1 2023/24)	96.23%	★	Worse than Q2 2022/23	100%
% MAJOR planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is Better	80%	100% (Q1 2023/24)	100%	★	Better than Q2 2022/23	80%
Average working days per employee (FTE) per year lost through sickness absence	Smaller is Better	5.37 days	1.96 days (Q1 2023/24)	3.83 days	★	Better than Q2 2022/23	5.37
Percentage of Council Tax collected	Bigger is Better	55.34%	28.09% (Q1 2023/24)	54.91%	●	Worse than Q2 2022/23	55.34%
Percentage of Business Rates (NNDR) collected	Bigger is Better	51.97%	25.68% (Q1 2023/24)	50.16%	●	Worse than Q2 2022/23	51.97%
Contact Centre inbound calls answered within wait time of <5 minutes	Bigger is Better	40%	76.49% (Q1 2023/24)	84.29%	★	New for 2023/24	-
Percentage of inbound calls to the Contact Centre answered within 90 seconds *	Bigger is Better	40%	45.66%	58.91%	★	New for 2023/24	-

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Report of	Meeting	Date
Director (Communities)	Overview and Scrutiny Performance Panel	Thursday, 11 January 2024

Performance Focus: Communities and Leisure

Is this report confidential?	No
Is this decision key?	No

Purpose of the Report

1. To provide the Overview and Scrutiny Performance Panel with a performance update for the Communities and Leisure directorate. This includes:
 - a. An overall directorate summary and budget position at September 2023,
 - b. An overview of key performance measures at quarter two 2023/24,
 - c. An update on the Corporate Strategy projects.

Recommendations

2. That the information contained within this report is discussed by the Overview and Scrutiny Performance Panel to understand and monitor performance within the Communities directorate.

Reasons for recommendations

3. To ensure the effective monitoring of performance with the Communities Directorate and subsequent delivery of the Corporate Strategy and its strategic objectives. What reasons justify the decision?

Other options considered and rejected

4. No other options have been considered or rejected. This is because the report does not present any key items for decision.

Corporate priorities

5. The report relates to the following corporate priorities:

Housing where residents can live well	A green and sustainable borough
An enterprising economy with vibrant local centres in urban and rural areas	Healthy, safe and engaged communities

Background to the report

6. Each quarter a directorate level performance update is presented to the Overview and Scrutiny Performance Panel for review. An update for Communities and Leisure has been prepared showing the performance as of quarter two 2023/24 after being previously reviewed by the Panel in January 2023. The directorate includes the following services:
 - a. Communities,
 - b. Housing Solutions,
 - c. Public Protection.
 - d. Leisure
7. The Leisure Company transferred over to the Communities Directorate in September 2023, therefore, this is the first time that this has been reported to the Overview and Scrutiny Performance Panel.
8. The company is wholly owned by Chorley Council, with the Council holding the single issued share. The shareholder function is discharged by the Executive Cabinet. The operational management of the Company is undertaken by the Directors appointed by the Council, with the Director of Communities holding the managing director role. The company have detailed standing orders, which confirm the split of responsibilities between the Board of Directors and Shareholders. The Board meet at least every 6 months to monitor performance against budget and the service specification agreed with the Council. Board meetings are called should any particular decisions be required.
9. The Managing Director in her role as both MD and Director of Communities has regular meetings with the Executive Member as “client” to review performance against Council priorities. This is not viewed as a conflict of interest as the objectives of the company and indeed the standing orders require that the services delivered by the company align with Council priorities and the business plan is prepared accordingly. Although the Directors owe a duty to both the Company and the Council as the outcomes and objectives of both bodies align there is no conflict.
10. This report presents an overview of the Communities and Leisure Directorate’s performance up to quarter two 2023/24, including a breakdown of the financial position, corporate and service level indicator performance, and the progress of the Corporate Strategy projects as of quarter two 2023/24.

Directorate Overview

11. Within the Communities and Leisure Directorate, 12 (60%) of performance indicators are performing on or above target for quarter two 2023/24, with 6 (30%) performing below target and outside of threshold, and two (10%) which are being baselined.
12. There are a total of nine Business Plan projects under the directorate. Of these projects, seven (78%) are rated as green or completed, and two (22%) are rated as amber.
13. There are four Corporate Projects under the Communities Directorate for 2023, which are all rated as green for quarter two 2023/24.

Financial Position 2023/24




14. The below table outlines the General Fund Revenue Budget monitoring month 6 forecast outturn 2023/24 for the Communities and Leisure Directorate:

Forecast Outturn 2023/24 – Communities and Leisure	£
Original Budget 2023/24	2,590,600
Agreed changes	355,600
Amended Budget 2023/24	2,946,200
Forecast at 30/09/23	2,877,190
Variance	-69,010
Variance	-2.34%

15. The original budget has increased by £356k as at 30th September 2023. £418k due to re-alignment of budgets following Director’s review; incorporating Leisure Services within Communities and Leisure Directorate and £62k is due to centralisation and movement of budgets for Director from Communities and Leisure Directorate to Policy and Governance Directorate.
16. The provisional forecast outturn for Communities and Leisure Directorate shows an underspend of £69k as at 30th September 2023 giving a -2.34% variance against the current budget.
17. £19k net underspend on staffing costs across the directorate compared to budget. This includes agency staff cost offset by a member of staff moving to an externally funded post, and also includes the costs of the proposed pay award for 2023/24 compared to the 5% provision included in the base budget.
18. £61k underspend on temporary accommodation compared to budget as there has been a reduction in the demand on the homelessness budget. This underspend is largely due to the additional £70k, non-recurring, budget uplift provided for in 2023/24 for homelessness.
19. £11k overspend relating to various small variances within the directorate.

Performance indicators

5. A three colour symbol rating system is used for performance indicators to indicate status as shown in the table below:

 Performance is better than target	 Worse than target but within threshold (5%)	 Worse than target, outside threshold (5%)
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6. A summary of key performance information for each service within the Communities and Leisure directorate over the year of 2023/24 is provided below:

Corporate Strategy indicators

7. The table below highlights the Corporate Strategy measures for the Communities and Leisure directorate:

Indicator (reported quarterly)	Polarity	Target	Performance (Q2 2022/23)	Symbol	Trend
Number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	36	29	▲	Better than Q2 2022/23
The number of visits to Council's leisure centres	Bigger is better	234000	179458	▲	Better than Q2 2022/23
Number of people referred to social prescribing, including Population Health Management	Bigger is better	350	499	★	Worse than Q2 2022/23
Number of volunteer community groups supported to improve by the Council	Bigger is better	50	86	★	

8. The number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment service) was lower than target at the end of Quarter Two. The Council continues to engage residents into volunteering opportunities via the employability service, however, the employability sector is very well resourced, and the council refers individuals and partners into existing provision. Support is provided to the employment network, working alongside the Department for Work and Pensions (DWP) and Lancashire Adult Learning (LAL) to deliver the events such as, 'Raising Aspirations' in September 2023 and '50+ Mid-Life MOT' in October 2023. The council continues to recognise and support the impact of volunteering and its role in strengthening community capacity and resilience (as outlined within the Community Resilience Framework) via other mechanisms within the Service. Alongside the revised Volunteering Policy, the Community Volunteering Referral Partnership formalises the support offered to the Voluntary, Community and Faith Sector (VCFS) and volunteer organisations to recruit volunteers and supports them in offering a high-quality volunteering experience. Tempo Time Credits in Chorley is celebrating its 10th year this year and the council have developed an action plan that reinvigorates the earn and spend elements of this offer; bringing Food Clubs into the network and securing additional high quality spend opportunities, including an improved leisure offer. A celebration event took place in November 2023, which helped to showcase the community wide impact of the time credits volunteering model to key local stakeholders. The council continues to routinely support community groups to provide training opportunities for their volunteers through the community training calendar, with Bereavement Support training delivered in July and August 2023.

9. The number of visits to Council Leisure Centres was also below target at the end of Quarter Two. Participation for quarter two has increased year on year based on the data from 2022-23 showing actions are having a positive impact to the levels of participation across the leisure centres. Performance has been impacted by the closure of Brinscall Baths. The target for 2023/24 was established with the expectation that the improvement works to the leisure centres and Brinscall Baths would have concluded and therefore expanding the current offer within the centres and driving an increase in visitor numbers. The following actions have been identified to improve the number of visitors to the Council's leisure facilities:

- Commercial Activity Manager was appointed and in post from October 2023, this new post was created to drive participation across the contract, with a particular focus on 65+ and under 16 demographics.
- A range of new classes launched from September 2023 which include Yoga at West Way Hub, Antenatal Fitness and Spin Shred at Clayton Green plus Circuits and Social at All Seasons.
- Additional swim lessons will be added to the timetable and will launch from January 2024 to meet current demand and accommodate the current waiting list.

Local indicators: Communities and Leisure



10. The tables below outline the indicators performance for the Communities and Leisure directorate split between each service.

Communities

Indicator	Polarity	Target	Performance (Q3 2022/23)	Symbol	Trend
Number of residents benefitting from opportunities created by the Communities Team	Bigger is better	1500	6015	★	Better than Q2 2022/23
% of DFG budget consumed	Bigger is better	47.5%	80.1%	★	Better than Q2 2022/23
Number of handyperson jobs completed	Bigger is better	240	264	★	Better than Q2 2022/23
No of adults accessing weight and healthy lifestyle support delivered or commissioned by the Council	None	Baseline	80		Worse than Q2 2022/23
% of commissioned VCFS contracts with output targets on track	Bigger is better	85%	100%	★	Same as Q2 2022/23
Number of young people attending free holiday activity which includes a food provision	Bigger is better	1552	3343	★	Better than Q2 2022/23
Number of households supported with advice, funding or signposting through Household Support Fund	None	Baseline	7342	★	New
Average overall improvement of ONS Wellbeing scores	Bigger is better	70%	69%	●	New
Number of referrals to Social Prescribing Families role	Bigger is better	20	10	▲	New
Number of people provided with guidance, support or referral as part of the energy and advice corporate project	Bigger is better	125	0	▲	New


11. Performance in the Communities Service is good, with consistently high performance and the majority of indicators performing better than or the same as this time last year. Two of the new indicators for this year the number of referrals to the Social Prescribing Families role and the number of people provided with guidance, support or referral as part of the energy and advice Corporate project are both lower than anticipated. This is due to the Family Link Worker being a newly established role and the number of referrals were relatively low. However, in comparison there were 20 referrals made in October 2023.
12. The number of people provided with guidance, support or referral as part of the energy and advice corporate project is also below target. This is due to the Home Energy Support Advisor only commencing in the role from October 2023 onwards, and since this time performance has vastly improved with the number of people supported above the average monthly target of 21 for both October and November at 27 and 34.

Housing Solutions

Indicator	Polarity	Target	Performance (Q4 2021/22)	Symbol	Trend
% of positive outcomes in prevention and relief cases.	Bigger is better	60%	44%		Worse than Q2 2022/23
Number of presentations for assessment, advice, assistance	Bigger is better	100	263		Better than Q2 2022/23

13. The percentage of positive outcomes in prevention and relief cases is below target and worse than the same time last year. The new Team Leader for Housing is now in post and a full review is to be undertaken and possibly re-training of staff on recording the data, and this will include a review of cases.



Public Protection

Indicator	Polarity	Target	Performance (Q3 2022/23)	Symbol	Trend
Food establishments in the area which are broadly compliant with food hygiene law	Bigger is better	95	95.55		Better than Q2 2022/23
"Number of Higher Risk Food Inspections Overdue (Number of A, B, and non-compliant C Inspection more than 28 days overdue)"	None	0	25		Worse than Q2 2022/23

14. The number of high risk food inspections overdue is worse than the same time last year but this does not have a target, the 28 days overdue is in line with the Food Standards Agency targets, therefore this indicator is used to measure service level progress. This is lower than the same time last year, the Council is actively trying to recruit to fill the vacant Environmental Health Officer post and some additional inspections are being carried out by the team outside of usual office hours. In the meantime, the possibility of sourcing a suitable contractor to assist with the outstanding food hygiene inspections is being investigated.

Leisure

15. The following has been reported to the Leisure Strategic Partnership Board in Quarter Two 2023/24.

Indicator	Polarity	Target	Performance (Q3 2022/23)	Symbol	Trend
The number of young people visiting Council's leisure centres	Bigger is better	39,480 visits	37,216 visits		Worse than Q2 2022/23
Number of older people (65+) visiting Council's leisure centres	Bigger is better	9,480 visits	9,404 visits		Worse than Q2 2022/23

Indicator	April 2023	October 2023	Change	Percentage change
Total Number of Members	3307	3420	+113	+3.4%

- Q2 is usually very busy for junior users during the summer holidays, with fun swims and inflatables being very popular, however All Seasons Leisure Centre saw a decline this summer. This is suspected to be due to higher numbers of families choosing to go abroad in the summer due to poor weather.
- This figure also does not include the high usage of junior users at West Way over the summer holidays; this was run by a third party and we are yet to receive participation data from them. If this data was included, it is expected the figure would exceed the same data from Q2 2022-23
- There are some continuing concerns around the collection of data due to the lack of access controls at all sites.
- A Commercial Activity Manager post has been created to focus on increasing participation, particularly within the 65+ and under 16 demographics. They will start the role in October.
- Provision has also been provided to increase the number of coaches which will allow more activities to be run.
- Two adult wellbeing programs are running from the end of October following successful funding bids - walking football and a craft club, targeted primarily towards the 65+ demographic.

Projects

16. Within the Communities and Leisure Directorate, there are a total of four Corporate Strategy projects, with all four rated green. These include:

- Implement a home energy support scheme
- Provide support for families and young people to start and live well
- Deliver the Cost of Living action plan
- Deliver a health and wellbeing programme

Corporate Strategy projects

17. In the table below, an update on the current Corporate Strategy project position for each corporate project under Planning and Development can be found below:

18.

Project	Rating (Q2 2023/24)	Update as at Q2 2023/24
Implement a home energy support scheme	Green	<p>This project provides energy advice and practical support to install energy saving measures, so that residents are able to address increasing energy costs and support action to tackle climate change.</p> <p>A two-year programme has been developed and offers visits to high risk / fuel poverty households to undertake a home audit and provide advice on efficiency measures.</p> <p>The scope includes working with partners such as Preston Care and Repair and will be aligned to the existing council-based service/scheme i.e., winter warmth. Actions have now commenced to deliver the programme and include:</p> <ul style="list-style-type: none"> • A Home Energy Support Adviser has been successfully appointed. • A home energy questionnaire has been developed, along with a list of addresses targeting residents with low energy efficiency. • The council website has been updated to include information about the scheme and how individuals can participate. • Promotional materials for the scheme will be distributed at community events and posted on social media. • Work will continue with more scheduled community events and the commencement of home visits.
Provide support for families and young people to start and live well	Green	<p>Examples of some of the key initiatives delivered by this project include working with partners to deliver positive parenting workshops and events, such as:</p> <ul style="list-style-type: none"> • Launch a school speakers programme in partnership with local schools, • The Big Early Help event in partnership with the Children and Young Family Wellbeing Service, • A Winter Play Day was hosted in collaboration with Inspire Youth Zone • ‘Empowering Parents, Guardians and Carers’ event at the Town Hall • Delivery of a Train the Trainer Money Management Programme and a Parenting Programme.

<p>Deliver the Cost of Living action plan</p>	<p>Green</p>	<p>This project delivered the Cost of Living Action Plan, which was approved by Executive Cabinet in October 2022 and ensured that efforts to reduce the burden of the cost of living impacts are coordinated and deployed effectively to make the best use of resources to achieve the best possible outcomes for our residents.</p> <p>Since its launch in October 2022, the action plan has delivered the warm spaces programme, which provided warm and friendly places for over 2,800 residents at key venues across the borough in response to rising energy costs. The Warm Spaces Programme was expanded to cover the summer months and the Welcome Spaces Programme, supporting residents to access cost of living support alongside social inclusion activity. The uniform swap shop scheme was expanded with schools, and a delivery partner identified for a confidence and independence course aimed at vulnerable residents and hosted at Chorley Sheds.</p> <p>The Household Support Fund phase three was completed, with 6,744 households supported financially totalling £426K, with the three biggest areas of support being energy and water (46%), food (21%), and wider essentials (18%).</p> <p>A comprehensive plan to deliver the Household Support Fund phase four (HSF4) was agreed at Council and a total value of £640k is currently being distributed.</p>
<p>Deliver a health and wellbeing programme</p>	<p>Green</p>	<p>This project works closely with local providers to develop a community-based health and wellbeing programme. The programme focusses on improving mental and physical health, employing different locally delivered activities. Progress has been made on the project with the launch of a range of initiatives such as the Suicide Prevention Action Plan, which aims to increase awareness of support and reduce stigma. Additionally, a delivery partner was successfully identified to deliver community-based suicide prevention training 'orange button', providing learners with the confidence and tools to understand the impact of suicide.</p> <p>The Holiday Activities and Food (HAF) summer programme was successfully delivered with 1,409 funded attendees engaged over the summer holiday period and an impressive attendance rate of 82%.</p> <p>The Adult Health and Wellbeing Grant continues to be distributed with a wide range of activity being delivered across the borough, including walking netball, walking football, seated yoga, photography, boxing for veterans, woodwork, cheerleading, gardening, and crafts.</p>

19. As part of the Corporate Strategy 2023/24 to 2024/25, the following projects have been proposed for future delivery. These projects will fall under the Communities and Leisure directorate and were presented to Council in November 2023:

Project	Proposed Scope (2024/25)
Refresh the Prevention of Homelessness Strategy	Homelessness continues to provide an increasing challenge for our residents, with increases in the cost of living, a reducing private sector rental market and a lack of access to specialised support being key issues. The refresh of the Prevention of Homelessness Strategy will seek to further the council's work in working closely with partners to address existing and emerging issues.
Develop and Deliver a Plan to Improve Housing Standards Across the Borough	This project will guide the work of the council's Housing Standards Officer and wider teams to drive improvement in housing standards, particularly in social and private rented housing across the borough, providing support to residents to live in housing that keeps them healthy and safe.
Deliver the Home Energy Support Scheme	This project will deliver energy advice and practical support to install energy saving measures, so that residents are able to address increasing energy costs and support action to tackle climate change.
Refresh the Housing Strategy	<p>Housing is a varied and diverse subject, ranging from the delivery of new homes and supporting those in need of housing, through to supporting people to live independently for longer and to stay safe in high quality and warm. It is widely acknowledged that housing has a direct and substantial impact on the health and wellbeing of individuals.</p> <p>Our Housing Strategy will provide guiding priorities and actions to ensure that the council is proactive in ensuring that everyone in the borough is able to live in good quality, energy efficient and suitable homes. It will be building on the work already undertaken over the current strategy period.</p>
Launch an Enhanced Social Prescribing Service Focussed on Supporting Family and Early Years	<p>This project will develop with local partners, an enhanced social prescribing service that expands to target support at family and early years, taking an approach to early action and prevention.</p> <p>Aligning with the UKSPF, this project will increase capacity within the social prescribing team to provide support for early years and family. The intention is that it supports early action to give children the best start, particularly those impacted by health inequalities.</p> <p>The service should seek to develop and work with key partners such as the LCC family hubs and other providers so there is a defined package of support that can help families.</p>

Project	Proposed Scope (2024/25)
<p>Deliver the Cost of Living Action Plan</p>	<p>This project will deliver the cost of living action plan to provide a range of support and intervention including food and fuel poverty, debt, and housing.</p> <p>The Action Plan includes a range of support and intervention, with a particular focus on fuel poverty, debt, and housing. The activity outlined in the action plan falls within five key themes:</p> <ul style="list-style-type: none"> • Partnerships, • Communication, • Data, evaluation, and monitoring, • On ground activity, • Psychological and wellbeing support. <p>The principles around the project are to ensure that:</p> <ol style="list-style-type: none"> 1. The council mitigates as far as possible the impacts of the cost of living on residents. 2. Communities are better informed about their options and available support services/ funding. 3. The household support fund is targeted at those in need. 4. Providing digital support/training to those adversely impacted by being digitally excluded. 5. Local grants are targeted towards those most in need to ensure impact is maximised.
<p>Deliver a Health and Wellbeing Programme to Support the Needs of Residents Across the Borough</p>	<p>To roll out a new and targeted service that will help residents with their wellbeing. This includes providing support to residents around healthy weights and balanced diets. There will be an emphasis on helping families prepare meals on a budget and making small changes that will offer long term health and wellbeing benefits for the whole household.</p>
<p>Delivery of a Borough Anti-Social Behaviour Action Plan</p>	<p>Chorley is a safe place to visit, but anti-social behaviour has the potential to discourage visitors and damage businesses. The borough wide centre anti-social behaviour action plan will ensure we work with our partners and businesses to tackle issues quickly and effectively and give a clear message that poor behaviour is not tolerated in Chorley.</p>

Climate change and air quality

- 20. The work noted in this report impacts the climate change and sustainability targets of the Councils Green Agenda and all environmental considerations and measures are applied to development projects.

Equality and diversity

- 21. Equality and Diversity is embedded within the corporate strategy and how the council acts. An equality impact assessment was undertaken as part of the corporate plan refresh and should be carried out for each respective project.

Risk

22. There are service level risk registers contained with the GRACE risk management system recording risk for the directorate. These are regularly monitored through Directorate Management Team, where risks are discussed, reviewed, and updated according to service needs and the current risk context.

Comments of the Statutory Finance Officer

23. There are no direct financial implications arising from this report. The impact of performance on the financial position of the Council is reflected in the relevant revenue and capital quarterly financial monitoring reports.

Comments of the Monitoring Officer

24. The purpose of the report is to provide relevant information to the Performance Panel to enable it to monitor and assess performance within the Communities and Leisure directorate. There are no direct legal implications arising.

Background documents

25. The following documents are key background items for this report:
- [Business Plan Progress Update 2023/24](#)
 - [Quarter Two Performance Monitoring Report 2023/24](#)
 - [2023/24 Corporate Budget Monitoring Report](#).

Appendices

26. There are no appendices that accompany this report.

Report Author:	Email:	Telephone:	Date:
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