

Overview and Scrutiny Performance Panel

Thursday, 7th March 2024, 6.30 pm

Council Chamber, Town Hall, Chorley and

www.youtube.com/user/ChorleyCouncil

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 meeting Thursday, 11 January 2024 of Overview and Scrutiny Performance Panel**

(Pages 3 - 6)

Minutes of the last meeting held on Thursday, 11 January 2024 attached for approval.

3 **Performance Focus: Planning and Property**

(Pages 7 - 18)

Report of the Director of Planning and Property attached.

4 **Chorley Quarter Three Performance Monitoring Report 2023/24**

(Pages 19 - 38)

Report of the Director of Change and Delivery attached.

5 **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.

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

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

This page is intentionally left blank



Minutes of	Overview and Scrutiny Performance Panel
Meeting date	Thursday, 11 January 2024
Committee Members present:	Councillor Aidy Riggott (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Arjun Singh, Kim Snape and Michelle Brown
Committee Members present virtually (non-voting):	Councillors Sarah Ainsworth
Guests present:	Councillor Peter Wilson, Executive Member (Resources) and Councillor Bev Murray, Executive Member (Early Intervention)
Officers:	Jennifer Mullin (Director of Communities and Leisure), Michelle Horrocks (Head of Economic Growth), Justina Ma (Partnerships Delivery Officer) and Polly Patel (Performance and Partnerships Manager) and Clare Gornall (Democratic and Member Services Officer)

A video recording of the public session of this meeting is available to view on [YouTube here](#)

10 **Declarations of Any Interests**

There were no declarations of interest.

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

Resolved – That the minutes of the Overview and Scrutiny Performance Panel held on 23 November 2023 be approved as a correct record.

12 **Quarter 2 Performance Report**

The Executive Member (Resources), Councillor Peter Wilson, presented a report setting out the performance against the delivery of the Corporate Strategy and key performance indicators during the second quarter on 2023/24, covering 1 July 2023 – 30 September 2023.

Councillor Wilson referred to the performance indicator showing a lower than expected rate of employment for Chorley (64%) compared to the regional average. He stressed that the reasons were being investigated although he was not convinced the figure

was an accurate given that it did not accord with other indicators (e.g. which showed Chorley had a lower than average unemployment rate). It would next be reported in the Executive Cabinet's quarter 4 monitoring report in March. The Chair requested that if there was an issue of note or concern, to bring it to the attention of the Scrutiny Panel (earlier than July if possible).

Cllr Snape referred to page 12 - "Tempo Time Credits" - Celebration Event for the 10 year anniversary due to take place in November. The Director of Communities informed the Panel that unfortunately the celebration event had to be postponed however it will be taking place in the next couple of months and communications will be going out to all members.

Councillor Bev Murray, Executive Member (Early Intervention), who was also in attendance, responded to queries relating to leisure centres following the appointment of the new activities manager in post. With regard to the equipment in the leisure centres she indicated that a survey had been done and options were being looked at.

Further to a query regarding the NEET (Not in education, employment or training) figure, the Panel were informed that the data had now been obtained from Lancashire County Council. The figure for Chorley was 1.7% which was within target.

The Chair highlighted the delays in the adoption of the Local Plan and the resulting performance indicator going from amber to red. He suggested that, once the Local Plan had gained traction and was closer to adoption, the Panel may wish to scrutinise the background as to how the Council arrived in this position.

Resolved: -

- i) That the report be noted;
- ii) That the outcome of the investigation into the employment rate performance indicator, if anything of note or concern, be brought to the attention of the Scrutiny Panel as early as possible;
- iii) That the Panel consider scrutiny of the background and performance as regards the adoption of the Local Plan at an appropriate point in the future.

13 Performance Focus: Communities and Leisure

Councillor Bev Murray, Executive Member (Early Intervention), presented a report providing members with a performance update for the Communities and Leisure Directorate which included:

- a. An overall directorate summary and budget position at September 2023,
- b. An overview of key performance measures at quarter two 2023/24, and
- c. An update on the Corporate Strategy projects.

The report also indicated that the Leisure Company transferred over to the Communities Directorate in September 2023, therefore, this is the first time that a report on the Company has come to the Overview and Scrutiny Performance Panel. It was clarified that the Board met on a regular basis (formally four times a year) and held informal meetings / briefings inbetween to discuss any issues.

Jennifer Mullin, Director of Communities stressed that demand in the area was being looked at with a view to targeting resources to increase leisure centre membership.

Councillor Murray indicated that Cosy Homes Lancashire Scheme was benefiting local residents.

A question was asked regarding promotion of the Home Energy Support Scheme and availability of information for members. Cllr Murray indicated that the postholder running the scheme had only recently been appointed, however she would circulate information to members.

A question was asked regarding the Anti Social Behaviour action plan. The Director of Communities explained that Chorley INSPIRE were assisting the Council with their outreach work, which would be the subject of a report to the Overview and Scrutiny Committee on 25 January 2024.

Resolved – That the report be noted.

14 UKSPF Programme Monitoring and Performance

Councillor Peter Wilson, Executive Member (Resources), presented a report providing an overview of the framework and approach for monitoring delivery of the Council's UK Shared Prosperity Fund (UKSPF) with a particular focus on capturing programme outputs and outcomes.

Councillor Wilson clarified that although the Government requirements were for monitoring delivery every six months, in practice this will be more often.

He also confirmed that it was expected that the full amount of the funding would be spent.

Resolved:

1. That the monitoring requirements set out by the Department for Levelling Up, Housing and Communities (DLUHC) as part of the UKSPF Programme be noted; and
2. That the Overview & Scrutiny Committee plays a key role in the future monitoring of the Council's UKSPF programme and that it is incorporated into the committee's future workplan with updates aligned to the formal reporting schedule for the Council's UKSPF returns. It is anticipated that this will be on a six-monthly basis.

-

15 Any urgent business previously agreed with the Chair

There was no urgent business.

Chair

Date



Report of	Meeting	Date
Director (Planning and Property)	Overview and Scrutiny Performance Panel	Thursday, 7 March 2024

Performance Focus: Planning and Property

Is this report confidential?	No
Is this decision key?	No
Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards

Purpose of the Report

1. To provide the Overview and Scrutiny Performance Panel with a performance update for the Planning and Property directorate. This includes:
 - a) An overall directorate summary and budget position
 - b) An overview of key performance measures at quarter three 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 Planning and Property directorate.

Reasons for recommendations

3. To ensure the effective monitoring of performance within the Planning and Property directorate and subsequent delivery of the Corporate Strategy and its strategic objectives.

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. This directorate was last reviewed in March 2023. This report presents an overview of the directorate's performance up to quarter three 2023/24, and includes a breakdown of the financial position, service level indicator performance, and the progress of the Corporate Strategy projects.
7. The directorate includes the following services:
 - Planning and Enforcement
 - Spatial Planning
 - Operational Assets
 - Property Development

Directorate Overview

8. In the Planning and Property directorate, the majority (68%) of the performance indicators are performing on or above target for quarter three 2023/24. There are 11 business plan projects under the Planning and Property directorate, of these projects 11 (100%) are rated green or complete. Further details on the business plan projects can be found in the 'Business Plan Progress Update 2023/24' reported to the Overview and Scrutiny Performance Panel.
9. There are six corporate strategy projects under the directorate. Two of these are complete, three are rated green and one is rated amber.

Financial position 2023/24

Planning

Month 9 Provisional Outturn 2023/24	£
Original Budget 23/24	967,000
Agreed Changes	(55,000)
Amended Budget	912,000
Forecast at 31/12/23	934,000
Variance	22,000

Variance	2.4%
----------	------

10. The largest area of spend in the directorate remains on staffing costs which is offset by considerable income from planning applications, licensing and building control.
11. The original budget for the directorate has reduced by £55k due to the centralisation of Directors salaries into Policy and Governance following the review of posts.
12. The provisional outturn for 23/24 is for an overspend within the Planning directorate of £22k. This is due to a number of factors offsetting each other. There is a £45k net underspend on staffing costs across the directorate compared to the budget for 2023/24.

This is mainly due to staffing vacancies (£278k) offset by the use of agency staff (£229k) within Enforcement Services and Development Control. The forecast also includes the pay award for 2023/24 compared to the 5% provision included in the base budget (£4k). In addition, there is a £163k forecast overspend on consultant fees, professional fees, statutory notices, and legal fees within the Planning Services budget. This reflects the external commissions taken due to the vacancies noted above. This overspend has been reduced by £45k income for Neighbourhood Planning, the Bio-Diversity Net Gain Grant and the utilisation of £70k of the Planning Appeals ear-marked reserve in relation to costs incurred within Planning Services, specifically related to appeals. There has also been £17k reduced level of income compared to budget on pre-applications, as the service is not fully operational and £2k of overspend relating to various small variances within the directorate.

Property

Month 9 Provisional Outturn 2023/24	£
Original Budget 23/24	1,365,000
Agreed Changes	(534,000)
Amended Budget	831,000
Forecast at 31/12/23	1,501,000
Variance	670,000

Variance	80.6%
-----------------	-------

13. The department covers a wide range of spend including staffing, building costs, repairs and maintenance offset by some income.
14. The original net budget was reduced by £534k to reflect the realignment of Leisure budgets to Communities and Leisure and the centralisation of Directors' salaries following the review.
15. There is a significant overspend within the department made up of a number of factors in year such as £187k on utilities due to the fluctuating energy prices which are anticipated to reduce from April 2024. This has been partially offset by an increase of £90k in income relating to recharges above those budgeted for on heating and lighting, as well as grants received in respect of Cotswold Supported Housing and an increase in rental income for general let/affordable housing. There has also been a £319k overspend relating to repairs and maintenance including some backlog and prior year works – it is not anticipated such a significant overspend will be incurred in future years.
16. There is £59k net overspend on staffing costs across the directorate. The overspend is mainly due to use of agency staff (£138k) that is partially offset by increased recharges to South Ribble Council (£102k). The figure also reflects a reduction in the level of forecast Service Level Agreement income from Chorley Leisure Ltd and South Ribble Leisure Ltd (£17k combined). The overspend includes the cost of the pay award for 2023/24 (£21k) compared to the 5% provision included in the base budget (£20k).
17. Other variances include £43k reduction in market rental income due to vacant units, particularly in the food and beverage area which is addressed in 2024/25 budget

setting process. A £64k overspend due to an increase in the provision for bad debts in line with the council's accounting policy which makes 100% provision for all debts over one year old. If the debts are recovered, then the provision will be reduced and the charge to the revenue budget will be reversed, thereby creating an underspend. A £38k reduction in investment property income due to void units (both part and full year) and a reduced level of rental income secured on one site. There is a £49k net overspend at Cotswold due to the increase in the cost of the security contract, the internal recharges for grounds maintenance and laundry expenses and various other non-staffing costs.

Major Projects

Month 9 Provisional Outturn 2023/24	£
Original Budget 23/24	(5,142,000)
Agreed Changes	(7,000)
Amended Budget	(5,149,000)
Forecast at 31/12/23	(4,405,000)
Variance	744,000
Variance	14.4%




18. Major projects include the larger income generation schemes the Council runs through Property Services. It includes Market Walk, Primrose, Strawberry Meadows, Strawberry Fields, Logistics House, General Investment Properties and Tatton Gardens.
19. The original net budget of (£5,142,000) has been amended by £7k to reflect changes in insurance apportionments.
20. The overall variance is a combination of issues across sites with issues around timing delays on projects fully opening and building related costs of utilities, refurbishment, and maintenance. A breakdown of the overspend by site is included below:
 - Market Walk £69k overspend in the main due to repairs, maintenance, and utility costs. There is a specific issue around debt as described below which is to be funded from reserves.
 - £6k overspend on staffing due to the level of the pay award for 2023/24 compared to the 5% provision included in the base budget, and the fact that at this point in time the forecast would indicate that the staff vacancy rate provision of 2.5% will not be achieved;
 - £37k forecast increase in electricity costs;
 - £395k overspend due to an increase in the provision for bad debts in line with the council's accounting policy, however this overspend is being offset by utilisation of reserves – Capital Bad Debt reserves of £104k and Market Walk Income Equalisation reserves of £271k;
 - £58k net over-recovery of rent, service charge income and insurance recharges compared to budget. This figure includes an over-recovery of income of £147k arising from rental income (partly due to previous provisions made for bad debts which have now been reversed following settlement of tenant debts on completion of their new leases). However,

this is offset by a £99k overspend on service charge income due to management fee caps, temporarily void units and tenants excluding elements of service charges from their agreed tenancy agreements, such as seasonal decorations. The remaining income variance relates to insurance recharges and settlements;

- £40k overspend on reactive repairs at Market Walk and the processing of historic invoices which were not accrued for, including £9.5k invoices for works completed in 2021/22 and 2022/23;
 - £24k overspend on non-domestic rates due to vacant units.
- Primrose Gardens £103k overspend due to spend on repairs, maintenance and utility costs partially offset by service charge income.
 - £22k overspend on staffing, mainly due to an additional half post that is temporarily over and above the budgeted establishment, the pay award for 2023/24 compared to the 5% included in the base budget and the fact that it appears unlikely that the staff vacancy rate provision of 2.5% will be achieved;
 - £42k overspend on utility costs;
 - £81k overspend on repairs and maintenance, largely due to costs to re-decorate as well as repairs and maintenance spends relating to previous years;
 - £34k net increase in service charge and rental income;
 - £8k net underspend relating to various small variances across several budget lines.
 - Strawberry Meadows £183k overspent largely due to timing differences between the anticipated full year budget and actual occupation dates.
 - £169k reduced rental income due to the timing of the letting of several units compared to budget, along with marketing concessions made;
 - 91.34% of the floor space is now occupied and discussions taking place to fill the remaining floor space;
 - £14k overspend on electricity costs, salting & gritting and promotional expenses.
 - Tatton Gardens £241k overspent largely due to utility costs and the delay in full occupation of the building.
 - £42k overspend due to maintenance costs incurred as part of the contract and the purchase of fixtures, fittings, tools and equipment;
 - £34k overspend on income due to the timing of the letting of the commercial units compared to the budget assumptions;
 - £73k overspend on electricity costs largely due to a number of high-cost invoices coming through relating to 2022/23;
 - £84k overspend on rent and service charges on the residential properties compared to budget. This is in part due to the staggered nature of moving tenants into the facility once the building became operational. As well as unforeseen issues including tenants withdrawing just prior to the agreed move-in dates. Also, we are currently forecasting an overspend (£49k) because of leaks in six of the flats leaving the rooms unlettable; options are being explored to recover the income;
 - £16k overspend on security costs due to an increase in the value of the contract;
 - £8k net underspend relating to many small variances across several budget lines.

Performance indicators



21. 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%)
---	-----------------------------------	---	---	---	---

22. A summary of key performance information for each service within the Planning and Property directorate is provided below:

Corporate Strategy indicators




23. The table below highlights the Corporate Strategy measure for the Planning and Property directorate. There are two indicators that can be reported at the end of quarter three, both are performing on or above target.

Indicator (reported quarterly)	Polarity	Target	Performance (Q3 2023/24)	Symbol	Trend
Number of long-term empty properties in the borough	Smaller is better	150	96		Better than Q3 2022/23
Town Centre Vacancy Rate	Smaller is better	11.2% ¹ (Regional Average)	8.22%		Better than Q3 2022/23

¹This indicator tracks against the national average which is provided on a quarterly basis from an external source, the report has now been discontinued and an alternative is being sourced. Therefore, the latest available national average (Quarter Two 2023/24) has been used. At quarter three 2022/23 the national average was 10.2% and the average over the year was 10.8%.

Local indicators: Planning and Property

Planning and Enforcement

Indicator	Polarity	Target	Performance (Q3 2023/24)	Symbol	Trend
% MINOR planning applications decided within 8 weeks or agreed time extension	Bigger is better	85%	99.18%		Better than Q3 2022/23
% MAJOR planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is better	80%	100%		Same as Q3 2022/23
% building control applications decided within 5 weeks of validation	Bigger is better	100%	100%		Same as Q3 2022/23

Spatial Planning

24. There are no indicators due to be reported at quarter three for this service.

Operational Assets

Indicator	Polarity	Target	Performance (Q3 2023/24)	Symbol	Trend
% rent collected at Cotswold Supported Housing	Bigger is better	98.52%	97.93%	●	Worse than Q3 2022/23
% voids Cotswold House	Smaller is better	20%	6.5%	★	Better than Q3 2022/23
% rent collected at Primrose Gardens	Bigger is better	98%	102.23%	★	Better than Q3 2022/23
% voids at Primrose Gardens	Smaller is better	20%	0.57%	★	Better than Q3 2022/23
Community centres - percentage of occupancy	Bigger is better	51%	51.18%	★	Better than Q3 2022/23
% of voids on the Covered Market	Smaller is better	7.5%	7.9%	▲	Better than Q3 2022/23
% of rent collected at the Covered Market	Bigger is better	80%	71.72%	▲	Worse than Q3 2022/23
% voids on Market Walk	Smaller is better	7.5%	11.9%	▲	Worse than Q3 2022/23
% rent collected at Market Walk	Bigger is better	80%	85.1%	★	Better than Q3 2022/23
Number of coach visits	Bigger is better	38	36	▲	Better than Q3 2022/23
% of fixed office voids in the Digital Office Park	Smaller is better	7.5%	17%	▲	Worse than Q3 2022/23
% rent collected in rented Housing	Bigger is better	98%	99.37%	★	Better than Q3 2022/23
% voids in rented housing	Smaller is better	20%	1.15%	★	Better than Q3 2022/23
% rent collected at Tatton Gardens	Bigger is better	98%	104.54%	★	New for 2023/34
% voids at Tatton Gardens	Smaller is better	20%	4%	★	New for 2023/34

Indicator	Polarity	Target	Performance (Q3 2023/24)	Symbol	Trend
Town Centre Footfall	Bigger is better	6,644,590	6,306,328	▲	Worse than Q3 2022/23

25. The percentage of voids at the Covered Market have been impacted by the recent turnover of stall holders which could be attributed to the impact of the ‘Cost of Living’ crisis. The council have recruited a ‘Town Centre Manager’ to work alongside the business engagement team to improve performance. Vacant stalls and units are being promoted to attract perspective business tenants, which should have a positive influence on the percentage of voids.
26. The percentage of rent collected at the Covered Market has been impacted by traders falling into rental arrears and negotiations are taking place for the renewal of lease agreements. It is common practise that whilst lease renewal negotiations are proceeding, the tenants cease paying rents and their accounts go into arrears until the new lease is agreed. For the new lease agreement to commence, payments are backdated, and the council is paid in full. Performance is expected to improve over the next quarter as market staff are working alongside traders producing formal letters with reminders and statements. Payment plans have been created to support traders with payment, which will have a positive impact on performance.
27. There are currently six vacant units on Market Walk which has impacted on the performance of the percentage of voids. The council have sourced new tenants for all the vacant units, and these units will be filled following the council’s approval processes.
28. The number of coach visits has performed below target; however, coach visits have increased by 69.44% when compared to the same time last year. The ‘Cost of Living’ crisis has impacted on customers disposable income resulting in lower rates of footfall to town centres. The council have agreed to take on the management of the Bus Station, which will establish better relationships with coach providers and create a greater influence on bus travel to the town. A digital information screen and an interactive tourism information desk will be installed as part of the improvements works to the Bus Station to increase the number of visitors and coach visits, alongside existing marketing activities such as the Markets, Christmas Markets, the Flower Show, and the Chorley 10K.
29. The council has recently created additional office space inside the Digital Office Park, and offices have had to be vacant whilst these works are undertaken. The new offices have been created to maximise revenue and accommodate market requirements. The council are in talks with prospective new tenants and are confident that performance will improve over the next quarter.
30. Town Centre footfall has performed below target and worse than the same time last year, despite Chorley having a positive town centre vacancy rate at 8.22% compared to the regional average of 9.6% (Q2) and the national average being 11.2%(Q2). The council’s business engagement and the communications teams will continue to promote businesses, offers, and free activities in the town centre with the aim of increasing footfall. Targeted improvement work to Chapel Street and the Bus Station are being developed to help improve the visitor experience, making the area more attractive for perspective business tenants, which will directly influence the footfall performance.

Property

Indicator	Polarity	Target	Performance (Q3 2023/24)	Symbol	Trend
% of voids on the Commercial Sites (excludes Market Walk, Market & DOP)	Smaller is better	7.5%	6%	★	Better than Q3 2022/23

Projects

31. Under the Planning and Property directorate there are a total of six Corporate Strategy projects, with three rated green for quarter three 2023/24. These include:
 - Develop use of green energy in the Borough,
 - Deliver improvements to local service centres,
 - Deliver natural green initiatives.
32. One project was rated as amber.
 - Deliver the Local Plan
33. Two projects have been completed.
 - Open Strawberry Meadows
 - Open the extra care scheme at Tatton Gardens
34. Delivery of the Corporate Strategy projects are monitored on a quarterly basis through the quarterly performance report, which is presented to Executive Cabinet. The last update was provided in February 2023 covering quarter three performance. This report can be found under background documents.
35. Service level projects are monitored bi-annually. The latest update was presented to the Overview and Scrutiny Performance Panel in November 2023.

Corporate Strategy projects

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

Project	Rating (Q3 2023/24)	Update (Q3 2023/24)
Open Strawberry Meadows	Complete	The Strawberry Meadows employment site was completed in October 2022. Its day to day operation has now been handed over to the Property Management Team, who will ensure the long-term management of the facility and its tenants. The site hosts a mixture of light industrial units, hybrid units containing workshops, office space and larger units capable of being expanded. This will help to provide a strong and expanding business sector across the borough.

<p>Open the extra care scheme at Tatton Gardens</p>	<p>Complete</p>	<p>The new extra care facility at Tatton Gardens was officially opened in February 2023 and is an example of the Council delivering specialist housing solutions to meet the unique needs of residents, with the facility featuring 62 assisted living apartments for those aged 55 and above. The development provides extra care accommodation, healthcare provisions and community facilities, whilst transforming the area and most of all bringing value to the local community. The project was shortlisted for three awards in the North West Regional Construction Awards and was awarded Sub-regional Project of the Year Lancashire.</p>
<p>Develop use of green energy in the Borough</p>	<p>Green</p>	<p>The project to explore the feasibility of green energy in Chorley has progressed with the completion of a low carbon technology options report in September 2023. The options paper provided senior management and elected members with an overview of the available low carbon and renewable technologies to the council. The Electric Vehicle (EV) Charge Point feasibility study across the council's assets was completed in February and will be presented to Members in March 2024.</p>
<p>Deliver natural green initiatives</p>	<p>Green</p>	<p>The implementation of natural green initiatives has continued as part of the council's commitment to establishing an environmentally friendly and sustainable borough. Focus this quarter has been on creating and enhancing biodiversity, including the completion of the enhancement works to Westway Ponds Nature Reserve. Wildflower meadows have been thriving in a number of locations following the sowing and planting of wildflower bulbs. The creation of a new pond on council owned land has been explored. Successful tree and biodiversity giveaways were held in November 2023, with a further giveaway planned to take place on the 17 February 2024.</p>
<p>Deliver improvements to local service centres</p>	<p>Green</p>	<p>The council committed to improving local service centres and the town centre. Over quarter three, further site investigations have been undertaken to identify and cost a programme of works for potential improvements that can be undertaken by the council. A report has been presented to Executive Cabinet on 22 February 2024 and included the identified improvement works and potential options.</p>
<p>Deliver the Local Plan</p>	<p>Amber</p>	<p>This project has been rated as amber to highlight the potential risk to elements within the site assessment and key decisions required to progress the programme. Despite delays against the original programme, progress continues to be made in developing a new local plan. This has recently included site assessment work. A new Local Development Scheme has also been drafted to set out a revised timeline for the Local Plan.</p> <p>An updated Local Development Scheme is due to be presented to the Joint Advisory Committee and then to each of the three councils for agreement in quarter four. This will set a new delivery timeline for the local plan and enable it to be brought back on-track.</p>

Climate change and air quality

- 37. The work noted in this report impacts the climate change and sustainability targets of the Council’s Green Agenda, with work to deliver positive actions from the Climate Change strategy detailed within the report.

Equality and diversity

- 38. The material presented and discussed in this report has no direct implications on equality or diversity.

Risk

- 39. 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

- 40. The financial information is consistent with that provided in the quarterly financial reports. Many of the issues identified in the financial reports have also been addressed in budget setting.

Comments of the Monitoring Officer

- 41. The report is for information and noting – there are no direct legal implications arising.

Background documents

- 42. The following documents are key background items for this report:

- [Business Plan Progress Update 2023/24](#)
- [Quarter Three Performance Monitoring Report 2023/24](#)
- [Revenue and Capital Budget Monitoring.](#)

Appendices

- 43. There are no appendices that accompany this report.

Report Author:	Email:	Telephone:	Date:
Michael Johnson (Senior Policy and Performance Advisor)	Michael.johnson@chorley.gov.uk,	01257 515151	20/02/2024

This page is intentionally left blank



Report of	Meeting	Date
Director (Change and Delivery) (Introduced by Executive Member (Resources))	Overview and Scrutiny Performance Panel	Thursday 7 March 2024

Chorley Quarter Three Performance Monitoring Report 2023/24

Is this report confidential?	No
------------------------------	-----------

Is this decision key?	No
-----------------------	-----------

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 third quarter of 2023/24, covering 1 October 2023 to 31 December 2023.

Recommendations to Executive Cabinet

2. That the report be noted.

Recommendations to Scrutiny

3. That the panel consider and comment on the report.

Reasons for recommendations

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

Other options considered and rejected

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

Executive summary

6. This report sets out the performance against the Corporate Strategy and key service delivery measures for the third quarter of 2023/24. The report provides for the final time, assessment of the performance based on the 2022/2023 Corporate Strategy along with the key service delivery measures and indicators. From quarter four we will report on the 2023/2024 Corporate Strategy.
7. Overall performance of the Corporate Strategy projects is excellent with 16 (84%) rated as complete or green, meaning they are progressing according to schedule. Three

projects (16%) have been rated amber, which provides an early warning sign of potential delays. Action plans for the amber projects are contained within this report.

- 8. Performance of the Corporate Strategy indicators and key service delivery measures continue to be closely monitored, with 69% of Corporate Strategy measures and 100% of key service delivery measures performing on or above target or within the 5% threshold.

Corporate priorities

- 9. 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

- 10. 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.
- 11. 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.
- 12. 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.
- 13. A refreshed Corporate Strategy was approved by Council in November 2023. The refreshed strategy includes a new suite of projects and updated performance indicators. Those projects are in the process of commencing delivery, and arrangements are being put in place for the reporting of those and updated performance indicators. The reporting against the refreshed strategy will commence from the next quarter.

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 Three

14. 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 gathering data and intelligence around housing need and delivering a housing workshop to enable effective discussions with stakeholders to shape future plans.
15. As part of the council's commitment to support 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. Home visits commenced in September and a resident information pack was developed to support home visits and events. The information packs include information about home energy efficiency and wider forms of health and wellbeing support available. There have been over 1,200 small energy efficiency measures (i.e. hot water bottles, blankets, dehumidifiers) procured to support residents at home assessments. The council have attended a range of community events including food clubs, a Chorley Council parent engagement event, Adlington Friendship Group, winter warmth events, Chorley Dementia Action Group, Children and Families Wellbeing Service and family hubs. Work will continue during the next quarter, as colleagues will be distributing the information packs, attending council and community events and conducting home visits.
16. The project to deliver the Local Plan continued during the quarter with significant delivery progress made, including the production of a draft Local Development Scheme (LDS). The LDS will set out the high-level timeframe for the plan making process, commencement of policy reviews and commissioning of evidence updates. Despite some delays, site assessment work has been ongoing with partners to progress the programme. The Local Plan delivery programme has been reviewed and reprofiled to ensure that sufficient progress is achieved. The revised programme including the LDS will be presented to the Joint Advisory Committee (JAC) and to all three councils for agreement in quarter four 2023/24.

Performance of key projects

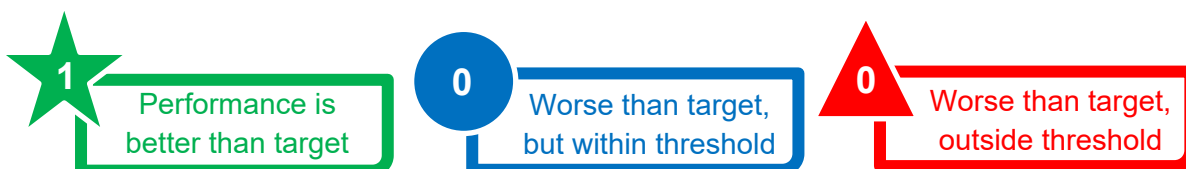


17. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter three, overall performance is good.

18. 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.
19. 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.
20. One project is rated as Amber
 - Deliver the local plan.

Project Title:		Project Status:
Deliver the Local Plan		Amber
Explanation:	<p>This project has been rated as amber to highlight the potential risk to elements within the site assessment and key decisions required to progress the programme.</p> <p>As has been previously reported, despite delays against the original programme, progress continues to be made in developing a new local plan. This has recently included site assessment work. A new Local Development Scheme has also been drafted to set out a revised timeline for the Local Plan.</p>	
Action required:	<p>The update Local Development Scheme is due to be presented to the Joint Advisory Committee and then to each of the three councils for agreement in quarter four. This will set a new delivery timeline for the local plan and enable it to be brought back on track.</p> <p>In addition to the revised timescale, a new post has been created and is out for recruitment. The new post, combined with additional input from existing teams, will mitigate any potential risk caused by capacity issues and will provide dedicated project management support to the project over the next 12-month period.</p>	

Performance of corporate strategy measures



21. At the end of quarter three, one of the three corporate performance indicators under this priority is due to be reported.
22. 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 Three

23. The implementation of natural green initiatives has continued over the quarter as part of the council's commitment to establishing an environmentally friendly and sustainable borough. Focus this quarter has been on creating and enhancing biodiversity, including the completion of the enhancement works to Westway Ponds Nature Reserve. Wildflower meadows have been thriving in a number of locations following the sowing and planting of wildflower bulbs. The creation of a new pond on council owned land has been explored. Successful tree and biodiversity giveaways were held in November 2023, with a further giveaway planned to take place in February 2024.
24. Over the quarter, progress has been made in advancing a sustainable energy package to support businesses to thrive amid the current economic climate. The new Business Energy Support grant was launched to businesses operating across the borough at an event in November 2023, along with the council's Climate Change Accreditation Scheme. The Business Energy Support grant can be used to fund equipment that has been identified by an Energy Audit as reducing energy use and costs and that will in turn deliver a contribution towards carbon reduction. To support the process the council has agreed to fund the energy audits which are required as part of the grant application process. Additionally, the website has been updated with further information on the grants and the process to apply for an energy audit. The council will now engage with businesses that have enquired, book in energy audits and commence the processing of grants.
25. The project to explore the feasibility of green energy in Chorley has progressed with the completion of a low carbon technology options report in September 2023. The options paper provided senior management and elected members with an overview of the available low carbon and renewable technologies to the council. Progress has also been made on the Electric Vehicle (EV) Charge Point feasibility study across the council's assets and is expected to be completed in January 2024.
26. The programme of bus shelter upgrades across the borough as part of the commitment to improving public transport networks has progressed with agreement on the design of the bus shelters. The contractor has undertaken in-depth surveys of all the identified locations, and the production of the bus shelters has commenced. These works will enable the 19 bus shelters to be installed this year as part of a five year programme. Following the decision to install five living roof bus shelters next year (2024/25), all five sites for implementation have been agreed. Over the next quarter, a communication plan will be developed to promote the shelter replacement programme and the five living roof shelters. All 19-shelters included in year one of the replacement programme will be installed by the end of March 2024.

Performance of key projects



- 27. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter three overall performance is good.
- 28. Three 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.
- 29. Two projects are rated as amber, which is an early warning sign of delays with the project:
 - Improve our Council buildings,
 - Deliver improvements to public transport networks.

Project Title:		Project Status:
Improve our Council buildings		Amber
Explanation:	This project has been rated as amber because its scope and timescales have changed from the originally anticipated project. The project had planned to make significant changes to the Town Hall and surrounding area. However, with the planned move of the council's depot from Bengal Street and announcement around the Levelling Up Fund, the focus of this project has changed to fit with those priorities. The changed focus is set out below.	
Action required:	The scope of the project has changed to focus on the development of plans for the future use and maintenance of the main office buildings including the Town Hall and Union Street offices. It will seek to ensure that the buildings are well maintained, well used and also explore the potential for renting out spaces to other organisations.	
Project Title:		Project Status:
Deliver improvements to public transport networks		Amber
Explanation:	Good progress has been made over the last quarter. However, the project has been rated as amber to highlight the potential risk due to potential delays in the delivery of new shelters to the contractor.	
Action required:	Work has progressed in preparation to ensure that there is minimal disruption to the programme. Designs of the shelters have been agreed and in-depth surveys of all the agreed locations have been undertaken. Planning permission has also been submitted where required for the living roof installations.	

Performance of corporate strategy measures



- 30. At the end of quarter three, two of the four corporate performance indicators under this priority are due to be reported.
- 31. One indicator is performing on or better than target:
 - The percentage of household waste sent for reuse, recycling, or composting.
- 32. One indicator is performing below target and outside the 5% threshold.
 - The number of bus shelters improved.

Indicator	Polarity	Target	Q3 2022/23	Q3 2023/24	Symbol	Trend
Number of bus shelters improved	Bigger is Better	4	N/A	0	▲	NEW for 2023/24
Reason below target:	This indicator has been rated as off track this quarter due to logistical delays outside the control of the contractor.					
Action required:	Work has progressed in preparation to ensure that there is minimal disruption to the programme. Designs of the shelters have been agreed and in-depth surveys of all the agreed locations have been undertaken. Planning permission has also been submitted where required for the living roof installations.					
Trend:	This is a new indicator for 2023/24 therefore no previous performance data is available.					

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 Three:

33. 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, preparatory work for the remainder of the renovations to the Hall commenced. This included agreeing the colour scheme, applying for Listed Building consent and the clearing of the art gallery and servant's bedroom. Looking ahead, work will continue to turn the conference room back into a useable conference and activity room open to the public.
34. The project to launch a skills and job programme to promote future career pathways and provide a local skills pipeline to meet the needs of local enterprise continued over the quarter with the development of plans for National Apprentice Week in February 2024. National Apprentice Week will see the launch of a new apprenticeship grant and a series of events aimed towards businesses and residents of any age considering an apprenticeship. Work to develop relationships with partners such as Department of Work (DWP), Chorley Job Centre Plus and local training providers has continued to ensure a collaborative and holistic approach is taken to further support skills, development, and innovation across the borough. Looking to quarter four 2023/24, a liaison meeting will take place with schools and other stakeholders. There will also be the launch of the apprenticeship grant and a series of apprenticeship events will be delivered.
35. Before the government announced that Chorley would receive funding from its Levelling Up Fund bid, the council committed to improving local service centres and the town centre. Over quarter three, further site investigations have been undertaken to identify and cost a programme of works for the potential improvements that can be undertaken by the council. A report including the identified improvement works and options will be presented to Executive Cabinet in February 2024 for decision.

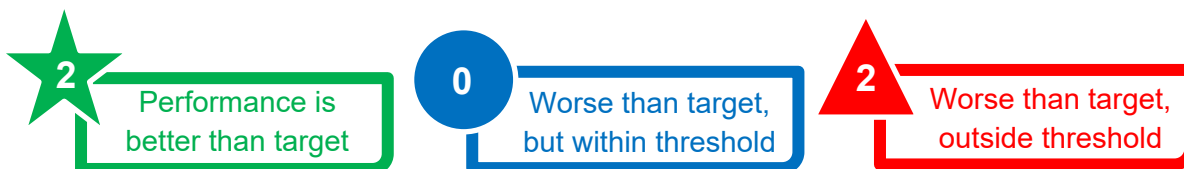
Performance of key projects



36. There are four projects included in the 2022 Corporate Strategy under this priority and at the end of quarter three, overall performance is excellent.

- 37. One project was classified as completed previously in quarter four 2022/23, indicating that it has delivered its milestones:
 - Open Strawberry Meadows.
- 38. 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



- 39. At the end of quarter three, four of the five corporate performance indicators under this priority are due to be reported.
- 40. 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.
- 41. Two indicators are 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)
 - The % of 16-17 year olds who are not in education, employment, or training (NEET)

Indicator	Polarity	Target	Q3 2022/23	Q3 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	54	13	48	▲	Better than Q3 2022/23
Reason below target:	Central Government funding has led to a significant increase in employment sector resource and as such, while the Council’s employment service offer remains the same, engagement is largely signposting and referring individuals and partners into this existing provision.					
Action required:	Alongside the revised Volunteering Policy, the Community Volunteering Referral Partnership formalises the support offered to the VCFSE sector and volunteer organisations to recruit volunteers and supports them in offering a high-quality volunteering experience. Where funding for this support is now drawing to a close, a scoping exercise is proposed to establish the current level of resource available for Chorley’s residents and define a way to support these residents to move closer to employment. UKSPF funding exists in 2024/25 to support this function.					
Trend:	The indicator is performing better than the 13 reported in Q3 2022/23, which was also worse than target.					

Indicator	Polarity	Target	Q3 2022/23	Q3 2023/24	Symbol	Trend
The percentage of 16-17 year olds who are not in education, employment, or training (NEET)	Smaller is better	3.0%	2.4%	3.7%	▲	Worse than Q3 2022/23
Reason below target:	<p>The 3.7% reflects that there are 101 known NEET's at the end of quarter three (December 2023). This is an increase compared to the figure of 2.4% (63) at the same time last year (Q3 2022/23). The trend across other districts in the county suggests that this is not unique to Chorley and other districts are experiencing similar increases. There has been a significant increase in economic inactivity and a rise in mental health issues which could be contributing factors.</p> <p>Examining the detailed breakdown of the full 16 and 17 year cohort, the numbers in part time education and moving into employment without training as a destination have increased slightly when compared to the same time last year. The numbers in apprenticeships as a destination has declined, with 54 less than the same time last year.</p>					
Action required:	<p>Chorley Council will deliver events over Apprenticeship week (5th – 14th Feb) to support businesses and encourage residents of all ages to consider apprenticeships at all levels.</p> <p>The council works with local partners to support young people into work and training opportunities. This includes delivering programmes of work that support families and young people to address factors that contribute to young people at risk of being NEET. Examples include:</p> <ul style="list-style-type: none"> • Commissioning Inspire Youth Zone to deliver targeted support which includes a mentoring programme for children with identified vulnerabilities including NEET young people. • Support the Voluntary, Community and Faith Sector (VCFS) sector in Chorley to offer high quality volunteering opportunities and refer residents into these opportunities. • Deliver a range of support through the social prescribing service such as confidence courses to develop confidence and employability skills with those furthest away from employment. • The school speakers programme and a parenting programme which support parents with the tools to guide their families towards better outcomes. <p>Lancashire County Council (LCC) continue to work with the 16 and 17 year olds who are not in education, employment or training and signpost them to other partner agencies.</p>					
Trend:	This indicator is performing worse than the 2.4% reported in Q3 2022/23.					

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 Three

42. The project to provide support for families and young people to start and live well continued with the strengthening of referral pathways and more community outreach from the new social prescribing role for families. Homestart have continued to expand the parenting programme delivering face to face sessions at Clayton Brook and Tatton. Following on from the success of the School Speaker's events, partners have committed to work towards developing an online resource for parents. Delivery of a Train the Trainer Money Management Programme has commenced with sessions being delivered to Homestart staff and volunteers. Over the next quarter, the parenting programme will be delivered in Coppull and Buttermere, alongside an online resource library and a social media peer support group. The Train the Trainer Money Management programme will continue and be delivered to social prescribing staff.
43. 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. Over the quarter, significant progress has been made to deliver the Household Support Fund phase four (HSF4). The fund distributed a total of £511,882 which has supported 12,425 households with essential items such as, food, utilities and advice services. The winter warmth grant has seen an increase in referrals following audits from the home energy support programme. The grant has supported residents over the winter months with items such as boiler repairs and replacements, glazing improvements, loft insulation and other energy efficiency measures. All residents engaging with the service receive a comprehensive information pack signposting into a range of health, wellbeing, and energy support services. Over the next quarter, the council will continue to deliver HSF4 and distribute the affordable warmth grant over the winter months.
44. 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 adult health and wellbeing programme has engaged a diverse range of delivery providers across the borough to support residents to be more active. Activities include seated yoga, walking netball, walking football, boxing, arts and crafts, activity buddies, badminton, cheerleading, woodwork, photography, and drama. The

Weight Management and PASTA programmes have now been amalgamated into an LCC 'Healthy Weight' programme, with the most recent adult weight management programme attendance increasing compared to the same time last year. The Holiday Activities and Food (HAF) winter programme has been successfully delivered. Over the next quarter, the adult weight management programme will continue to be delivered and a report evaluating the scheme will be completed.

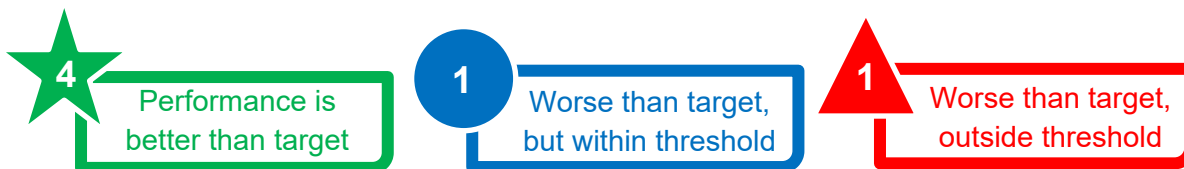
45. The council's ambitious transformation programme to support the delivery of high-quality services has made progress with continued work on the Property and Development plan. This quarter, the focus has been on agreeing templates and uploading them to a new property management system. The new system will drive efficiency within the service through automation and ensure there is a single source of information. The council has procured a new Customer Relationship Management system (CRM) and developed a payment strategy to simplify online payments and provide more payment options. Additionally, a print strategy has been developed to reduce paper usage and allow residents to sign up for paperless billing, supporting the council's commitment to becoming carbon net zero by 2030. Over the next quarter, the council will undertake work to implement the new CRM system, print and payment strategies.
46. Following the launch of the Rural England Prosperity Fund grant scheme in September 2023 to support rural businesses to make capital improvements to their operations, a review of expressions of interest has been undertaken and eligible businesses have been invited to submit a full grant application. A business planning workshop was undertaken in October 2023, where one to one business support was provided to all applicants. The closing date for applications was 12 January 2024, followed by a robust appraisal process with the aim to recommend grant approvals to a designated grant panel by March 2024.

Performance of key projects



47. There are five key projects included in the 2022 Corporate Strategy under this priority and at the end of quarter three overall performance is excellent.
48. 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

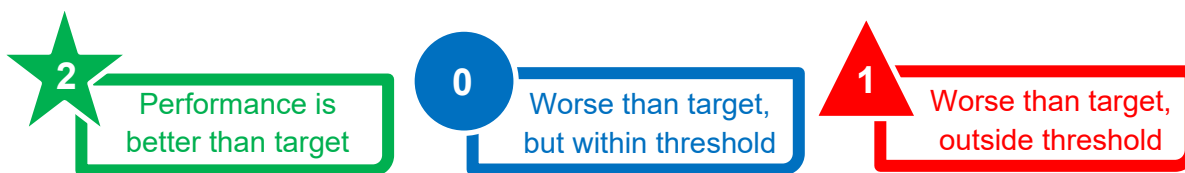


- 49. At the end of quarter three, all six of the corporate performance indicators under this priority are due to be reported.
- 50. Five indicators are performing on or above target or within the 5% threshold:
 - The number of referrals to the Social Prescribing service,
 - The percentage of service 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,
 - The percentage increase in visitor numbers to Chorley
- 51. One indicator is performing below target and outside the 5% threshold:
 - Number of visits to council leisure centres

Indicator	Polarity	Target	Q3 2022/23	Q3 2023/24	Symbol	Trend
The number of visits to Council leisure centres	Bigger is better	351,000	243,149	255,446	▲	Better than Q3 2022/23
Reason below target:	Participation for quarter three has increased year on year based on the data from 2022-23, showing the leisure company's actions are having a positive impact on the levels of participation across the leisure centres. Quarter three has seen an increase in usage with particular improvements in group exercise, and a 54% growth in the swim programme. The target for 2023/24 was based on data from the previous operator, and so within the refresh of the corporate strategy in November 2023, the target has been changed to reflect current visits with a target to increase the usage of the centres by 15,000 per year.					
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"> • The Commercial Activity Manager is in post and is having a positive impact as reflected in these figures. Work will continue to improve participation over the coming months. • A range of new classes was launched from September 2023 and includes Yoga at West Way Hub, and Spin Shred at Clayton Green which have all been well attended. • From January, All Seasons Leisure Centre is opening later at weekends, with the slide and inflatable swim sessions taking place. • Extra capacity for swimming lessons has been created, which has resulted in swim lesson participation increasing by 28% between quarter two and quarter three. • One studio refurbishment is now complete, with another pending refurbishment. 					
Trend:	The indicator is performing better than Q3 2022/23.					

Performance of National and Regional Comparators

52. 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.



53. At the end of quarter three, 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.

54. 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.

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

- Overall employment rate.

Indicator	Polarity	Target	Previous Reported Period	Q3 2023/24	Symbol	Trend
Overall employment rate	Bigger is Better	74.4% (Regional Average)	64.1% (Q2 2023/24)	67.9%	▲	Worse than Q3 2022/23
Reason below target:	<p>Chorley’s employment rate has slightly increased when compared to the previous quarter. Of the population aged 16-64 in Chorley, 68.5% are considered economically active (i.e. able to work), and 67.9% of these are employed. This is a relatively high percentage when compared to other areas and the North West and nationally.</p> <p>On the other hand, the unemployment rate in Chorley is at 2.9% is below the Northwest (3.6%) and national average (3.7%). However, the benefit claimant rate for Chorley is relatively low compared to other areas and is one of only four Lancashire districts (Fylde, South Ribble, Chorley, and Ribble Valley) with a lower than average proportion of working-age residents claiming key inactive Department of Work and Pensions (DWP) benefits. Chorley has 9.2% of the working-age population claiming DWP incapacity/sickness benefits, which is just below the national average of 9.3% and Lancashire at 11.2%.</p> <p>The key economic legacy of Covid-19 on the UK economy has not been high unemployment, rather there has instead been a dramatic increase in economic inactivity of over 800,000 workers in the UK. Declining employment rates are a national issue and is not isolated to Chorley. The largest two categories within employment are employees and self-employed people; in recent years, these two categories have accounted for over 99% of all people in employment.</p> <p>Economic inactivity data provides a more detailed breakdown of employment rates. The recent increase in the UK’s level of economic inactivity is concentrated amongst older workers and those with long-term health conditions. Around 75% of the UK’s increased economic inactivity since the start of the pandemic is amongst older workers aged over 50 years. The main reasons for inactivity in Chorley are related to the lifestyle choices of the over 50’s to take retirement and the increasing older</p>					

	<p>population. Ill health and disabilities have also been key factors. However, the relatively low levels of benefit claimants in Chorley suggests that these reasons may not be a major contributor to economic inactivity in Chorley.</p>
<p>Action required:</p>	<p>Chorley Council is committed to encouraging businesses to create employment opportunities in the borough and will continue to monitor trends in the data. The council works with Lancashire County Council, LEP, Job Centre Plus, education, and other partners to ensure that residents can access opportunities available through funded or specialist programs, apprenticeships, training, and skills development.</p> <p>The council continues to work with delivery partners to support local businesses and encourage employment opportunities. The Choose Chorley inward investment grant is available for businesses relocating to Chorley and bringing job opportunities with them. The council is also working to ensure that Skills and Employment plans are implemented into any new developments to provide job opportunities</p>
<p>Trend:</p>	<p>This indicator is performing worse than the 75.4% reported in Q3 2022/23 and is performing below the Regional and National average (75.8%).</p>

Performance of Key Service Measures

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



57. At the end of quarter three, all seven key service measures are due to be reported. The full outturn information for this is available at Appendix B.
58. 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 less than 5 minutes,
 - Percentage of inbound calls to the Contact Centre answered within 90 seconds.

Climate change and air quality

59. The work noted in this report impacts on the following areas of climate change and sustainability targets of the Council's 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

60. 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

61. 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

62. 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

63. The report is for noting and discussion. There are no direct legal implications arising.

Background documents

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


Appendices


65. 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, Polly Patel, (Senior Policy and Performance Officer, Policy and Performance Advisor, Performance & Partnerships Manager)	Michael.johnson@chorley.gov.uk, louise.wingfield@chorley.gov.uk polly.patel@chorley.gov.uk	01257 515151	25/01/24








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 3 2023/24		Trend	
Housing where residents can live well							
Number of long-term empty properties in the borough	Smaller is better	150	121 (Q2 2023/24)	96		Better than Q3 2022/23	125
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	5	Not previously reported	0		New for 2023/24	-
Number of Trees Planted	Bigger is better	93,500	117,142 (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 (Q2 data)	Bigger is better	45.3%	46.2% (Q1 2023/24)	146.8%		Better than Q2 2022/23	45.3%
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	150	159 (Q2 2023/24)	237		Better than Q3 2022/23	220
The % of 16-17 year olds who are not in education, employment, or training (NEET)	Smaller is better	3.0%	1.9% (Q2 2023/24)	3.7%		Worse than Q3 2022/23	2.4%
Number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	54	29 (Q2 2023/24)	48		Better than Q3 2022/23	13
Number of Business Engagements by the Council	Bigger is better	675	527 (Q2 2023/24)	748		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 two 2023/24 performance. Its previous performance relates to quarter one 2023/24.

Indicator Name	Polarity	Target	Previous Reported Period	Quarter 3 2023/24		Trend	
Healthy, safe, and engaged communities							
The number of visits to Council's leisure centres	Bigger is better	351,000	179,458 (Q2 2023/24)	255,446		Better than Q3 2022/23	243,149
Number of people referred to social prescribing, including Population Health Management	Bigger is better	525	499 (Q2 2023/24)	780		Worse than Q3 2022/23	1,501
Number of volunteer community groups supported to improve by the Council	Bigger is better	75	86 (Q2 2023/24)	129		Worse than Q3 2022/23	143
% of service requests received online	Bigger is better	50%	56.91% (Q2 2023/24)	54.69%		Worse than Q3 2022/23	60.65%
% of customers dissatisfied with the service they have received from the council	Smaller is better	17%	17.46% (Q2 2023/24)	17.38%		Better than Q3 2022/23	17.52%
% increase in visitor numbers to Chorley	Bigger is better	2%	113% (Q3 2022/23)	31.5%		Worse than Q3 2022/23	113%
National and Regional Comparators							
Overall employment rate	Bigger is Better	74.4% (Regional Average)	64.1% (Q2 2023/24)	67.9%		Worse than Q3 2022/23	75.4%
The number of claimants as a proportion of resident population of the area aged 16-64	Smaller is Better	4.10% (Regional Average)	2.3% (Q2 2023/24)	2.4%		Better than Q3 2022/23	2.6%
Town Centre Vacancy Rate	Smaller is better	11.2% ² (National Average)	8.2% (Q2 2023/24)	8.22%		Better than Q3 2022/23	11.05%
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		-	-

²This indicator tracks against the national average which is provided on a quarterly basis from an external source, the report has now been discontinued and an alternative is being sourced. Therefore, the latest available national average (Quarter Two 2023/24) has been used. At quarter three 2022/23 the national average was 10.2% 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 3 2023/24		Trend	
				Value	Performance	Comparison	Value
% MINOR planning applications decided within 8 weeks or agreed time extension	Bigger is Better	85%	96.23% (Q2 2023/24)	99.18%	★	Better than Q3 2022/23	98%
% MAJOR planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is Better	80%	100% (Q2 2023/24)	100%	★	Same as Q3 2022/23	100%
Average working days per employee (FTE) per year lost through sickness absence	Smaller is Better	8.23 days	3.83 days (Q2 2023/24)	6.44 days	★	Better than Q3 2022/23	8.23
Percentage of Council Tax collected	Bigger is Better	82.11%	54.91% (Q2 2023/24)	81.60%	●	Worse than Q3 2022/23	82.11%
Percentage of Business Rates (NDR) collected	Bigger is Better	75.82%	50.16% (Q2 2023/24)	74.13%	●	Worse than Q3 2022/23	75.82%
Contact Centre inbound calls answered within wait time of <5 minutes	Bigger is Better	40%	84.29% (Q2 2023/24)	82.87%	★	New for 2023/24	-
Percentage of inbound calls to the Contact Centre answered within 90 seconds	Bigger is Better	40%	58.91% (Q2 2023/24)	50.50%	★	New for 2023/24	-