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## Chief Executive's Office

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Date: 30 May 2006

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**Chief Executive:** Donna Hall

**Chorley**  
Borough Council

Town Hall  
Market Street  
Chorley  
Lancashire  
PR7 1DP

Dear Councillor

## **ENVIRONMENT AND COMMUNITY OVERVIEW AND SCRUTINY PANEL - THURSDAY, 8TH JUNE 2006**

You are invited to attend a meeting of the Environment and Community Overview and Scrutiny Panel to be held in the Committee Room, Town Hall, Chorley on Thursday, 8th June 2006 commencing at 6.30 am.

### **AGENDA**

1. **Apologies for absence**

2. **Declarations of Any Interests**

Members of the Panel are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members' Code of Conduct. If the personal interest is prejudicial interest, then the individual Member should not participate in a discussion on the matter and must withdraw from the Committee Room and not seek to influence a decision on the matter.

3. **Minutes (Pages 1 - 8)**

To confirm as a correct record the minutes of the last meeting of the Environment Overview and Scrutiny Panel held on 15 March 2006 and the last meeting of the Community Overview and Scrutiny Panel 14 March 2006 (enclosed)

4. **Working together to Improve Mental Health in Lancashire - Consultation on Modernisation of Hospital Services**

To receive the attached consultation document compiled by the Lancashire Joint Primary Care Trust. Responses to the consultation have been requested by 14 July 2006.

Ms J Faux, Chief Executive of Chorley and South Ribble Primary Care Trust, has been invited to address the meeting on this consultation.

5. **Business Plan Monitoring Statement January to March 2006 (Pages 9 - 28)**

To receive the Business Plan Monitoring Statements for the period January to March 2006.

Continued....

The report contains information on the services provided by the Directorate which fall within the responsibilities of this Panel.

6. **Any other Item(s) that the Chair decides is/are urgent**

Yours sincerely



Chief Executive

**Distribution**

1. Agenda and reports to all Members of the Environment Overview and Scrutiny Panel (Councillor (Chair), Councillors Alan Cullens, Peter Baker, Kenneth Ball, Alan Cain, Michael Davies, Doreen Dickinson, Anthony Gee, Daniel Gee, Keith Iddon, Miss Margaret Iddon, Roy Lees, Adrian Lowe, Marion Lowe, Michael Muncaster, Rosemary Russell, Edward Smith and Shaun Smith) for attendance.
2. Agenda and reports to Jane Meek (Director of Development and Regeneration), John Lechmere (Director of Streetscene, Neighbourhoods and Environment), Steve Lomas (Head of Housing Services), Jamie Carson (Director of Leisure and Cultural Services) and Gordon Bankes (Democratic Services Officer) for attendance.
3. Agenda and reports to Ms J Faux (Chorley and South Ribble Primary Care Trust) for attendance.

**This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.**

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

ان معلومات کا ترجمہ آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

01257 515823

کیجئے:

## Environment Overview & Scrutiny Panel

**Wednesday, 15 March 2006**

**Present:** Councillors David Dickinson, Roy Lees, Miss Margaret Iddon and Marion Lowe

### **06.ENV.12 APPOINTMENT OF CHAIRMAN FOR THE MEETING**

In the absence of the Chairman, Councillor McGowan the Panel agreed for Councillor R Lees to take the Chair for this meeting.

### **06.ENV.13 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of the Chair Councillor T McGowan.

### **06.ENV.14 DECLARATIONS OF ANY INTERESTS**

No Members declared any interests in relation to matters under consideration at the meeting.

### **06.ENV.15 MINUTES**

**RESOLVED - That the Minutes of the meeting of the Environmental Overview and Scrutiny Panel held on 6 February 2006 be confirmed as a correct record and signed by the Chair.**

### **06.ENV.16 BUSINESS PLAN AND PERFORMANCE MONITORING FOR 2005/2006 - THIRD QUARTER UPDATE**

The Panel received the third quarter updates of the Business Plans for Environmental Services and Public Space Services which fall within the remit and area of responsibility of the Panel.

In relation to the Business Plan for Public Space Services the Service Head set out the background to the work being carried out by a consultant on the management of the Council's Cemetery Services and that the consultants report would be submitted to a future meeting of the Panel.

**RESOLVED - That the Business Plans and Performance Monitoring report be noted.**

### **06.ENV.17 SUSTAINABLE RESOURCES**

The Committee received a document entitled 'Renewable Energy Information for Scrutiny Members' that had been compiled by the Energy Saving Trust providing answers to many frequently asked questions by Scrutiny Committees.

The Panel had been given the task to pursue the use of renewable energy within the Borough and the area the Council would take a lead on this issue as a cost neutral basis.

**RESOLVED - That one of the Planning Officer's dealing with sustainable resources gives a short presentation to the Panel.**

Chair

## Community Overview and Scrutiny Panel

**Tuesday, 14 March 2006**

**Present:** Councillor M Perks (Chair) and Councillors T Bedford, Brownlee, F Culshaw and G Morgan.

### 06.COM.14 APOLOGIES OF ABSENCE

Apologies for absence were submitted on behalf of Councillor A Birchall, P Buckley, Mrs M Gray, Mrs I Smith and A Whittaker.

### 06.COM.15 DECLARATIONS OF ANY INTEREST

There were no declarations of personal or prejudicial interest by any of the Members in any of the agenda items.

### 06.COM.16 MINUTES

The minutes of the meeting of the Community, Overview and Scrutiny Panel held on 8 February 2006 were confirmed as a correct record for signature by the Chairman.

### 06.COM.17 PUBLIC PARTICIPATION IN THE COUNCIL'S DECISION MAKING PROCESS - SCRUTINY INQUIRY

(a) Public Speaking Element - Feedback on Visits

The Chairman invited the members who had attended the following meetings to comment on their visits and perceived effectiveness of the adopted arrangements for public speaking at the meetings:

- (i) The Chairman and Councillor Culshaw reported on their attendance at West Lancashire District Council's Planning Committee meeting on 19 January 2006. The Members had been impressed with the standard of modern facilities offered (eg overhead projection; microphone for each Councillor), and the efficiently organised procedures, with each party being allowed to speak for three minutes on the planning applications.
- (ii) The Chairman and Councillor Bedford reported on their attendance, with a number of other Panel members, at the meeting of West Lancashire District Council as an Assembly on 25 January 2006.

The public meeting was held annually and provided a platform for the Council Leader to present his annual report and for other Officers and Partners to make short presentations.

The public debate had been facilitated by Dave Guest (a BBC celebrity) with speakers being allowed to speak for 5 minutes. The Panel members noted, however, that relatively few questions had been asked by the public, which might be attributed to the formality of the occasion.

- (iii) Councillors Mrs M Gray and Mrs I Smith had each attended the meeting of the Rossendale Borough Council and the South Ribble Borough Council on 1 and 15 February respectively.

Notes prepared by Councillor Mrs Smith, commenting on the procedures practised by each Authority to allow public participation in the Council meetings, had been provided to the Panel members.

(b) Public Speaking - Key Issues for consideration

The Panel were invited to consider whether it wished to support a recommendation that the Authority should introduce a regulated and clearly defined system to allow the public to speak and ask questions at Council and/or Committee meetings in the light of the recent survey evidence and Members' visits to neighbouring Councils.

After taking into account past evidence, it was the Members' unanimous view that the Panel should support and advocate the allowance of some form of public speaking at meetings of the full Council, Executive Cabinet, Development Control Committee and the Overview and Scrutiny bodies. The Panel also had due regard to the key issues and factors that had been identified in the inquiry's scoping document, and the note presented by Councillor Brownlee expressing her views on public speaking at meetings, when formulating their recommendations.

It was **AGREED:**

(1) That the Panel supports the introduction of appropriate procedures to allow the public's participation in the following Member bodies on the lines indicated:

Council Meetings:

- A 30 minutes open question time be held at the beginning of each ordinary Council meeting to allow members of the public to ask a question on any topic.
- Notification of questions required at least 48 hours prior to the Council meeting.
- Questions to be answered at the Council meetings by the Member(s) most able to give an appropriate response.
- Questioners be allowed to ask one supplementary question at the meeting.

Executive Cabinet:

- Members of the public be allowed to speak and ask questions on agenda items at Executive Cabinet meetings held in public.
- A time limit of 5 minutes over the whole length of the meeting be imposed for the public's participation in Executive Cabinet meetings.

Development Control Committee:

- One person be allowed to address the Committee in favour of the Officer's recommendations on respective Planning Applications and one person be allowed to speak against the Officer's recommendation.
- In the event of several people wishing to speak either in favour or against the recommendation, the respective group(s) be allowed to elect one spokesperson to address the Committee.
- If a person wishes to speak either in favour or against an application without anyone wishing to present an opposing argument, that person be allowed to address the Committee.

- Each person addressing the Committee be allowed a maximum of 3 minutes to speak.
- Councillors' debate and consideration of each planning application commence after the public addresses.

Overview and Scrutiny Bodies:

- A 30 minutes open session be held at the commencement of each meeting of the Overview and Scrutiny Committee and its appropriate Panels as an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Committee or Panel.
- Members of the public be allowed to speak for a maximum length of 3 minutes on each particular issue.

(2) That the Officers be requested to produce separate draft Procedure Rules to regulate the public's participation in meetings of the Council, Executive Cabinet, Development Control Committee and the Overview and Scrutiny bodies within the recommended parameters for submission to the next Panel meeting.

(3) That the Development Control Committee be advised of the Panel's support of procedures to allow members of the public to address the Committee, in order to allow the Committee the opportunity to comment on the proposals before final recommendations are put before the Overview and Scrutiny Committee.

(4) That the Executive Cabinet be requested, within the recommendations of the inquiry's final report, to set up a Working Group to examine and review the current restrictions on Councillors' debates at Council meetings as defined in the Council's Constitution.

(5) That the Executive Cabinet be further recommended to authorise a comprehensive review of current accommodation for public meetings, including a review of the feasibility of the Lancastrian Room being used on appropriate occasions and the use of public address systems.

(c) Area Forums/Committee element

The Chief Executive had been invited to attend the meeting to make a short presentation on the following three issues which would inform and influence the Panel's deliberations on the scrutiny inquiry.

(i) Existing Forms of Community Engagement

The Chief Executive outlined the numerous means and avenues through which the Council currently engaged with members of the community.

A number of consultative, partnership and community bodies and groups in which the Authority participated existed and it was planned to make more effective use of the Local Strategic Partnership to deliver the Community Strategy objectives and galvanise available funding sources. In addition, the extended use of the Citizens' Panel, the Area Forum Pilots and the Council's scrutiny function itself each presented an ideal opportunity to widen the Council's engagement with its customers.

(ii) Blackburn with Darwen Borough Council

The Chief Executive advised the Panel of the ways in which her former authority, Blackburn with Darwen Borough Council, practised community engagement.

The Borough comprised 18 'natural' neighbourhoods and five neighbourhood co-ordinators were responsible for the administration of Community meetings (as opposed to formal Area Forums) in their respective areas. The Council and its respective Partners were represented at the Community meetings, at which locally agreed action plans linked to wider initiatives were considered.

Blackburn had a well established Community Network and an effective Local Strategic Partnership.

(iii) 'Neighbourhood' Agenda

The Chief Executive highlighted a new Government initiative announced by David Miliband MP (Minister for Communities and Local Government) to empower local communities to shape public services. This would be achieved by Central Government devolving power to local authorities, which, in turn, would devolve power to local communities through a new national Neighbourhood Agreement.

The Chief Executive outlined the principal elements and advantages that would accrue from the national neighbourhood framework expected in the Spring and which could be strengthened by the Local Government White Paper to be published in June, 2006.

The Panel accepted that effective and structured neighbourhood engagement would be an increasingly important role of local authorities, which would be expected to initiate the lead and co-ordinate partnership ventures. In this context, the Community Strategy, which set out the vision and aspirations of the local communities and priority actions, would be critical. The Chief Executive also referred to the Lancashire Local Area Agreement to become operative on 1 April 2006, under which additional Government funding would be available for each of the identified 'stretch' targets achieved.

(d) Community Groups

The Chairman reported that he had attended the last meeting of the community group, Positive Action in East Chorley (PAiCE) held at Tatton Community Centre on 8 March 2006. A written note of the Chairman's observations would be presented to the next Panel meeting.

The Panel Members were also invited to attend as observers, the next meeting of the South West Chorley Community Safety Group scheduled to take place at the Eaves Green Community Centre on 6 June 2006 at 7.00pm.

Representatives from the Community Groups were also to be invited to attend a future Panel meeting in order to allow the Panel members to explain the primary purposes of the Area Forum proposals.

## **06.COM.18 OVERVIEW AND SCRUTINY WORK PROGRAMME, 2005/06**

The Panel received, for information, the Overview and Scrutiny Work Programme for 2005/06, which had been agreed by the Overview and Scrutiny Committee at its last meeting.



The programme included the envisaged timescales for the ongoing scrutiny inquiries and the planned dates for the periodic monitoring of past inquiries.

Chair

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# **Business Plan Monitoring Statements**



**JANUARY TO MARCH 2006  
FOR ENVIRONMENT AND  
COMMUNITY SCRUTINY PANEL**



**BUSINESS PLAN MONITORING STATEMENTS  
JANUARY – MARCH 2006**

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**Note of Clarification**

**Business Plan Monitoring Statements:**

The Business Plan Monitoring Statements report progress against the key actions included in Unit Business Plans for 05-06. They also include monitoring of key performance indicators.

**Key Performance Indicators:**

Each Unit has identified a set of 'key' Performance Indicators (PIs) in their 2005-06 Business Plan. These PIs measure at least one of the Unit objectives and/or the corporate priorities, and are intended to give an overall indication of how the Unit is performing.

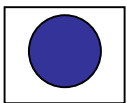
Each PI has a target set for the year. The variation of the actual performance from the target generates an alert symbol, as described below. The IT system used for monitoring also looks at performance between reporting periods to see whether it is improving, getting worse or staying the same. Again, the symbols are shown below.

**Symbols**

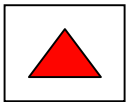
Symbols and colours are used to provide a quick guide to see how Service Units are performing against Key Performance Indicators:



= Green KPI Performance is better than target and the tolerances set for this indicator



= Blue KPI Performance is better than target and the tolerances set for this indicator



= Red KPI Performance is worse than target and the tolerances set for this indicator

Symbols are also used to show whether performance is improving between reporting period or not. The performance at March 2005 is compared with performance at March 2006.



= Performance is improving between reporting periods, a lower figure is better.



= Performance is improving between reporting periods, a higher figure is better.



= Performance is getting worse between reporting periods, a lower figure is better.



= Performance is getting worse between reporting periods, a higher figure is better.



= Performance is the same as last period.

For further information on the way in which Performance Symbols are calculated please contact Jenny Rowlands (01257 515248) or Lindsay Parr (01257 515341) or Sarah Dobson (01257 515325) in Policy and Performance Directorate.

**BUSINESS PLAN MONITORING STATEMENT FOR THE  
DEVELOPMENT AND REGENERATION UNIT**

**FOR THE PERIOD JANUARY TO MARCH 2006**

**1. Key Messages**

The past year has seen the merger of Economic Regeneration, Planning and Strategic Housing to form the Development and Regeneration Directorate. Consequently there has been two Business Plans for the Directorate over the last six months.

A key area of work over the last 12 months has been the joint work we have been doing with South Ribble and Preston which has resulted in the production of the Central Lancashire City Vision document. This has influenced our response to the emerging regional strategies ie the Regional Spatial Strategy and the Regional Economic Strategy.

At a Borough level the Economic Regeneration Strategy and the Town Centre Strategy have been produced. Both important documents, which will set the basis for future action in the Borough, and address issues raised in the Community Strategy.

Development Control have achieved their targets. The major schemes dealt with through the year included the Retirement Home, Buckshaw Village; Housing on Gillibrand; re-development at Bentwoods; Health Centre on Friday Street and the Strategic Regional Site.

The 2006/07 Planning Delivery Grant was £283,000 - £212,000 for Development Control; £54,000 for the LDF Annual Monitoring Report and £17,000 for e-planning.

The Astley Park Heritage Lottery Fund Project commenced on site in January.

LEX Logistics purchased Plot 1 on the Strategic Regional Site and work has commenced on the construction of the road and the development of 300,000sq ft.

An investment of £21 million of warehouse and offices. This development has provided the catalyst for the development of the rest of the SRS. Helioslough purchased the site in January and are in the process of producing a master plan and design guide with a view to bringing forward a number of plots over the next 12 months.

	<b>CURRENT POSITION</b>
Number of green KPI's	5
Number of blue KPI's	4
Number of red KPI's	0
Number of KPI's not yet measured	4

**2. BUDGET UPDATE**

Budget outturn is currently being finalised. The information will be made available at the next meeting of the Panel.

**3. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS**

Performance against Unit KPI's is summarised in the attached sheets.

Jane Meek  
Director of Development and Regeneration

**BUSINESS PLAN MONITORING STATEMENT FOR THE ENVIRONMENTAL SERVICES UNIT**

**FOR THE PERIOD TO 31 MARCH 2006**

**1. KEY MESSAGES**

The priority of the Unit in 2005/6 has been to introduce and support the Enhanced Recycling Service. This was done in two phases, progress has been reported to members and corrective action taken to resolve inherent performance issues and to support further performance improvement. Textile collections were the final requirement of the service and were introduced in March 2006 in accordance with the Lancashire Waste Partnership agreement with the County Council, securing the income due to Chorley under this agreement.

The range of Environmental, Food Safety and Occupational Health and Safety enforcement visits have been undertaken at levels agreed with the various regulatory agencies [Food Standards Agency, Health and Safety Executive and DEFRA].

Our direct service provision of Pest Control, Dog Warden and drainage investigations has been provided at similar levels as in previous years and the sewer rodent control programme, jointly funded by CBC and United Utilities has, despite problems in other areas, been completed in Chorley.

Satisfaction with litter and refuse performance has declined from previous levels despite a marked improvement in street cleanliness brought about by improved working methods in Public Space Services Unit. Anecdotal evidence would suggest that this decline results from the introduction of the Enhanced Recycling Service but this assumption needs to be verified and is at variance with our own doorstep surveys, which show reasonable satisfaction with the new service.

Progress has been made in our modernisation programme with improved methods of data collection and transmission, shift of all first contacts to the Contact Centre and the introduction of GIS waste collection data onto the County Councils Mapzone system for Chorley.

National monitoring and data services systems were introduced and supported such as the DEFRA sponsored "Wastedataflow" and Environment Agency sponsored "Fly capture" The Warden Service has been further expanded and continues to work with the MAPS team on targeted approaches to neighbourhood problems. All sections previously located at Astley Park Depot were relocated to Bengal St. in May 2005.

Our public toilet renovation programme was completed with the refurbishment of the Market toilets and the bringing of all accommodation here to ground floor level for the first time and the opening of a refurbished accessible toilet at Coronation Recreation Ground, a facility requested by the Friends of Coronation Rec.

Our commitment to training new professionals and apprentices was delivered through our sponsorship of a Student environmental Health Officer and the establishment of a new modern apprentice post in ESU.

	<b>CURRENT POSITION</b>
Number of green KPI's	4
Number of blue KPI's	3
Number of red KPI's	4
Number of KPI's not yet measured	1

**2. BUDGET UPDATE**

Budget outturn is currently being finalised. The information will be made available at the next meeting of the Panel.

**3. SERVICE DEVELOPMENTS**

The combined recycling/composting rate rose to over 38% from 28% in the previous year however, given that active participation can be developed, a performance higher than this is possible. I anticipate that even to sustain this present result considerable marketing and support effort will be needed as citizens get used to working with the system.

Our response to the new environmental crime agenda from the Clean Neighbourhoods and Environment Act has not been fully developed and remains as work in progress for 2006/7.

This needs to be developed within a streetscene strategy, which spells out not just what our direct services will undertake but also our campaigning and enforcement service.

Within our streetscene strategy we will need to deliver development proposals for joint working in neighbourhoods with partners and citizens. This neighbourhood working needs to recognise that individual neighbourhoods often have distinctive needs and problems. A prosaic example of this is the growth of multi-occupied dwellings which present a real and growing challenge to the provision of waste and recycling services.

The pressures on regulators are unremitting and the balance between so called "light touch" enforcement and public protection is hard to make.

In the coming year we have projects on all fronts to deliver including the FSA's "Safer Food-Better Business" systems and the HSE's FIT 3 programme which we have contracted to deliver, directing resource exclusively at musculo-skeletal injuries, manual handling, falls from height and height awareness and industrial dermatitis.

The spectre at the feast in Public Health terms is the anticipated outbreak of avian influenza from mutated versions of the H5 N1 strain. So far this has not materialised but contingency plans need to continue to be developed and exercised.

The air quality review and assessment will be updated in 2006 and the result may guide policy planning issues affecting development and transport.

**4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS**

<b>Indicator Description</b>	<b>Performance 2004/05</b>	<b>Target 2005/06</b>	<b>Performance at 31 March 2006.</b>	<b>Comments</b>
% Flytipping removed in 2 Working Days	New indicator	75%	89%	New in 2005/6
% Graffiti removed in 28 Working Days	97%	90%	97.5%	
% Racist./Offensive graffiti removed in 2 Working Days	New indicator	100%	82%	Improved contract being negotiated



Cost of waste collection per household	£44.37	£42.85	£45.12	Costs related to introduction of ERS/mobilisation of reserve resources and revenue affect of grants.
Sickness absence-days per employee	10.86	8.9	10.86	Some cases of longer term illness have contributed to figure
Street dirtiness-litter and detritus % streets below "B" standard	14%	12%	5%	
Street dirtiness-graffiti % streets where graffiti visible on inspection	New indicator	1%	1%	
Street dirtiness-flyposting % streets where flyposting visible on inspection	New indicator	1%	0%	Results calculated centrally from EA "Flycapture" database but 05/06 results not yet delivered at 25 May 2006
Street dirtiness-flytipping	New indicator	*	*	
No. collections missed /1,000 households	30.8	100	195.25	
% waste recycled	New indicator	15%	18.7%	
% waste composted	New indicator	20%	21.62%	

**5. CONCLUSION**

A challenging year making great demands on management and other resources where service delivery has been maintained with the assistance of a dedicated team of professional staff who, in some cases have worked exceptionally hard and long hours.

The flexibility and assistance of support units and corporate resources has been vital to achievement.

Translating this kind of approach into Streetscene, Neighbourhoods and Environment Directorate is the principal challenge for 2006/7.

Signature: John Lechmere  
 Director of Streetscene, Neighbourhoods and Environment

**BUSINESS PLAN MONITORING STATEMENT FOR THE  
HOUSING SERVICES DIRECTORATE**

**FOR THE PERIOD JANUARY 2006 – MARCH 2006  
END OF YEAR REPORT**

**1. KEY MESSAGES**

KPI performance maintained only one red KPI which related to length of stay in bed and breakfast accommodation.

	<b>CURRENT POSITION</b>
Number of green KPI's	7
Number of blue KPI's	22
Number of red KPI's	1
Number of KPI's not yet measured	2

**2. BUDGET UPDATE**

Budget outturn is currently being finalised. The information will be made available at the next meeting of the Panel.

**3. SERVICE DEVELOPMENTS**

1. Housing Stock Transfer – currently being delivered in line with approved programme plan. At the meeting in December 2005 Executive Cabinet approved the new RSL partner. Chorley Community Housing would thus become a local independent RSL with the Adactus Housing Group. Current priorities involve the preparation of the Council's Offer document which will be the Council's promises to tenants and subject to ballot. Also currently being prepared is a pledge document to staff.

The partnership agreement with the Adactus Housing group has been finalised.

2. The Strategic Service was approved at Cabinet on 29 September 2005 and has transferred to the Development and Regeneration Unit with effect from 1<sup>st</sup> January 2006. This currently involves a gradual disengagement from Housing Services with a full structure implemented in May 2006.
3. Home Improvement Agency – The specification has now been agreed and Anchor Housing Association has been selected as partner. Formal Executive Decision to be obtained on 2<sup>nd</sup> May 2006 on the final arrangements and appointment to manage the South Lancashire Home Improvement Agency.

**4. PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS**

Only one red KPI relating to length of stay in temporary accommodation. Performance Improvement Plan attached.

**5. CONCLUSION**

Key tasks of maintaining the housing stock transfer momentum and the final completion of the Home Improvement Agency have been achieved.

The implementation of the Council's Housing Stock Transfer proposals has meant that considerable staff changes have been made within Housing Services. This has been achieved against a background of maintaining service performance and customer focus.

A handwritten signature in blue ink that reads "Stephen J. Harris". The signature is written in a cursive, flowing style.

DIRECTOR OF HOUSING SERVICES

**BUSINESS PLAN MONITORING STATEMENT FOR THE  
LEISURE AND CULTURAL SERVICES DIRECTORATE**

**FOR THE PERIOD 1 APRIL 2005 TO 31 MARCH 2006**

**1. KEY MESSAGES**

2005/06 has seen an extensive programme of activities for young people. Both the Midsummer Festival and our Get Up and Go programme attracted more visitors than in previous years.

Usage rates across the facilities met our target. Usage rates at Astley Hall Museum and Art Gallery and Yarrow Valley Country Park exceeded targets. However, school groups visiting Astley Hall has reduced. We are taking corrective action to ensure that improvements are made in 2006/07. The number of rounds, and as a result income, has fallen below target at Duxbury Park Golf Course. Corrective action has been taken with the outsourcing of the golf course; Glendale Golf started a 25 year operating lease on 20 March 2006. The new 15 year Leisure Contract for All Seasons and Clayton Green leisure centres started on 1 November 2005. Brinscall Swimming Pool and Coppull Community Leisure Centre are covered by a 2 year agreement while further funding and management issues are investigated.

We have delayed the completion of the Forward Plan for Astley Hall so that we can take on board issues that emerge from the new museum accreditation process and the Heritage Lottery project in Astley Hall. This will be completed in 2006/07.

The following table gives you a summary of our Key Performance Indicator (KPI) performance for 2005/06. As a Directorate, we use 25 performance indicators – only 4 of which are our KPI's. Of the remaining 21, two indicators fell short of target: school group visits at Astley Hall and golf course usage.

	<b>END OF YEAR POSITION</b>
Number of green KPI's	3
Number of blue KPI's	5
Number of red KPI's	0
Number of KPI's not yet measured	0

**2. BUDGET UPDATE**

Budget outturn is currently being finalised. The information will be made available at the next meeting of the Panel.

**3. SERVICE DEVELOPMENTS**

A significant amount of officer time has gone into the development of the young peoples programme. Likewise, the negotiation of the new Indoor Leisure Contract and the market testing of Duxbury Park Golf Course have taken up a significant amount of officer time. Good progress is being made with the wider community management programme and this will continue in 2006/07.

4. **PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS**

Indicator Description	Performance 2004/05	Target 2005/06	Performance 2005/06	Comments
Young people participating in Unit activities	New indicator	6,500	8,293	-
% of above young people from priority areas	New indicator	30%	54%	-
Visits to leisure and cultural amenities	New indicator	1,003,000	1,020,635	Exceeded target but not by 10%, hence, only a blue circle.
Satisfaction:				With the exception of theatres/halls (which is 2% below the upper quartile), performance is in the upper quartile nationally.
Sport/leisure	65%	66%	61%	
Astley Hall	63%	64%	60%	
Theatres/halls	58%	59%	54%	
Parks/open space	76%	77%	82%	
Sickness absence (days per employee)	3.45 days	8.9 days	7.36 days	80% of sickness relates to two long term absences.

5. **CONCLUSION**

2005/06 has seen significant progress made against the Directorate's Business Plan.



Signature:

JAMIE CARSON  
DIRECTOR OF LEISURE AND CULTURAL SERVICES

**BUSINESS PLAN MONITORING STATEMENT FOR THE  
PUBLIC SPACE SERVICES UNIT**

**FOR THE PERIOD JANUARY TO MARCH 2006**

**1. KEY MESSAGES**

All aspects of the Unit’s work have been improved over the corresponding period in the previous year and many initiatives are now well advanced.

- Overall budget position on target
- Termination of Lancashire Highways Partnership progressing
- Capital schemes progressing
- Development of IT projects in hand
- Cemetery extension complete, working arrangements in place
- Crematorium works commenced
- Depot building works complete
- Grounds maintenance – improved planting in hand
- Further new mowing equipment to new spec now in operation
- Street cleansing – frequencies of sweeping increased
- New mini truck (diesel) purchased to be used in and around the town centre
- Cleansing BVPI performance improved
- Use of sub contractors for tree works – outstanding requests continue at a lower level
- All pitches in playable condition
- ISO 9000 and OHSAS systems well advanced
- Chorley in Bloom initiative started

	<b>CURRENT POSITION</b>
Number of green KPI’s	0
Number of blue KPI’s	0
Number of red KPI’s	1
Number of KPI’s not yet measured	3*

\* Of the three KPI’s not yet measured:

The Unit has adopted one indicator yet to be agreed with an outside body.

A second indicator requires IT systems yet to be put in place by the Unit and this is now in hand.

The remaining one is measured annually.

It is intended that two of these remaining indicators will be available within the financial year and the third in the next financial year.

**2. BUDGET UPDATE**

Budget outturn is currently being finalised. The information will be made available at the next meeting of the Panel.

3. **SERVICE DEVELOPMENTS**

The amount of work in hand continues to be extensive, as indicated by the list of Key Messages. It is intended to further to enhance service standards, particularly in street cleansing, through 2006.

The Unit is now developing service delivery and management arrangements for services subsequent to the termination of the LHP. The last quarter of the financial year saw further significant progress in capital scheme delivery and in the implementation of customer, transport and inventory related IT systems.

4. **PERFORMANCE AGAINST UNIT KEY PERFORMANCE INDICATORS OCTOBER TO DECEMBER**

<b>Indicator Description</b>	<b>Performance 2004/05</b>	<b>Target 2005/06</b>	<b>Performance at last survey</b>	<b>Comments</b>
Percentage of citizens satisfied with the cleanliness standard in their area	62%	72%	62%	
The percentage of relevant land and highways as defined under EPA assessed as having combined deposits of litter and detritus less than Grade B in the Code of Practice	14%	12%	7.9%	Reported by another Unit.
Percentage of citizens satisfied with parks and open spaces	79% 2003/04	77%	81.7%	At last survey
Percentage of play areas with specific access/equipment for disabled persons.	4%	4%	4%	
Percentage of sports pitches in a playable state.	100%	100%	100%	
Number of outstanding tree works tasks.	138	30	51	Response limited by budget
Percentage of requests for service completed within deadline.				New indicator. Systems not yet in place.
Percentage of requests for service with repeat complaints				New indicator. Systems not yet in place.
Percentage of hypodermic needles removed within two hours.	100%	100%	100%	
Percentage of potholes in footway more than 25mm deep made safe within two hours.	100%	100%	100%	

Indicator Description	Performance 2004/05	Target 2005/06	Performance at last survey	Comments
Percentage of potholes in carriageway more than 75mm deep made safe within two hours.	100%	100%	100%	
Length of road with pedestrian or traffic calming measures.	4.7km	8.4km	10.0km	New indicator – replaces “Road accident casualties killed or seriously injured.”
Temporary road closures				No longer measurable at District level.
Car park ticket sales	1,061,092	1,081,890	684,667	To date
Car park ticket income	£684,900	£755,852.	£532,243	To date
Public space condition/presentation (under discussion with outside agencies)				New indicator – under discussion with outside agency.

5. **CONCLUSION**

The Unit is continuing to make progress against its business plan targets. Service improvements are in place and performance is improving. Some supporting systems are delayed until later in the year.

Signature:  \_\_\_\_\_

KEITH ALLEN  
HEAD OF PUBLIC SPACE SERVICES



DR Service KPIs 05/06 Scorecard, Plan: Target, View Date: 2006-03-31

Development and Regeneration Unit Key Performance Indicators								
Unit Key Performance Indicators	Jan-06	Feb-06	Mar-06	Year to Date Perf	Year to Date Target	Year to Date Perf v/s Target	Change in Perf	Year End Target
R BV12 Dev & Regen sickness absence	6.81	7.27	7.57	7.57	8.90	★	↗	8.90
LBC004: % Building Plan Det by Stat Tar	?	?	?	?	?	?!	?	?
V109a.02 % Planning apps - major	72.00	73.00	73.00	73.00	60.00	★	↔	60.00
V109b.02 % Planning apps - minor	63.00	64.00	66.00	66.00	65.00	★	↘	65.00
V109c.02 % Planning apps - other	84.00	84.00	85.00	85.00	80.00	★	↘	80.00

Development and Regeneration Key Performance Indicators Annual			
	Year End Target	Year End Perf	Year End Perf v/s Target
L005 Av density new hsg on devpts	30.00	?	?
V200a.05 Plan making - development plan	100.00	100.00	●
V200b.05 Plan making - milestones	100.00	100.00	●
V219a.05 Conservation areas - number	9.00	9.00	★
V219b.05 Cons. Areas - Char. Appr.	0.00	0.00	●
V219c.05 Cons. Areas - Mngmt Plans	0.00	0.00	●
R002: No Jobs Created/Preserved	?	?	?!
R003: Area Floorspace Created/Improved	?	?	?!

EN Environmental Services Unit Annual KPIs 05-06, Plan: Target, View Date: 2006-03-31

Environmental Services Unit Key Performance Indicators - Monthly									
Unit Key Performance Indicators	Jan-06	Feb-06	Mar-06	Year to Date Perf	Year to Date Target	Year to Date Perf v/s Target	Change in Perf	Year End Target	
EN001.05 % Fly tipping removed 2 Working Days	100.00	100.00	79.00	89.00	75.00	★	✗	75.00	
EN007 % Graffiti Removed by ESU 28Working Days	100.00	100.00	100.00	97.50	90.00	●	✓	90.00	
CBC012.05 Racist/offensive graffiti removed 2Working Days	100.00	100.00	75.00	81.88	100.00	▲	✗	100.00	
BV086 Cost of waste collection / house	46.00	46.00	45.12	45.12	42.85	▲	✓	42.85	
EN BV12 ESU sickness absence	9.18	9.71	10.86	10.86	8.90	▲	✗	8.90	
Environmental Services Unit Key Performance Indicators - Seasonal									
Unit Key Performance Indicators	Nov-05	Year to Date Perf	Year to Date Target	Year to Date Perf v/s Target	Change in Perf	Year End Target			
√ BV199a.05 Street dirtiness - litter & detritus	7.05	5.00	12.00	★	✓	12.00			
√ BV199b.05 Street dirtiness - graffiti	1.63	1.00	1.00	●	✓	1.00			
√ BV199c.05 Street dirtiness - flyposting	0.00	0.00	0.00	●	■	0.00			
√ BV199d.05 Street dirtiness - flytipping	?	?	?	?!	?	?			
Environmental Services Unit Key Performance Indicators - Quarterly									
Unit Key Performance Indicators	Oct-Dec 05	Jan-Mar 06	Year to Date Perf	Year to Date Target	Year to Date Perf v/s Target	Change in Perf	Year End Target		
√ WM1 No. collections missed per 100,000 collections of household waste	130.00	149.00	195.25	100.00	▲	✓	100.00		
Environmental Services Unit KPI's (1 month in arrears)									
Unit Key Performance Indicators	Dec-06	Jan-06	Feb-06	Year to Date Perf	Year to Date Perf v/s Target	Change in Perf	Year End Target		
3C008.05 % waste recycled/composted	34.80	37.54	34.85	39.93	★	✗	35.00		
Environmental Services Unit Key Performance Indicators - Annual									
Unit Key Performance Indicators	Year End Performance	Year End Target	Year End Perf Actual v/s Target						
√082aii.05 Tonnes H'hold Waste Recycled	7228.00	7560.00	●						
√082bii.05 Tonnes H'hold Waste Compost	7884.00	7884.00	●						
√ FS1 Retain ISO9002 accreditation - ESU	?	100.00	?						
√199a.05 Street Dirtiness	5.00	12.00	★						
√199b.05 Env. Cleanliness - Graffiti	1.00	1.00	●						
√199c.05 Env. Cleanliness - Fly-Posting	0.00	0.00	●						
√199d.05 Env. Cleanliness - Fly-Tipping	?	?	?!						
√089 % Satisfaction - Litter and Refuse	55.60	72.00	▲						

HS Housing Services Unit KPIs 05-06, Plan: Target, View Date: 2006-03-31

Housing Unit Key Performance Indicators									
Unit Key Performance Indicators	Jan-06	Feb-06	Mar-06	Year to Date Perf	Year to Date Target	Year to Date Perf v/s Target	Change in Perf	Year End Target	Year End Perf
HS002: % Presenting as Homeless per 1000	11.00	12.42	13.72	7.39	7.39	●	✓	7.39	7.39
HS HM001: Num New Tenancies Provided	12.23	13.34	14.01	8.90	8.90	●	✓	8.90	8.90
HS BV12 Housing Services sickness absence	12.24	12.90	14.06	14.06	8.90	▲	✗	8.90	8.90
Housing Unit Key Performance Indicators Quarterly									
Unit Key Performance Indicators	Oct-Dec 05	Jan-Mar 06	Year to Date Perf	Year to Date Target	Year to Date Perf v/s Target	Change in Perf	Year End Target	Year End Perf	Year End Target
HS HM002: %Statutory Evictions Resulting	11.00	13.00	8.50	8.50	●	✓	8.50	8.50	8.50
HS HTR006: %Sat Anti-Social Behav	87.00	92.00	88.50	87.25	●	✓	87.25	87.25	87.25
HS HTS012:Satisf Sheltered Housing Tenants	81.00	81.00	81.00	81.00	●	■	81.00	81.00	81.00
HS HTS013: %Tenants inGen Needs Stock in	8.80	11.49	7.52	7.52	●	✓	7.52	7.52	7.52
Housing Unit Key Performance Indicators - 6 Monthly									
Unit Key Performance Indicators	Year to Date Perf	Year to Date Target	Year End Perf	Year End Target	Year End Perf v/s Target	Year End Perf	Year End Target	Year End Perf	Year End Target
HS001: No of affordable Housing Units Completed	87.00	72.00	72.00	72.00	★	72.00	72.00	72.00	72.00
HS003: No of DFGs Completed During the Year	66.00	55.00	55.00	55.00	★	55.00	55.00	55.00	55.00
Housing Unit Key Performance Indicators Annual									
Unit Key Performance Indicators	Year End Perf	Year End Target	Year End Perf	Year End Target	Year End Perf v/s Target	Year End Perf	Year End Target	Year End Perf	Year End Target
HS004: No Extra Care Places During Year	18.00	20.00	20.00	20.00	●	20.00	20.00	20.00	20.00
HS005:Num Womens Refuge Places per 10, 000 pop'h	0.30	0.30	0.30	0.30	●	0.30	0.30	0.30	0.30
BV184a P'pn LA homes which were non-dece	5.69	6.00	6.00	6.00	★	6.00	6.00	6.00	6.00

**LC Leisure and Cultural Services Unit KPIs 05-06, Plan: Target, View Date: 2006-03-31**

Leisure & Cultural Services Unit Key Performance Indicators - Monthly								
Unit Key Performance Indicators	Jan-06	Feb-06	Mar-06	Year to Date Perf	Year to Date Target	Year to Date Perf v/s Target	Change in Perf	Year End Target
LC BV12 Leisure&Culture sickness absence	5.75	6.55	7.36	7.36	8.90	★	✖	8.90
LC009: No of Young People Engaged in Activities	6056.00	7827.00	8293.00	8293.00	6500.00	★	✔	6500.00
LC010: % Partic'n Target Young People	?	40.00	65.00	65.00	30.00	★	✔	30.00
LC014: Num of Visits to LCS amenities	862935.00	941634.00	1020635.00	1020635.00	1003000.00	●	✔	1003000.00

Leisure & Cultural Services Unit Key Performance Indicators - Annual			
	Yr End Perf	Yr End Target	Yr End Perf vs Target
BV119a.02 Satisfaction Sport users	61.00	66.00	●
BV119c.02 Satisfaction Museum users	60.00	64.00	●
BV119d.02 Satisfaction Theatre users	54.00	59.00	●
BV119e.02 Satisfaction Park/Open Spc	81.70	77.00	●

PS Public Space Services Unit KPIs 05-06, Plan: Target, View Date: 2006-03-31

Public Space Services Key Performance Indicators Monthly							
Unit Key Performance Indicators	Jan-06	Feb-06	Mar-06	Year to Date Perf	Year to Date Target	Change in Perf	Year End Target
PS003 % Service Requests Repeat Complaints	?	?	?	?	??	?	?
PS004 Public Space Condition/Presentation	?	?	?	?	??	?	?
PS BV12 Public Space sickness absence	12.72	14.99	16.35	16.35	8.90	▲	8.90

Public Space Services Key Performance Indicators Annual			
Unit Key Performance Indicators	Year End Perf	Year End Target	Year End Perf v/s Target
PS005 % of Performance Reviews Undertake	?	?	??

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