

<b>Minutes of</b>	<b>Overview and Scrutiny Performance Panel</b>
<b>Meeting date</b>	<b>Thursday, 24 October 2024</b>
<b>Committee Members present:</b>	Councillor Debra Platt (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Michelle Brown, Russ Green and Pauline McGovern
<b>In attendance:</b>	Councillor Peter Wilson, Executive Member for Resources; Councillor Alistair Morwood, Executive Member for Planning and Development; Councillor Terry Howarth, Executive Member for Homes and Housing
<b>Officers:</b>	Sarah Bullock (Deputy Chief Executive), Jennifer Mullin (Director of Communities and Leisure), Caroline Winstanley (Transformation Co-ordinator) and Clare Gornall (Democratic and Member Services Officer)
<b>Apologies:</b>	Councillor Arjun Singh

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

## **25 Declarations of Any Interests**

There were no declarations of interests.

## **26 Minutes of the last meeting**

The draft minutes of the meeting of the Panel held on Thursday, 31 July 2024 were presented for approval, together with additional information requested at that meeting in relation to the Residents' Survey.

Members welcomed the additional information. It was proposed that the survey results for "don't know" and "no opinion" should not be included in the figures for further data analysis in future reports.

### **Resolved:**

- 1. That minutes of the last meeting held on Thursday, 31 July 2024 be approved as a correct record;**
- 2. That the additional information be noted; and**
- 3. That the survey results for "don't know" and "no opinion" should not be included in the figures for further data analysis for future reports.**

## 27 Chorley Quarter One Performance Monitoring Report 2024-25

The Executive Member for Resources, Councillor Peter Wilson, presented a report setting out the performance against the delivery of the Corporate Strategy during the first quarter of 2024/25, covering 1 April 2024 to 30 June 2024. The Executive Member for Planning and Development and the Executive Member for Homes and Housing were also in attendance.

The following areas were highlighted in the Panel's discussions:

**Household Waste Recycling rates** – figures were down compared to last year, placing the indicator below target. There is no clear reason for this however – e.g. it could be that during the COVID pandemic more people were recycling from home and now they are going to recycling centres instead. The Council is working with partners such as Lancashire County Council to establish any wider reasons for this trend.

Councillor Wilson clarified that the figures reflect the actual waste processed. It was also noted that if household waste recycling is taken to a supermarket it will be classed as "trade waste" rather than domestic so potentially this could also be reason for lower figures. The Panel suggested that there may be a link to other factors / trends such as not utilising the garden waste scheme – are households simply putting all waste in non-recyclable waste bins.

**% customers dissatisfied with the service they received from the Council** - It was suggested that in relation to the survey results, the change in method from email to telephone may result in tapping into a different group of respondents; the comparative results for next year may provide a clearer picture.

Members discussed data presented in reports more generally. It was requested that future reports include comparative figures for the previous 5 years which may reveal an overall trend.

Members discussed the inclusion of metrics / standard of measurement within the report to provide wider context. For example, in the case of NEETs, which is a national indicator, a very small number of individuals can significantly affect performance targets, and there are other factors to consider such as the involvement of external partners. The Panel stressed it was also important to keep the report accessible. It may be possible to include such additional information in the appendix e.g. for amber / red performance indicators.

The Deputy Chief Executive also informed the Panel that some performance indicators were local to Chorley, and some were national. Members could view national indicators and compare with other local authorities via the Local Authority Data Explorer website and local area benchmarking via the LG Inform website.

**Improve housing standards across the borough** – The Executive Member for Homes and Housing, Councillor Terry Howarth, informed the Panel that funding had been provided to create a database of all registered private landlords to facilitate this project.

**% 16-17 year olds who are not in education, employment or training (NEETs)** – The Panel noted that there would be some areas with a higher number of individuals. Members requested that a "mapping exercise" be carried out to identify "hotspots"

within the borough, to assess if this revealed any common pattern based on demographics.

**Resolved:**

1. That the report be noted;
2. To investigate and feedback on the reasons / factors behind under performing household waste figures;
3. That future reports include comparative figures for the previous 5 years;
4. To include metrics / standard of measurement within the appendix to the report where possible, such as for amber/red performance indicators;
5. That links to the Local Authority Data Explorer website and the LG Inform website be circulated to members.
6. With regard to NEETs, that a “mapping exercise” be carried out to identify “hotspots” within the borough, to assess if this revealed any common pattern based on demographics.

**28 Business Plan Update 2024/25**

The Deputy Chief Executive presented a report providing an update on the delivery of service level projects outlined in the Business Plans.

The report indicated that a review of 18 service business plans produced last year had been completed based on the information provided. The plans contain a total of 82 projects and of those:

- 61 are rated as **Green (74.4%)**
- 5 are considered **Completed (6.1%)**
- 9 are rated as **Amber (11%)**
- 1 is rated as **Red (1.2%)**
- 2 are **On Hold (2.4%)**
- 4 have **Not Started (4.9%)**

There was one project rated as red (off target), the Automated Bookings System for Operational Assets. This project had been rated red due to time delays. It was part of a larger piece of work not limited to those sites considered to be an “operational asset” (e.g. Strawberry Fields and Community Centres) and included Civic buildings and Leisure sites. The report explained that expansion of this project, to include multiple sites, will provide economies of scale but this approach will require further decisions to be made. Once a decision has been agreed as to which solution to move forward with, the project will be back on delivery.

**Resolved: That the report be noted.**

Chair

Date