

Environment and Community Overview and Scrutiny Panel

Agenda and Reports

For consideration on

Thursday, 7th June 2007

In the Committee Room 1, Town Hall, Chorley

At 6.30 pm



PROCEDURE FOR PUBLIC QUESTIONS/SPEAKING AT OVERVIEW AND SCRUTINY MEETINGS

- Questions must be submitted to the Democratic Services Section by no later than midday, two working days before the day of the meeting to allow time to prepare appropriate responses and investigate issues if necessary.
- A maximum period of 3 minutes will be allowed for a question from a member of the public on an item on the agenda. A maximum period of 30 minutes to be allocated for public questions if necessary at each meeting of the Overview and Scrutiny Committee and its appropriate panels. This will provide an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Committee or Panel.

Chief Executive's Office

Please ask for: Gordon Banks
Direct Dial: (01257) 515123
E-mail address: gordon.banks@chorley.gov.uk
Date: 29 May 2007

Chief Executive: Donna Hall

Chorley
Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

ENVIRONMENT AND COMMUNITY OVERVIEW AND SCRUTINY PANEL - THURSDAY, 7TH JUNE 2007

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, 7th June 2007 commencing at 6.30 pm.

AGENDA

1. **Apologies for absence**
2. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda. If the interest arises **only** as result of your membership of another public body or one to which you have been appointed by the Council then you only need to declare it if you intend to speak.

If the personal interest is a prejudicial 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.

3. **Minutes (Pages 1 - 2)**

To confirm as a correct record the minutes of the meeting of the Environment and Community Overview and Scrutiny Panel held on Thursday 22 March 2007 (enclosed)

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will be asked to put their question(s) to the Panel. Each member of the public will be allowed to ask one supplementary question within his/her allocated 3 minutes

Continued....

5. **Business Plan Monitoring Statements - Period 1 January to 31 March 2007 (Pages 3 - 16)**

To consider the Business Plan Monitoring Statements for the services provided by the under mentioned Directorates, which fall within the responsibilities of this Panel.

- Leisure and Culture
- Development and Regeneration
- Streetscene, Neighbourhoods and Environment

6. **Neighbourhood Working - Inquiry**

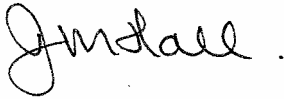
The Director of Streetscene, Neighbourhoods and Environment will report on the current position regarding the progress of the Inquiry and the timetable for its completion.

7. **Overview and Scrutiny Work Programme (Pages 17 - 20)**

To consider the Overview and Scrutiny Work Programme for the ensuing Municipal Year with items relating to this Panel is enclosed.

8. **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 and Community Overview and Scrutiny Panel (Councillor Greg Morgan (Chair) and Councillors Nora Ball, Judith Boothman, Magda Cullens, Michael Devaney, Doreen Dickinson, Anthony Gee, Catherine Hoyle, Keith Iddon, Miss Margaret Iddon, Kevin Joyce, Roy Lees, Adrian Lowe, Marion Lowe, Michael Muncaster, Rosemary Russell and Shaun Smith for attendance.
2. Agenda and reports to John Lechmere (Director of Streetscene, Neighbourhoods and Environment), Jane Meek (Director of Development and Regeneration), Jamie Carson (Director of Leisure and Cultural Services) and Gordon Bankes (Democratic Services Officer) 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 آپکی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون
کیجئے: 01257 515823

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Environment and Community Overview and Scrutiny Panel

Thursday, 22 March 2007

Present: Councillor Greg Morgan (Chair) and Councillors Peter Baker, Alan Cain, Anthony Gee, Daniel Gee, Keith Iddon, Roy Lees, Miss Margaret Iddon, Michael Muncaster, Rosemary Russell and Edward Smith

07.ECS.07 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Kenneth Ball, Michael Davies, Doreen Dickinson, Adrian Lowe, Marion Lowe and Shaun Smith.

07.ECS.08 DECLARATIONS OF ANY INTERESTS

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

07.ECS.09 MINUTES

RESOLVED – That the Minutes of the meeting of the Environment and Community Overview and Scrutiny Panel held on 25 January 2007 be confirmed as a correct record and signed by the Chair.

07.ECS.10 PUBLIC QUESTIONS

No members of the public requested to speak at the meeting.

07.ECS.11 BUSINESS PLAN MONITORING STATEMENTS - THIRD QUARTER

The Panel received the third quarter Business Plan Monitoring Statements for the under-mentioned Directorates whose service and function all fall within the remit and area of responsibility of the Panel.

- Leisure and Culture
- Housing Services
- Development and Regeneration
- Streetscene, Neighbourhoods and Environment

The Panel received the Business Plan for the Leisure and Cultural Services Directorate. The Director informed the Panel that the areas of his service that had not reached the performance target was that of the number of visits by pupils in organised groups (BVI70C) and the processing of invoices within 30 working days which every directorate was currently coming to terms with and action taken to improve the service.

The Director of Development and Regeneration presented the Panel with her Business Plan for her Directorate. All key projects set out in the Business Plan were on track.

Regarding the performance of Development Control and implementation of the action plan the performance with regards to major planning applications processed on time had improved and was now on track.

The Panel received the Business Plan relating to the Streetscene, Neighbourhoods and Environment Directorate. The Director indicated the performance variation for the number of missed collection per 100,000 collection of household waste had improved

following various initiatives taken up with the contractor to drive up collection performance and reduce missed collections.

Other areas of poor performance which were 5% below target, were waste composted, which was a seasonal variation and sickness absence, where all practicable action was being taken to be addressed with action taken to support affecting staff members.

RESOLVED – That the third quarter Business Plan Monitoring Statements be noted.

07.ECS.12 NEIGHBOURHOOD WORKING - INQUIRY

The Director of Streetscene, Neighbourhoods and Environment reported on the current position with regard to the Panel's inquiry into neighbourhood working indicating that a drop-in day was taking place on 26 March 2007 in Chorley with staff available to meet representatives from Parish Councils, members of the public and elected Members.

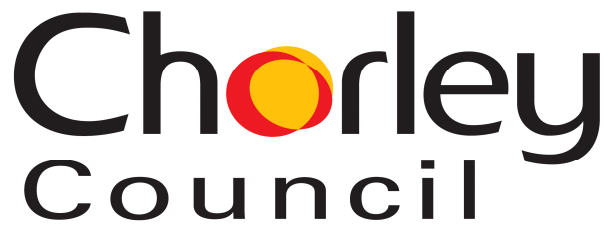
Final witness interviews were scheduled to take place in the near future with the Executive Member for Streetscene, Neighbourhoods and Environment, the Chief Executive and Director of Finance. The Panel would also be invited to visit the Great Lever area of Bolton to see a good example of neighbourhood management partnership.

A draft report containing an action plan with recommendations would be submitted to this Panel early in the Municipal Year.

Members received for the information the notes of the four meetings of the Neighbourhood Working Sub-Group.

RESOLVED – That the report be noted.

Chair



Environment Overview and Scrutiny Business Plan Monitoring Statements Year End 2006/07



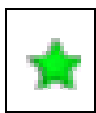
Contents

- Development and Regeneration Business Plan Monitoring Statement
- Leisure and Cultural Services Business Plan Monitoring Statement
- Streetscene, Neighbourhoods and Environment Business Plan Monitoring Statement

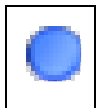
Note of Clarification

Key Performance Indicators:

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



= Green KPI Performance is five percent or more above the target set for this indicator



= Blue KPI Performance is on track and within the five percent tolerance set for this indicator.



= Red KPI Performance is 5% or more below target.

NB. The tolerances for Budget spend are calculated differently to all other indicators, as these need to be more sensitive to changes in performance and this is a plan is best indicator. Red Triangle performance is 2% or more outside of the target (100%). Blue Circle performance is between 2% and 1% outside of the target. Green Star performance is within 1% of Target

For further information on the way in which Performance Symbols are calculated please contact Sarah Dobson (01257 515325) in Policy and Performance.

BUSINESS PLAN MONITORING STATEMENT FOR THE LEISURE AND CULTURAL SERVICES DIRECTORATE

**FOR THE PERIOD
DECEMBER 2006 to APRIL 2007**

1. KEY MESSAGES

The final quarter of 2006/07 was a particularly busy time in the Leisure and Cultural Services Directorate. A key project in the Corporate Strategy was the approval of action plans for Every Child Matters, Choosing Health and older people's issues. These were approved by Executive Cabinet on 29 March 2007. Pleasingly, the service developments have been managed alongside our core services which have continued to meet our challenging targets.

Service Performance Indicators	Current Position	Forecast Outturn
Number of green PI's	5	5
Number of blue PI's	2	3
Number of red PI's	1	1
Number of PI's not yet measured	1	-

2. BUDGET UPDATE

At the time of writing, the final financial outturn is not available. Monitoring of the Leisure and Cultural Services budget in March revealed that the revenue budget is within 1% of target.

3. SERVICE DEVELOPMENTS

Good progress has been made with a number of key service developments during 2006/07. These include:

- Developing opportunities for children and young people to be active as part of our 'Get Up and Go' programme. This work has been recognised externally through a Chorley Civic Society award and being finalists in the national Municipal Journal awards (the winner will be announced on 26 June 2007).
- Phase 1 of the works at All Seasons was completed in February 2007. Phases 2 and 3 are underway and expected to be finished in September 2007.
- The new contract arrangements for Duxbury Park Golf Course and the Indoor Leisure Contract have been embedded.
- Yarrow Valley Country Park was awarded the Green Flag for 2007.
- In partnership with Chorley Play Partnership, a Play Strategy was adopted.
- The development of community management in our community centres continued with support to Tatton Community Association and for a community consultation around the Gillibrand Community Centre.
- Recommendations to secure the future of Brinscall Swimming Pool were prepared and approved.

- The Directorate took responsibility for the management of the Heritage Lottery Fund project in Astley Park.
- Action plans were prepared and approved by Executive Cabinet for:
 - Every Child Matters
 - Choosing Health
 - Older People’s Issues.

4. PERFORMANCE VARIATION

Corrective action in the 4th quarter resulted in ‘visits to museums and galleries by pupils in organised groups’ reaching an acceptable level.

The only indicator that fell significantly below target was the percentage of invoices paid within 30 days. Improvements have been made to our processes and staff have received further support and training, if appropriate.

Indicator Description	Target	Performance at 31 March 2007	Comments
Number of young people participating in pre-booked activities organised by the Directorate.	8,500	14,875	Green Star
Percentage of young people participating in pre-booked activities organised by the Directorate who reside in priority areas for intervention.	40%	51%	Green Star
Number of visits to/usages of Leisure and Cultural facilities.	949,321	977,861	Blue Circle
Leisure and Cultural Services – Sickness absence.	9	8.44	Green Star
Leisure and Cultural Services – Invoices processed within 30 working days.	96.50	89.94	Red Triangle
Visits to/usage of museums per 1000 population (BV170a)	185	272.16	Green Star
Visits to museums in person per 1000 population (BV170b)	154	161.99	Green Star
Visits to museums and galleries by pupils in organised groups (BV170c)	1500	1489	Blue Circle
Budget Spend	Not available		See comments in Section 2

5. CONCLUSION

In conclusion, a solid final quarter that has resulted in the Directorate achieving the vast majority of its service developments and targets.

A handwritten signature in black ink, consisting of several loops and a horizontal line at the bottom.

Signature: _____

JAMIE CARSON
DIRECTOR OF LEISURE AND CULTURAL SERVICES

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

FOR THE PERIOD DECEMBER 2006 to APRIL 2007

1. KEY MESSAGES

Over the past 12 months the Directorate has seen progress in a number of key areas.

Investment in Economic Development enabling us to take forward the Town Centre and Economic Regeneration Strategies. This investment combined with the successful development of the Strategic Regional Site has put Chorley on the map in terms of economic development and inward investment.

With regards to service delivery the planning service has seen tremendous improvements in its service to customers reflected in an increase in customer satisfaction from 61% to 76%. The team are keen to build on this success and are now proposing to put together a 3 year action plan to help us do this.

The team continue to look to ways to work in partnership particularly on an external basis. The work the Planning Policy team are doing with Preston and South Ribble is not only innovative but will help ensure the proper planning of the Sub-Region in the long term.

Progress has been made on a number of key projects including Astley Park, which has now passed to Leisure and Cultural Services; Big Wood with the grant from REMADE which will enable the remediation of this derelict and neglected site; and finally Market Walk Phase II.

SERVICE PERFORMANCE INDICATORS	YEAR END POSITION
Number of green PI's	4
Number of blue PI's	0
Number of red PI's	1
Number of PI's not yet measured	1

2. BUDGET UPDATE

3. SERVICE DEVELOPMENTS

Market Walk Phase II – The Heads of Terms have been agreed and discussion has commenced on the Development Agreement and design details.

E-planning – This project has now been completed and gone live.

Economic Regeneration Strategy – The Council and the LSP Economic Sub-Group hosted a visit to the Borough by Bryan Gray – Chairman of NWDA. As a result of this the NWDA Board will be visiting Buckshaw Village and the Strategic Regional Site on the 17 May 2007.

Transport and Service Accessibility Plan – This report has now been completed and presented to members. The next stage is the development of an Action Plan to take the Plan forward.

Astley Park – In view of the future management and maintenance of the Park responsibility for this project has passed to Leisure and Cultural Services.

Householder Design Guidance – This document has been revised and is currently out for consultation.

Accommodation – The whole of the Directorate is now based at Union Street which will help facilitate improved communication between the teams.

Staffing – A number of key posts will become vacant over the next couple of months. We will need to fill these as soon as possible in order to maintain the level of service.

4. PERFORMANCE VARIATION

Indicator Description	Target at 31st March 2007	Performance at 31 March 2007	Comments
% of Planning Applications processed on time- Major	60	73	Green Star
% of Planning Applications processed on time- Minor	65	77	Green Star
% of Planning Applications processed on time - Other	80	88	Green Star
% of Building Plans Determined by Statutory Target	100	Not measured	N/A
Development and Regeneration % invoices processed within 30 Working Days	96.5	86.02	Red Triangle
Development and Regeneration Sickness Absence- Days	9.00	5.82	Green Star

5. CONCLUSION

Overall this has been a positive and successful year for the Directorate and we are looking to build on this in the future

Signature: _____



JANE MEEK
DIRECTOR OF DEVELOPMENT AND REGENERATION

**BUSINESS PLAN MONITORING STATEMENT FOR THE
STREETSCENE, NEIGHBOURHOODS AND ENVIRONMENT DIRECTORATE**

FOR THE PERIOD 1 April 2006 to 31 March 2007 (Year End)

1. KEY MESSAGES

SERVICE PERFORMANCE INDICATORS	CURRENT POSITION
Number of green PI's	5
Number of blue PI's	2
Number of red PI's	4
Number of PI's not yet measured	0

- 2. BUDGET UPDATE** – no budget information is provided with this year end performance report.
- 3. SERVICE DEVELOPMENTS** – Streetscene Neighbourhood and Environment finalised the changes to the establishment in the final quarter of the year and now has all posts filled. Work in this quarter began on the Directorates mobile working project to enable real time reporting of issues on the street by operatives and officers. A trial scheme of the technology and protocols is currently underway. Significant work has gone into developing a service to meet the challenges of the impending smokefree legislation as well as continuing our support of food business through food safety management coaching and the Recipe 4 Health Award scheme.
- 4. PERFORMANCE VARIATION** – Four of our performance indicators were off target at year end and the attached action plans indicate the measures being taken to rectify this.

Indicator Description	Polarity	Target	Performance at 31 March 07	Comments
% Waste Recycled	Bigger is better	15	23.66	Green Star
% Waste composted	Bigger is better	21	20.82	Blue Circle
Number of missed collections per 100, 000 collections of Household Waste	Smaller is better	100	108	Red Triangle
% Fly Tipping Removed within two working days	Bigger is better	75	79.1	Green Star
% Racist and Offensive Graffiti removed within 2 working days	Bigger is better	100	67.24	Red Triangle
% of Graffiti removed within 28 Working Days	Bigger is better	100	99.21	Blue Circle
Street Dirtiness BVPI 199a	Smaller is better	12	7.12	Green Star
Graffiti Levels BVPI 199b	Smaller is better	2.00	1.88	Green Star
Fly posting Levels 199c	Smaller is better	2.00	0.52	Green Star
Streetscene, Neighbourhood and Environmental Services % Invoices Processed within 30 Working Days	Bigger is better	96.50	91.02	Red Triangle
Streetscene, Neighbourhood and Environmental Services Sickness Absence Days	Smaller is better	6.75	12.98	Red Triangle

5. **CONCLUSION** – Overall performance against our key indicators was on target in seven of the eleven indicators and appropriate action is being taken to ensure below performance issues are addressed in the remaining four.

Signature: _____

DIRECTOR OF STREETSCENE NEIGHBOURHOODS AND ENVIRONMENT

Action Plan Two Indicator Number: BV012

Indicator Short Name: Sickness Absence – Streetscene, Neighbourhoods and Environment

Year End		End of Year Target
Performance	Target	
12.98	9.00	9.00

Please explain the reasons why progress has not reached expectations:

The target for sickness absence is set Corporately. All possible action to address absenteeism and support affecting staff members is being taken.

Please detail corrective action to be undertaken:

A new Corporate policy has been developed which has challenging targets for both long and short-term absence. The provisions and requirements set out in this policy are being adhered to in the Directorate. These include regular welfare visits and the utilisation of our occupational health facilities and it's services.

Action planned across the financial year:

Corporately the management of sickness absence will take a more proactive approach, with HR and the relevant Directorates working closely to proactively foresee problem areas. These will be managed in line with the Absence Policy.

Please give an objective assessment as to whether the end target will be met:

Performance is improving and is subject to scrutiny at fortnightly management meetings when action can be determined on a more timely and targeted basis.

Action Plan Owner: J Lechmere

Unit: Streetscene, Neighbourhoods and Environment

May 07

Action Plan Three Indicator Number: **SVPI 008 Invoices Processed within 30 Days**

Year End		End of Year Target
Performance	Target	
91.02	96.50	96.50

Please explain the reasons why progress has not reached expectations:

A number of factors have contributed to the failure to meet the performance target:

- Staff becoming familiar with new systems
- A number of suppliers failing to quote purchase order numbers (some repeatedly) leading to delays in processing
- Some invoices being misdirected as a result of restructures

Please detail corrective action to be undertaken:

Staff have been reminded of the importance of processing invoices promptly and using purchase orders. Within the new SNED structure a Service Improvement Officer has been given specific responsibility for invoice administration in the Directorate.

Action planned across the financial year:

Monitoring to continue and Service Improvement Officer undertakes weekly regular checks of outstanding invoices awaiting payment.

Please give an objective assessment as to whether the end target will be met:

Current year to date data indicates on target performance for 07/08

Action Plan Owner: J Lechmere

Unit: Streetscene, Neighbourhoods and Environment

May 07

Action Plan Three Indicator Number: Missed household waste collections per 100,000

Year End		End of Year Target
Performance	Target	
108	100	100

Please explain the reasons why progress has not reached expectations:

The poor performance in earlier quarters was capable of rectification – poor contractor performance on recycling collections gave rise to significant misses in the first half of the year. Subsequently a ‘mop up’ crew was introduced to rectify this.

Please detail corrective action to be undertaken:

Contractor meeting to address misses where crew are at fault and monitoring in place to check performance of contractor. Monitor utilisation and effectiveness of ‘mop up’ crew to ensure missed collections don’t arise on recycling rounds.

Action planned across the financial year:

As above to drive up collection performance and reduce missed collections

Please give an objective assessment as to whether the end target will be met:

Target will be met in 07/08 with the improved measures to ensure crews collect all waste containers presented

Action Plan Owner: J Lechmere

Unit: Streetscene, Neighbourhoods and Environment

May 07

Action Plan Four Indicator Number: Racist Offensive Grafitti Removed Within 2 WD's

Year End		End of Year Target
Performance	Target	
67.24	100	100

Please explain the reasons why progress has not reached expectations:

The poor performance in the last two quarters was not capable of rectification within year – poor contractor performance on responding to service requests gave rise to significant failure in the latter half of the year. The contract was awarded to a new operator in October 06 and has failed to deliver service to standard.

Please detail corrective action to be undertaken:

Contractor meetings to address contractor response and default notices served accordingly. A further two default notices will put the contract into service failure and provide us with the opportunity to terminate if appropriate.

Action planned across the financial year:

As above to drive up collection performance and address poor contractor performance

Please give an objective assessment as to whether the end target will be met:

Target will be met in 07/08 with the improved measures to ensure contractor responds in a timely manner

Action Plan Owner: J Lechmere

Unit: Streetscene, Neighbourhoods and Environment

May 07

OVERVIEW AND SCRUTINY WORK PROGRAMME – 2007/08

Function/topic	Assigned to	May	June	July	August	September	October	November	December	January	February	March	April	May
1. Scrutiny Inquiries														
Council's performance against the key line of enquiry to be assessed by the Audit Commission during CPA and Direction of Travel.	OSC	21	25											
Gershon Efficiencies	CCOSP		12	24		25	23							
Neighbourhood Working	ECOSP		7											
New Inquiry to be determined	ECOSP			19										
2. Holding the Executive to Account														
Annual Budget Consultation	OSC										12			
Budget Scrutiny	OSC CCOSP ECOSP									22 24	12			
Provisional full year Performance Indicator	OSC	21												
Quarterly Business Plan Monitoring Statements	ECOSP CCOSP		7 12	19 24		25	18			24 22				
Quarterly Performance Report (Corporate Strategy and Best Value Performance Indicators)	OSC	21			6			12			12			
Monitoring of Sickness Absence (6 monthly update)	OSC	21			6			12			12			
3. Policy Development and Review														
Overview and Scrutiny Improvement Plan 2006/07	OSC		25						3					
Corporate Strategy	OSC							12						

OSC – Overview and Scrutiny Committee
 ECOSP – Environment and Community Overview and Scrutiny Panel
 CCOSP – Corporate and Customer Overview and Scrutiny Panel

MONITORING OF PREVIOUS SCRUTINY RECOMMENDATIONS – 2007/08

Scrutiny Inquiry	Assigned to	June	July	August	September	October	November	December	January	February	March	April	May
Chorley Markets	CCOSP	12											
Decriminalised Parking Enforcement	CCOSP	12											
One-Stop Shop/Contact Centre	CCOSP	12				23					11		
Juvenile Nuisance	ECOSP				13								
Provision of Youth Activities in Chorley	ECOSP					18							

Monitoring of Budget Scrutiny Recommendations													
Environmental Services	ECOSP						22						
Planning Services	ECOSP						22		24				
Revenues and Benefits	CCOSP						20		24				

Rolling Programme of Scrutiny Inquiries to be Implemented

Priority Order	Topic/Issue Title	Date Included	Priority Score	Source
<u>Full Scrutiny Inquiries</u>				
Overview and Scrutiny Committee				
1.	Job Evaluation	June 2006	All within the Corporate Strategy	Corporate Strategy
2.	The effectiveness of the Community Safety Partnership in the delivery of reduced levels of crime in the Borough.			
Corporate and Customer Panel				
1.	Gershon Efficiencies*			
2.	Staff Sickness Absences			
Environment and Community Panel				
1.	Inequalities in the Borough			
2.	Town Centre Strategy			

*Corporate and Customer Panel to decide at their meeting on 12 June 2007 whether to take the Gershon Efficiencies and Staff Sickness Absences together or separately.

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