

Chief Executive's Office

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Date: 22 November 2005

Chief Executive:
Jeffrey W Davies MA LLM

Chorley
Borough Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

A meeting of the Executive Cabinet is due to be held in the Council Chamber, Town Hall, Chorley on Thursday, 1st December, 2005 at 5.00 pm.

AGENDA

1. **Declarations of any Interests**

Members of the Executive Cabinet 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 a prejudicial interest, then the individual Member should not participate in a discussion on the matter and must withdraw from the Council Chamber and not seek to influence a decision on the matter.

2. **Minutes (Pages 1 - 6)**

To confirm as a correct record the minutes of the meeting of the Executive Cabinet held on 3 November 2005 (copy enclosed)

**MATTERS REFERRED BY THE OVERVIEW AND SCRUTINY COMMITTEE
(INTRODUCED BY THE CHAIR OF THE OVERVIEW AND SCRUTINY COMMITTEE,
COUNCILLOR J WALKER)**

3. **Accessibility of Cycling as a Leisure Pursuit in Chorley (Pages 7 - 36)**

Scrutiny Inquiry Report produced by the Environment Overview and Scrutiny Panel (copy enclosed)

4. **Budget Scrutiny Process for 2006/07 (Pages 37 - 40)**

Report of the Chairman of the Overview and Scrutiny Committee on the proposed process for scrutinising the draft budget proposals for 2006/07 (copy enclosed)

Continued....

**CAPACITY AND RESOURCES ITEMS (INTRODUCED BY THE EXECUTIVE LEADER,
COUNCILLOR J WILSON)**

5. **Developing Effective Political Leadership** (Pages 41 - 48)

Report by SOLACE Enterprises enclosed. The Executive Cabinet is requested to submit a recommendation to the Council meeting on 13 December 2005 that the recommendations in the report be accepted and implemented.

6. **Revenue Budget 2005/06 - Monitoring**

Report of the Director of Finance (to follow)

**CUSTOMERS, POLICY AND PERFORMANCE ITEMS (INTRODUCED BY THE
EXECUTIVE MEMBER, COUNCILOR EDGERLEY)**

7. **The Framework of CPA for District Councils from 2006** (Pages 49 - 58)

Report of the Head of Corporate and Policy Services (copy enclosed)

8. **Implementation of the Area Forum Pilot Scheme** (Pages 59 - 92)

Report of the Chief Executive (copy enclosed)

9. **Contact Chorley - Achieving the Strategy** (Pages 93 - 98)

Report of the Head of Customer, Democratic and Office Support Services (copy enclosed)

**CUSTOMERS, POLICY AND PERFORMANCE & DEVELOPMENT AND PLANNING ITEM
(INTRODUCED BY THE EXECUTIVE MEMBERS, COUNCILLORS EDGERLEY AND A
LOWE)**

10. **Sustainable Resources - Preferred Options Document and Draft Supplementary
Planning Document**

Report of the Head of Development and Regeneration (to follow)

**DEVELOPMENT AND PLANNING ITEM (INTRODUCED THE EXECUTIVE MEMBER,
COUNCILLOR A LOWE)**

11. **Statement of Community Involvement - Representations Received to
Submission Edition** (Pages 99 - 110)

Report of the Head of Development and Regeneration (copy enclosed)

**HOUSING AND NEIGHBOURHOOD RENEWAL ITEM (INTRODUCED BY THE
EXECUTIVE MEMBER, COUNCILLOR LENNOX)**

12. **Housing Strategy 2005-2008** (Pages 111 - 118)

Report of the Head of Housing Services (copy enclosed)

LIFE AND LEISURE ITEM (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR HOYLE)

13. **Core Funding - Home-Start Chorley and South Ribble** (Pages 119 - 124)

Report of the Head of Leisure and Cultural Services (copy enclosed)

14. **Any other item(s) that the Chair decides is/are urgent**

15. **Exclusion of the Public and Press**

To consider the exclusion of the press and public for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 1 and 9 of Part 1 of Schedule 12A to the Local Government Act 1972.

16. **Minutes** (Pages 125 - 126)

To confirm as a correct record the non - public minutes of the meeting of the Executive Cabinet held on 3 November 2005 (copy enclosed)

ENVIRONMENT AND COMMUNITY SAFETY ITEM (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR BROWN)

17. **Development of CCTV within Chorley** (Pages 127 - 132)

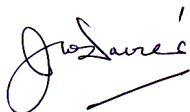
Report of the Head of Corporate and Policy Services (copy enclosed)

LIFE AND LEISURE ITEM (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR HOYLE)

18. **Duxbury Park Golf Course - Market Testing**

Report of the Head of Leisure and Cultural Services (to follow)

Yours sincerely



Chief Executive

ENCS

Distribution

1. Agenda and reports to all Members of the Executive Cabinet and Chief Officers for attendance.
2. Agenda and reports to Councillors Walker and McGowan for attendance.
3. Agenda and reports to all remaining Members of the Council for information.

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

01257 515823 کیجئے:

Executive Cabinet

Public Minutes of meeting held on Thursday, 3 November 2005

Present: Councillor J Wilson (Executive Leader in the Chair), Councillor Edgerley (Deputy Leader of the Council) and Councillors Ball, Brown, A Gee, D Gee, Hoyle, Lennox, A Lowe and R Snape

Also in attendance: Councillors Bell, Mrs Case, Malpas, Walker and Mrs Walsh

05.EC.131 PROJECT SUPPORT OFFICER

The Executive Leader welcomed and introduced Rebecca Huddleston, Project Support Officer to her first Executive Cabinet meeting.

05.EC.132 APOLOGIES FOR ABSENCE

No apologies were received.

05.EC.133 DECLARATIONS OF ANY INTERESTS

No declarations of interest were made at the meeting.

05.EC.134 MINUTES

The public minutes of the meeting of the Executive Cabinet held on 29 September 2005 were confirmed as a correct record for signature by the Executive Leader.

05.EC.135 CAPITAL PROGRAMME BOARD - PROGRESS UPDATE

The Group Director submitted a report on the establishment of the Capital Programme Board and the progress made to date by the Board on the monitoring of performance in the delivery of capital projects.

Decision made:

That the report be noted

Reasons for Decisions:

The report provides a general summary only of the progress made so far by the Capital Programme Board.

Alternative Options considered and rejected:

None.

05.EC.136 REVENUE BUDGET 2005/06 - MONITORING

The Director of Finance submitted a report setting out the Council's current financial position as compared against the budgets and energy efficiency savings targets it set itself for 2005/06 for the General Fund and Housing Revenue account.

Decisions made:

- 1. That the report be noted.**

2. That approval be given to the following course of action until such time as the budget position improves:-
- Vacant positions be not filled unless there is a statutory or other critical reason for providing the service, and then only with the express permission of one of the Group Directors.
 - A review be conducted of existing agency staff being used by the Council, and if they are fulfilling non-statutory or non business critical roles, then consideration be given to end this employment.
 - Discretionary spending in all but essential areas be identified and stopped.

Reasons for Decisions:

To ensure the Council's budgetary targets are achieved.

Alternative Options considered and rejected:

None

05.EC.137 CAPITAL BUDGET 2005/06 - MONITORING

The Director of Finance submitted a report, which set out the current expenditure position for the 2005/06 Capital Programme, and forecast the revisions made to the categorisation of schemes in the Capital Programme.

Decisions made:

1. That the Council be requested to give approval to the addition to the 2005/2006 Capital Programme of expenditure totalling £65,000 as indicated in the report to be financed from savings and virements if appropriate.
2. That the changes in categories of the Capital Programme be noted.
3. That the Capital Programme Board continues to work with budget holders in order to identify savings to match expenditure increases.
4. That the Capital Programme Board complete a detailed analysis of schemes not yet committed to ensure that schemes meet the Council's emerging priorities in the new Community Plan.
5. The Capital Programme Board review the programme and make recommendations to the Executive Cabinet regarding schemes that are no longer appropriate and can be deleted or the category changed in order to mitigate the likelihood of the need for additional borrowing.

Reasons for Decisions:

The separation of fully approved and budgeted schemes from those remaining in the 'pipeline' will enable the Capital Programme to be delivered and monitored more effectively.

Alternative Options considered and rejected:

None

05.EC.138 DRAFT BUDGET OUTLOOK 2006/2007 - 2008/2009

The Director of Finance submitted a report setting out the draft financial position of the Council following the initial drafting of the 2006/2007 budget and the budget forecast for the following two financial years.

Decisions made:

That the report be noted until further information and proposals are submitted by the Management Team.

Reasons for the Decision:

The report provided details of the Council's current budget position but further work is needed before any decisions can be made.

Alternative Options considered and rejected:

None.

05.EC.139 REGIONAL SPATIAL STRATEGY - INTERIM DRAFT

The Head of Development and Regeneration submitted a report, which outlined the key elements of the draft Regional Spatial Strategy and sought delegated authority to submit representations in respect of the strategy document.

The report indicated that under the new planning system the Regional Spatial Strategy will replace Regional Planning Guidance and County Structure Plans in shire areas and along with the Local Development Framework it will become part of the statutory development plan.

Decisions made:

That the Head of Development and Regeneration in consultation with the Executive Member for Capacity and Resources be given delegated authority to make representations in response to the interim draft of the strategy.

Reasons for Decisions:

Further time is need to discuss the implications of the draft Regional Spatial Strategy with colleagues in Preston and South Ribble Council so that the best case can be made to promote the joint interests of the three authorities.

Alternative Options considered and rejected:

An individual response would carry less weight.

05.EC.140 PERFORMANCE MONITORING REPORTS

The Head of Corporate and Policy Services submitted the quarterly monitoring reports on the performance against the Council's Best Value Performance Indicators and Key Performance Indicators for the current Municipal year up to 30 September 2005.

Decisions made:

That the reports be noted.

Reasons for Decisions:

The monitoring of the Council's performance against national and locally defined performance indicators is necessary to ensure effective performance management within the Authority.

Alternative Options considered and rejected:

None.

05.EC.141 FAIR TRADE TOWN INITIATIVE

The Executive Member for Customer, Policy and Performance requested the Executive Cabinet to determine the action to be taken in response to a request for the Council to support a Fair Trade Town Initiative for Chorley.

Decisions made:

1. **The general support be given to the Fair Trade Town Initiative and to the provision of Fair Trade products at Council meetings.**
2. **That officers investigate the means by which the Council can significantly support the initiative.**

Reasons for Decisions:

To support the Fair Trade Town Initiative.

Alternative Options considered and rejected:

None.

05.EC.142 CHORLEY TOWN CENTRE - RETAIL AND LEISURE REPORT

The Head of Development and Regeneration submitted a report to gain endorsement from the Executive Cabinet on the proposed use of the report findings prepared by consultants White Young Green following a study of Chorley Town Centre and the wider retail and leisure needs of the Borough as the basis for developing a Town Centre, Retail and Leisure Development Plan Document as part of the Local Development Framework and a Town Centre Strategy for the Town Centre as part of the Economic Regeneration Strategy for the Borough.

Decisions made:

That the consultants report be accepted as a comprehensive basis for working up town centre, retail and leisure proposals.

Reasons for Decisions:

Planning Policy Statement 6 (PPS6): Planning for Town Centres states that Council's should be proactive in their approach to town centres, produce Town Centre Strategies and plan for future development in the Town. The Planning and Compulsory Purchase Act 2004 has replaced the existing system of local, structure and unitary development plans with Local Development Frameworks which is the non statutory term for the portfolio of local development documents which will comprise the spatial planning strategy for a local planning authority's area. The Act requires that the local planning authority produce Development Plan Documents, as part of the Local Development Framework and the Council has already agreed following earlier consultation on planning issues for the Borough, that one of these documents will be on Chorley Town Centre, Retail and Leisure matters.

Alternative Options considered and rejected:

None as the need for a planned strategic approach for Chorley town centre and retail and leisure issues has been established.

05.EC.143 CAPITAL PLAN - PLAY AREA DEVELOPMENT

The Head of Public Space Services submitted a report to highlight the current position of the Council's five-year plan for play area improvements, and to seek an amendment to the plan.

Decisions made:

1. That approval be given for officers to work with the local safety target group by using the year four play area development capital fund in an effort to improve play provision on and around Clayton Brook Village Green, and to amend the play area development programme accordingly.
2. That approval be given for officers to encourage and support the Clayton Brook Together group in applying for external funding for enhanced facilities, to further meet the requirements of the community.
3. That the Corporate Group established to examine the use of Section 106 contributions for play and recreational facilities be requested to submit a report on the use of Section 106 contributions to a future meeting of the Executive Cabinet.

Reasons for Decisions:

It is not considered appropriate to continue with the previously approved programme that included:

- Grey Heights View, Chorley
- The Oaks, Eaves Green
- The Cedars, Eaves Green
- Parker Street/Congress Street, Chorley
- Croft Road, Chorley

However, the site at Gough Lane merits early attention and it is expected that acceptable proposals can be formulated within the necessary timescale.

Alternative Options considered and rejected:

To continue with the previously approved programme irrelevant of changes in need.

05.EC.144 EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED – That the press and public be excluded from the meeting for the following items of business on the grounds that they include the likely disclosure of exempt information as defined in Paragraph 9 of Part 1 of schedule 12A to the Local Government Act 1972.

05.EC.145 TOWN HALL ALTERATIONS

Approval to the cost increase in respect of the alterations to the Town Hall being met from the contingency sum provided for in the contract and the planned maintenance programme in the five year Capital Programme.

05.EC.146 ENHANCED RECYCLING SERVICE

Approval to a revised cost sharing agreement with the Waste Disposal Authority and improvements in the Enhanced Recycling Scheme.

Executive Leader

Chorley

Borough Council

Draft Final Report of the Environment Overview and Scrutiny Panel into the Accessibility of Cycling as a Leisure Pursuit



NOVEMBER 2005



www.chorley.gov.uk

1. PREFACE

I am pleased to introduce the final report of the Environment Overview and Scrutiny Panels inquiry into the 'Accessibility of Cycling as a Leisure Pursuit' in Chorley.

The Overview and Scrutiny Committee requested the Panel to look into this topic for scrutiny.

The Panel took evidence by way of presentations from several representatives as well as documentation specifically relating to the topic.

The Committee made several observations and recommendations which will be forwarded to the Overview and Scrutiny Committee and the Executive Cabinet.

None of our recommendations have major budget implications.

I would like to take this opportunity to thank Members of the Environment Overview and Scrutiny, officers and all the committees for their compilation of this report.

Councillor Thomas McGowan (Chair)

2. INTRODUCTION

1. Background

The Overview and Scrutiny Committee referred an Inquiry entitled "Accessibility of Cycling as Leisure Pursuit to the Environment Overview and Scrutiny Panel.

The subject of the inquiry came to the attention of the Overview and Scrutiny Committee on 26 June 2003, scoring three for both importance and impact on the Scrutiny Top Selection Assessment.

2. Aims/Objectives

The Panel's key aims and objectives were:

- a) To assess the dual use areas (ie recreation grounds, car parks, parklands).
- b) To highlight the areas for development and improvement.
- c) To identify the current areas and can they be extended.
- d) To reduce confrontation between various activities.

3. Terms of Reference

The terms of reference for the Inquiry were as follows.

- a) To conduct a scrutiny investigation into the leisure side of cycling and the dual use of areas to enable all leisure activities to be accommodated.
- b) To assess the current difficulties.
- c) To report on the investigation findings and make recommendations to the Overview and Scrutiny Committee as well as the various organisations within the investigation objectives and its desired outcomes.

3. ACCESSIBILITY OF CYCLING AS A LEISURE PURSUIT

Environment Overview and Scrutiny Panel Membership

The inquiry commenced on 26 June 2003 so the Membership of the Panel is spread over the Municipal Years of 2003/04, 2004/05 and 2005/06.

Membership 2003/04	Membership 2004/05	Membership 2005/06
Chair: Councillor Stephen Fenn	Chair: Councillor Lesley Brownlee	Chair: Councillor McGowan
Councillors: David Dickinson Daniel Gee Harold Heaton Michael Iddon Margaret Iddon Roger Livesey Laura Lennox Raymond Parr John Walker	Councillors: David Dickinson Daniel Gee Henry Caunce Harold Heaton Margaret Iddon Roy Lees Roger Livesey Raymond Parr Shaun Smith	Councillors: David Dickinson Thomas Gray Henry Caunce Harold Heaton Margaret Iddon Roy Lees Marian Lowe Roger Livesey Shaun Smith

Officer Support:
Democratic Services Mr Gordon Bankes.

Contribution of Evidence

The Panel would like to thank those representatives from Lancashire County Council, Lancaster City Council, United Utilities and Cycling Touring Club - Right to Work Network and other representatives and organisations who gave evidence and contributed to the Inquiry.

4. The Environment Overview and Scrutiny Panel after taking account of all the evidence recommends the following:

Aims/Objective

a) To highlight the areas of development and improvement

1. That those landowners who have shared user routes improve the environmental conditions by improving sight lines and visibility.
2. That the Council looks into the feasibility of creating short circular routes suitable only for families driving out to the country to take their children for a five mile ride as exists in National Parks and some Access Areas.
3. That the Council looks into the feasibility of creating a mountain bike trail in Rivington which would be a year round activity and would be good for the local economy.
4. That the Council looks into the feasibility of creating a purpose built off-road leisure track for youngsters and children in Yarrow Valley Park (Youths and youngsters with support to take over the design and maintenance of this facility which would enhance the vision that the Council is considering sports for all and encouraging children/youths to have a "Healthy Lifestyle".
5. That the Council looks into the feasibility of creating a safe cycle route along the Yarrow Valley and River Goit between White Coppice and Anglezarke.
6. That the Council examines ways to improve the publicity of existing routes.

Aims/Objectives

a) To reduce the confrontation between the various activities

7. That the Council facilitates the education of users by a Code of Conduct to focus on the rights and responsibilities of all user groups in order to reduce ambiguities concerning issues such as rights of way, passing etiquette, the increase use of bells, control of dogs and the recommended speeds that should be adjusted for safety and courtesy.
8. That those land owners who have shared use routes should have information panels to the access points detailing the Code of Conduct and a contact point to where comments, complaints and conflicts can be reported.
9. That the Council looks into the feasibility of funding cycling and proficiency schemes within the Borough. (NB already a LCC function via Education in Schools).

c) Aims/Objectives

To identify the current areas and can they be extended

10. That the responsible authority be requested to improve both off-road and the Sustrans route 55 through Chorley as well as developing the route through Chorley to join up the route from Preston to Wigan.

11. That the responsible authority be requested to complete the SUBTRANS route 55 as far as Adlington, to provide the connecting route via route 91 to the Rivington areas, as well as forming the primary route where other on/off-road cycling schemes can join to form a hub in the future.
12. That the Council examines ways of better provision to encourage children to cycle to school; this would ease local traffic congestion. For example the off-road cycling scheme along Foxholes Road (near Tesco's supermarket), but stops abruptly at the roundabout where it matters. This scheme should be extended along Balshaw Lane; the road is wide enough, if the grass verge was used on both sides of the road. This needs some commitment, it has been done in many towns elsewhere.
13. Where an off-road scheme finishes the cyclist is left to rejoin the highway, by a halt sign, as in the design on the A6 at Cuerden and A581 at Euxton. A good design has been used in Blackburn.

5. FINDINGS

<u>Objective/Key Issue</u>	<u>Evidence</u>	<u>Findings (in brief)</u>	<u>Recommendation</u>
1. To assess the dual use areas.	<ul style="list-style-type: none"> The Countryside Agency and LCC reports. Presentations from LCC, Lancaster City Council and Ranger for West Penning Moors (United Utilities). Research Notes from the Countryside Agency "How people interact on off-road routes". 	<ul style="list-style-type: none"> To acknowledge there to be a difference and to understand the impact of 'actual and perceived' conflict. Conflict can be complex and to progress an inquiry on these lines would be time consuming and would not achieve a successful outcome in relation to the Council's top priorities. Research has shown there to be a perceived conflict, particularly intrusiveness and hostility as well as anxiety and fear about personal safety. This feeling was intensified by a number of factors including crowding, cyclists, cyclists travelling at speed, meeting groups (especially young people) and encountering poor environmental conditions that reduce sight lines and visibility. In the extreme, these perceptions can lead to people avoiding shared use routes. 	<ul style="list-style-type: none"> That the Council looks into the feasibility of the Council funding cycling proficiency schemes within the Borough (already a LCC function via Education in Schools). That those landowners who have shared user routes improve the environment conditions to improve sight lines and visibility.
2. To highlight the areas for development and improvement.			
3. To identify the urgent areas and can they be improved.			

<u>Objective/Key Issue</u>	<u>Evidence</u>	<u>Findings (in brief)</u>	<u>Recommendation</u>
<p>4. To reduce confrontation between the various activities</p>		<ul style="list-style-type: none"> • Research has found that conflict is very infrequent, is generally slight and is mainly concerned with intrusion. Results of the behavioural observation demonstrate that actual conflict is a rare occurrence. Research has supported this. Conflict where it occurs can be caused by people (such as the behaviour of others) or the environment (such as inadequate maintenance of the route). That route users should accommodate others by changing their speed and pattern of travel; cyclists to slow down while walkers move in a straight line and speed up. • That research had found that when people gather together to talk about conflict they talk it up and their recollection how many others they meet while on route escalates. Their perception of conflict were much higher than that actually experienced. 	<ul style="list-style-type: none"> • That the Council facilitates the education of users by a Code of Conduct to focus on the rights and responsibilities of all user groups in order to reduce ambiguities concerning issues such as right of way, passing etiquette, the increased use of bells, control of dogs and the recommended speeds that should be adopted for safety and courtesy. • That those land owners who have shared use routes should have information panels at the access points detailing code of conduct and a contact point to where comments, complaints and conflicts can be reported.

<u>Objective/Key Issue</u>	<u>Evidence</u>	<u>Findings (in brief)</u>	<u>Recommendation</u>
		<ul style="list-style-type: none"> • There was a need to improve signage, both off-road and the Sustrans route 55 through Chorley as well as developing the route through Chorley to join up the route from Preston to Wigan. 	<ul style="list-style-type: none"> • To improve signage, both off-road and the Sustrans route 55 through Chorley as well as developing the route through Chorley to join up the route from Preston to Wigan. To finish Sustrans route 55 as far as Adlington, to provide the connecting route via route 91 to Rivington area as well as forming the primary route where other on/off-road cycling schemes can joint to form a hub in the future.
		<ul style="list-style-type: none"> • To take the opportunity to trade on the success of the Commonwealth Games cycling events and build a purpose built off-road route, hard enough to encourage visitors which would increase tourism into Chorley. 	<ul style="list-style-type: none"> • That the Council looks into the feasibility of creating short circular routes suitable only for families driving out to the country to take their children for a five-mile ride as exists in National Parks and some Access areas.

<u>Objective/Key Issue</u>	<u>Evidence</u>	<u>Findings (in brief)</u>	<u>Recommendation</u>
		<ul style="list-style-type: none"> In Lancashire the only available mountain bike trails are in Gisburn forest travelling from Chorley to this venue area is difficult. Funding is available for cycle sport development, such as European match funding, A recent cycling scheme aimed specifically for mountain biking in an area of South Scotland is worth £3m to the local community. Once funding is secured, mountain bikes can put something back into the trails and help to build them. eg Glentress, Inneleithen, Mable and Dalbeattie Forests. 	<ul style="list-style-type: none"> That the Council looks into the feasibility of creating a mountain bike trail in Rivington which would be a year-round activity which is good news for local economy. To look at the facility of creating a purpose built off-road leisure track for youngsters and children in Yarrow Valley Park (youths and youngster with support, to take over the design and maintenance of this facility which would enhance the vision that the Council are considering sports for all and encouraging children/youths to have a "Healthy Lifestyle". That better provision be provided to encourage children to cycle to school, this would ease local traffic congestion. For example the off-road cycling scheme along Foxholes Road

(near Tesco's supermarket), but stops abruptly at the roundabout where it matters this scheme should be extended along Balshaw Lane; the road is wide enough, if the grass verge was used on both sides of the road. This needs some commitment, it has been done in many towns elsewhere.

- Where an off-road scheme finishes the cyclist is left to rejoin the highway, by a halt sign, as in the design on the A6 at Cuerden and A581 at Euxton. A good design has been used in Blackburn.

APPENDICES

Appendix A	Overview and Scrutiny Project Outline
Appendix B	Scrutiny Inquiry Information Checklist
Appendix C	Scrutiny Inquiry Witness Checklist
Appendix D	Scrutiny Relevant Minutes from Panel Meetings 26 June 2003 (Overview and Scrutiny Committee) 12 February 2004 18 March 2004 29 April 2004 15 July 2004 17 February 2005 17 March 2005 9 June 2005 1 September 2005

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Accessibility of Cycling as a Leisure Pursuit	Investigation by: Environment Overview and Scrutiny Panel
	Type: Inquiry

Objectives:	Desired Outcomes:
<ol style="list-style-type: none"> 1. To assess the dual use areas (ie recreation grounds, car parks, parkland). 2. To highlight the areas for development and improvement. 3. To identify the current areas and can they be extended. 4. To reduce confrontation between the various activities. 	<ul style="list-style-type: none"> • To reduce the damage to the countryside from mountain biking. • To reduce the conflict between cyclists and walkers etc. • To increase and attract access to the countryside.

Terms of Reference:
<ol style="list-style-type: none"> 1. To conduct a scrutiny investigation into the leisure side of cycling and the dual use of areas to enable all leisure activities to be accommodated. 2. To assess the current difficulties. 3. To report on the investigation’s findings and make recommendations to the Overview and Scrutiny Committee as well as the various organisations within the investigation’s objectives and its desired outcomes.

Key Issues:	Risks:
<ol style="list-style-type: none"> 1. The nature and scale of the problem. 2. Impact on the countryside. 3. Safety of participants. 	<ol style="list-style-type: none"> 1. Raising expectations, beyond the capacity to deliver any improvement. 2. Not having the capacity and/or skills to undertake the investigation successfully.

Venue(s):	Timescale:
Town Hall, Chorley	<p>Start: 12 February 2004 Environment Overview and Scrutiny Committee</p> <p>Finish: To be determined</p>

Information Requirements and Sources:

Documents/evidence: *(what/why?)*

Cycling maps held by Regeneration Section and Lancashire County Council (Environment Directorate) Sustrans Network.
Evidence of Publicity.

Witnesses: *(who, why?)*

Lancashire County Council Officers
Cycling Touring Club representatives
Mountain Bike Association
Ramblers Association (mid-Lancashire area)
Countryside and Woodlands Officer
Bridleways Association
Planning Services – Buckshaw Village
Rivington Recreational Management Zone
Yarrow Valley User Group

Consultation/Research: *(what, why, who?)*

Consultation with organisations, clubs, to identify the nature of the problem and establish the areas mostly affected.
User Groups identified above.

Site Visits: *(where, why, when?)*

To be determined during the investigations but likely to be areas affected where it is known to be a conflict between cycling and other activities.

Officer Support:	Likely	Budget	Requirements:
Lead Officer: Jamie Carson Head of Leisure & Culture Services			£
Committee Administrator: Mr Gordon Banks Democratic Services Officer			
Corporate Policy Officer: To be identified when required.			
			£1,000.00

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, PCT)

Executive Cabinet, Lancashire County Council



SCRUTINY INQUIRY INFORMATION CHECKLIST

Name of Inquiry: Accessibility of Cycling as a Leisure Pursuit

Scrutiny Body: Environment Overview and Scrutiny Panel

Ref.	Information Required	Source Details	To be sourced by
1	Local Transport Plan 2001/02 - 2005/06	Report	LCC website
2	Lancashire Cycleways	Report	LCC website
3	Leisure Cycling in Lancashire	Presentation Handouts	LCC
4	Background Information	Letter	LCC (Countryside Service)
5	Cycling Strategy	Chorley BC Report	Democratic Services
6	Waterways Code (Use of Canals)	Leaflet	British Waterways Board
7	Cycling Demand Study - Full Report	Report	LCC
8	How people interact on off-road routes.	Research Notes March 2001	The Countryside Ranger
9			
10			



APPENDIX C

SCRUTINY INQUIRY WITNESS CHECKLIST

Name of Inquiry: Accessibility of Cycling as a Leisure Pursuit

Scrutiny Body: Environmental Overview and Scrutiny Panel

Ref.	Witness	Information Required	Date	Venue
1	Alasdair Simpson LCC Environment Directorate	Legality of off-road cycling. Problems of joint use. Solution to problem.	29.04.04	Town Hall
2	Cllr Geoffrey Russell (Chorley Borough Council)	Background information.	29.04.04	Town Hall
3	Gordon Maclay Senior Engineer - Projects Lancaster City Council	Examples of dual use in Lancaster. Legal requirements. Solutions to problem.	15.07.04	Town Hall
4	Hazel Gannaway (United Utilities) Ranger for West Pennine Moors	Identify problems in Rivington.	09.06.05	Town Hall
5	Michael Prescott Cycling Touring Club (CTC) Right to Ride Network	Examples of dual use. Solutions to problem.	01.09.05	Town Hal
6				
7				
8				

EXTRACT FROM OVERVIEW AND SCRUTINY COMMITTEE**26 June 2003****03.OS.08 SCORING OF OUTSTANDING OVERVIEW AND SCRUTINY COMMITTEE ITEMS**

The Committee received a list of the outstanding items compiled from meetings of the Overview and Scrutiny Committees A and B, which required to be processed by way of the Scrutiny topic selection process.

RECOMMENDED - (1) That consideration of the Highways Partnership Agreement with Lancashire County Council be deferred for 12 months as the Partnership has only just started.

(2) That the Environment Overview and Scrutiny Panel will carry out an inquiry into the leisure side of cycling and the dual use of areas to enable all leisure activities to be accommodated as well as looking at safety, transportation and encouragement of a healthy lifestyle, which scored three for both importance and impact and was therefore a possible topic for scrutiny, but not a priority.

(3) That the Customer Overview and Scrutiny Panel considers the impact of the One Stop Shop as this is a priority topic for scrutiny, but should be considered after six months as it has only just come into operation.

(4) That as the IEG (Implementing Electronic Government) was an on-going process, the Customer Overview and Scrutiny Panel measures the Council's progress.

(5) That as the involvement of the Parish Councils in the Council's website, was currently being addressed the subject did not meet the necessary criteria.

(6) That the request from Coppull Parish Council to review the decision of Blainscough Industrial Site, Preston Road, Coppull was not appropriate for selection, as:

- **The key issues have already been reported to the Development Control Committee (formerly Planning Committee) for discussion.**
- **The matter has been investigated under the complaints procedure.**
- **There is no evidence to suggest that the subject is related to the Council's strategic aims or that it has a wider policy implication.**

(Councillor Mrs Walsh declared a prejudicial interest in the item relating to Blainscough Industrial Site and left the meeting during the discussion and voting).

EXTRACT FROM ENVIRONMENT & OVERVIEW & SCRUTINY PANEL**12 February 2004****04.ENV.08 LEISURE SIDE OF CYCLING AND DUAL USE OF AREAS**

The Panel carried out a scoping exercise on the topic of the leisure side of cycling and dual use of areas to enable all leisure activities to be accommodated as well as safety, transportation and encouragement of a healthy lifestyle. The topic had been referred to the Panel from the Overview and Scrutiny Committee for consideration.

The Panel processed this topic through the four relevant stages which incorporated consideration of the following:

- Objectives
- Desired outcomes
- Terms of reference
- Key Issues and areas of focus
- The risks involved in undertaking the inquiry
- How and where evidence should be taken
- Timescale

The Panel outlined from where the main information requirement would be received as well as identifying officer support, likely budget requirements and the main target body for the findings/recommendations.

RECOMMENDED - That the scoping document be submitted to the Overview and Scrutiny Committee for approval to enable the Panel to proceed with the Inquiry.

**EXTRACT FROM ENVIRONMENT & OVERVIEW & SCRUTINY PANEL
18 March 2004**

04.ENV.13 LEISURE SIDE OF CYCLING AND DUAL USE OF AREAS

The Panel received the scoping document, completed at the previous meeting, which had been approved by the Overview and Scrutiny Committee.

The Panel discussed the information they would require. This included the receipt of cycling maps of the Chorley area and invite representatives from Lancashire County Council, Cycling Club to commence the inquiry.

RESOLVED - That a Special meeting of the Environment Overview and Scrutiny Panel be held on Thursday, 29 April commencing at 6.30pm with a representative from Lancashire County Council (Environment Directorate) and Councillor Russell invited to attend, to give the Panel a background knowledge of the issues relating to the inquiry.

**EXTRACT FROM ENVIRONMENT & OVERVIEW & SCRUTINY PANEL
29 April 2004**

04.ENV.16 LEISURE SIDE OF CYCLING AND DUAL USE OF AREAS - GATHERING EVIDENCE

(a) Presentation

As part of the evidence gathering process for the Panel's inquiry into the leisure side of cycling and dual use of areas, the Panel received a presentation from Alasdair Simpson, a member of the Cycling Team Traffic and Safety Section of the Environment Directorate at Lancashire County Council.

Set out below is the background evidence to commence the inquiry.

Reasons for Supporting Cycling.

- Congestion.
- Pollution
- Health
- Better Environment
- Leisure
- Economic

The national target is to treble cycling flows by 2012. From information provided in the 2001 Census for Chorley with comparisons.

	Public Transport	Car	Cycle	Foot
Chorley	5%	73%	1.7%	9%
Lancaster	7%	63%	3.8%	14%
Oxford	18%	42%	15%	15%

The main problem in Chorley is the A6 dual carriageway and roundabout. It also makes east-west trips difficult with high accident rates.

A good example of cycling in Lancashire is the City of Lancaster, with well used tracks with good leisure routes built up from the city centre into the countryside. It was pointed out that it was quicker to go by bicycle from Morecambe to Lancaster, than by car.

Ways to increase cycling

On the road

- Cycle lanes.
- Cycle facilities at junctions.
- Quiet roads.
- Traffic Management & Calming.

Cycling Parking

Off Road Cycle Paths

There is a market for leisure cycling particular mountain biking with different levels of expertise.

Market for Leisure Cycling.

Mountain Biking

- Short trails.
- Long scenic trails.
- Special features

Shared Cycling Paths

- Family cycling
- Utility Cycling - Cycle route between Lancaster and Morecambe good example
- Routes into the Countryside.

Study of demand for of road cycling in Lancashire by Bowles Green.

- Demand for of road cycling exceeds level of provision.
- Market size : $\frac{1}{4}$ of population plus people in neighbouring areas.
- Illegal use of footpaths suggests inadequate supply.
- Means of low income groups accessing countryside.

The study has identified the illegal use of footpaths by mountain bikers.

The legal basis for off road cycling.

- Bridleways.
- Cycle tracks.
- Permissive paths.

Problems of joint use of paths.

- Conflict with horse riders.
- Conflict with pedestrians.
- Problems for the blind.
- Narrow width, poor forward visibility.
- Poor maintenance.

Countryside Agency Research

- Actual conflict low.
- Perceived conflict higher than actual conflict.
- Narrow paths/poor sightlines can increase conflict levels.
- Cyclists travelled in elongated s-shaped pattern
- Workers took a more erratic path.
- Made it difficult to anticipate what the other users might do and what side to pass.
- Cyclists slow down when passing walkers.
- Meeting with other users rare event eg once every seven minutes.

Recommended minimum width of Cycle Tracks.

- Three metres generally recommended minimum width.
- Two metres absolute minimum.

A cycle or pedestrian takes up about 0.7 metres each.

Solutions to conflict.

- Codes of conduct.
- Encourage cyclists to ride on left and walkers to walk on right.

Solutions Signing

- Way marking.
- Raised white line.

Solutions Physical

- Wide paths.
- Good forward visibility.
- Segregation by kerb.
- Measures to control cyclist speed eg avoid long downhill sections.
- Separate paths.
- Special mountain bike courses.

Conclusion

- Joint use of paths generally benefit walkers as much as cyclists.
- Actual levels of conflict low.
- Problems can be reduced by good design.
- Codes of conduct can also help.

The following were identified as issues that the Panel may wish to look at further.

- Width of roads are narrow in the countryside making cars passing groups of cyclists difficult.
- Problem of gutters in the road for cyclists on a cycle lane
- Problem of cyclists riding side by side on busy roads making vehicle passing difficult.
- Dual use of footpaths by children, pushchairs.
- Possible invite to the Panel of the United Utilities ranger for Rivington area.
- Mountain bike organisations to sign up code of conduct.
- Better way marking.

The Panel received Research Notes compiled by The Countryside Agency entitled "How People Interact on Off-Road Routes".

These findings are significant as they shed light on the difference between real and perceived conflict involving people on foot, bike or horse both in terms of accidents and verbal disagreements.

The Research Notes also include how people interact on off road routes. These two distinctive elements of the concept of conflict were defined and measured, actual conflict and perceived conflict.

(b) Background Information received from Councillor Russell

As a long standing cyclist Councillor Geoffrey Russell was invited to the meeting to give some background information to the inquiry.

He informed the Panel of his knowledge of cycling in the area and that he had a good perspective of cycling, pointing out that there was a lot of prejudice towards cyclists from car drivers, walkers etc.

He pointed out that conflicts occur all the time, pointing out that the main routes such as the A6 are not a problem. The Lancashire Cycle Way route is well marked for leisure cycling.

The main criticism is the local road system and the roads do not cater for cyclists. So far in Lancashire, too little, too late.

An example was given of the railway bridge on Balshaw Lane, Euxton with the cycle path terminating on the crest of the bridge, forcing cyclists onto the road at a point where they are most vulnerable.

The cycle route through Astley Park was not a main part of a route and is little used by cyclists.

Councillor Russell pointed out that only a minority of car drivers pose a problem for cyclists but all road users should be mature enough to cope with each other whether they are walkers, car drivers or cyclists.

Solutions have been found in countries like Germany, Holland and Denmark and in Chorley not a lot of work has been done, unlike Lancaster where a great deal of progress has been made in providing cyclists with a safe environment. The roads in Chorley are inadequate, poorly swept and roads in poor condition.

The following were identified as issues that the Panel may wish to look at further.

- Enforcement of the restrictions.
- Should not discriminate between : leisure
 - : utilitarian routes
 - : children use of these routes
- Major routes in and out of the town.
- Specific route in the countryside for mountain bikes.
- Safe route to the hospital and Buckshaw Village with proper routes outside the Buckshaw Village area.

EXTRACT FROM ENVIRONMENT & OVERVIEW & SCRUTINY PANEL**15 July 2004****04.ENV.20 LEISURE SIDE OF CYCLING AND DUAL USE OF AREAS – PRESENTATION BY GORDON MACLAY, SENIOR ENGINEER-PROJECTS, LANCASTER CITY COUNCIL**

The Chair introduced Gordon Maclay, Senior Engineer – Projects, from Lancaster City Council who had been invited by the Panel to deliver a presentation regarding cycling and the dual use of areas as part of the information gathering stage of the Scrutiny Inquiry.

Mr Maclay outlined different areas in Lancaster that had provision for cyclists and general information regarding issues that affected cycle paths.

River Lune Millennium Path

The River Lune Millennium Path was 3.0 metres wide and provided unsegregated shared use. The path had moderate utility use and experienced a high level of weekend use. Members noted that the verges on either side of the path were around 1 metre wide. The verges could be mown to ensure hedges did not encroach on the path. This enabled cyclists to pass each other and pedestrians with more space and improved the cyclists' sight line. The path was a public footpath and was shown on the Ordinance Survey map as a cycle way. Members noted the street lighting on the path and discussed the positive and negative aspects of this, security versus creating a meeting place.

Funding had been received for this path as part of Millennium European Development. Mr Maclay reported that there was a need to have commitment from all service units to have a successful funding strategy.

Millennium Bridge

The Millennium Bridge was 4 metres wide and provided unsegregated shared use. The path was considered a safe route to school and experienced very high levels of pedestrian and cycling use. The electronic counter registered around 900 cyclists a day. There was a good relationship between cyclists and pedestrians with only a small number of known accidents. Members noted that there were signs giving directions for key destinations.

Lancaster to Morecambe

The Lancaster to Morecombe path was 3 metres wide and provided segregated use, with a white line defining cycle and pedestrian uses. The surface material was tactile to highlight the segregation. High levels of utility use were reported. In the main pedestrians and cyclists did keep on the correct sides.

Highway Development Control

There were a number of methods via highway development control:

- Section 38 agreements: regarding cycle routes and facilities on sites, although there could be conflict between security considerations and pleasing layouts.
- Section 106 agreements: for example to deliver a new route to school.
- Facilities within the site, for example, storage for bikes.

Types of surfacing

There were various types of surfacing that could be used for cycle lanes.

- Tarmac: good life expectancy, but had cost implications.
- Limestone to Dust: doesn't really last, popular with horses, but not suitable for commuter roads.

- Permapave: good life expectancy and could be slightly cheaper than tarmac.

Members noted that there was a conflict of opinion about the best materials between engineers, cyclists, horses and conservationists.

Cycle tracks

There were legal requirements surrounding cycle lanes and tracks, for example, regarding traffic not encroaching or parking. Mr Maclay reported that cycle lanes worked better if there were a double yellow line in the cycle lane. There could be mandatory cycle lanes or advisory cycle lanes.

If there was a public right of way land could be converted to a cycle track, but if objections were raised the path would have to go to a public inquiry. Off road cycle lanes and tracks would depend on the ownership of the land. Various factors would need to be considered to determine an appropriate width for a cycle track.

Mr Maclay suggested the Cycle Friendly Infrastructure by the Institution of Highways and Transportation for further information.

Rossett School, Harrogate

The School had used a section of the playing fields to build a cycle track with a gentle ramp. Permission had been obtained from the schools governors, Local Education Authority and the Secretary of State. Cycling initiatives worked towards the governments' aims for healthy children.

Horses

The 1968 Countryside Act advised that cyclists could use bridleways. The Highway Authority and land owners would not have to upgrade bridleways for use by cyclists but could improve and maintain the surface, with consideration given to the levels of use and location. The Panel noted that cyclists should give way on bridlepaths and not their ring bell. A Code of Conduct could be displayed on the bridleway but not everyone would use it.

Motor Cycle Barriers

In some cases motor cycle barriers might be required. When designing these, several aspects would need to be considered: What was the purpose of the barrier? To inhibit or permit cycles or motor cycles? To slow cycles or pedestrians. Would blind people use the path? Would emergency vehicles need access? Should the design allow for all types of prams?

Conclusions

Mr Maclay advised that shared use was a complex issue and that problems depended on where the cycling took place, on a purpose built cycle track or a busy road. The Panel discussed the different areas in the Borough where cycling took place, for example, the West Pennine Moors, along canal banks and in more urban areas, such as Pall Mall, Moor Road, Gillibrand Link and Eaves Green Link Roads.

The Panel discussed the scope of the Inquiry and agreed that gathering information on issues relevant to cycling in the Borough would aid them to narrow scope of Inquiry.

Members suggested site visits to Lancaster to investigate further good practice and also to sites within the Borough. Possible witnesses were suggested as being West Pennine Moor Rangers, cyclists, pedestrians, horse riders and dog walkers, An issue was raised regarding cycle tracks on roads that narrow and the cycle track would disappear. Members noted that dog walkers were an excellent source of info.

The Chair thanked Mr Maclay for the presentation and contribution to the Inquiry.

RESOLVED –

- 1. Previous documentation regarding the Inquiry be distributed to the new Panel members**
- 2. The Executive Member be invited to the next meeting of the Panel.**
- 3. The following information be presented to the Panel:**
 - Maps of current cycleways and Chorley Borough Council Cycling Strategy.**
 - A report outlining the regulations regarding cycle tracks and lanes.**
 - The Cycle Friendly Infrastructure by the Institution of Highways and Transportation.**
 - The Lancashire Transport Plan and any relevant cycling schemes.**
 - The Chorley Borough Council Local Plan.**
 - Quiet Roads Initiative.**
 - Research notes “How People Interact on Off-Road Routes” compiled by the Countryside Agency.**

EXTRACT FROM ENVIRONMENT & OVERVIEW & SCRUTINY PANEL**17 February 2005****05.ENV.07 ACCESSIBILITY OF CYCLING AS A LEISURE PURSUIT**

The Panel's instructions were requested on a strategy to progress the Panels inquiry into 'Accessibility of Cycling as a Leisure Pursuit'.

Members received a number of documents produced for their information as well as providing documentary evidence to assist the inquiry.

In order for the Panel to progress the inquiry contact should be made with the representatives of the undermentioned user groups to establish from their perspective what they consider are the issues which effect them:

Cyclists.

Walkers.

Horse Riders.

Mountain bike users.

Rivington Recreational Management Zone Advisory Committee.

Yarrow Valley User Group.

The Groups be requested as to whether they wish to attend a future meeting of this Panel or whether they would prefer representatives from this Panel to meet them.

Problems can be identified, with the Groups such as:

- Signage.
- Code of Conducts, for users.
- What are the problems of current cycle routes eg bottlenecks.
- More cycle routes and what suggestions.
- Publicity for cycling routes.
- Lack of publicity in general.

The following issues to be established:

- i) Definition of a bridleway.
- ii) Use of canals for cycling (permissive cycling).
- iii) Map of all footpaths and bridleways in Chorley.

Members to visit shops etc to establish what literature, as well as maps, available on cycling.

**EXTRACT FROM ENVIRONMENT & OVERVIEW & SCRUTINY PANEL
17 March 2005**

05.ENV.12 ACCESSIBILITY OF CYCLING AS A LEISURE PURSUIT

The Panel contained to make progress in its inquiry into the 'Accessibility of Cycling as a Leisure Pursuit', examining the areas of the Borough where it was considered to be confrontation between the various activities and whether these areas could be developed for improvement.

Interest and user groups would be contacted for their views and objections on the nature and scale of the issues within the inquiries Terms of Reference.

EXTRACT FROM ENVIRONMENT & OVERVIEW & SCRUTINY PANEL**9 June 2005****05.ENV.17 ACCESSIBILITY OF CYCLING AS A LEISURE PURSUIT**

The Chair introduced Hazel Gannaway, The Ranger for the West Pennine Moors (West) who had been invited to provide evidence that would assist the inquiry into the 'accessibility of cycling as a leisure pursuit'.

She explained that she was not aware of any reports received relating to complaints of poor behaviour, but it may be that people are unaware of who to report complaints to, or where.

User groups such as horse riders have commented on the fast speed by some cyclists passing horses on bridleways.

Some routes around Rivington have suffered from erosion created by mountain bikes.

A visitors survey was likely to occur in the near future to obtain the numbers coming into the Rivington area as well as receiving their views on how the area is managed.

Set out below is a brief summary of cycling in the Rivington area.

- There is an extensive network of bridleways in the Rivington area offering the opportunity for cyclists to explore the area.
- Great House Information Centre is open Wed - Sun (and Bank Holidays) 10.30am - 4.30pm and receives very few complaints about cyclists behaviour.
- GHIC stocks maps and publications on cycle routes in the area and beyond and the staff offer advice on routes.
- As a Ranger for the area she had spoken to cyclists on numerous occasions for either being on a footpath rather than a bridleway or for cycling in a discourteous manner when near to other site visitors.
- The cycling events for the Commonwealth Games were held in this area, cyclists regularly request details of this route from GHIC or take it upon themselves to cycle it despite the fact some of the route used footpaths not bridleways. Two photos circulated showed an area of erosion from cycles. There is also a section of cut fence further on this track and others in the area, I do not know who has cut the fences but have seen cyclists making use of the gaps.
- Cyclists have created ramps and jumps in woodland areas.
- Some requests have been received for cycling events in the area but in comparison with other activities eg runs, walks and horse riders the number of requests are low. Again some request areas that are on footpaths so consent is not granted.

EXTRACT FROM ENVIRONMENT & OVERVIEW & SCRUTINY PANEL**1 September 2005****05.ENV.26 ACCESSIBILITY OF CYCLING AS A LEISURE PURSUIT**

The Chair introduced Mr Michael Prescott from the 'Cycling Touring Club (CTC) Right to Ride Network' who had been invited to provide evidence within the Inquiry's Term of Reference that would assist the inquiry into the accessibility of cycling as a leisure pursuit.

Mr Prescott's presentation covered the following areas.

- SUBTRANS and the need for positive motivation to finish the Route 55 through Chorley to complete the link from Preston to Wigan.
- To build on the success of the Commonwealth Games cycling events.
- To build a purpose built off road route, hard enough to encourage visitors, which would increase tourism into Chorley.
- The damage to the countryside caused by off road cyclists using non designated areas and private land.
- As used in France Alps, signage recommending that vehicles pass cyclists at no less than 1.5 metres.
- Since 1968 cyclists using bridleways are expected to 'give-way' to all path users, even when they come up behind a group of walkers who are obstructing their passage.
- To create short circular routes suitable only for families driving out to the country to take their children for a five mile bike ride. These exist in National Parks and some Access areas.
- Conflict with vehicles on the route to off road cycling facilities.

Mr Prescott provided useful evidence which would form the basis of the Panel's recommendations.

RESOLVED - That the Panel considered that enough evidence had been presented to the Panel over the past months to enable recommendations to be formulated and these would be circulated to the next meeting for consideration in the final report.

Report of	Meeting	Date
Chairman of Overview & Scrutiny Committee	Executive Cabinet	1 December 2005

SCRUTINY OF THE DRAFT BUDGET 2006/2007

PURPOSE OF REPORT

- To inform members of the Executive Cabinet of the proposed process for scrutinising the Cabinet's draft budget proposal for 2006/2007, which will be circulated for consultation after the Executive Cabinet meeting scheduled for the 12 January 2006.

CORPORATE PRIORITIES

- This report has no direct link to corporate priorities.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation		Regulatory/Legal	√
Financial		Operational	
People		Other	

- The robust scrutiny of the budget is regarded as good governance and may impact on the Council's further CPA ratings.

BACKGROUND

- The Overview and Scrutiny Committee has been deliberating on its intentions with regard to the Scrutiny of the Cabinet's draft budget. This report outlines their proposal.
- Previous attempts to scrutinise the budget in relation to identifying priorities and through the analysis of business plans has to some extent not allowed the Scrutiny Committee to feel they have contributed effectively to the budget setting process. The 2006/2007 budget represents an opportunity to rethink its approach.

SPECIFIC ISSUES

- The Overview and Scrutiny Committee is keen to be able to demonstrate that it has added value to the budget setting process. Consequently it proposes a slightly different approach to that taken previously. For 2006/2007 it proposes to scrutinise the following:
 - Areas of non-performance as identified in the Business Plan Performance Monitoring reports presented to Scrutiny throughout the year. The intention will be to see that the Executive Cabinet has allocated resources, if appropriate, to areas of non-performance in order to rectify the problem.

- Areas of high spend. The intention is to undertake a review of the Council’s spending, not just at budget setting but throughout the year to consider whether the Council’s policies and objectives are being delivered whilst at the same time delivering value for money for the Council tax payer.

The recent Value for Money Self Assessment undertaken by the Council identified a number of areas of high cost compared to the Council’s nearest neighbours. The intention will be to try to identify why this is and enable the Executive Cabinet to comment on the findings of the Overview and Scrutiny Committee.

- To review the ‘Corporate Basket’ of priorities/key actions included in the new Corporate Plan. The new priorities may require a reallocation of resources within the units to help achieve strategic objectives.

8. In addition, the Overview and Scrutiny Committee would welcome the opportunity to comment on any of the draft budget proposals including any savings or growth items that are proposed.

9. I therefore propose to look in more detail at the following areas and invite the relevant Executive members and Head of Services to the Overview and Scrutiny Panel meetings to discuss budget issues in relation to that service.

Community Overview & Scrutiny Panel	Planning Services
Customer Overview & Scrutiny Panel	Revenues & Benefits
Environmental Overview & Scrutiny Panel	Environmental Services

10. These three services were identified as upper quartile costs in the VFM Self Assessment. There may be valid reasons for this being the case and the purpose of the Scrutiny would be to explore in more detail why the services are showing as upper quartile in cost terms.

11. As this is a new approach, and the Committee’s first attempts at looking at costs in detail, it may be the case that some of the Scrutiny questions/queries cannot be answered, but over time I hope that through the process of budget scrutiny the Committee will be able to add value but also feel as though they have been effective in the Scrutiny of the Council’s budget.

MEETING TIMETABLE

12. The budget consultation process must be completed before the last week of February 2006. Therefore subject to Member agreement, it is proposed that the following Scrutiny meetings be held.

Executive Cabinet	12 January 2006	Draft budget for consultation approval
Overview and Scrutiny Committee	19 January 2006	Initial consideration of the Draft budget proposals
Environment Overview & Scrutiny Panel	2 February 2006	Review of Environmental Services budget
Customer Overview & Scrutiny Panel	7 February 2006	Review of Revenues & Benefits budget

Community Overview & Scrutiny Panel 8 February 2006 Review of Planning Services budget

Overview & Scrutiny Committee (Special meeting) 16 February 2006 Feedback from Panels and review of the budget consultation documents. Identification of issues for Executive Cabinet

- 13. The scheduled meetings of the Environment O&S Panel on 15 February and the Customer O&S Panel on 22 February 2006 will need to be cancelled to meet the above timetable.
- 14. The views of the Overview and Scrutiny Committee expressed at its meeting on 16 February 2006 will be submitted to the Special Executive Cabinet meeting to be held on 23 February 2006 for the purpose of determining the proposals for the 2006/07 budget to be considered by the Council on 7 March 2006.

RECOMMENDATIONS

- 15. That the Executive Cabinet note as a point of information the proposed involvement of the Overview and Scrutiny Committee and its Panels in the 2006/07 budget consultation process.

**REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)**

- 16. To enable the Overview and Scrutiny Committee and its Panels to contribute effectively to the budget setting process.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 17. None

GARY HALL
DIRECTOR OF FINANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Gary Hall	5480	16 November 2005	ADMINREP/REPORT

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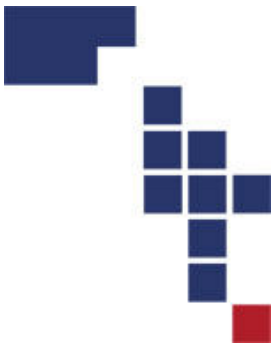
Chorley Borough Council



Developing Effective Political Leadership

Report from SOLACE Enterprises
Hope House, 45 Great Peter Street, London SW1P 3LT
September 2005





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Developing Effective Political Leadership Review conducted for Chorley Borough Council by SOLACE Enterprises

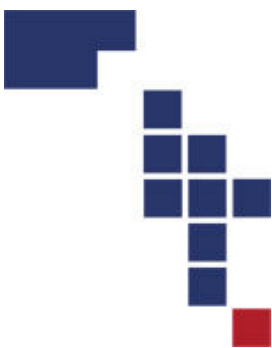
1. Context and Objectives

- 1.1 The summary of the CPA report (2003) on Chorley Borough Council identifies as a weakness in capacity the 'poor political relationship with the main opposition'. Paragraph 43 of the main report expands on this weakness: 'the relationship between the administration and the main opposition group has been soured in the past and is blocking the larger political groups from a more constructive engagement with each other. This prevents the administration from gaining a broader input to decisions and policy debate'.
- 1.2 Section 10 (pages 3 and 4) of the Council's Corporate Improvement Plan commits to 'develop mechanisms to improve political relationships' in order to achieve 'good relationships between the main political groups, helping to maximise the collective value of all members towards the achievement of the Council's objectives'. The specific action to which we were assigned is 'to carry out a review of political relationships'.
- 1.3 The CPA Progress Assessment Report (July 2005) makes no reference to improved political relationships, though it is broadly positive in other respects. Our task therefore was to do a health check of political relationships, assess whether they have improved / are continuing to improve and if so, how progress can be maintained. If not, why not and what should be done?
- 1.4 It was important for us to be clear about what we were not doing. We were not conducting a Peer Review, CPA or a review of broader aspects of the Council's performances, except in so far as the relationship between the parties affects the Council achieving its objectives.

2. Background and Methodology

- 2.1 We spent three days on site in Chorley, having read a number of background papers. We were briefed on the history of relationships between the main parties. The Council has had periods of productive political working between the parties, both under Conservative and Labour administrations. More recently, relationships deteriorated, apparently affected by a particular event within the Council involving officers and operational/structural changes resulting from the Local Government Act 2000.





2.2 In order to reach our own assessment of the health of the political relationship we interviewed a wide range of people. A list is attached at Annexe A. We covered broadly similar ground in all interviews, with different degrees of emphasis:

- Their perceptions of political relationships within the Council;
- Whether they recognised the comments in the CPA report about these relationships;
- If so, what were the reasons / causes of poor relationships?
- What are the effects? Does the state of political relationships damage operational performance, morale or effectiveness?
- Have relationships changed / improved since the CPA? Can they / should they be improved further? How?
- What impact would that have on the Council's effectiveness in achieving its objectives?

With external partners, we were interested in establishing whether political relationships have affected the Council's reputation, standing and ability to achieve its objectives in the best interests of the community.

2.3 Interviewees were provided in advance with the relevant extracts from the CPA report and the Improvement Plan so that they understood our remit and the broad areas of questioning as set out above.

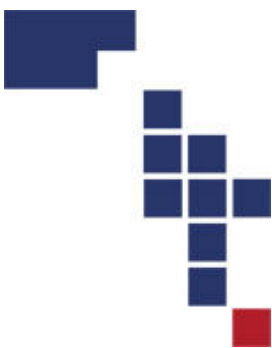
3. Acknowledgements

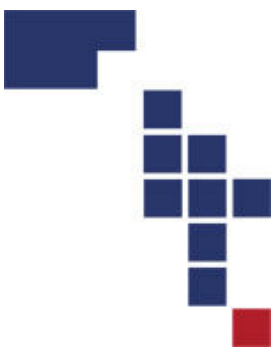
3.1 We were treated with great courtesy and had every assistance throughout our stay in Chorley. Interviewees were generous with their time and helpful in their responses to our questions. We are particularly grateful to Mary Mathews in the Chief Executive's office who had the difficult task of scheduling our meetings and accommodating us during the refurbishment of the Council's offices. The efficiency of the arrangements made our task very much easier.

4. Findings and Recommendations

4.1 The CPA statement about poor political relationships is not recognised by partners or by most members of the Council except the Conservative group. That is not to say that the statement was not true at a particular point in time – indeed there is some evidence that conduct and relationships were worse some years ago. Nor does it make the perception of poor relationships held by members of the Conservative group any less real. It should be addressed.



- 
- 4.2 Partner organisations are unaware of any difficulties in political relationships at the present time, but value their relationship with the Council and speak highly of it.
- 4.3 The historic reasons for 'sour relationships' are not known or understood by many members of all parties serving at the present time.
- 4.4 It is our firm view that this history, however real to a few people, must be left behind. The Council must move on. It must utilise all the talents it has at its disposal and prioritise the development of all its members and officers.
- 4.5 We are encouraged by more recent developments – the opening up of Cabinet meetings, wider distribution of information and provision for Opposition members to speak at Cabinet meetings. There is no evidence of abuse of confidential information. We believe it is for members, in particular the Conservative group, to take advantage of these developments and use the opportunity to contribute to policy debate.
- 4.6 We are also encouraged by developments in Overview and Scrutiny. It is clear that useful work is being done, cross-party relationships are good and there are indications that non-Cabinet members of all parties are beginning to find scrutiny a satisfying role. There is some evidence that the full scope of Overview and Scrutiny is not widely understood, and that in particular the process of effective 'call-in' needs to be developed. There is also some slightly worrying evidence of non-attendance at meetings by members and officers. We believe there is development work to be done, in raising awareness, understanding and profile of Overview and Scrutiny and increasing commitment to it.
- 4.7 A comprehensive development programme is vital for building the capacity of all members. We are aware that this is at an early stage and welcome this. We feel it should be expedited and resourced appropriately. Some of our interviewees commented on the debilitating effect of annual elections on a council which is finely-balanced politically, and the possible impact this 'constant state of readiness for elections' has on political relationships and on forward planning. We feel strongly that a comprehensive development programme can contribute to the sustainability of the Council.
- 4.8 Relationships between members at a working level and socially appear to be good. There is a healthy respect for the abilities of members in opposing parties – something which is not common in all councils. However, there has been some criticism of behaviour in the public arena of council meetings. Allowing for the normal cut and thrust of political life, this appears to be at a level which inhibits participation and healthy debate.

- 
- 4.9 There is a gap between the formal structures and the positive informal working relationships which needs to be filled. Dialogue and information sharing on a broader basis between senior officers and leading members of the administration with the Opposition, before decisions are taken, would encourage better decision-making, and wider ownership of Council policies.
- 4.10 We have some specific recommendations for taking forward these findings:

Improving communications and the capacity to participate

- Introduce regular, scheduled meetings of Group leaders with opportunities for all to build the agenda;
- Introduce regular briefings for the Leader of the Opposition by the Chief Executive on strategic issues and developments;
- Explore the possibilities of portfolio holders meeting with 'shadow' members of the Opposition group to discuss issues and developments within their remit.

Resources

- Fast-track the training and development programme and resource appropriately;
- Encourage learning from other councils through visits and opportunities to take part in external training programmes such as the Leadership Academy;
- Utilise skills and talents of all members to add value to the Council's work, for example in appointments to external partnership bodies.

Overview and Scrutiny

- Provide comprehensive training for members, including Cabinet, and officers on the full range of roles and responsibilities under the Overview and Scrutiny system, and the value it can bring;
- Show commitment from the top, including attendance by Directors at relevant Overview and Scrutiny Committees and Panels.





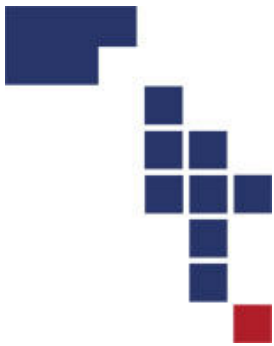
5. Conclusions

- 5.1 We are conscious that all reviews of this nature depend heavily on the perceptions of those interviewed. We asked for evidence to substantiate these perceptions. However, in an area as subtle and complex as political relationships it is possible for perceptions to be widely shared, and to enter the mythology of the Council, even if unsubstantiated. These perceptions have to be confronted and addressed in order for the Council to progress.
- 5.2 We believe that the recommendations contained in our report, if implemented, can contribute in larger measure to this progress. They will also contribute to the sustainability of the Council in the future by increasing its capacity and embedding ways of working which improve policy development and decision making. We hope that all party groups and officers of the Council will accept and implement these recommendations.

Joan Jones CBE
Cllr Eileen Bosomworth
Richard Tod

September 2005





Annexe A

List of Interviewees

Cllr J Wilson	Leader of the Council
Cllr D Edgerley	Deputy Leader of the Council
Cllr P Goldsworthy	Leader of the Opposition
Cllr Mrs P Case	Deputy Leader of the Opposition
Cllr K Ball	Liberal Democrat Leader
Cllr Mrs S Walsh	Liberal Democrat
Cllr J Walker	Chair, Overview & Scrutiny Committee
Cllr Miss M Iddon	Independent Councillor

Members of the Labour Group

Members of the Conservative Group

Members of the Executive Cabinet

Mr J W Davies	Chief Executive
Mr C B Campbell	Deputy Chief Executive
Mr P Morris	Group Director
Mr G Hall	Director of Finance
Ms R Lyon	Director of Legal Services
Mr M O'Loughlin	Head of Customer, Democratic & Office Support Services
Miss R Hawes	Assistant Democratic Services Officer
Ms S Baxendale	Training Manager

Cllr Doreen Pollitt	Deputy Leader, Lancashire County Council
Mr Bob Crabtree	Chair, LSP
Rev J Cree	Member, LSP
Ms J Faux	Chief Executive, PCT
Mr D Benson	Chair, PCT
Chief Supt C Weigh	Divisional Commander, Lancashire Constabulary
Ms V Taylor	Acting Editor, Chorley Guardian



Report of	Meeting	Date
Head of Corporate & Policy Services (Introduced by Executive Member for Customers, Policy & Performance, Cllr D Edgerley)	Executive Cabinet	1/12/05

THE FRAMEWORK OF CPA FOR DISTRICT COUNCILS FROM 2006

PURPOSE OF REPORT

- The purpose of the report is to outline the options for District Council CPA from 2006 and seek agreement on a suggested response for Executive Cabinet approval.

CORPORATE PRIORITIES

- The report has no direct link to the Council's current corporate priorities. Future CPA methodology is, however, clearly an essential element in our ambition to be an "excellent" Council.

RISK ISSUES

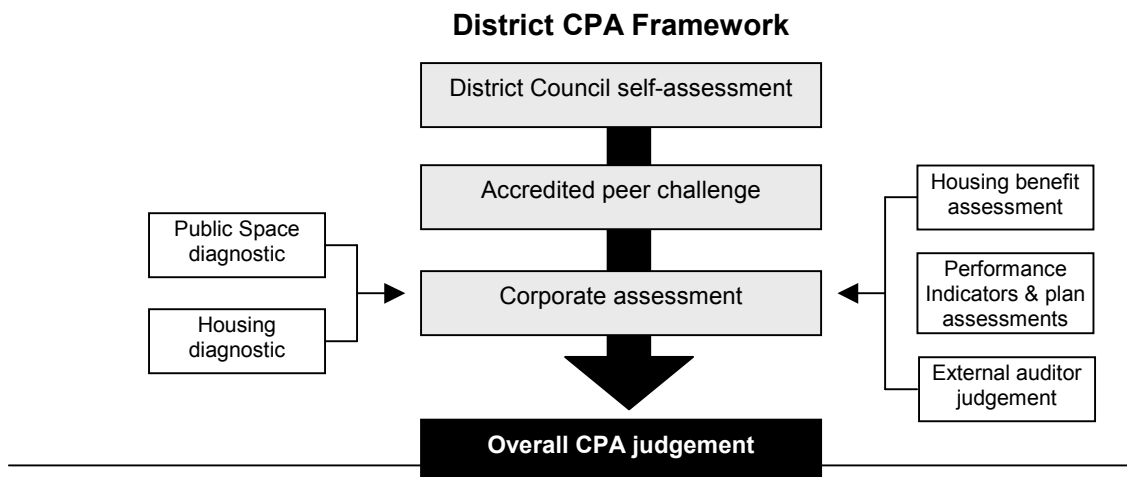
- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	4	Regulatory/Legal	
Financial		Operational	
People		Other	

- Following any future CPA the Audit Commission will categorise the Council. A failure to improve on our previous performance may damage the Council's reputation.

ORIGINAL DISTRICT COUNCIL CPA

- The methodology applied to the first round of district council CPA produced a single overall judgement covering core service performance and council ability to improve.



6. The corporate assessment methodology comprised three key questions and ten themes. The ability to achieve “excellent” was subject to a rules basis around the Benefit Fraud Inspection, auditor or diagnostic assessments.

BACKGROUND TO THE LATEST CONSULTATION

7. In 2004 the AC consulted on changes to the CPA framework from 2005. It was proposed that in addition to an annual use of resources judgement each district council would receive:
 - annual performance assessments covering specific service areas;
 - a direction of travel statement; and
 - a targeted approach to corporate assessments in a significantly reduced form.
8. As a result of the responses to the consultation the AC felt there was more work required to develop a framework for district councils. In particular concerns were raised about opportunities for re-categorisation.

ACTIVITY IN 2005/06

9. Before a new framework is implemented in April 2006 there will be interim activity in all district councils. The activity will not lead to re-categorisation and comprises of:
 - use of resources assessment; and
 - direction of travel statements.

These will be reported in the Annual Audit and Inspection letter for each council by 31 March 2006.

10. Information on the direction of travel statements for district councils is expected to be published in mid September.

A NEW FRAMEWORK FOR DISTRICT COUNCILS

11. The AC state that the Commission’s principles of Strategic Regulation are at the heart of the approach and CPA for district councils should:
 - focus on improvement;
 - be seen from the perspective of service users;
 - provide value for money for taxpayers;
 - be targeted and risk based; and
 - be delivered in partnership with others.
12. It further feels that a new framework should:
 - build on the previous round of CPA but be less intensive;
 - enable comparisons to be made with single tier and county councils where desirable;
 - be affordable in terms of central government grant, fees paid by councils and the impact on a council’s capacity.

13. There are certain generic features of CPA relevant to the approach for district councils, these are:

- an annual use of resources assessment;
- service inspections to include a common 1-4 scoring scale;
- direction of travel statement;
- continued use of five categories; and
- corporate assessment that looks at the ability of a council to focus on key local issues and deliver strong services to meet those needs.

SERVICE ASSESSMENTS

14. Service assessments can be wholly based on performance information or include inspection activity, the latter varying from activity focusing on diagnostic work in a few key areas or more extensive inspection of service performance.
15. If this follows the single and upper tier model (still to be finalised) there would be separate service assessments for benefits, housing, environment and culture. An alternative would be to use a single basket of indicators producing one service score (as opposed to multiple service scores) feeding into CPA.

CORPORATE ASSESSMENTS

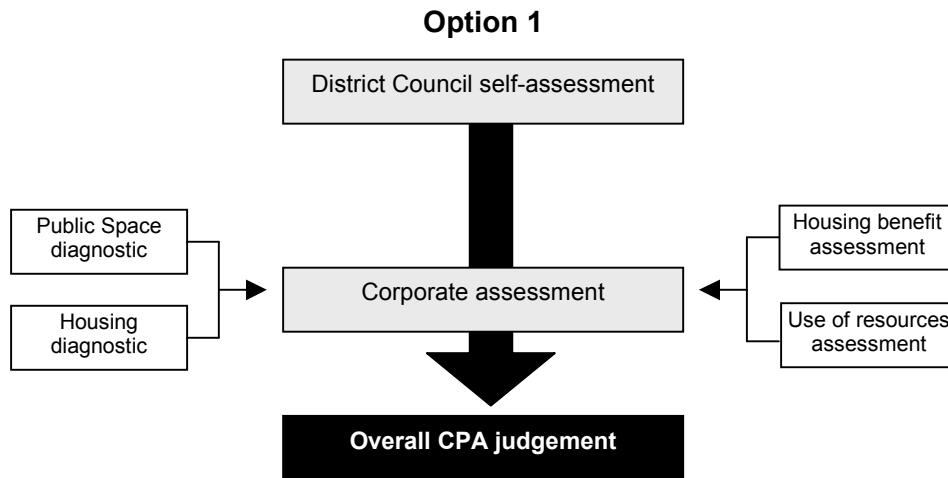
16. The AC believe that councils cannot deliver appropriate, high-quality services unless they have effective leadership and that the corporate assessment provides a means of focusing on this.
17. For single and upper tier councils the corporate assessment will be carried out on a rolling programme over the period 2005-2008 and comprise of five themes:
 - ambition;
 - prioritisation;
 - capacity;
 - performance management; and
 - achievement (considered in relation to local and national shared priorities).
18. It feels that there are options for districts in that achievement could be measured in relation to local and national shared priorities, in relation to shared delivery (perhaps using the same areas as the council's own improvement plan) or in relation to cross-cutting policy objectives.

OPTIONS FOR DISTRICT COUNCIL CPA

19. The options are split into two groups, Group A options allow the AC to re-categorise all councils through a programme to be delivered over a number of years and Group B options allow re-categorisation on the basis of initial evidence of improvement or corporate failure (councils can go down a category).
20. Group A – these options try to make district CPA similar to single and upper tier, but also increase the burden of inspection.
21. Option 1 – this takes the first round assessment as a starting point and the framework would include:
 - service delivery diagnostics (eg public space and housing);
 - benefits assessment;
 - use of resources assessment;
 - a periodic in depth corporate assessment phased between 2006-09; and

- it could include a regular statement of direction of travel that sit alongside CPA categorisation.

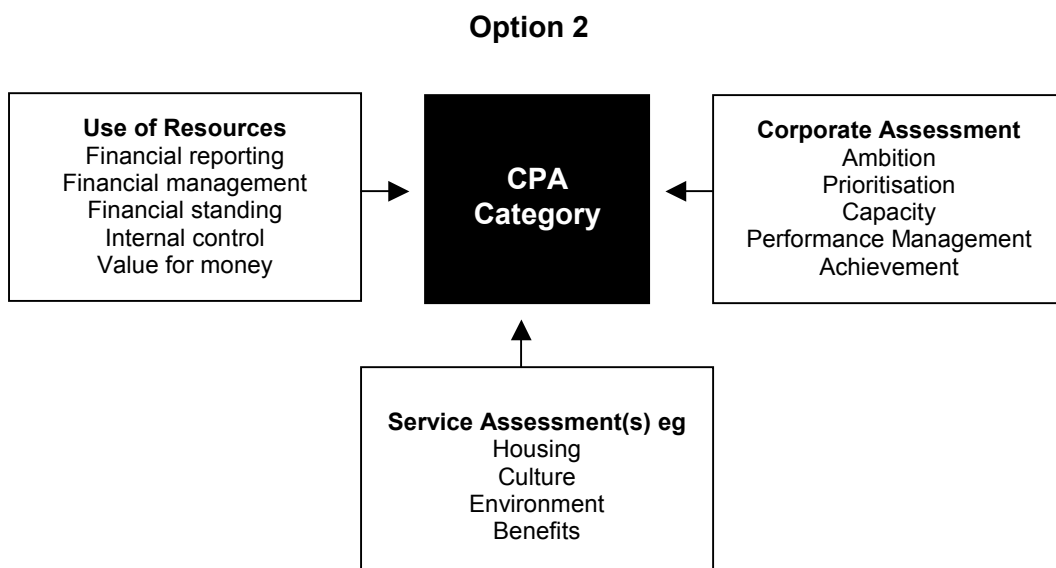
22. This represents the least change from 2003 and involves a heavy burden of inspection.



23. Option 2 – this takes the adopted single and upper tier CPA framework as its starting point and the framework options would include:

- use of resources assessment;
- service assessments reflecting district council functions;
- periodic corporate assessment on a rolling programme during 2006-09 (possible transitional protection of scores); and
- possible direction of travel scored judgement published annually when CPA categories are updated.

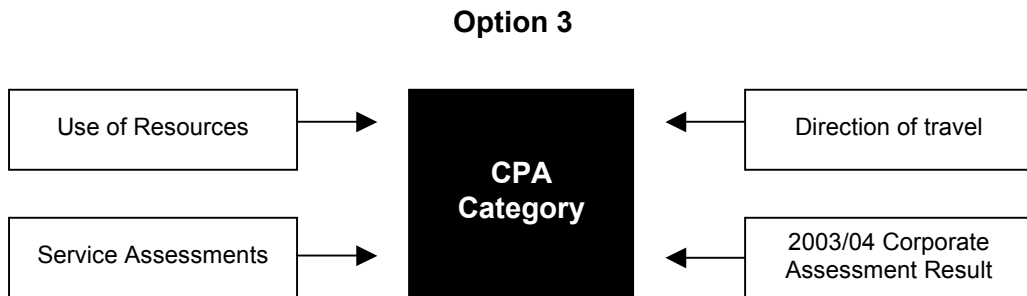
A rules set would bring together scores from each component part. This option would cause the most significant burden of inspection.



24. Option 3 – this takes existing performance information as a starting point and the framework would bring together the following components:

- use of resources assessment;
- service assessment;
- direction of travel statement; and
- 2003/04 CPA result (by 2009 these could be six years old).

A rules set would be devised to produce a CPA category. There would be no corporate assessment activity and the direction of travel and/or use of resources assessment would need to be enhanced to cover key aspects of corporate performance (including performance management).

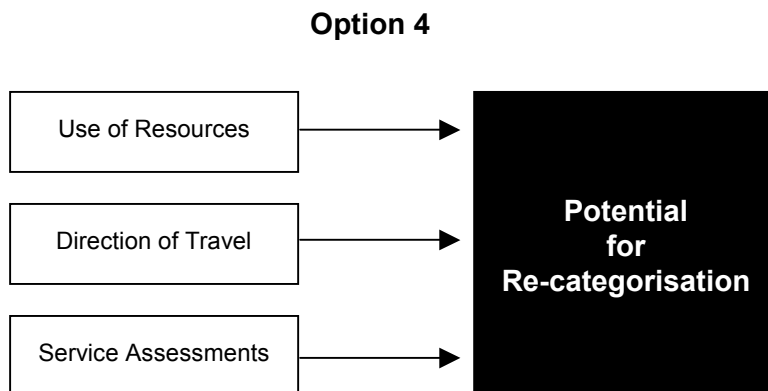


25. Group B – reduces the burden of inspection but could provide less evidence of district improvement than single and upper tiers by 2008.

26. Option 4 – this would bring together information around which the AC would decide whether or not to undertake further assessment activity (a proportionate corporate assessment) and an opportunity to re-categorise. The information would be via annual:

- use of resource assessments;
- service assessments; and
- direction of travel statements.

New CPA activity would only be carried out where there was sustained performance that was significantly better than the original corporate assessment or significantly worse. The corporate assessment would be more limited than the current version by focusing on the areas for improvement – or decline – that had triggered the assessment.



27. Option 5 – similar to Option 4 but without the service assessments. So the annual use of resources and direction of travel would provide the basis for deciding whether or not to undertake further activity. Both Options 4 and 5 would only involve those councils that wished to be considered for re-categorisation or showed significant weakening performance.

LONG TERM CONTEXT

28. The national policy context, including the introduction of local area agreements and area profiling work, raises the potential for future based assessments to focus on the achievement of local priorities. As such the new framework needs to look forward beyond 2008/09 and the AC feel all the options given are capable of this.

COMMENTS OF THE HEAD OF HUMAN RESOURCES

29. There are no HR implications at this stage.

COMMENTS OF THE DIRECTOR OF FINANCE

30. There are no financial implications at this stage.

RECOMMENDATION

31. Management Team is asked to comment on the report and agree a response to the consultation paper for approval by Executive Cabinet on 1 December.

REASONS FOR DECISION

32. The deadline for the close of the consultation period is 30 November 2005 and it would be useful for the council to express its views to the AC.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

33. The draft letter sets out the reason for the response to each of the questions the AC is asking.

TIM RIGNALL
 HEAD OF CORPORATE AND POLICY SERVICES

Background Papers			
Document	Date	File	Place of Inspection
Audit Commission – A Framework for Comprehensive Performance Assessment of District Councils from 2006 – Consultation Document www.audit-commission.gov.uk			

Report Author	Ext	Date	Doc ID
Tim Rignall	5140	3 November 2005	CPSREP/90873AC

DRAFT RESPONSE TO THE QUESTIONS RAISED IN THE CONSULTATION DOCUMENT**1. Guiding Principles**

1.1 Q. Are there any other guiding principles that should be followed?

A. The guiding principles appear quite comprehensive, the emphasis should be that any assessment demonstrates value for money – in that it is risk based, is of value to a council and does not require a disproportionate amount of member and senior officer time. From analysis of the options it would appear that only option 4 is fully compatible with the guiding principles. The second principle should be amended to ensure the approach relates to outcomes for local people rather than the narrower constrict of service users as currently proposed.

1.2 Q. The use of peers in the assessment activity.

A. The experience and calibre of inspectors in the first round of CPA varied considerably. In the first round peers were used in isolation to inspection, this was not cost effective in terms of either time or money. Peers bring value through their personal experience and should be part of the inspection team, able to contribute to specific issues that arise from the inspection programme. Peers are most valuable to the CPA inspection process where they are currently (or very recently) serving officers or members.

2. Key Elements of CPA

2.1 Q. How should the key elements of CPA be used in relation to district councils?

A. See comments 2.2 to 2.6.

2.2 Q. Use of resources assessment?

A. The key lines of enquiry (KLOE) need to be reviewed both in terms of the value for money achieved in reaching a score of 4 and the needs of public that might be met by some of the expectations in the KLOE. The emphasis in the KLOE appears to be weighted around efficiency and economy without an appropriate balance of effectiveness.

The Commission's profile tool gives cause for concern in that it relies on returns where councils will have used differing interpretation of expenditure allocations. This leads to inappropriate comparisons, it uses service grouping that do not relate to a council's service delivery mechanisms and abortive time researching cost differences.

2.3 Q. Service assessments?

A. The Commission has already acknowledged that it proved difficult to draw meaningful comparisons between councils using best value inspections results as service based assessments revealed district councils delivered differing services and grouped activities together in different ways.

Services should not be categorised together just for inspection purposes but should reflect what is important to the council's area, the recipients of those services and local people.

The service inspection areas suggested are not comprehensive, for example regeneration is not covered and for some councils this is a key issue. If the overarching objective of CPA is to improve the quality of local government services then service assessments must be a core component of the process and be given the highest weighting.

2.4 Q. Corporate assessment?

A. This should be used as part of the re-categorisation process but subordinate to service assessment in terms of weighting in coming to an overall judgement.

- 2.5 Q. Direction of travel statement or scored judgement?
- A. A Direction of Travel Statement should provide a more meaningful overview of an authority's improvement, progress and potential than a scored judgement where the focus is inevitably on the headline outcome. Consideration should be given to incorporating the Use of Resources Assessment and service assessment into a single Direction of Travel Assessment as a trigger for recategorisation.
- 2.6 Q. How should they be brought together to allow re-categorisation?
- A. Assuming the original CPA category scores remain, a framework should be established (for the agreed option) showing how each element influences the overall score, ie which part of ambition, prioritisation, achievement etc they feed into. The Audit Manager and council should agree the score is reaching the point of re-categorisation. Moderation may be necessary if both the Audit Manager and council are not in agreement. See also 2.5 above.
3. **Re-categorisation**
- 3.1 Q. Which of the two groups A or B is preferred?
- A. Group B offers the best use of the extensive information the Commission already had about councils, is capable of being risk based relating to poor performance and presents a cost effective solution (in terms of member and senior officer time and audit fees) for councils.
- 3.2 Q. Of the five options, which is preferred?
- A. Option 4 – for the reasons given in response to 1.1, etc above. It would also be incumbent on councils to demonstrate improvements by 2008 and be supported by the Audit Manager to help ensure there could still be some alignment between single/upper tier and district CPA.
- 3.3 Q. How burdensome might each option be?
- A. Other than Group B and based on the first round of CPA the burden of each option is disproportionate to any value offered. The most sensible approach is to use existing information about a council and the annual information gathered from the use of resources, the annual audit and inspection letter and any performance work. Option 4 provides the best route for achieving this without compromising Commission's strategic regulation principles.
- 3.4 Q. Is there an alternative framework?
- A. The five options are comprehensive.
4. **Quality Assurance**
- 4.1 Q. Any comments on the approach to quality assurance?
- A. The quality, calibre and experience of inspectors is vital to this process and must be supported by a high standard moderation. Group A options present the Commission with a need to resource a significant number of corporate inspections making it difficult to find the appropriate inspectors and ensure consistency.
5. **Other Comments**
- 5.1 Q. Any other comments
- A. Given that these are fundamental changes to the inspection regime it is disappointing that consultation papers have been delayed but implementation dates not altered. For single and upper tier councils the use of resources is an important feature of the CPA framework, this is being implemented for district without its importance in the new framework being established, likewise with the direction of travel. Guidance on the direction of travel has yet to be issued but some form of inspection work is due in a matter of weeks.

Of the guiding principles, inspection based on risk and value for money are paramount. Inspections should seek to minimise disruption to service delivery, the amount of member and senior officer time input and not create an unacceptable burden on district council capacity.

Any assessment of achievement should relate to priorities for the council's area and therefore derived from the shared priorities as local needs in relation to service blocks differs significantly and therefore diminishes meaningful comparisons between councils.

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Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Customer, Policy and Performance, Councillor Edgerley)	Executive Cabinet	01/12/05

IMPLEMENTATION OF AREA FORUM PILOT SCHEME

PURPOSE OF REPORT

- To provide an update on the proposals for the implementation of an Area Forum pilot scheme in three areas of the Borough as part of the Council's new approach to community engagement set out in the Corporate Improvement Plan and the Community Strategy Action Plan 2005/08 and to seek approval to the dates and venues for the initial Forum meetings, procedure rules and promotional arrangements for the pilot scheme.

CORPORATE PRIORITIES

- Closer engagement by the Council with the local community may assist the Council to understand and satisfy better the needs of the community as customers of the Council's services.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	✓	Information	✓
Reputation	✓	Regulatory/Legal	✓
Financial		Operational	
People		Other	✓

- The key risks for the Council from inadequate, ineffective or unreasonably delayed means of engagement with the local community are as follows:

Strategy

Failing to adopt strategies which are sufficiently aligned with the needs of the Borough and its inhabitants.

Information

Failing to have a sufficiently comprehensive knowledge of the practical results of Council policies, of their impact on particular people and areas and occurrences that may call for different approaches on the part of the Council.

Reputation and Regulatory/Legal

Failure to take early action to implement an important action from the Corporate Improvement Plan could damage the Council's standing with the public and risk adverse comment or action from the District Auditor in his Direction of Travel Assessments or the Inspectors in the next Comprehensive Performance Assessment.

Other

Failing to engage sufficiently closely with people outside the normal setting of the Town Hall and formal committees etc. and to advance the process of democratic renewal by allowing people to understand the Council better and contribute their ideas and knowledge to the functioning and development of the Council, its organisation and its services.

BACKGROUND

5. The Council's Corporate Improvement Plan, adopted by the Council in June 2004 following the Comprehensive Performance Assessment includes an Action 6(a), which reads:

"Devise and pilot with partners new approaches to community engagement, drawing on experience from elsewhere"

This action had a date of end-December 2004 on it. We have unfortunately not achieved that target, which may have been ambitious in view of the need for careful consultation and deliberation before launching an initiative of this kind.

6. The Chorley Borough Community Strategy Action Plan 2005/08 includes an Objective 2 – "Getting People involved in their Communities" and one of the identified approaches is the establishment of area Forum.
7. In view of the delay in the implementation of the Corporate Improvement Plan Action referred to in paragraph 5 and the need to move forward on the Community Strategy Objective highlighted in paragraph 6, I submitted proposals to the Executive Cabinet on 15 March 2005 and the Council meeting on 19 April 2005 for the implementation of Area Forum in three pilot areas during the next Municipal Year.
8. The Council appointed an Area Forum Working Group to consider and submit recommendations to the Executive Cabinet on the format, structure and geographical areas for the Area Forum Pilot Scheme.
9. The Community Overview and Scrutiny Panel commenced a scrutiny inquiry project in June 2005 into public participation in the Council's decision-making process. This would allow the enquiry to take into account experience with the Area Forum Pilot scheme and contribute to any permanent arrangements that may subsequently be adopted.

AREA FORUM WORKING GROUP

10. The Area Forum Working Group held its meeting on 4 July 2005 and agreed:
- (i) That the introduction of three pilot Area Forum schemes (each to be structured on a different basis) within the following three areas be examined in detail by the officers:
 - (a) the Coppull Parish boundary area;
 - (b) a rural area of the Borough to be determined by the Chair following consideration of Officers' recommendations;

(c) Clayton Brook, within boundaries to be defined following consultation with the community groups operating in Clayton Brook.

(ii) That immediate consultations be commenced by the Officers with the Parish Councils, Police, the Chorley Partnership, the Primary Care Trust and community and voluntary groups in each of the above three prospective areas, to seek their views and involvement in the development of the three pilot schemes, with a view to detailed recommendations for the pilots being formulated by this Group for submission to the Executive Cabinet on 29 September 2005.

11. As a consequence of the above resolution, the local councillors, representative of partner organisations, appropriate Parish Councils and local community/voluntary/residents/tenants groups were invited to attend the following consultation meetings:

- Lostock Ward (rural area determined by the Chair) – Croston Old School – 5 September 2005
- Coppull Parish – Coppull Village Hall – 7 September 2005
- Clayton Brook – Clayton Brook Village Hall – 13 September 2005

12. The Executive Cabinet on 29 September 2005 considered the proceedings of the Area Forum Working Group meeting held on 22 September 2005 and the draft arrangements for the introduction of three Area Forum Pilot Schemes within the areas of the Clayton-Le-Wood’s North Ward, the Coppull Parish boundary and the Lostock Ward, following the above mentioned consultation meetings held in the three areas involving representatives of the public, community and voluntary organisations within those areas. The Executive Cabinet resolved:

- (1) That approval be given to the boundary of the Area Forum pilot for Clayton being defined as the Clayton-Le-Woods North Ward, which comprises the area of Clayton Brook, in line with the consensus view expressed at the consultation meeting on 13 September 2005.
- (2) That approval be given to the draft arrangements for the introduction of the three Area Forum pilot schemes within the areas of Clayton-le-Woods North Ward, Coppull Parish, and Lostock Ward.
- (3) That the officers progress the initiative in liaison with respective partners and submit a report to the next meeting of the Area Forum Working Group on proposals for the dates and venues for the initial Forum meetings, procedure rules and promotional arrangements.

PROPOSED ARRANGEMENTS FOR AREA FORUM PILOT SCHEME

13. The Area Forum Working Group held a further meeting on 17 November 2005 and the proposed arrangements for the Area Forum Pilot Scheme are as follows:

(i) **Dates/Times and Venues for Meetings**

The dates and venues for the three rounds of the Area Forum Pilot meetings are as follows:

Area Forum	First Round	Second Round	Third Round
Clayton-le-Woods North Ward	Youth & Community Centre, Manor Road, Clayton-le-Woods Thursday, 16 March 2006	Clayton Brook Village Hall, Clayton Brook (Date to be determined)	Youth & Community Centre, Manor Road, Clayton-le-Woods (Date to be determined)

Coppull Parish	Royal British Legion Club, Springfield Road, Coppull Tuesday, 28 February 2006	Royal British Legion Club, Springfield Road, Coppull (Date to be determined)	Royal British Legion Club, Springfield Road, Coppull (Date to be determined)
Lostock Ward	Croston Old School, Church Street, Croston Thursday, 23 March 2006	Bretherton Endowed CE School, South Road, Bretherton (Date to be determined)	Ulnes Walton Club, Ulnes Walton Lane, Ulnes Walton (Date to be determined)

The dates for the first round of meetings do not clash with any Borough Council or Parish Council meetings. The dates for the second and third round of meetings to be held in June/July 2006 and September/October 2006 will be determined early in 2006 when the schedule of Council meetings for 2006/07 has been approved.

The venues for the Pilot Area Forum meetings have been selected following risk assessments to ensure that issues such as adequate meeting space, chairs, lighting, fire escape, and adequate car parking provision are available. The venues also meet the requirements of the Disability Discrimination Act in respect of access.

All of the meetings will commence at 7.00pm and conclude at no later than 9.00pm.

The estimated cost of hiring the above-mentioned venues is £500, which can be met from existing budgetary provision.

(ii) **Terms of Reference/Procedural Rules**

The proposed terms of reference and the procedural rules for the Area Forum Pilot Scheme are set out in **Appendix 1 and 2** of this report for consideration.

The Forum meetings need to work for the benefit of the local people and be “their” meetings rather than another place where the “professionals” engage, to the detriment of participation by the people. During the consultation meetings, the view was expressed that the Pilot Area Forum meetings need to be structured in two halves, one structured and one informal, with the residents setting the agenda and tone. The formal part would allow for the Council and others to give information and explain initiatives, for which there is a need if the meetings are also going to be effective as a means of widespread consultation.

The informal part will take the form of a “Public Question Time” when residents would be able to put questions to Borough or County Councillors and representatives of the Lancashire Constabulary and other Partner Organisations.

Arrangements will be made as far as possible for the provision of a refreshment interval, during which local residents could raise issues privately with Councillors if they wished.

Members of the Public will also be invited at the meetings to complete question cards if they so wish requesting a response from a Councillor/Officer on any particular issue. The Democratic Services Section will send the question to the appropriate

Service Unit/Organisation with a request that a response is sent to the person who submitted the questions and details of the question and response will be included in the minutes of the meeting.

The items to be included on the agenda for the formal business will need to be carefully identified to stimulate public interest and debate. This will need to be discussed by the Management Team in liaison with lead officers from Lancashire County Council, Lancashire Constabulary, Chorley and South Ribble NHS Primary Care Trust and other partner organisations.

It was suggested at one of the consultation meetings that the attendance at meetings would be maximised if the meetings were focused around particular themes or issues of particular concern to residents eg refuse collection/recycling, community safety, highways/transportation issues and environmental issues etc.

The agendas will be circulated by no later than ten working days before each Area Forum meeting.

(iii) **Publicity/Promotion**

The Communications Officer will ensure that publicity is generated through the local media and the Chorley Borough News. Details of the arrangements for the pilot scheme will also be included in other Council newsletters such as the 'Tenants News and Views'. Other forms of publicity material will be circulated to community, resident and tenant groups and appropriate Parish Councils etc on the arrangements for the Pilot Area Forum meetings.

The details of the cost of printing and distributing publicity leaflets to all of the households in the three pilot areas (8,300 properties) prior to the first round of meetings are currently being obtained from distributors but it is estimated that the cost will be approximately £1,250 which can be met from existing budgetary provision.

(iv) **Membership**

The core membership of each Pilot Area Forum will comprise of the Borough Councillors for the electoral ward(s) within the geographical area of the Area Forum.

The Chair and Vice Chair of each Forum will need to be appointed at the Council meeting on 13 December 2005 and thereafter at the Annual Council meeting in May 2006 in accordance with the draft procedure rules set out in Appendix 2.

(v) **Co-opted Members**

The co-opted members will comprise of:

- The appropriate County Councillor(s)
- A representative(s) from each Parish Council within the geographical area of the Area Forum.
- Lancashire Constabulary
- Chorley and South Ribble NHS Primary Care Trust

Lancashire County Council will be represented by the appropriate County Councillor and the Senior District Partnership Officer at each Area Forum meeting.

Lancashire Constabulary will be represented by the appropriate Inspector and/or Police Community Beat Manager(s) for the geographical area of each Area Forum to respond to public questions on community safety and policing issues.

The Chorley and South Ribble NHS Primary Care Trust have discussed the establishment of the Area Forum Pilot Schemes and are in support of the approach to improve consultation and involvement of the public in decision-making. It has been agreed that an appropriate Director will be identified for each Area Forum.

(vi) **Attendance of the Public and Representatives of Local Community Groups**

The meetings will be open to all persons who reside in or have a business interest in the geographical area of the forum.

As well as the local residents and businesses who have an interest in the area of the Forum, representatives of local community groups etc will be invited to attend the Pilot Area Forum meetings. The draft circulation lists for each Area Forum are set out in **Appendix 3**.

A database will be compiled of all persons and organisations who wish to receive agenda papers and details will be published on the Council's website.

(vii) **Attendance of Executive Cabinet Members**

The Executive Cabinet will need to determine the arrangements for the attendance of a Member of the Executive Cabinet at each of the nine Area Forum Pilot meetings to respond to public questions on Council services at the Forum meetings and provide feedback to colleagues on the Executive Cabinet on the issues raised at the meetings. Councillor K Ball (Executive Member for Effective Service Delivery and Procurement) will be invited to attend the Coppull Parish Area Forum meetings as one of the councillors for the Coppull Ward.

(viii) **Officer Attendance**

The Management Team / Senior Management Group will be requested to determine the arrangements for the attendance of a Chief Officer at each Pilot Area Forum meeting to provide support/advice to the Chair and Members of the Area Forum. The Democratic Services Section will provide administrative support at each meeting.

(ix) **Hire of PA / Loop System**

It will be necessary for the hire of a portable PA/loop system to be arranged for each Pilot Area Forum meeting to meet disability discrimination requirements. The equipment will also need to be transported to/from each meeting venue and erected by members of staff. The details of the cost of the hire and/or purchase of the equipment are currently being obtained from suppliers but it is estimated that the cost will be approximately £1,000 which can be met from existing budgetary provision.

(x) **Evaluation of Pilot Scheme**

Following the three rounds of the Pilot Area Forum meetings, an evaluation report on the Pilot Scheme will need to be submitted to the Executive Cabinet and the Council. The Executive Cabinet will also be able to consider the report by the Community Overview and Scrutiny Panel on the inquiry project into public participation in the Council's decision-making process, which will take into account experience with the Area Forum Pilot scheme in order to formulate any recommendations on the arrangements that may subsequently be adopted. The reports will need to include

details of any additional capacity required in the Democratic Services Section and other financial implications to be considered prior to the implementation of Area Forums in Chorley on a permanent basis.

COMMENTS OF THE DIRECTOR OF FINANCE

12. The report sets out the details and costs associated with the Pilot Scheme. All of the expected costs can be contained within the current budget. However, should the pilot be successful and the Scheme be rolled out to all areas of the borough, then there will be a need for a full financial appraisal of the costs. It is likely that a borough wide scheme will require additional resources for which no budget currently exists but the impact will be from 2007/08 once the Pilot is complete.

COMMENTS OF THE HEAD OF HUMAN RESOURCES

13. Management and administration of this proposed pilot scheme will be by existing resource within Democratic Services. However, should the pilot be successful and a decision taken in the future to adopt the Area Forums on a permanent basis, there will be resource implications for Democratic Services. This will result in the likely need for an increase in established posts that would be required to effectively administer, manage and support this scheme.

RECOMMENDATIONS

14. (1) That approval be given to the proposed arrangements for the Area Forum Pilot Scheme and in particular the dates and venues for the initial Forum meetings and the promotional arrangements for the pilot scheme;
- (2) That arrangements be made for a Member of the Executive Cabinet and a Chief Officer to attend each Area Forum meeting during the period of the Pilot Scheme.
- (3) That the Council at its next meeting on 13 December 2005 be requested to approve:
 - (i) the draft terms of reference and the procedural rules for the Area Forum Pilot Scheme set out in appendices 1 and 2 for inclusion in the Council's Constitution.
 - (ii) the appointment of the Chair and Vice Chair of the three Area Forums from the Members of each Forum who are Borough Councillors and represent a ward within the area, as set out in the procedural rules for the Area Forum Pilot Scheme.

REASONS FOR RECOMMENDATIONS (If the recommendations are accepted)

15. To determine the administrative arrangements for the Area Forum Pilot Scheme.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

16. None.

J W DAVIES
CHIEF EXECUTIVE

Background Papers			
Document	Date	File	Place of Inspection
Comprehensive Performance Assessment Report for Chorley Borough Council	March 2004		Town Hall
Corporate Improvement Plan	June 2004		Town Hall
Community Engagement – Possible Area For a	October 2004		Town Hall
Chorley Borough Community Strategy (2005-2016) and Action Plan (2005/08)	January 2005		Town Hall
Area Forum Pilot Schemes - Consultation Meetings	September 2005		Town Hall
Executive Cabinet and Area Forum Working Party Agenda Papers	Various		Town Hall

Report Author	Ext	Date	Doc ID
Steve Pearce	5196	14 November 2005	ADMINREP/90926BAS

APPENDIX 1**COUNCIL CONSTITUTION****ARTICLE 16 - AREA FORUMS (DRAFT TERMS OF REFERENCE)****16.01 Area Forums**

The Council has given approval to the implementation of an Area Forum Pilot Scheme in three pilot areas within the Borough, in liaison with partner organisations, the appropriate parish councils and local community groups etc. Each Area Forum will be meeting on three occasions during February/March, June/July and September/October during 2006.

16.02 Form and composition

The council will appoint the area forums as set out in the first column of the table below, composed as set out in the second column of that table.

Name of Area Forum	Composition
1. Clayton-le-Woods North Ward	Clayton-le-Woods North Ward
2. Coppull Parish	Coppull Ward and Part of Chisnall Ward (Coppull West electoral district)
3. Lostock Ward	Parishes of Bretherton, Croston and Ulnes Walton

16.03 Membership

As each Forum is primarily consultative and advisory and does not exercise delegated powers and budgets there is no requirement for political balance. Accordingly membership will be all ward members for the relevant areas, together with any relevant co-optees. In particular a member for the Executive Cabinet may serve on the relevant Area Forum for his/her ward. The Council will appoint the Chair and Vice Chair of each Area Forum from amongst the Borough Councillors on the Forum.

16.04 Purpose

The purpose of the Area Forum Pilot Scheme is to enable:

- The Council and other Partner Organisations to consult and engage with the local community on strategies/policies and service issues within the three pilot areas during the period of the Pilot Scheme, within the context of a non-political ethos.
- The residents and representatives of local community groups and businesses within the three pilot areas to attend the Area Forum meetings, raise questions on service related issues on an open forum basis and, influence the decisions of the Council and other Partner Organisations.
- To evaluate the effectiveness of and the lessons learnt from the Area Forum Pilot Scheme and produce recommendations on the way forward for community engagement across the Borough.

The scope of the Area Forum Pilot Scheme is to improve the Council's position with regard to engaging communities and other stakeholders in future planning and to give local residents the opportunity to influence the decisions of the Council and Partner Organisations.

The Forums will be consultative and deliberative rather than executive i.e., they will not make decisions on behalf the Council.

16.05 **Terms of Reference**

1. To provide a public open forum to discuss issues and concerns at a local level, including cross-cutting issues and partnership working with Lancashire County Council, Lancashire Constabulary, Chorley and South Ribble NHS Primary Care Trust and other Partner organisations.
2. To consult on Policies and Strategies with a specific Area dimension.
3. To seek views and feedback on Best Value Reviews of relevant council services as they affect the areas.
4. To identify and inform the Executive Cabinet and/or relevant Overview and Scrutiny Committee Panel of matters of local concern.
5. To discuss and consult on area based proposals as appropriate, including:
 - housing issues;
 - community safety
 - traffic calming;
 - traffic regulation orders;
 - street lighting and re-lighting schemes;
 - disabled mobility;
 - waste collection and recycling issues;
 - weed control and grass cutting;
 - Overview and Scrutiny Panel Inquiries; and
 - Primary Care Trust service provision.

10.06 **Meetings**

Meetings of Area Forums will be held in public. The meetings will be held at a suitable venue in the local area. A period of 30 minutes will be allocated for questions by members of the public. Although there is no obligation to do so, it would be helpful if questions could be put in writing to a Ward Councillor at least 48 hours before the start of the meeting. This will help facilitate a full response.

10.07 **Procedure Rules**

The procedure rules for the meetings are set out at Part 4 of the Constitution.



DRAFT AREA FORUM PROCEDURE RULES

C O N T E N T S

1. Secretary to the Area Forum
2. Start and Finish Times of Meetings
3. Quorum
4. Voting Powers and Time Limits on Speeches
5. Membership
6. Appointment of Chair and Vice Chair
7. Power to Co-opt
8. Attendance at Meetings
9. Representatives of Local Organisations
10. General Power to Adjourn
11. Order of Business
12. Questions from Members of the Public
13. Questions on Agenda Items from Members of the Public

AREA FORUM PILOT SCHEME PROCEDURE RULES

1. Secretary to the Area Forum

- 1.1 The Chief Executive shall act as Secretary to the Area Forum and shall be responsible for preparing and circulating agendas and reports for meetings, and preparing the minutes.
- 1.2 The agenda for each Area Forum meeting will be published on the Council's web site and circulated to all persons and organisations on the circulation list by ten working days prior to the meeting.

2. Start and Finish Times of Meetings

- 2.1 Meetings will be held at a suitable local venue which may rotate as appropriate and will commence at 7.00pm, in the spirit of encouraging as many local people as possible to attend.
- 2.2 No business shall be transacted later than 9.00pm, at which time any business, which remains to be transacted, shall be deferred to a future meeting.

3. Quorum

- 3.1 Business shall not be transacted at a meeting of a Area Forum unless there are present at least two Members of the Forum who are Borough Councillors and who represent a ward within the area. If the Chair declares that there is not a quorum, the meeting shall stand adjourned until a date and time to be fixed by the Chair or to the next ordinary meeting of the Forum.

4. Voting Powers and Time Limits on Speeches

- 4.1 During the Area Forum Pilot Scheme, it is not envisaged that any formal vote would need to be taken on any mater relating to the operation of the Borough Council's functions.
- 4.2 The Chair may at any point in the meeting ask for a show of hands by the public present to indicate support or otherwise for a particular issue.
- 4.3 No member of the Forum may speak for more than five minutes on any one agenda item, unless the Chair expressively agrees otherwise for the purpose of enabling the meeting to be better informed and the adequate dispatch of business on the agenda.

5. Membership

- 5.1 The core membership of each Area Forum shall be the Borough Councillors for the electoral wards within the geographical area of each Forum

6. Appointment of Chair and Vice-Chair

- 6.1 The Council will determine the appointment of the Chair and Vice-Chair of each Area Forum at the Council meeting to be held on 13 December 2005 and thereafter at the Annual Council meeting from amongst those persons sitting on their membership.

- 6.2 In the absence of the Chair and Vice-Chair, the Borough Councillors present at the meeting will appoint another Borough Councillor to preside as Chair for that meeting.

7. **Power to Co-opt**

Area Forums may co-opt any persons who are either:

- (a) Members of the Lancashire County Council who represent all or part of the area of the Forum;
- (b) Members of a Parish Council within the area of the Forum; or
- (c) Representatives of Lancashire Constabulary, Chorley and South Ribble NHS Primary Care Trust or any other partner organisation recognised by the Council for this purpose.

The members of the Area Forums may at any time revoke a co-option.

8. **Attendance at Meetings**

- 8.1 Attendance at the Area Forum meetings is open to all persons who reside in or have a business interest in the geographical area of the Forum. Such persons can request that they be included on the circulation list for agenda papers.

9. **Representatives of Local Organisations**

- 9.1 Each Area Forum may invite organisations operating within the area of the Forum to send representatives to meetings of the Forum. Organisations may also request representation. Names will be included in the circulation list for agenda papers and these will be sent to the named individuals who will represent their organisation at the meetings.

- 9.2 The representatives referred to in 9.1 will not be members of the Area Forum but their attendance and contribution will be recognised by them being circulated with details of the dates and agendas for meetings.

10. **General Power to Adjourn**

- 10.1 The Chair may adjourn a meeting of the Forum for such a period as he or she shall consider expedient.

11. **Order of Business**

The order of business at every meeting of the Forum (subject to the Chair's discretion to re-prioritise any issues) shall be:

- (a) To choose a person to preside if the Chair or Vice-Chair is absent.
- (b) To announce any apologies for absence.
- (c) To approve as a correct record and sign the minutes of the last meeting of the Forum.
- (d) Any matters arising from the previous minutes (if any) not elsewhere on the agenda.
- (e) To dispose of business (if any) remaining from the last meeting.

- (f) Public consultation issues, e.g. Community Plan, Local Policing Plan, Primary Care reforms, budget proposals.
- (g) Local issues – e.g. as identified at the inaugural and subsequent meetings
- (h) Any other business specified in the summons.
- (i) Questions from members of the public (30 minutes maximum).
- (j) To confirm the date of the next meeting.
- (k) Items for future meetings. At the discretion of the Chair, any person present at the meeting shall be entitled to suggest any such items.
- (l) Any other urgent matters at the Chair's discretion.

12. **Questions from Members of the Public**

- 12.1 At each meeting a period of up to 30 minutes (the "Open Forum") shall be set aside for questions to be put in person to the Forum by members of the public who reside, work or have an interest in the area covered by the Forum on any matter within the powers and duties of the Borough Council or any Partner Organisation.
- 12.2 The purpose of the "Open Forum" is to discuss local concerns and issues. It will provide an opportunity to consult and receive feedback, not only on the Council's policies and services, but also on wider issues of local concern including crime and disorder, community safety and environmental issues, which in turn will facilitate the Council's partnership working with other agencies and organisations.
- 12.3 It is not a substitute for Members' own surgeries and will not therefore be able to deal with individual cases or concerns, although members of the public will be welcome to attend and make contact with their local Ward Councillor.
- 12.4 The Chair will ask each person who addresses the Forum to give their name and the area where they live or the organisation they represent.
- 12.5 A question may not be asked related to:
 - (a) a matter which is the subject of legal proceedings or an appeal to a tribunal or to a Government Minister or to an investigation by the Local Government Ombudsman; or
 - (b) the appointment, promotion, dismissal, salary, superannuation or conditions of service, or the conduct or ability of any individual employed by the local authorities or the conduct of any member of the local authorities.
- 12.6 The Chair shall be entitled to rule that a question shall not be answered because:
 - (a) it requires investigation so that a full reply can be given in writing to the next meeting;
 - (b) the preparation of the answer would require the expenditure of a disproportionate amount of time, money or effort; or
 - (c) in his or her opinion it is improper, irrelevant or otherwise objectionable, or defamatory, or is in the same or similar terms to a question asked at the previous meeting.

- 12.7 A question must be a genuine enquiry and not a statement.
- 12.8 Questions may be raised orally during the meeting, or a question may be submitted in writing to the Area Forum.
- 12.9 If necessary, the Chief Executive may be consulted on written questions to secure reasonable brevity or delete any part which appears to be defamatory, or delete improper or offensive language.
- 12.10 At the meeting, an oral response to all questions raised will be made by the Borough Councillors or representatives of the Partner Organisations present.
- 12.11 In the case of questions submitted in writing, The Secretary of the Forum will send the question to the appropriate Service Unit/Organisation with a request that a response is sent to the person who submitted the question within ten working days if possible.
- 12.12 Details of the questions which have been submitted in writing and by whom, together with the purport of the answers given, shall be recorded in the minutes.
- 12.13 The Chair shall have discretion to regulate the amount of discussion on any question.
- 12.13 In the event of there being insufficient time to deal with all the questions of which notice has been given, a response to any unanswered questions shall be sent to the questioner in writing by the Chair.

13. **Questions on Agenda Items from Members of the Public**

- 13.1 Members of the public attending the meeting may speak for up to 5 minutes on any item on the agenda, at the time that item is being considered by the Forum. This is in addition to the 30 minute question time.

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**DRAFT CIRCULATION LIST FOR
CLAYTON-LE-WOODS NORTH WARD AREA FORUM**

Chorley Borough Council (Clayton-le-Woods North Ward)

Councillor P G Buckley
64 Carr Barn Brow
Bamber Bridge
Preston PR5 8LD

Councillor A Cullens
719 Preston Road
Clayton-le-Woods
Chorley PR6 7EJ

Councillor R W Livesey
'The Ides'
13 Briery Hey
Bamber Bridge
Preston PR5 8HU

Lancashire County Council

County Councillor Mrs E Livesey (Chorley Rural North Division)
29 Applefields
Leyland PR5 2AZ

Cindy Lothian, Senior District Partnership Officer
Lancashire County Community Engagement Team
c/o Corporate & Policy Unit
Gillibrand Street
CHORLEY PR7 2EL

Clayton-le-Woods Parish Council

Correspondence to Parish Clerk – Mrs E Whiteford
6 Stonehouse Gren
Clayton-le-Woods
Chorley PR6 7JT

Lancashire Constabulary

Chief Inspector Janet Edmondson
Lancashire Constabulary Officer
Spendmore Lane
Coppull
Chorley

Chorley and South Ribble Primary Care NHS Trust

Liz Easterbrook, Partnerships Co-ordinator
Chorley and South Ribble Primary Care NHS Trust
Jubilee House
Lancashire Enterprises Business Park
Centurian Way
Leyland PR26 6TR

Local Housing Associations

Accent North West
The Area Manager
19/21 Alder Close
Moss Side
Leyland
PR26 7TT

Contour Homes
Rachel Boardman
152 Mendip Road
Clayton-le-Woods
Chorley
PR25 2UQ

North British Housing Association
David Rigby, Area Housing Manager
61/63 Tunley Holme
Clayton Brook
Bamber Bridge
Preston PR5 8ES

Local Community/Voluntary/Residents/Tenants' Groups

Age Concern Lancashire
Andrea Pugh
61 – 63 St Thomas's Road
Chorley PR7 1JE

Asian Women's Forum
Samina Habib
2 Bingley Close
Clayton-le-Woods
Chorley PR6 7ST

Chorley & District Neighbourhood Watch
Keith Warren
14 Sutton Lane
Adlington
Chorley PR6 9PA

Clayton Brook After School Club
Barbara Ward
16 Seven Acres
Clayton Brook
Bamber Bridge
Preston PR5 8EX

Clayton Brook 1st Beavers and Cubs
Pat Hamm
29 Brow Hey
Clayton Brook
Bamber Bridge
Preston PR5 8DS

Clayton Brook Community Group
Barbara Ward
16 Seven Acres
Clayton Brook
Bamber Bridge
Preston PR5 8EX

Clayton Brook Community House
Karen Martynuik
70 - 72 Tunley Holme
Clayton Brook
Bamber Bridge
Preston PR5 8ES

Clayton Brook Football Club
Stuart Jackson
99 Woodfield
Clayton Brook
Bamber Bridge
Preston PR5 8EE

Clayton Brook Toddler Group
Carole Lee
Homestart
Chorley Youth and Community Centre
Lord Street
Chorley PR6 0RF

Clayton Brook Together
Jean Cronshaw (Chair)
37 Brow Hey
Clayton Brook
Bamber Bridge
Preston PR5 8DS

Clayton Brook Seniors
Lily Home
109 May Park
Bamber Bridge
Preston PR5 8JE

Clayton Brook Village Hall
Tunley Holme
Clayton Brook
Bamber Bridge
Preston PR5 8ES

Daisy Meadow Neighbourhood Watch
Raymond Ellis
162 Daisy Meadow
Clayton Brook
Bamber Bridge
Preston PR5 8DP

FLAG
Bernadette Loffler
57 Barn Meadow
Clayton Brook
Bamber Bridge
Preston PR5 8DX

Lancashire Fire & Rescue Service
Dave Johnstone
Weldbank Lane
Chorley PR7 3NQ

Manor Road Youth & Community Centre
Debra Cardwell
Manor Road
Clayton Green
Chorley PR6 7JR

Topaz Cheerleaders
Barbara Ward
16 Seven Acres
Clayton Brook
Bamber Bridge
Preston PR5 8EX

Local Churches

Clayton Brook Community Church
Great Greens Lane
Clayton Brook
Bamber Bridge
Preston PR5 8HL

St Bede's RC Church
Presbytery
598 Preston Road
Clayton-le-Woods
Chorley
PR6 7EB

Whittle-le-Woods Methodist Church
Preston Road
Clayton-le-Woods
Chorley
PR6 7EB

Local Schools

Clayton Brook Primary School
Anne Smith, Head Teacher
Great Greens Lane
Clayton Brook
Bamber Bridge
Preston PR5 8HL

St Bede's R C Primary School
The Head Teacher
Preston Road
Clayton Green
Chorley PR6 7EB

Westwood Primary School
The Head Teacher
Westwood Road
Clayton Green
Chorley PR5 8LS

Local Businesses

Clayton Brook Arms Public House
The Licensee
Great Greens Lane
Clayton Brook
Bamber Bridge
Chorley PR5 8HL

Spar and Post Office
Harry Parmar
77 Tunley Holme
Clayton Brook
Bamber Bridge
Preston PR5 8ES

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**DRAFT CIRCULATION LIST FOR
COPPULL PARISH AREA FORUM**

Chorley Borough Council (Chisnall Ward)

Councillor H Heaton
Lancaster House Farm
Preston Road
Charnock Richard
Chorley PR7 5LE

Councillor E M Smith
128 Wood Lane
Heskin
Chorley PR7 5NP

Chorley Borough Council (Coppull Ward)

Councillor K W Ball
Chapel House
78 Chapel Lane
Coppull
Chorley PR7 4PN

Councillor A Birchall
40 Coppull Moor Lane
Coppull
Chorley PR7 5JH

Councillor Stella Walsh
14 Springfield Road
Coppull
Chorley PR7 5EJ

Lancashire County Council

County Councillor E V Forshaw (Chorley West Division)
176 Wood Lane
Heskin
Chorley PR7 5NS

Cindy Lothian, Senior District Partnership Officer
Lancashire County Community Engagement Team
c/o Corporate & Policy Unit
Gillibrand Street
CHORLEY PR7 2EL

Coppull Parish Council

Correspondence to Parish Clerk - Mrs E Whiteford
The Village Hall
47 Chapel Lane
Coppull
Chorley PR7 4PG

Lancashire Constabulary

Inspector Janet Edmondson
Lancashire Constabulary Offices
Spendmore Lane
Coppull
Chorley

Chorley and South Ribble Primary Care NHS Trust

Liz Easterbrook, Partnerships Co-ordinator
Chorley and South Ribble Primary Care NHS Trust
Jubilee House
Lancashire Enterprises Business Park
Centurion Way
Leyland PR26 6TR

Local Housing Associations

North British Housing Association
Mr D Rigby, Area Manager
61/63 Tunley Holme
Clayton Brook
Bamber Bridge
Preston PR5 8ES

Local Community/Voluntary/Residents/Tenants' Groups

Acreswood Surgery
The Manager
Acreswood Close
Coppull
Chorley PR7 5EN

Age Concern
Marjorie Parkinson
c/o Coppull Village Hall
Coppull
Chorley

Coppull Band
Tommy Higham
25 Bentham Street
Coppull
Chorley PR7 5AR

Coppull British Legion
C Melling
300 Spendmore Lane
Coppull
Chorley PR7 5DE

Coppull Community Association
2 Tansley Avenue
Coppull
Chorley PR7 5DJ

Coppull Community Centre
The Manager
Off Springfield Road
Coppull
Chorley

Coppull Health Centre
The Manager
Springfield Road
Coppull
Chorley PR7 5EJ

Coppull Junior Bowling Club
Marion Gallatley
Coppull Conservative Club
Coppull
Chorley PR7 5DF

Coppull Ladies Guild
Mrs Joyce Foster
276 Spendmore Lane
Coppull
Chorley PR7 5DE

Coppull Library
The Head Librarian
Spendmore Lane
Coppull
Chorley

Coppull Luncheon Club
The Secretary
241 Spendmore Lane
Coppull
Chorley PR7 5DF

Coppull Morris Dancers
Mrs M P Rourke
14 Regent Street
Coppull
Chorley PR7 5AX

Coppull Parish Guides/Brownies
Mrs Wood
1 Birch Road
Coppull
Chorley PR7 5BG

Coppull United FC
Bert Wilkinson
18 Springfield Road
Coppull
Chorley PR7 5EJ

Coppull Youth Club
Gary Pate
Coppull Community Centre
Off Springfield Road
Coppull, Chorley

Ju Jitsu Class
Kelly Burns
c/o Coppull Village Hall
Coppull
Chorley

St John's Guides/Brownies
Christine Moore
21 Bogburn Lane
Coppull
Chorley PR7 5JF

St John's Senior Citizens
G Magrath
253 Coppull Moor Lane
Coppull
Chorley PR7 5JA

Local Churches

Coppull Parish Church
Rev John Hudson
The Vicarage
209 Chapel Lane
Coppull
Chorley PR7 4NA

Spendmore Lane and Preston Road Methodist Churches
The Minister
The Manse
4 James Place
Coppull
Chorley PR7 5DA

St John's Church
The Minister
The Vicarage
Darlington Street
Coppull
Chorley PR7 5AB

St Oswald's Church
Father Mayne
The Presbytery
Tansley Avenue
Coppull
Chorley PR7 5DJ

Local Schools

Coppull Primary School
The Head Teacher
Park Road
Coppull
Chorley PR7 5AH

Coppull Parish C E Primary School
The Head Teacher
Roe Hey Drive
Coppull
Chorley PR7 4PU

St John's C E Primary School
Christine Cranfield
Preston Road
Coppull
Chorley PR7 5DH

St Oswald's R C Primary School
The Head Teacher
Spendmore Lane
Coppull
Chorley PR7 5DH

Local Businesses

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**DRAFT CIRCULATION LIST FOR
LOSTOCK WARD AREA FORUM**

Chorley Borough Council (Lostock Ward)

Councillor Mrs Doreen Dickinson
39 Station Road
Croston
Leyland PR26 9RJ

Councillor Margaret Iddon
28 Riverside Crescent
Croston
Leyland PR26 9RU

Lancashire County Council

County Councillor A Whittaker (Chorley Rural West Division)
14 The Warings
Heskin
Chorley PR7 5NZ

Cindy Lothian, Senior District Partnership Officer
Lancashire County Community Engagement Team
c/o Corporate & Policy Unit
Gillibrand Street
CHORLEY PR7 2EL

Bretherton Parish Council

Correspondence to Parish Clerk
Mrs A Partington
90 Hedgerows Road
Leyland PR26 7JQ

Croston Parish Council

Correspondence to Parish Clerk
Mr A Platt
9 Ambleside Avenue
Euxton
Chorley PR7 6NX

Ulnes Walton Parish Council

Correspondence to Parish Clerk
Mrs L Rowett
22 Clifton Avenue
Leyland PR25 3ES

Lancashire Constabulary

Inspector Janet Edmondson
Lancashire Constabulary Offices
Spendmore Lane
Coppull
Chorley

Chorley and South Ribble Primary Care NHS Trust

Liz Easterbrook, Partnerships Co-ordinator
Chorley and South Ribble Primary Care NHS Trust
Jubilee House
Lancashire Enterprises Business Park
Centurion Way
Leyland PR26 6TR

Local Housing Associations

Accent North West Housing Association
The Area Manager
19/21 Alder Close
Moss Side
Leyland PR26 7TT

Adactus Group Housing Association
Suzanne Bullock
Turner House
56 King Street
Leigh WN7 4LJ

North British Housing Association
Mr D Rigby, Area Housing Manager
61/63 Tunley Holme
Clayton Brook
Bamber Bridge
Preston PR5 8ES

Wyre Housing Association
Vicki Appleton
Premier House
Premier Way
Poulton-le-Fylde FY6 8JP

Prison Service

Mr C Pople
Acting Governor
H M Prison Wymott
Ulmes Walton Lane
Ulmes Walton
Leyland PR26 8LW

Mr R McColm
Governor
H M Prison Garth
Ulmes Walton Lane
Ulmes Walton
Leyland PR25 3NE

Local Community/Voluntary/Residents/Tenants' Groups

Action for Ulmes Walton
Mrs L Rowett
22 Clifton Avenue
Leyland
Preston PR25 3ES

Bee Keepers' Association
Mrs D Todd
Great Nelson's Farm
Ulnes Walton
Leyland PR26 8LT

Bretherton Community Group
Gwyneth Lloyd
45 South Road
Bretherton
Preston PR26 9AJ

Bretherton Out of School Club
Heather Peacock
Moss Farm Mews
South Road
Bretherton
Preston PR26 9AK

Chorley Historical & Archaeological Society
Jack Smith
The Farmhouse
Workhouse Farm
Out Lane
Croston
Preston PR26 9HJ

Croston Community Centre Committee
Mr J Forrest
35a Moor Road
Croston
Leyland PR26 9HN

Croston Over 60's Club
John Forest
35a Moor Road
Croston
Preston PR26 9HN

Croston Parish Plan Steering Group
Steve Parkinson
1 Bramblewood
Croston
Preston PR26 9RG

Croston Rural Action Group (CRAG)
Steve Parkinson
1 Bamblewood
Croston
Preston PR26 9RG

Croston Scouts
Mr S Twinn
40 Town Road
Croston PR26 9RD

Elderberries
Alan Kennington
20 Wray Crescent
Ulnes Walton
Leyland PR26 8NH

Friends of the River Yarrow (FRY)
Cath Almond
Aunt Sally's Cottage
31 Grape Lane
Croston
Preston PR26 9HB

Mrs S Shaw
24 Wray Crescent
Ulnes Walton
Leyland
Lancashire PR26 8NH

Southport Road Neighbourhood Watch
Margaret Gill
163 Southport Road
Ulnes Walton
Leyland PR26 8LN

The Green Centre
Alison Riach
308 The Green
Eccleston
Chorley PR7 5TP

Ulnes Walton Bridleway Association
Sue Taylor-Green
Nursery Cottage
Ulnes Walton Lane
Ulnes Walton
Chorley PR26 8LU

Ulnes Walton Charitable Fund
Mr H Mayor
175 Southport Road
Ulnes Walton
Leyland PR26 8LN

Ulnes Walton Executive Committee
Mr M Cookson
1 Victoria Place
Ulnes Walton Lane
Ulnes Walton
Leyland PR26 8LU

Ulnes Walton Fundraisers
Mr A Robinson
213 Southport Road
Ulnes Walton
Leyland PR26 8LP

Ulnes Walton Women's Institute
Mrs E Doran
178 Southport Road
Ulnes Walton
Leyland PR26 8LN

Womens Institute
Beryl Thompson
46 Rectory Close
Croston
Chorley PR26 9SH

Wymott Residents Association
Mrs L Rowett
22 Clifton Avenue
Leyland
Preston PR25 3ES

Local Churches

Bretherton Congregational Church
South Road
Bretherton
Preston PR26 9AJ

St John the Baptist Church
South Road
Bretherton
Preston PR26 9AH

St Michael and All Angels Church
St Michaels Rectory
19 Westhead Road
Croston
Preston PR26 7RQ

Local Schools

Bishop Rawsthorne CE High School
The Head Teacher
Out Lane
Croston
Preston PR5 7HJ

Bretherton CE Primary School
The Head Teacher
South Road
Bretherton
Preston PR5 7AH

Croston Trinity & St Michaels Primary School
The Head Teacher
Out Lane
Croston
Preston PR5 7HJ

Local Businesses

Report of	Meeting	Date
Head of Customer, Democratic & Office Support Services (Introduced by the Executive Member for Customer Policy & Performance)	Executive Cabinet	01/12/05

CONTACT CHORLEY: ACHIEVING THE STRATEGY

PURPOSE OF REPORT

1. This report seeks to explain how we now intend over the next 12 months to implement the third phase of the “Strategy for an Accessible Public Service One Stop Shop Contact Centre” which was adopted in March 2002.

CORPORATE PRIORITIES

2. The Contact Centre directly affects the Council’s Customer and Capacity priorities.
3. The development represents a major investment to improve customer relations and contact with the Council.
4. The project also provides the basis for realising Gershon type efficiencies that will free up more back office time for processing and will potentially release extra resources for improved direct service provision. This aspect is covered in a separate strategy document Channel Strategy, Service Design and Delivery. This is being finalised following consultation.

RISK ISSUES

5. The issue raised in this report involve risk considerations in the following categories:

Strategy	√	Information	√
Reputation	√	Regulatory/Legal	
Financial	√	Operational	√
People		Other	

6. The Council has an agreed and approved strategy for the development of a customer Contact Centre through joint working in the Lancashire Partnership. It is also expected that Partnership Working will be taken positively in any future CPA review of the Council.
7. This is a high profile scheme that is being looked at from both a regional and a national perspective. If it were to fail it would have a damaging effect on the reputation of the partners.
8. The total cost for the Partnership will be significant, but Lancashire County Council will fund a major share of this. For the initial stages Chorley’s contribution is known and is budgeted for, but in the longer term, there may be other financial considerations that the Council is exposed to.



9. Operational risks relate to the non-achievement of planned customer service improvements and continuing reliance on past communication practices.

BACKGROUND

10. In adopting the *Strategy for an Accessible Public Service One Stop Shop Contact Centre* the Council set itself on a course committed to eventually providing all customer first point of contact through a single contact centre. Chorley Borough Council has signed up to the Lancashire Shared Services Contact Centre Partnership. This will deliver a fully operational Contact Centre with underlying technology and hardware. The implementation is on a phased basis and Chorley went live on 30 June 2005.

GENERAL PROGRESS

11. Since the adoption of the strategy good progress has been made with the physical adaptations to the Union Street Offices being completed in time for the May 2003 opening of the face to face part of Contact Chorley with a number of front line services now being accessed through this interface.
12. A considerable amount of progress was made in the early stages of the project on developing how we would be able to take it through to the next stage the development of the call centre.

WORKING IN PARTNERSHIP

13. The advantages of the working in partnership with the County and other districts have been well documented in earlier reports. However it is worth noting some of the strategic benefits that the partnership can bring. The considerable investment in a CRM system, which underpins the substantial benefits of working through a single point of contact for the Council. Substantial benefits of scale in developing the back office integration with the Councils computer systems. The development of a virtual contact centre involving LCC increases opportunities to offer extended opening hours to our customers.
14. However there are disadvantages to working in partnerships. Progress has been slower than we had anticipated and this has certainly held us back. However progress is being made.
15. The Council is now using the partnership's Onyx CRM (Customer Relationship Management) software within the Telephony Centre on a restricted basis. Modern technology is also being used to automate call handling and processing.
16. As part of the product solution we have successfully developed the first stages of interface between our workflow scripts from Team Knowledge and Onyx CRM. This will enable seem less capture of service related information from customers to facilitate service provision i.e. refuse collection. This also provides the necessary foundation blocks for system integration to help deliver more efficient services during the next stages.
17. Potential benefit realisation for both the customer and the Council is evident from the initial use of these technologies and the added value it will bring to providing improved customer service.
18. The Council is leading on the development of CRM and as a result we are experiencing early teething issues synonymous with technical system implementations. For example, it has become clear from early use of CRM that capturing customer contact details is

unnecessarily complicated resulting in lengthy call duration. This has been acknowledged by the partnership and work is underway to streamline the process as soon possible.

19. This approach has enabled the partnership to gauge live operational experience and commit resources to rectifying areas of operational concern before rolling out the programme to partner districts. It also enables the Council to contribute in the development of the product at an early stage.
20. The switchboard service has been integrated into the partnership's new call handling system supplied by Macfarlane and is working effectively. It has provided, for the first time, a real insight into the volumes of calls received and abandoned.

SERVICES IN THE CALL CENTRE

21. Environmental Services is live in the call centre and is progressing well and we are achieving a high resolution of service at the first point of contact, currently 92.03%. The provision of this service from the Telephony Centre includes full system updates and dispatch of any appropriate post to customers. In effect this enables officers engaged in service provision to concentrate on their specialist aspects of business delivery leading to improved deployment of resources.
22. The provision of this service from the Telephony Centre has highlighted the need to ensure the relationship from the initial point of customer contact to the point of delivery is efficiently delivered if the Council is going to be successful in continuing to deliver excellent services. Not doing so results in generating customer frustration, repeat calls, inefficient use of resources and poor management. This is clearly evident from customer concerns already apparent, significantly the number of repeat calls generated due to poor service delivery.
23. The next services to be delivered from the Telephony Centre will be Housing Benefits and Council Tax. Work is underway to enable this to happen.

RE-AFFIRMING THE STRATEGY

24. We are now nearing the end of Phase 2 of the Strategy and it is now necessary to reconfirm the Council's strategic commitment to the provision of all customer first point of contact through a single contact centre.

ACHIEVING THE STRATEGY

25. To enable all the benefits of the single point of contact strategy to be realised we now need to take Contact Chorley into Phase Three of the Strategy. (Phase One was face to face; the one stop shop and Phase Two the Call Centre)
26. Phase Three is when all first point of contact for all services through Contact Chorley.
27. In order to achieve this we have examined all services and agreed a timetable to complete the transition from Unit provision of service to Contact Chorley service provision within the next 12 months and this is set out in Appendix to the report.
28. Clearly this is an ambitious timetable and will need the commitment of all Service Heads involved.
29. In order to achieve the Strategy we intend to adopt a three phased approach for each service to be transferred.
30. Stage 1 - Identify with each Service Unit the extent of the service transfer, the impact on the back office the degree of resource that will be released and subsequently transferred

into Contact Chorley and the potential for BPR (Business Process Reengineering) within the unit to fully benefit from the changed working practises.

31. It is intended that this process will be fully supported by the e-gov and business services section within ICT Services.
32. Stage 2 - Transfer service to Contact Chorley, initially into the call centre and then to the one stop shop.
33. Stage 3 - Transfer the staff resource from the Service Unit into Contact Chorley.

COMMENTS OF THE HEAD OF HUMAN RESOURCES

34. HR support the recommendations made within the report. Full consultation with Heads of Service and staff members should be undertaken to fully investigate the implications of moving functions from service units to the contact centre. The capacity of the contact centre should be monitored to ensure that service levels are maintained and that appropriate training is given to contact centre staff members when appropriate.

COMMENTS OF THE DIRECTOR OF FINANCE

35. The 2006/2007 Draft Budget includes £50k of Gershon efficiencies. It will be necessary to ensure that both Back Office processes are reconfigured and the CRM technology utilised fully in order to achieve any savings.
36. Whilst the timetable is ambitious it is unlikely that a fully integrated CRM and the process redesign for all services will be completed in that timeframe. Accordingly the £50k is probably achievable but anything over and above that figure is only likely to materialise from 2007/2008 onwards.

RECOMMENDATION(S)

37. That the Council's strategic commitment to the provision of all customer first point of contact through a single contact centre be confirmed.
38. That the proposed timetable for the transfer of services and resources into Contact Chorley be approved.

REASONS FOR RECOMMENDATION(S)

39. To achieve the Council's Strategic objective of providing all customer first point of contact through a single contact centre.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

40. Not to migrate any more services into Contact Chorley.

MARTIN O'LOUGHLIN

HEAD OF CUSTOMER, DEMOCRATIC AND OFFICE SUPPORT SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Martin O'Loughlin	5141	27/10/05	SSCC PARTNERSHIP

Contact Chorley: Achieving the Strategy

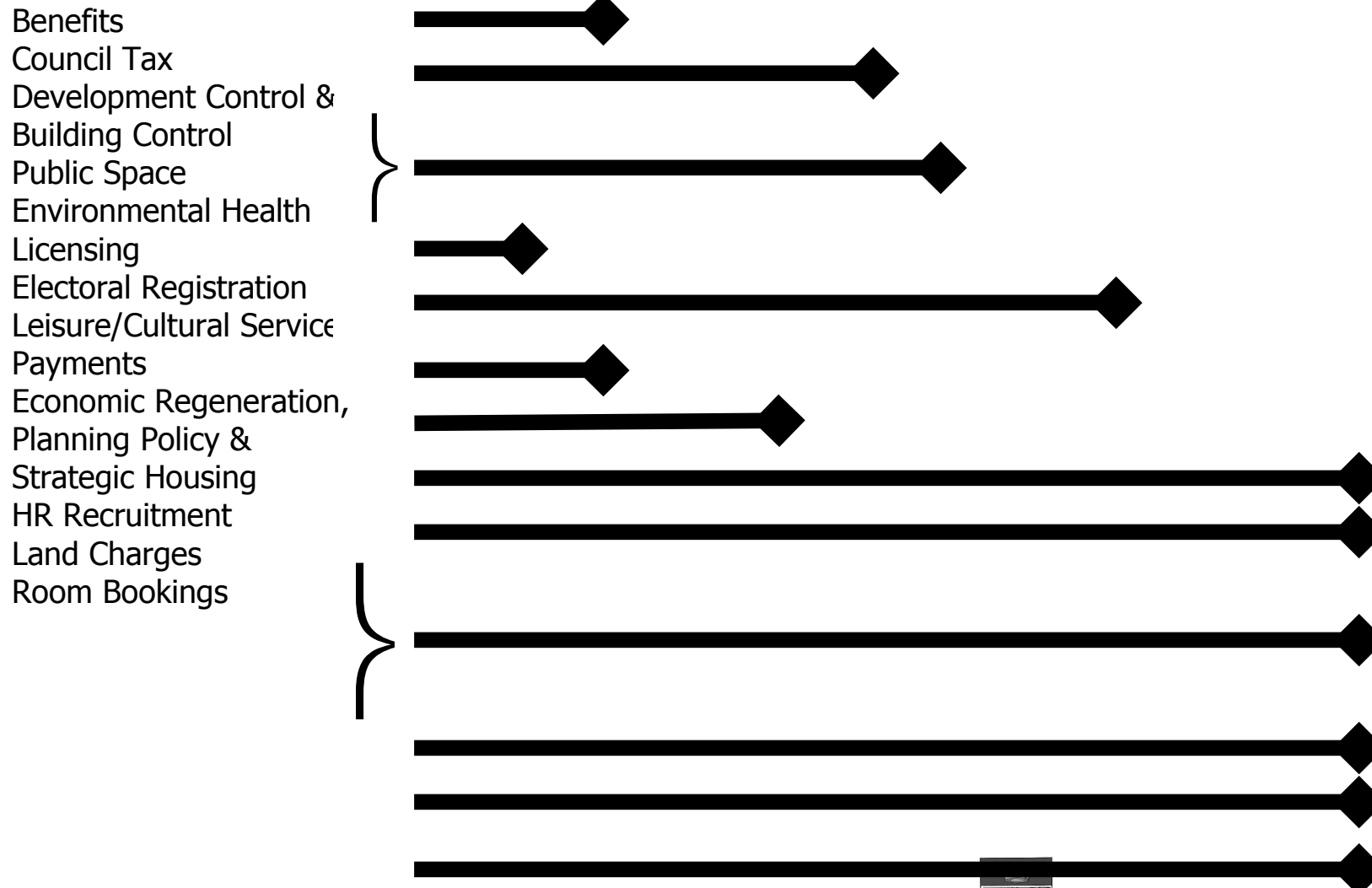
Services to Transfer to Contact Chorley

Target Date for transfer

2005

2006

Dec Jan Feb Mar Apr May Jun Jul Aug Sept Oct Nov Dec



Report of	Meeting	Date
Head of Development and Regeneration (Introduced by Councillor A Lowe Executive Member for Development and Planning)	Executive Cabinet	1 December 2005

STATEMENT OF COMMUNITY INVOLVEMENT- REPRESENTATIONS RECEIVED TO SUBMISSION EDITION

PURPOSE OF REPORT

- To advise Members on the representations received to the Statement of Community Involvement Submitted to the Secretary of State and to approve a proposed amendment to the Statement.

CORPORATE PRIORITIES

- To engage all sections of the community will assist in serving our customers better. The new approach to plan making requires greater community involvement

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	3	Information	3
Reputation	3	Regulatory/Legal	3
Financial	3	Operational	
People		Other	

- The new approach to plan making offers numerous opportunities to improve in the above areas. The risks identified relate to the possibility of the preparatory process failing to deliver these opportunities in an appropriate manner.

BACKGROUND

- The Planning and Compulsory Purchase Act 2004 requires that the local planning authority must produce a Statement of Community Involvement, as part of the Local Development Framework. The Statement of Community Involvement is a document, which sets out the various ways and means of ensuring the engagement and involvement of organisations and the local community in the preparation of the Local Development Framework. The Statement also provides guidance to members of the public, organisations, agents and developers about community involvement in the determination of Planning Applications.
- The prime purpose of consultation is to improve the planning of development by involving a wide range of interested parties and individuals in decision making through both creating a “dialogue” and relevant information sharing.

- 7 **Initial Consultation:** - Prior to the Planning and Compulsory Purchase Act coming into force in September 2004 your Officers published a first draft of the Statement of Community Involvement and put it out for a limited period of consultation between 29 June 2004 and 16 July 2004. Participants were specifically asked how they would like to be involved in planning proposals for the Borough. A broad range of people were consulted including parish councils, the Citizen Panel, "statutory" bodies/groups, community groups, interested parties/groups, local organisations, hard to reach groups, planning consultants and developers. A total of 34 comments were received.
- 8 In February 2005 the Council sent the draft pre-submission Statement for consultation to neighbouring authorities, parish councils, Lancashire County Council, the Highways Agency, and the North West Regional Assembly in accordance with Regulation 25 of the Town and Country Planning (Local Development) (England) Regulations 2004.
- 9 The draft Statement was placed on public deposit for a six-week period from 7 March to 18 April 2005. A total of 38 responses were received and the majority of these wished to be notified of future progress of the Local Development Framework.

SUBMISSION PUBLIC PARTICIPATION CONSULTATION AND COMMENTS RECEIVED

- 10 The Council prepared and submitted the Statement of Community Involvement to the Secretary of State for independent examination along with a Statement of Compliance as required by Regulation 28 in September 2005. The Council also submitted an Equality Impact Assessment. In the same period the Council published a notice and formally invited representations for a statutory 6-week period between 14 September and 26 October 2005 as required by Regulation 29.
- 11 A total of 23 responses have been received. Of these, 9 representations support sections of the Statement of Community Involvement. One representation from English Heritage has provided a note on consultation and an information pack that has been circulated to relevant units, and 2 respondents have withdrawn their earlier objections because they are now included on the Council's Local Development Framework database and will receive notification of other consultation documents as they are prepared. Four respondents do not wish to make any further representations.
- 12 The remaining 7 representations amount to objections and these with your Officers responses are attached at Appendix 1. One minor wording change is proposed by your Officers to the Statement of Community Involvement as Submitted to the Secretary of State. This relates to an objection by British Waterways to clarify that in respect of a planning application the 21-day consultation period will not start until the statutory consultee has received all the information it needs to provide an informed response, and not from the day the planning authority writes to the consultee. This change arises because of new guidance covering this point in Circular 08/2005 "Guidance on Changes to the Development Control System". Your Officers propose to amend the final sentence of paragraph 9.1 to read "Statutory consultees (those organisations which the Council have to contact) ~~have 21 days in which to respond~~ **can make any written observations within 21 days of receiving all the information they need to provide an informed response.**"

NEXT STAGES

- 13 The next stage of the process is that:
- An independent Inspector will consider the outstanding objections received. All the objectors have indicated they wish their objections to be considered by written representations, although should this change there is provision for a hearing to be held in March 2006.
 - The Inspector's Report will be binding on the Council and changes will be incorporated into the then adopted Statement which is due to be published in July 2006.

COMMENTS OF THE DIRECTOR OF FINANCE

- 14 The sum of £200,000 has been allowed in the Council's Continuation Budget for the production of the Local Development Framework. The resource requirements identified in this report will need to be met from this sum.

COMMENTS OF THE HEAD OF HUMAN RESOURCES

- 15 There are no Human Resources implications to this report.

RECOMMENDATIONS

- 16 That Members approve the proposed change to paragraph 9.1 of the Statement of Community Involvement as submitted to the Secretary of State for independent examination.

REASONS FOR DECISION

- 17 The Planning and Compulsory Purchase Act 2004 requires that the local planning authority must produce a Statement of Community Involvement, as part of the Local Development Framework. The proposed change to paragraph 9.1 of the Submitted Statement of Community Involvement would improve the document.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

18. None as subject to statutory regulations as how prepared.

JANE E MEEK

HEAD OF DEVELOPMENT AND REGENERATION

Background Papers			
Document	Date	File	Place of Inspection
Local Development Frameworks Planning Policy Statement 12 and Planning Policy Statement Companion Guide	18. 02. 04	FLP14	Gillibrand Street
Pre-Submission Statement of Community Involvement	11.01.05	FLP14	Gillibrand Street
Statement of Community Involvement	30.06.05	FLP14	Gillibrand Street

Report Author	Ext	Date	Doc ID
Alison Marland	5281	14 November 2005	N

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Key: Reference Number 0032/1

Comments were also received from this organisation at the Pre-Submission Draft Statement of Community Involvement Consultation stage (March 2005)

Reference Number 0039

Comments received from this organisation only at the Statement of Community Involvement Submission to Secretary of State Consultation stage (September 2005).

Ref.	Organisation	Comments	Council Response	Notification of Inspector's Recommendations	Notification of Adoption of SCI	Written Representation (WR) or attend Examination (E)
0006/1	National Playing Fields Association (NPFA)	Support the whole document	Support Noted	Yes	Yes	N/A
0008/1	Lancashire County Council	Welcome the inclusion of reference to the Regional Spatial Strategy and the Joint Lancashire Structure Plan at para 3.1.	Support Noted	Yes	Yes	N/A
0010/1	British Waterways	<ul style="list-style-type: none"> Paragraph 9.1 should include a specific list of statutory consultees and should include a list as an Appendix along with details of the circumstances in which each organisation will be consulted and by what method. Identify when British Waterways should be consulted on any planning applications. Welcomes electronic consultation on planning applications 	<p>The ODPM "Statutory and Non Statutory Consultation Report" January 2001 identifies good practice on statutory and non- statutory consultation. It is 30 pages long and identifies who and when should be consulted for a planning application.</p> <p>In order to keep the Statement of Community Involvement succinct (<i>Creating Local Development Frameworks - A Companion Guide to PPS 12</i> states they should be no longer than 25 pages (para 7.4.2). It is not possible to details the circumstances in which each organisation will be consulted and by what method</p> <p>The Council are presently looking at providing our planning services on the internet and the aim is to allow consultees</p>	Yes	Yes	WR

		<ul style="list-style-type: none"> Clarify in paragraph 9.1 that the 21day consultation period only starts when the statutory consultation receives the information it needs to make an informed response (ODPM circular 08/2005, para 42) and not from the date the local authority writes to the consultee. Welcomes Appendix 2 and identification as a general consultee in the preparation of the Local Development Framework. 	<p>to download planning applications We can now accept on-line submission of planning applications. As part of our e-planning development agenda we will be consulting electronically where possible when the appropriate hardware becomes available.</p> <p>Amend final sentence of para 9.1 to clarify that the 21-day consultation period only starts when the statutory consultee receives the information it needs to make an informed response. Your Officers propose to amend the final sentence of paragraph 9.1 to read “Statutory consultees (those organisations which the Council have to contact) have 21 days in which to respond <u>can make any written observations within 21 days of receiving all the information they need to provide an informed response.</u>”</p> <p>Comments Noted</p>			
0014/1	Mrs B Crook	Supports Section 5, para 5.10 –the range of roles that can be played by different groups	Support Noted	Yes	Yes	WR
0019/1	North West Regional Assembly	Supports Section 3, paragraph 3.1 and Diagram 1 relating to National Policy.	Support Noted	Yes	Yes	WR
0021/1	United Utilities	<p>Insert at Section 6, para 6.7 relating to small-scale proposals, “Applicants should confirm they have checked for underground utility services before submitting their planning application”.</p> <p><u>Reason for objection:</u> The description of the policy for consultation on planning applications</p>	Comments Noted. This is considered a responsibility of the applicant, which is technical in nature and not directly related to community involvement	Yes	Yes	WR

0024/1	National Trust	The National Trust is satisfied with the responses made to its comments on the Draft SCI and does not wish to make any additional comments.	Comments Noted	Yes	Yes	N/A
0025/1	Countryside Agency	Do not wish to make any representations either by way of objection or support	Comments Noted	Yes	Yes	N/A
0028/1	Tesco Stores Ltd. (Development Planning Partnership)	<p>Overall welcome changes made to the SCI since the draft document. However should insert reference at para 7.1 to the fact that early pre-application consultation with Council officers should be in strict confidence or on a “without prejudice” basis, as advocated by Para 4.3 of the ODPM’s Good Practice Guide on SCI’s entitled “Statements of Community Involvement and Planning Applications”, (Dec 2004).</p> <p><u>Reason for objection:</u> The description of the policy for consultation on planning applications.</p>	<p>Comments Noted. The ODPM’S Good Practice Guide on SCI’s also states:</p> <p>4.3.3 “Though issues of confidentiality will be germane to a proportion of planning applications, there is likely to be a number of applications (i.e. an applicant has the sole interest in the land, the applicant welcomes the community’s opinions on options for development, or as part of an overarching masterplanning exercise) where a co-ordinated approach to community involvement will be appropriate”.</p> <p>4.3.4 “ Whilst consultation with the community may not be appropriate at the very earliest stages of pre-application discussions with an authority, it may be that community involvement can be agreed closer to the submission date of an application when there is greater certainty that an application will be submitted. Though not allowing for an ‘extensive’ period of consultation, it would enable views and opinions of the local community to be fed into the final submission”.</p> <p>4.3.5 “Having agreed an application will be submitted, arguments about confidentiality do not stand and it is important to remember the purposes for</p>	Yes	Yes	WR

			which SCIs are being established.” No further amendment is required to para 7.1 of the SCI.			
0029/1	Government Office for the North West (GONW)	Do not wish to make any formal representations	Comments Noted	Yes	Yes	N/A
0032/1	Northwest Regional Development Agency	At pre submission draft the NRDA asked to be included in the Broad List of Consultees. As this has been amended accordingly there are no further comments on the submitted SCI.	The Agency is satisfied that it's initial representation has been addressed and have withdrawn their "initial" objection.	Yes	Yes	N/A
0033/1	Brothers Of Charity (P Wilson & Company)	Support the SCI	Support Noted	Yes	Yes	N/A
0036/1	Royal Mail Property Plc (Sanderson Weatherall)	<ul style="list-style-type: none"> • Objects to exclusion of company from para 9.1 and Appendix 2. Firstly, the company is a major stakeholder in the area and therefore should be involved in major applications. • Secondly the company should be included as a statutory consultee in the Appendix 2 list. PPS12 identifies the Post Office Holdings as a statutory organisation and as the company are the umbrella company their details should be included <p><u>Reason for objections:</u> The identification in general terms which local community groups and</p>	<p>The company is not included on the list of statutory consultees maintained by the development control section and used for consultation on a planning application. The company would only be consulted if a proposal affected their own properties. The company can keep track of all applications through the weekly list. No amendment is required.</p> <p>The Statement of Community Involvement seeks to involve the widest possible range of interests. Appendix 2 outlines the broad types of organisation and local residents included in the consultee database. Appendix 2 does not signify relative importance and does not specifically mention all individual organisations, as many of these will change over time. Appendix 2 has been checked against Annex E of PPS12 and no further amendment is required.</p>	Yes	Yes	WR

		other bodies will be consulted. The identification how the community and other bodies can be involved in a timely and accessible manner.	However Royal Mail Property plc has been included in the database of consultees who wish to be notified when Local Development Framework documents are under consideration.			
0039	National Farmer's Union	Support the SCI	Support Noted	Yes	Yes	WR
0040	Network Rail	Support the SCI. No comments but would welcome further consultation as the plan progresses.	Support Noted	Yes	Yes	WR
0041	DPDS Consulting Group	Supports whole SCI	Support Noted	Yes	Yes	WR
0042	Withnell Parish Council	<ul style="list-style-type: none"> Objects to Paragraphs 9.1 and 9.8 Reason for objection: The identification how the community and other bodies can be involved in a timely and accessible manner. <p>Parish councils meet once a month therefore the time limits of 21 days and 10-14 days can mean they are not given time to be consulted. Additional meetings are often not possible due to Parish Councillors being unpaid volunteers with limited time. This is a conflict between speeding up planning applications and real consultation and especially in the case of planning applications, which, affect a substantial part of the community, real consultation should take preference.</p>	<p>The time pressures of Parish and Town Councils are noted and, where possible, the Council will be flexible in allowing adequate time for responses. However planning applications are subject to statutory time limits and specific targets have been set out by Government to be achieved by Local Planning Authorities. These are an important part of the Government's agenda for speeding up the planning system.</p> <p>The purpose of the SCI is about real consultation with the community before an application is submitted</p>	Yes	Yes	WR
0043	English Heritage	<p>Sets out general principles to be reflected in the SCI:</p> <ul style="list-style-type: none"> Endorsement of wider community engagement in the 	Information pack and comments noted. These have been circulated to other units for information.	Yes	Yes	N/A

		<p>planning process.</p> <ul style="list-style-type: none"> • Consultation on planning applications affecting the historic environment. 				
0044	The Theatres Trust	Assume they are on the Local Development Framework database of consultees.	The organisation has been notified they are included on the Local Development Framework database and will be notified of the different stages of the Local Development Framework as they arise. The Theatres Trust has withdrawn their objection	Yes	Yes	N/A
0045	Wrightington Parish Council (Neighbouring Parish Council)	Objects to paragraph 9.4 and 9.5 relating to individual consultation and extent of neighbour notification in respect of planning applications. The Parish Council considers consultation with the wider community by means of notices on lamp posts/telegraph poles is sometimes inadequate. The extent of consultation should be more widespread depending upon the actual proposals in the application and the potential impact on the community as a whole.	<p>Comments Noted. The Development Control Section will endeavour to notify individual residents of a neighbouring borough who are affected by an application proposal in Chorley Borough by using the Unit's address database. The Council will also post a site notice.</p> <p>Where a proposal straddles both local authority boundaries, each planning authority will receive a planning application to determine, and will need to give neighbour notification in their particular area.</p> <p>It is not possible to know and directly notify everyone who may have an interest in a planning application. All applications are publicised through the weekly list and any person or organisation may comment on a planning application.</p>	Yes	Yes	WR
0046	Highway Agency	The SCI is well laid-out, comprehensive and easy to read. Suggests an additional Appendix to list statutory consultees.	The Statement of Community Involvement seeks to involve the widest possible range of interests. Appendix 2 outlines the broad types of organisation and local residents included in the consultee database. Appendix 2 does not signify relative importance and does not specifically mention all individual organisations, as many of these will change over time. It is not considered	Yes	Yes	WR

			necessary to include another Appendix setting out more explicitly a list of statutory consultees. Appendix 2 has been checked against Annex E of PPS12. No further amendments are required.			
0047	Ramblers' Association	Support virtually all the SCI documents. Regarding the Equality Impact Assessment, has the criteria of "Urban versus Rural" and "Social Class" been considered? Also has an attempt at testing documents for "Plain English" been done?	Support Noted. The Equality Impact Assessment only includes specified diversity Characteristics. The Council's Corporate and Policy Services Unit checked the SCI documents for "Plain English". Appendix 1 also contains a Glossary of Planning Terms.	Yes	Yes	N/A
0048	Environment Agency	No objections or concerns with the Statement of Community Involvement as submitted but would wish in terms of consultation to receive consultation via email and copies of documents in electronic format where possible	Comments Noted	Yes	Yes	N/A

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Report of	Meeting	Date
Head of Housing Services (Introduced by the Executive Member for Housing and Neighbourhood Services, Cllr Lennox)	Executive Cabinet	01/12/05

HOUSING STRATEGY 2005 - 2008

PURPOSE OF REPORT

- To seek approval for the Housing Strategy 2005 – 2008

CORPORATE PRIORITIES

- The proposals contained in the report would meet the Council's corporate priorities of "Serving our customers better", "Investing in our capacity to deliver" and "Investing in a cleaner, greener, safer Chorley"

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	✓	Information	
Reputation		Regulatory/Legal	
Financial		Operational	
People		Other	

- The Housing Strategy 2005 – 2008 replaces the last strategy, published in 2001 and identifies four priorities for the next three years. The strategy is a key document that will form the basis for actions, by both the Council and its partners, to improve the provision of housing in the borough and to create safe, sustainable neighbourhoods. The strategy has been informed by the national and regional agenda and will form a crucial link with the Community Strategy 2005 – 2025.

BACKGROUND

- The Council is required to produce a Housing Strategy setting out our housing priorities across all tenures. It is an over arching strategy including issues such as housing needs and demand, housing standards, homelessness and community safety. The strategy has been prepared in consultation with our key stakeholders and set out how the Council can work with our key partners to achieve its priorities.

The strategy also needs to reflect the current local, regional and national agendas and state how our priorities contribute to wider corporate objectives, particularly the Community Strategy.

The Housing Strategy has been submitted to the Government Office North West and has been passed as being “Fit for Purpose” (see attached letter). It has been assessed against ten criteria to establish how effective the strategy is. The Criteria are

- Corporate Context
- Wider Priorities
- Partnership Working
- Needs Analysis
- Resources
- Priorities
- Options
- Action Plan
- Progress to Date
- Accessibility

NATIONAL, REGIONAL AND SUB REGIONAL CONTEXT

6. Our housing strategy has been influenced by the wider national, regional and sub regional agendas which currently promote a more holistic approach to housing by linking housing, economic development, spatial planning and neighbourhood renewal.

The national agendas promoted by central government are

Sustainable Communities, which sets out plans to improve housing standards, promote choice and affordability in the housing market and develop sustainable neighbourhoods

The Northern Way Growth Strategy, which aims to reduce the gap in economic outputs between the north and south of the country

National Strategy for Neighbourhood Renewal, which aims to reverse the spiral of decline in the most deprived areas of the country

7. Regionally there is now a move to align policies for housing, economic regeneration and planning in order to reflect the aims of national policies. **The North West Regional Housing Strategy 2005** has now been adopted and it sets out priorities for investment across the region;

The overall vision for housing in the North West is that every part of the region offers everyone; **a choice of good quality housing in successful, secure and sustainable communities**

The four priorities for the North West are

- Urban renaissance
- Affordable homes to maintain balanced communities
- Decent homes in thriving communities
- Meeting the needs of communities and providing support for those who need it

LOCAL CONTEXT

8. The Housing Strategy forms part of the wider strategic outlook of the authority and will make a significant contribution to achieving the Council’s corporate priorities and vision statement. This strategy will make a key contribution to achieving the vision of the Chorley Partnership contained in the Community Strategy.

By 2025 Chorley will be recognised as the most sought after place to live and work in the North West, offering an excellent quality of life to all its residents, and will be at the heart of regional developments whilst retaining its character.

9. Specifically, the Housing Strategy will directly contribute to the goal of **a strong and balanced housing market with an appropriate mix of housing suitable for the population.**

Table A (attached) sets out housing's contribution to each of the five priorities for the future.

OUR KEY STRATEGIC PRIORITIES

10. The Housing Strategy 2005 –2008 sets four priorities, with a range of key objectives

Priority 1. Secure additional affordable housing for both sale and rent

Priority 2. Reduce incidence of homelessness within the borough

Priority 3. Maintain and improve housing standards and the living environment throughout all neighbourhoods

Priority 4. Support vulnerable people and enable our customers to live in an environment of their choice

Each priority is underpinned by a series of key objectives.

The strategy includes a detailed Action Plan for each priority and it identifies a range of actions that will contribute to achieving the strategic objectives. Key targets and milestones are included and progress will be judged against these.

THE CONSULTATION PROCESS

11. The priorities contained in the Housing Strategy were agreed during consultation with key stakeholders. There were 3 stages to the consultation process

I) Circulation of nine issue papers – these highlighted priorities derived from Chorley Borough Council's Corporate Priorities and were intended to encourage stakeholders to give their opinions and suggestions on how best to address the issues raised.

II) A series of consultation events were held for specific groups including

- Local Strategic Partnership
- The Tenants Forum
- Elected Members
- RSL partners
- Housing Services Staff
- Private Developers Forum

III) The Draft Strategy and Action Plan was prepared, taking account of the views expressed during the consultation period. Further feedback to the draft document was received and fed into the Strategy.

MONITORING AND EVALUATION

12. The strategy sets a programme of monitoring and evaluation of actions, both by the Council and our partners, to establish the extent to which we achieve our strategic priorities and objectives. Monitoring and evaluation will also allow us to adjust our future policy direction to respond to changing local, regional and national agendas, maximise the quality of service we deliver and ensure value for money.

13. Monitoring and evaluation will include
- Monthly monitoring of performance indicators
 - Quarterly monitoring reports
 - Annual review and Housing Strategy Summit
 - Annual Action Plan update
 - Housing Strategy update every three years
 - Customer satisfaction and user feedback
14. The Housing Markets and Strategy Team, a cross departmental staff group will be the main forum for monitoring of the effectiveness of the strategy. It will also be monitored through the Council's Business Planning Process

COMMENTS OF THE HEAD OF DEVELOPMENT AND REGENERATION

15. I welcome the revised strategy which sets housing in the context of wider strategic policies, in particular the Northern Way and the Core Central Lancashire Sub Regional Strategy. The strategy will also feed into the Council's Economic Strategy which is currently being developed.

COMMENTS OF THE HEAD OF HUMAN RESOURCES

16. As the delivery of the Strategy will be the responsibility of the new Strategic Housing Function it is vital that there is sufficient capacity within the unit to deliver it effectively. Delivery of the strategy should be monitored as above and capacity reviewed in line with organisational priorities.

COMMENTS OF THE DIRECTOR OF FINANCE

- 17./ There are no direct financial implications associated with this report. However delivering the strategy will require the Council to continue to commit resources in future years to this priority. Any additional resources required to deliver the strategy will be considered as part of the Council's business and financial planning process by the Council.

RECOMMENDATION(S)

18. Executive Cabinet are recommended to approve the Housing Strategy 2005 -2008

REASONS FOR RECOMMENDATION(S) (If the recommendations are accepted)

19. This Housing Strategy is a "Fit For Purpose" strategy. It responds to the current national, regional and sub-regional agendas. It is a key strategic document and contributes to achieving the Council's corporate objectives and the priorities set in the Community Strategy 2005 – 2025.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

20. None

STEVE LOMAS
HEAD OF HOUSING SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Angela Durkin	5515	16.11.05	ADMINREP/REPORT

TABLE A – HOUSING’S CONTRIBUTION TO THE COMMUNITY STRATEGY

Priorities for the future	Community Strategy 2005-2025	Housing’s Contribution
	Put Chorley at the heart of regional economic developments in the Central Lancashire sub-region	<ul style="list-style-type: none"> • Enable the development of affordable key worker housing on strategic sites • Revitalising town centre sites by promoting joint retail and housing schemes • Create a balanced housing market that is integrated with economic development, balancing the juxtaposition of housing with employment • Actively participate in the development of cross authority strategies and partnerships to support sustainable growth of the sub region
	Reducing Pockets of inequality	<ul style="list-style-type: none"> • Deliver the Decent Homes Standard in Council Housing stock by 2006 • Contribute to improvements in energy efficiency and stock condition in the private sector through the Council’s Home Repairs Assistant Grant • Ensure high quality community housing support is available through Chorley’s Floating Support Forum • Promote and develop quality supported housing services through membership of the Supporting People Partnership • Improve repairs, maintenance and adaptation services to vulnerable home owners and private sector tenants through the establishment of a Home Improvement Agency • Deliver affordable housing for both rent and sale in areas of highest need • Implementing “secure by design” standard in Council owned housing schemes and promoting the standard on other housing developments • Foster closer working relationships between Tenant Relations Officers and the Community Safety Team • Enable customers to live in an environment of their choice through adaptations, assistive technologies and modern housing developments
	Get people involved in their communities	<ul style="list-style-type: none"> • Continue promotion of resident’s associations particularly in areas of little or no resident involvement • Promote residents associations to hard to reach groups and those with little representation e.g. young people • Foster greater tenant involvement in the development of the housing strategy and business planning process through the Tenant’s Investment Group • Continue to engage with tenants and residents to ensure that they are able to make informed choices regarding the future of the Council Stock throughout the stock transfer process • Promote and develop stakeholder forums e.g. private landlords, Homelessness etc.
	Improve access to and take-up of public services	<ul style="list-style-type: none"> • Continue funding of the Homelessness and Housing Advice Specialist employed by the Citizens Advice Bureau • Improve promotion of our services through leaflets, internet, newsletters etc. • Develop and agree joint protocols with health, social services and probation to improve access to services for vulnerable clients • Improve access to services through e Government e.g. online rent payments
	To develop the character and feel of Chorley as a good place to live and visit	<ul style="list-style-type: none"> • Engage with local communities to develop a range of housing provision to meet diverse needs • Promote housing that is sensitive to the local environment and provides an attractive environment for residents



GOVERNMENT OFFICE
FOR THE NORTH WEST

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16 November 2005

chris.france@gonw.gsi.gov.uk

Dear Steve

'FIT FOR PURPOSE' ASSESSMENT – CHORLEY'S HOUSING STRATEGY

I refer to our previous feedback concerning the above document submitted by your Council. We have met with you and colleagues since on a number of occasions to discuss the assessment and the areas for improvement.

As you will recall, your authority's Housing Strategy did not quite fully meet the 'Fit for Purpose' criteria. However, we felt that with some additional work it could meet the standard. It was agreed that, if you provided supplementary information to address the requirements outlined at our meetings, we would then be able to confirm that your documents met the 'Fit for Purpose' standard.

We have now assessed your Housing Strategy as 'Fit for Purpose', though we feel it would benefit by being strengthened in the following ways:

- Links to the Capital Strategy are weak, so the document would benefit in having these links improved.
- In order to make the Strategy easier to read, it would be helpful if the summary of recent years revenue and capital spending (with details of various funding sources) was in tabular form.
- Similarly to better understand the progress that has been made in performance, it may be worth considering presenting BVPI for the last few years in tabular form for each of the key service areas.

It is of course in your interests to maintain the robustness of your Housing Strategy to ensure the effective delivery of your housing responsibilities. You will want to show that you are regularly updating your Action Plan to take account of developments in national, regional, and sub-regional policies, though you will not be required to submit an update for at least 3 years. You will need to establish a mechanism to review progress against your Action Plan, and we would welcome your views on how you intend to do this. The Regional Housing Board will also want to monitor delivery of their regional priorities.



INVESTOR IN PEOPLE





GOVERNMENT OFFICE
FOR THE NORTH WEST

Should you wish to meet to discuss our assessments any further I would be happy to do so. Please contact Joel Tagg on telephone no: 0161 952 4326 who will make the necessary arrangements.

I am also copying this letter to Jeff Davies, Chief Executive.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Chris France', written over a large, stylized circular scribble.

Chris France
Lancashire Area Team Leader

Report of	Meeting	Date
Head of Leisure and Cultural Services (Introduced by the Executive Member for Life and Leisure, Cllr Cath Hoyle)	Executive Cabinet	01/12/05

CORE FUNDING – HOME-START CHORLEY AND SOUTH RIBBLE

PURPOSE OF REPORT

- To consider a request for Core Funding from Home-Start Chorley and South Ribble.

CORPORATE PRIORITIES

- Many of the organisations supported with Core Funding directly support the Council's corporate priorities.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	4	Regulatory/Legal	
Financial	4	Operational	
People		Other	

- The risks associated with Core Funding relate to the loss of reputation and misappropriation of funds if awards are not managed effectively.

BACKGROUND

- Core Funding is revenue grant aid to organisations that provide non-profit making services in the Borough that furthers the Council's strategic objectives and the strategic priorities in the Borough's Community Strategy.

- In 2005/06, Core Funding was awarded to the following organisations:

- Chorley, South Ribble & Districts Citizens Advice Bureaux £80,267
- Chorley and South Ribble Shopmobility £10,000
- South Lancashire Arts Partnership £6,695
- Age Concern, Chorley £5,900

• Chorley & District Sports Forum	£5,356
• Chorley Women's Centre	£4,284
• Lancashire Sport	£4,120
• Chorley & South Ribble Council for Voluntary Service	£4,100
• Victim Support (Chorley Branch)	£2,245
• Central Lancs Dial-A-Ride	£2,000
• Preston & Western Lancashire Racial Equality Council	£1,000
• Help the Homeless (Chorley)	£670

HOME-START CHORLEY & SOUTH RIBBLE

7. Home-Start Chorley & South Ribble have requested £25,000 funding from the Council for 2006/07. The main funding source for the group has been the National Lottery. They have had two large awards in recent years which has enabled them to appoint full-time staff and grow the scheme in Chorley and South Ribble. The National Lottery funding comes to an end in December 2005.
8. Home-Start Chorley & South Ribble is a company limited by guarantee and not having a share capital. They are also a registered charity. The objects are:
 - (a) to safeguard, protect and preserve the good health, both mental and physical of children and parents of children;
 - (b) to prevent cruelty to or maltreatment of children;
 - (c) to relieve sickness, poverty and need amongst children and parents of children;
 - (d) to promote the education of the public in better standards of child care within the area of Chorley and South Ribble and its environs.
9. Appendix 1 to this report outlines the work of Home-Start and Appendix 2 gives members a flavour of the volume of the work in Chorley and South Ribble.
10. In order for their scheme to continue to support the current number of families they need £153,000 in 2006/07. They have applied to Lancashire County Council and Chorley and South Ribble Primary Care Trust for £50,000 each. The Primary Care Trust currently have a rolling contract with Home-Start for £28,000 per year. Lancashire County Council provided £14,000 in 2005/06 and agreed as part of a three year funding package to provide £14,350 in 2006/07. They have applied to Chorley and South Ribble Borough Councils for £25,000 in 2006/07.
11. The implications of not securing the required funding would be that few families would be supported and their support groups would have to close. It would also mean staff redundancies.
12. Applications are being made for numerous sources of funding but as yet no funding has been secured.

CORE FUNDING 2006/07

13. The actual Core Funding budget for 2005/06 came to £126,637. A request for £25,000 has a significant impact on the budget.
14. There are two clear options available to the Council.
 - (a) Provide the full £25,000: Given the Council's financial position this would be extremely difficult as equivalent savings would need to be found in the base budget. If such a grant award was to be contained in the Core Funding budget existing recipients, based on 2005/06 awards, would see their grants reduced by 20% in 2006/07. The 2006/07 application forms will be sent out in the next few weeks.
 - (b) Refuse the application: Members may decide that they do not want to support the request.
15. A third option would be to tell Home-Start Chorley and South Ribble that the Council would like to consider a significantly reduced application as part of its 2006/07 Core Funding application round. The advantage of this option is that it allows the Executive Cabinet and the Executive Member for Life and Leisure to consider competing applications together. Whilst this does not guarantee Home-Start Chorley and South Ribble any funding, it does give them a clear indication, in terms of the scale of potential funding, which would be useful for their planning purposes.
16. As in previous years, all Core Funding applicants will be reminded that demand for funding will exceed the budget. They will be asked to outline the implications of a reduction in their previous funding levels.

COMMENTS OF THE HEAD OF HUMAN RESOURCES

17. There are no Human Resource implications arising from this report.

COMMENTS OF THE DIRECTOR OF FINANCE

18. I would support the content of the report and the recommendation made by the Head of Leisure and Cultural Services that the application is considered together with all applications in 2006/2007. Currently the budget is capped at just over £126k.

RECOMMENDATION

19. That Home-Start Chorley and South Ribble be invited to submit a significantly reduced Core funding application as part of the 2006/07 Core Funding bidding process.

**REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)**

20. To consider a request for Core Funding in 2006/07 from Home-Start Chorley and South Ribble along with all other potential applicants.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

21. To commit £25,000 of 2006/07 Core Funding in advance of the official process.

22. To refuse the request without comparing the bid alongside other applications as part of the 2006/07 bidding process.

JAMIE CARSON
HEAD OF LEISURE AND CULTURAL SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Jamie Carson	5815	22 November 05	LCSREP/91069LM

APPENDIX 1**WHAT IS HOME-START?**

Home-Start offers support friendship and practical help to parents with young children, in local communities. Home-Start offers a unique service. We recruit and train volunteers who are usually parents themselves to visit families at home who have at least one child under 5 and offer them informal, friendly and confidential support. To help give children the best possible start in life, Home-Start supports parents as they grow in confidence, strengthen their relationships with their children and widen their links with the local community. Home-Start also offers support to parents and children through their Family Support Groups, which are open to all families with a child under 5 years of age.

Home-Start Chorley & South Ribble was established on 1st October 1996 following guidelines, and working in agreement with Home-Start National.

Home-Start was established in 1981 as a Charitable Trust committed to promoting the welfare of children and parents by providing effective training, information, guidance and personal support to each existing and potential Home-Start scheme. The first Home-Start scheme was initiated in Leicester in 1973. There are now over 338 schemes in this country all very firmly rooted in their local community, yet retaining vital links with Home-Start National and other schemes. This year the organisation helped 31,460 families and 67,959 children and has over 13,583 volunteers.

ANNUAL STATISTICS**1ST April 2004 – 31st March 2005****Staff**

1 Senior Organiser working 37 hours per week.
1 Organiser working 37 hours per week.
1 Organiser working 33.5 hours per week.
1 Secretary working 37 hours per week.
1 Project Worker (Self Employed) working 12 hours per week*
*(Term Time only)

Volunteers

Number of Home-Visiting Volunteers at 31/03/05 = 37
Number of hours given by Volunteers 2004 – 2005 = 4193 hours

Families supported

Total number of families supported = 330
Total number of children supported = 509
(Children under 5 years = 384)
Children over 5 years = 125)

Referrals

Total number of referrals this year = 245
(Note: 187 Families were referred **last year** but still being supported this year)

How were the families supported?

264 Families were supported by Group Support only.

66 Families had Home Visiting Support and the referrals for these families were as follows:

- 47% from Health Visitors
- 24% were Self Referrals
- 18% from other Professionals
- 11% from Social Services

By virtue of paragraph(s) 9 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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