



Overview and Scrutiny Committee

Agenda and Reports

For consideration on

Monday, 3rd October 2011

In Committee Room 1, Town Hall, Chorley

At 6.30 pm

PROCEDURE FOR PUBLIC QUESTIONS/SPEAKING AT OVERVIEW AND SCRUTINY MEETINGS

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

23 September 2011

Dear Councillor

OVERVIEW AND SCRUTINY COMMITTEE - MONDAY, 3RD OCTOBER 2011

You are invited to attend a meeting of the Overview and Scrutiny Committee to be held in Committee Room 1, Town Hall, Chorley on Monday, 3rd October 2011 commencing at 6.30 pm.

AGENDA

1. **Apologies for absence**

2. **Declarations of Any Interests**

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

If the personal interest is a prejudicial interest, you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

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

To confirm the enclosed minutes of the Overview and Scrutiny Committee meeting held on 5 September 2011.

4. **Public Questions**

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

5. **First Monitoring of Inquiry recommendations - Review of Allotments (Pages 7 - 12)**

To consider the enclosed report of the Director of People and Places.

6. **Second Monitoring of Inquiry recommendations - Review of Town Centre Vitality (Pages 13 - 20)**

To consider the enclosed report of the Director of Partnerships, Planning and Policy.

7. **Performance Monitoring Reports**

Following the decision taken at the last meeting to return to quarterly monitoring, the following reports which were considered at Executive Cabinet on 18 August 2011 are enclosed for your consideration.

a) **First Quarter Chorley Partnership Performance Report 2011/12** (Pages 21 - 26)

To consider the enclosed report of the Chief Executive.

b) **First Quarter Performance Report 2011/12** (Pages 27 - 34)

To consider the enclosed report of the Chief Executive.

8. **Independent Domestic Violence Advocates Service**

A presentation and opportunity to ask questions about the IDVA service.

This will provide background information in preparation for the scrutiny of this service area and the questioning of witnesses at the November meeting of the Committee.

9. **Forward Plan** (Pages 35 - 40)

To consider the enclosed Council's Forward Plan for the four month period 1 October 2011 to 31 January 2012 (document enclosed)

10. **Scrutiny Work Programme** (Pages 41 - 42)

To consider the enclosed Overview and Scrutiny work Programme for 2011/12.

11. **Reports from the Task and Finish Groups**

Lancastrian Room Task and Finish Group

To receive a verbal update on the inquiry from the Chair, Councillor Debra Platt.

Tourism and Promoting Chorley Task and Finish Group

To receive a verbal update on the inquiry from the Chair, Councillor Peter Wilson

NHS Reform Joint Task and Finish Group

To receive a verbal update on the inquiry.

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

Yours sincerely



Gary Hall
Chief Executive

Dianne Scambler
Democratic and Member Services Officer
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Distribution

1. Agenda and reports to all Members of the Overview and Scrutiny Committee (Councillor Adrian Lowe (Chair), Councillor Debra Platt (Vice-Chair) and Councillors Julia Berry, Magda Cullens, Doreen Dickinson, Alison Hansford, Harold Heaton, Steve Holgate, Keith Iddon, Beverley Murray, Rosie Russell, Joyce Snape, Paul Walmsley and Peter Wilson for attendance.
2. Agenda and reports to Gary Hall (Chief Executive), Lesley-Ann Fenton (Director of Partnerships, Planning and Policy), Jamie Carson (Director of People and Places), Chris Moister (Head of Governance), Carol Russell (Democratic Services Manager) and Dianne Scambler (Democratic and Member Services Officer) for attendance.

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

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

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

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Overview and Scrutiny Committee

Monday, 5 September 2011

Present: Councillor Adrian Lowe (Chair), Councillor Debra Platt (Vice-Chair) and Councillors Julia Berry, Magda Cullens, Doreen Dickinson, Alison Hansford, Harold Heaton, Steve Holgate, Beverley Murray, Rosie Russell, Joyce Snape, Paul Walmsley and Peter Wilson

Officers in attendance: Gary Hall (Chief Executive), Simon Clark (Head of Health, Environment & Neighbourhoods), Jamie Dixon (Head of Streetscene & Leisure Contracts), Carol Russell (Democratic Services Manager) and Dianne Scambler (Democratic and Member Services Officer)

10.OS.31 APOLOGIES FOR ABSENCE

No apologies for absence were received.

10.OS.32 DECLARATIONS OF ANY INTERESTS

No declarations of any interest were declared.

10.OS.33 MINUTES

a) Confirmation

RESOLVED – That the minutes of the Overview and Scrutiny Committee meeting held on 1 July 2011 be held as a correct record for signing by the Chair.

b) Matters arising from the minutes

10.OS.23 – Business Plan Monitoring Statements

(People and Places Directorate)

Issue raised

Further information was sought on the cost of extending the opening of the One Stop Health Shop to March 2012 and if there were any future plans after that time.

(Transformation Directorate)

Issue raised

Members asked if the Council was maximising the opportunities to share Union Street with other partner agencies.

10.OS.29 – Executive's Response to Overview and Scrutiny Review of Accommodation Assets.

Issue raised

Members asked if further consideration had been given to the remodelling of the Council Chamber and Mayors Parlour to create additional office space for

staff, in view of the possible relocation of staff from the Bengal Street premises.

The Chief Executive reported that this, along with other options would be looked into if it was deemed necessary and the Committee asked to be kept updated through the Asset Management Scrutiny Monitoring Report.

10.OS.34 PUBLIC QUESTIONS

No questions were received by any members of the public.

10.OS.35 EXECUTIVE CABINET - 11 JULY 2011

11.EC.23 – First Quarter Chorley Partnership Performance Report 2011/12

Issue raised

Further information was sought on the cost of the Early Intervention Project. The tender documentation on the County website had suggested that the cost had increased by 50%.

10.OS.36 SECTION 106 MONIES UPDATE REPORT

The Chief Executive submitted a report to update the Committee on the progress made in implementing the projects included in the revenue budget and capital programme that are to be funded with Section 106 contributions.

Contributions may be received from developers by the Council as a result of entering into Section 106 Agreements to make a development acceptable in planning terms. Contributions may be received for the provision of facilities or infrastructure, either on-site or off-site, such as affordable housing, transport or highways improvements, play an recreation and other community facilities.

The report presented details of expenditure financed with S106 contributions during 2010/11, and indicated the budget provision for 2011/12 and subsequent years, were agreed. Any uncommitted balances and contributions due to be received as developments proceed are identified and the purposes for which contributions can be applied were explained.

Members commented that it was important to ensure that there was the right balance of affordable housing across the Borough, ensuring that there was a mix of rental and purchased property where most needed.

A list of all Affordable Housing development as a result of S106 contributions that included those funded and those built by developers, was requested by the Committee.

Members representing the Chorley South East Ward of the Borough asked if they would be consulted with regards to the uncommitted balance from the S106 contributions received from the former Lex Autologistics Site, Pilling Lane, Chorley and a request was made if the Council could ask for the first payment from the Buckshaw Group 1 development that related to the Public Transport and Community Facilities contribution to be paid in advance to allow the necessary infrastructure to be put in place before the 240 dwellings were built.

The Chair thanked the Chief Executive for the detailed report and asked if an Annual Update report on Section 106 contributions could be included into the Committee's Work Programme.

RESOLVED

1. That the report be noted.
2. That a list of Affordable Housing development as a result of S106 contributions, including those funded and those built by developers be circulated to the Members of the Committee.
3. That the Chorley South East Ward Councillors be consulted on the uncommitted balance from the S106 contributions received from the former Lex Autologistics Site, Pilling Lane, Chorley
4. That a request be made to release the first payment from the Buckshaw Group 1 development early.
5. That an Annual Update report be provided and included on the Work Programme.

10.OS.37 COMMUNITY SAFETY OVERVIEW AND SCRUTINY OPTIONS PAPER

The Merged Community Safety Manager submitted a report that presented Members with two areas of community safety that they could consider scrutinising under the Committee's requirement to the Crime and Disorder (Overview and Scrutiny) Regulations 2009.

- Independent Domestic Violence Advocacy Services (IDVA)
- Neighbourhood Policing

Whilst Members had previously expressed an interest in scrutinising the structures of the neighbourhood policing teams, the Committee recognised that the Lancashire Constabulary had recently undergone a significant reorganisation and felt that these changes should be allowed to embed before further consideration was given to scrutiny.

Domestic abuse (including domestic violence) is a key priority for the Safer Chorley and South Ribble Partnership. Whilst Chorley has some problems linked to the Town Centre and the night time economy, the more evident issue is violence within the home and committed by known offenders.

Over the past 4 years the funding for the IDVA services has been supported by various grants that were no longer sustainable. To date the partnership has not been able to identify sustainable funding to support the IDVA service and is currently reliant on one off grant contributions from the Home Office, Safer Lancashire Board and fortuitous funding opportunities.

The Committee, recognising the importance of the service and the concerns about future funding, opted to scrutinise the Independent Domestic Violence advocacy Service. Members were keen to seek the opinions of the partners who contributed to the funding of this service, particularly in relation to seeking future provision through mainstream funding.

RESOLVED

1. That the Overview and Scrutiny Committee scrutinise the IDVA service.
2. That this be done as a dedicated meeting on 7 November 2011, to be included in the Work Programme.
3. That the Committee would focus on the implications for Chorley and its residents.

10.OS.38 EXECUTIVE'S RESPONSE TO RECOMMENDATIONS OF OVERVIEW AND SCRUTINY TASK GROUPS INQUIRY INTO HIGHWAYS ISSUES

The Committee considered the response of the Executive Cabinet to the findings and recommendations of the Overview and Scrutiny report on Highways Issues.

The Head of Streetscene and Leisure updated the Committee on the present position of the recommendations that had been implemented. Officers and Members were frustrated at the lack of progress being made on the recommendations made to Lancashire County Council. Efforts continued to be made to address these issues and concerns and the Committee asked to be kept updated of progress made through the Highways Scrutiny Monitoring Reports.

RESOLVED – That the report be noted.

10.OS.39 SCRUTINY WORK PROGRAMME

The Overview and Scrutiny Committee Work Programme would be updated to include:

- Crime and Disorder meeting – 7 November
- Removal of Executive Cabinet minutes – 3 October
- Annual Report of S106 monies

Last year the Committee made a decision to go to 6 monthly monitoring information from the previous quarterly arrangements. Whilst this had reduced the number of meetings where monitoring is the main business, it had led to Members considering information which was dated and also duplication of reporting.

Members agreed to the proposed return to quarterly monitoring on an alternate basis so that one meeting would consider business plan monitoring and the following, the Council corporate strategy and LSP project monitoring. The Committee would therefore have monitoring information at each of its meetings.

RESOLVED – That the changes to the Work Programme be agreed.

10.OS.40 FORWARD PLAN

The Committee received the Forward Plan for the period 1 September to 31 December 2011.

RESOLVED – That the report be noted.

10.OS.41 REPORTS FROM THE TASK AND FINISH GROUPS

a) Lancastrian Task Group

The Committee received a verbal report from the Chair of the Overview and Scrutiny Task Group – Lancastrian.

Councillor Debra Platt reported that the group had now met on 4 occasions and had undertaken the following:

1. Looked at income over the last 3 years and also current pricing structures
2. Carried out soft market testing of the Lancastrian Suite with external event management companies in Chorley
3. Undertaken a survey of regular existing users to ascertain what the positive points of hiring the Lancastrian are – and where the problems may be.
4. Obtained rough costings for additional work that could be undertaken for eg a full working kitchen; changing facilities; improved bar facilities

The next stage was to invite South Ribble Council to Chorley to utilise their experience in running a hospitality suite.

b) Tourism and Promoting Chorley Task Group

The Committee received a verbal report from the Chair of the Overview and Scrutiny Task Group – Tourism and Promoting Chorley.

Councillor Peter Wilson reported that the first meeting of the group would be on Wednesday 14 September and that the membership was as follows:

Councillor Marie Gray
Councillor Steve Holgate
Councillor Paul Leadbetter
Councillor Marion Lowe
Councillor June Molyneaux
Councillor Mark Perks
Councillor Geoff Russell

c) NHS Reform Joint Task Group

The Committee received a verbal update from the Democratic Services Manager.

Carol Russell reported that following the Elections in May of this year, the membership of the Task Group had changed significantly and that the group had yet to have its first meeting.

RESOLVED – That the reports be noted.

Chair

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Report of	Meeting	Date
Director of People & Places	Overview and Scrutiny Committee	3 October 2011

UPDATE ON IMPLEMENTATION OF ACTIONS AGREED FOLLOWING THE OVERVIEW AND SCRUTINY TASK GROUP'S INQUIRY INTO ALLOTMENTS

PURPOSE OF REPORT

1. To provide an update on implementation of the actions agreed following the Overview and Scrutiny Task Group's inquiry into allotments.

RECOMMENDATION(S)

2. To note the update provided in section 10 of the report.

EXECUTIVE SUMMARY OF REPORT

3. The report provides a six monthly update on the actions taken to date following the Overview and Scrutiny Task Group's inquiry into allotments.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

5. To ensure that progress on the actions agreed is monitored.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

6. None.

CORPORATE PRIORITIES

7. This report relates to the following Strategic Objectives:

Strong Family Support	√	Education and Jobs	
Being Healthy	√	Pride in Quality Homes and Clean Neighbourhoods	√
Safe Respectful Communities	√	Quality Community Services and Spaces	√
Vibrant Local Economy		Thriving Town Centre, Local Attractions and Villages	√
A Council that is a consistently Top Performing Organisation and Delivers Excellent Value for Money			

BACKGROUND

- 8. An Overview and Scrutiny Committee Task Group undertook an inquiry into allotments and produced a report with recommendations in November 2010.
- 9. On 17th February 2011, the Executive Cabinet’s agreed a response and actions for each of the recommendations in the report.

UPDATE

- 10. The table below provides an update on the progress made for each of the actions agreed.

Overview & Scrutiny Recommendation	Executive Response	Update
<u>Provision and demand for allotments</u>		
That the applicants apply annually to the Council for an allotment,	Agreed. This will be introduced at the next point of correspondence.	Recommendation now in place
That vacant plots from within existing allotment provision be offered to applicants who have been on the waiting list the longest.	Agreed. Current letting criteria to change on 1 April to reflect this recommendation.	Recommendation now in place
That applicants on the general ‘any site’ waiting list only be allowed refusal of one plot, then placed on to the relevant Neighbourhood Area list.	Agreed. Current letting criteria to change on 1 April to reflect this recommendation. Please note the next response and the use of distance from a site rather than neighbourhood area.	Recommendation now in place.
That any new sites be allocated by a 50/50 split between the Neighbourhood Area applicants and the general ‘any site’ applicants to support Neighbourhood Working.	Agreed in part. The 50/50 split between long standing names on waiting list and local requirements is fair. Rather than use the neighbourhood area as a locality indicator, we plan to use their distance from a Council allotment site.	Recommendation now in place. New plots are now let using this methodology.
That Chorley Allotments Society be consulted on the Site Allocations Development Plan Document.	Agreed. They will be consulted at all key stages of the site allocation process.	Included as part of site allocations (LDF) process
That the Council considers the provision for allotments when negotiating Section 106 monies.	This will be considered on a case by case basis.	To be considered as part of future Section 106 allocations.
That the Head of Planning Services, be requested to develop a set of	Agreed.	To be completed in

guidelines and good practice for use by private allotment owners.		the next 6 months.
That the Chorley Allotments Society working in partnership with the Council be encouraged to facilitate an exchange scheme across all the sites.	This is felt to be good practice and should support future provision.	Being incorporated into the role an Allotment Advisory Group.
<u>Tenancy Agreement and monitoring and inspection procedures</u>		
That the Tenancy agreement be reviewed to include - appropriate rules and conditions to promote higher standards of maintenance - Definitive guidance on non compliance issues, to protect the Council's position.	Agreed.	To be completed in the next 6 months.
That the Council provide suitable perimeter fencing on all its new sites that will be adequately maintained.	Agreed.	Recommendation now in place.
That the Council be responsible for the delineation of the actual plot, but that the allotment holder be then responsible for defining their boundaries, using safe and suitable materials.	Agreed. New sites will be delivered in this manner.	Recommendation now in place.
That the subject to consent, the allotment holder be responsible for erecting structures on the plot for the purposes of storage and cultivation using safe and suitable materials within a total floor space (to be determined).	Agreed. New sites will be delivered in this manner.	Recommendation now in place. To be reflected in revised tenancy agreements
That the new Tenancy Agreement be implemented on all new sites and when an existing allotment is occupied by a new holder.	Current letting criteria to change on 1 April to reflect this.	To be completed in the next 6 months.
<u>Allotment charges</u>		
That the annual charge of £39.50 be increased annually on 1 April in line with inflation.	The Executive support the general principle of increasing charges by inflation. However, the Executive would want to retain the flexibility to set fees and charges on an annual basis.	Recommendation now in place.
That the concessionary rate be phased out over the next two years, 75% of rental to be charged in 2011/12 with the full rental being charged in 2012/13.	Agreed. There is no evidence that the annual charge presents a barrier to take up.	Integrated Impact Assessment and consultation to be undertaken in Qtr 3
That it be Council policy to reduce	Agreed.	Consultation letters

the larger plots as and when they become available, dependant on the site and demand for that location. This would be monitored and the work undertaken, according to need.		to allotment holders with double plots have been sent out. Ongoing.
That the present mains water provision be maintained on the two sites but at cost neutral to the Council.	Agreed.	Water provision maintained. Cost neutrality subject to action below.
That the allotment holders be charged for the water provision based on the usage of the previous rental year. The charge would be implemented in 2012/13 based upon water usage in 2011/12.	Agreed.	Allotment holders to be invoiced Qtr 1 2012/13. Integrated Impact Assessment to be undertaken in Qtr 3
That the provision of a free water butt for all new allotment holders be withdrawn or offered at cost.	Agreed.	Water butts no longer provided.
That information help and guidance be provided to new allotment holders on the sustainability agenda.	Agreed.	Advice available as required.
<u>Community Growing</u>		
That the Council be encouraged to continue working closely with Lancashire Wildlife Trust over the next three years, sharing information, staff time and resources to ensure the success of the Community Food Growing Action Plan.	Sarah Turner (Community Growing Officer) is in place to help ensure this happens.	Sarah Turner is based at Bengal Street Depot and this ensures that the community growing work is integrated with the allotments.
<u>Community Management of Allotments</u>		
That allotment holders on any new site be supported and encouraged to pilot a community based management arrangement.	The Council's policy of community management will be developed, as appropriate.	To be developed through the Allotments Advisory Group.
That the Council would endorse the value of its allotment holders joining the Chorley Allotments Society through the contract and other associated paperwork.	Agreed.	Recommendation now in place.
That User Groups be established as and when required for the purposes of consultation.	Agreed.	To be developed as part of the Allotment Advisory Group.

SUMMARY

11. Progress has been made with implementing a number of the agreed actions. The outstanding actions are expected to be implemented during 2011-12. Some actions require an Integrated Impact Assessment and consultation. They will then be implemented accordingly.

IMPLICATIONS OF REPORT

12. This report has implications in the following areas and the relevant Directors' comments are included:

Finance	√	Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	

COMMENTS OF THE HEAD OF GOVERNANCE

13. There are no comments from the Head of Governance.

COMMENTS OF THE STATUTORY FINANCE OFFICER

14. The recommendations contained in the Overview and Scrutiny report had only marginal financial impact. Decisions regarding charges are ongoing and as such will be dealt with through the Council budget setting process.

JAMIE CARSON
DIRECTOR OF PEOPLE AND PLACES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Jamie Dixon	5250	21 September 2011	O&SAllotmentsupdate 03-10-2011

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Report of	Meeting	Date
Director of Partnerships, Planning and Policy	Overview and Scrutiny	3 October 2011

2ND MONITORING OF INQUIRY RECOMMENDATIONS – TOWN CENTRE VITALITY

PURPOSE OF REPORT

- To update the Overview and Scrutiny Committee on the actions taken following the general endorsement of their recommendations by Executive Cabinet dated 3 June 2010.

RECOMMENDATION(S)

- To note the progress on the various actions.

EXECUTIVE SUMMARY OF REPORT

- The report provides a progress note as at September 2011 against each of the recommendations. On the whole, delivery is very positive.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

- To keep Overview and Scrutiny Committee informed.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- None.

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Strong Family Support		Education and Jobs	✓
Being Healthy		Pride in Quality Homes and Clean Neighbourhoods	✓
Safe Respectful Communities		Quality Community Services and Spaces	
Vibrant Local Economy	✓	Thriving Town Centre, Local Attractions and Villages	✓
A Council that is a consistently Top Performing Organisation and Delivers Excellent Value for Money			✓

BACKGROUND

- The Overview and Scrutiny Committee undertook an extensive examination of the issues around the vitality and viability of the town centre.



The report containing a number of recommendations was presented to Executive Cabinet in March 2010. Outlined in bold below are the responses by Executive Cabinet to each of the recommendations falling within 8 objectives, along with a progress update for the March 2011 position.

PROGRESS AGAINST RECOMMENDATIONS

8. A further note on progress, as at September 2011, against each of the recommendations within the 8 objectives is contained below.

Objective 1: Formulation of a Comprehensive Marketing Action Plan

9. That the following concepts and ideas put forward by the Task Group be assessed by a Task Group of the Town Centre Forum, with a view to the formulation of a comprehensive Marketing Plan for the Town Centre with the ultimate aim of attracting more shoppers and visitors to the town centre (e.g. through quality and attractive environmental improvements; reasonable car parking fees structure; provision of sufficient restaurants and cafes (operating to accommodate evening shoppers):
- selected coach operators (e.g. Shearings) be reminded of the Markets and other attractions within the town centre and requested to contact the Town Centre and Markets Manager for information on available coach parks;
 - examination of the means of enhancing the localised nature of the Farmers' and other themed markets to improve their distinctiveness by, for example, naming the "Chorley Farmers Market" or linking them to relevant themes (e.g. Cake Fairs, etc) with more effective advance promotion and advertising;
 - the expansion of the present marketing and promotional campaigns and strategy to encompass the whole of the town centre, with the wider distribution of promotional leaflets throughout the town centre;
 - address the currently insufficient co-ordination of town centre promotion and marketing between the Council and High Street and independent traders;
 - accept that the degree of business experienced by town centre traders is to a large extent, dependent on the commodity sold (e.g. shoppers are attracted to Markets on Tuesdays and Fridays; certain shops' business is brisker on Wednesdays, etc), and target future promotions accordingly;
 - promote the wide variety of shops available in the town centre, particularly the number of quality independent retailers, in an attempt to attract both residents who do not normally visit the town centre and other visitors from the surrounding catchment area through the production of a user friendly A4 promotional leaflet and Parish Council newsletter inserts;
 - promotion of the late night opening of shops on Thursday evenings will be reliant on more town centre retailers being persuaded to extend their opening hours;
 - Council's Officers be requested to consider the production of a small single sheet to promote the town centre, which could be used by retailers to accompany goods despatched to customers;
 - Council's Officers be requested to consider the viability and cost implications of advertising the wide diversity of shops and goods available in the town centre on local commercial radio stations, particularly during the period leading up to Christmas;
 - the costs and manpower implications, and likely effectiveness, of producing an occasional Directory of forthcoming cultural and sports events and activities across the Borough as a means of improving the co-ordination, promotion and take-up of the events, be examined.

10. **This set of comprehensive and timely recommendations will feed into developing the 2010/11 Corporate Strategy Project to “Produce a marketing package for the town centre, markets and Chorley as a whole”.**

11. Progress Note

Working with representatives of the Town Centre Forum, a marketing package for the Town Centre, Markets and Chorley as a whole was prepared. The project has delivered:

- Chorley’s Hidden Gems leaflet, distributed via the bus station network, within Northern Life magazine, Buckshaw Village, Lancashire and Blackpool Tourist Board, and Booths Store
- Stop and Shop in Chorley posters located at Chorley railway station and bus interchange, and 5 bus stops on primary routes
- Christmas radio campaign
- Facebook advertising
- Continuous positive press

12. Progress Note (September 2011)

An opportunity was taken to extend the marketing package using Revitalising Town Centres finance. Further work has included:

- Group travel adverts (5 occasions)
- Stop and shop in Chorley Update (in process)
- Market PA System
- Bunting and power supply for town centre events

Objective 2: Prepare a Strategy for an Evening Economy

13. That a review of the pricing structure and bureaucracy relating to the Lancastrian Room and the publicity/promotions strategy be undertaken, with the aim of making the facilities on offer more affordable and making local and regional groups more aware of the facilities.

14. **A review of the future role and function of the Lancastrian Suite is needed. Reviewing its use as a social facility needs to be undertaken whilst having regard to comparable facilities in comparable locations.**

15. Progress Note

Overview and Scrutiny is currently undertaking a separate review into the future role and function of the Lancastrian Suite.

16. Progress Note (September 2011)

The Overview and Scrutiny review into the Lancastrian is currently on-going, with completion of the review anticipated in December 2011.

Objective 3: Signage Strategy

17. That a recommendation be made to the Lancashire County Council for the erection of brown motorway advertising signs to promote the Markets and other visitor attractions in Chorley.

18. That a review of the directional signage to and within the town centre for motorists and pedestrians be undertaken.

19. That the Task Group supports and commends the need for an adequate and effective number of signs directing visitors to each of the town centre car parks to be placed at strategic locations within and around the town centre.
20. That the Officers undertake a review of the current location of existing gateway signs, with a view to suggesting the location and estimated cost of any required additional signs.
21. That the Officers be requested to liaise with the County Council to examine issues around the current state and security of pedestrian access routes to the town centre, particularly through underpasses and across car parks, and report recommendations to a future meeting of the Task Group.
22. **These recommendations are endorsed. Lancashire County Council will be approached about brown motorway advertising.**
23. Progress Note
Chorley Council has worked closely with officers at Lancashire County Council to design a new brown sign to replace the 'Botany Bay' sign situated at the north side of the M61. All main tourism attractions in Chorley were researched and proposed to the County to be included in the sign. Following discussion around the most appropriate routes from the M61 to these attractions, a final list of these attractions are being recommended on giving us the best chance of getting authorisation from the Highways Agency: Botany Bay, Astley Hall and Historic Markets. An application form is being completed to submit to the Highways Agency.
24. Progress Note (September 2011)
Further to submitting an application form to the Highways Agency for a brown sign at the north side to Junction 8 of the M61, the application has, unfortunately, not been approved for the following reasons:
 - "Chorley" is currently signed on the existing motorway direction signs so attractions in Chorley can be found by initially following these signs.
 - The visitor numbers for Astley Hall and the Markets are not sufficient to justify signs on the motorway.
 - Botany Bay is a retail destination and therefore no longer appropriate to sign as a tourist attraction. (There is no proposal to insist on the removal of the existing signs). In considering the criteria and guidelines for tourist signing on the motorway, there was little cause in appealing this decision. Alternative options are now being considered in terms of providing our tourism attractions.
25. **A key action of delivering the Town Centre Audit and Design Strategy on 'Revealing the Town Centre Signage/Links/Gateways', is preparing a signage strategy which will involve developing a hierarchy of information and signage, introducing a comprehensive and co-ordinated signage palette, and identifying and defining district 'gateways'. This strategy also encompasses issues of pedestrian access including underpasses and car parks.**
26. Progress Note
The signage strategy has been kick-started by focussing on the signage for Astley Hall. New contemporary pedestrian signs have been designed bespoke for Chorley. It is intended that this work will be rolled out across the Town Centre.
27. Progress Note (September 2011)
The new contemporary pedestrian signs have now been installed in Astley Park. These signs have been complemented by a new Town Centre maps located outside Booths on the Flat Iron car park, West Street car park, Fazakerly Street, Covered Market, Fleet Street car park, Portland Street car park, St Mary's car park and opposite WHSmith.

New signage has been provided in the Market Walk Shopping Centre in consultation with Chorley Council. This has included a rationalisation of signage with the removal of the large Market Walk sign opposite the covered market.

Objective 4: Car Parking Strategy

28. That the Council's Officers be requested to examine the possible extension of the scheme currently operated with Booths, under which £1 vouchers were awarded by the Supermarket retailer to shoppers at the store as a discount off parking fees, with appropriate retailers being approached to ascertain if they would be willing to participate in a similar scheme.
29. That the feasibility of the introduction of a herring-bone parking system on Market Street and St George's Street be considered.
30. That needs of disabled drivers be taken into account when any revision of the car parking strategies are considered.
31. **The Town Centre and Markets Manager and Head of Streetscene Services are currently working with representatives from the Chamber of Trade and Town centre traders to look at car parking and extending the car parking voucher scheme off the flat iron car park will be one of the possibilities to be explored. Chorley Council and Lancashire County Council will look into the feasibility of introducing herringbone parking on Market Street and St George Street.**
32. Progress Note
As part of the budget setting process, Members approved a town centre project to develop the night time economy including consideration of free car parking after 4.00pm on the third Thursday night of each month; which was a recommendation from the task and finish group discussions. The pay and display machines on the flat iron car park are now being upgraded and car parking charges have been maintained, absorbing both VAT and inflationary increases.
- A detailed layout for herringbone parking on Market Street/St George Street was produced, but as this only generated six additional parking spaces it was not considered cost effective.
33. Progress Note (September 2011)
The new pay and display machines have now been installed on the Flat Iron car park.
34. **The Head of Streetscene Services will ensure that car parking strategies address the needs of the disabled.**
35. Progress Note
The responsible officers will ensure that car parking strategies address the needs of the disabled. Executive Cabinet still maintain free car parking for people with a disability for a maximum of 3 hours in any bay on town centre car parks, provided a valid blue badge is displayed.
36. Progress Note (September 2011)
Position remains the same.

Objective 5: Town Centre Living

37. That residential usage of town centre properties be encouraged by the following means:
- the Neighbourhoods Directorate be requested to offer an advice service to owners of properties in the town centre that are capable in whole or in part of conversion to flats,

in order to clarify the relevant regulations, directives and standards which require to be complied with;

- the Strategic Housing Services Section be requested to offer assistance in the marketing of new affordable housing units provided by Registered Social Landlords in the town centre, and provide details of applicants on the housing waiting list to the owners of the housing units;
- developers of new schemes in the town centre be encouraged to consider mixed use developments (comprising retail, storage, residential units, etc) whenever practicable.

38. **Encouraging town centre living is integral to our Town Centre Audit and Design Strategy; and these recommendations are accepted in the main. However, Strategic Housing are only able to market new affordable housing units to prospective tenants, details of housing waiting list applicants cannot be passed on due to data protections issues.**

39. Progress Note

Working in partnership with Chorley Community Housing, seven empty flats have been purchased, repaired and fully re-let at Halliwell Street. Furthermore, 'Select Move' on-line Choice Based Letting System has recently commenced which will allow clients to 'bid' for rental properties with housing associations. Support to 'bid' and promotion of properties is available in the One Stop Shop. There is also a facility, via People and Places Directorate, to offer an advice service on regulations for conversion of town centre properties to residential.

40. Progress Note (September 2011)

Position remains the same.

Objective 6: Vacant Property Policy

41. That an Officer be identified to undertake the role of Lead Co-ordinator responsible for the implementation of an Empty Property Policy setting out the practices and procedures to be adopted and implemented in relation to vacant town centre properties, including a package of advice and guidance to prospective developers on relevant planning application procedures, licensing regulations, funding sources and business support services, etc.

42. **Town centre vacant property is marketed on our sites and premises database, and initiatives have been piloted, such as the window dressing, to reduce the impact of vacancies. Whilst our town centre vacancy rates are low, we are mindful of the current difficult economic climate and the impact this may have on the town centre. Working with commercial letting agents, we endorse this recommendation.**

43. Progress Note

The Economic Development Officer now acts as the lead co-ordinator for empty property. A vacant property pack, containing advice and guidance, has been prepared and distributed to commercial letting agents. At January 2011, our town centre vacancy rate was 7.9%, which is well below the North West rate at 18% to 19%.

44. Progress Note (September 2011)

Our Town Centre Grant Packages were launched on 31 May 2011. 'Supporting High Quality Independents into Vacant Shop Premises' provides 100%, shop floor refurbishment grant, up to a maximum of £3,000, as well as a six month 100% business rate subsidy, up to a maximum of £5,925. The 'Shop Front Improvement' Grant is also available to vacant properties on Market Street and Chapel Street. Four vacant units have been brought back

into use to date. Our town centre vacancy rate as at July 2011 was 7.26% and is showing a downward trend.

Objective 7: Develop and Deliver Short and Long Term Plans for the Markets

45. That a short term action plan containing realistic and viable measures aimed at enhancing the appearance and vitality of the Flat Iron Market; achieving maximum occupancy of stalls; and reducing arrears of stall rents be compiled and costed. The action should include practical measures to encourage a uniform charging policy and offer of subsidies or discounts to market traders paying rents by direct debit or in advance, or occupying more than one stall, etc. The plan should also take into account the current economic situation and not impose any undue financial burden that would discourage traders from the market.
46. Several suggested measures that could be explored for possible inclusion in the action plan are itemised in the Task Group's findings report.
47. That the long term seeking to action the following objectives be approved in principle:
- Replace existing stalls (5m x 5m) with
 - (a) Gazebos stalls (3m x 3m)
 - (b) Umbrella stalls (3.5m x 3m)
 - Examine the introduction of a standard pattern for market stall canopies, with a choice of colours being made available for individual stall holders;
 - Review the markets layout in conjunction with the Flat Iron urban regeneration scheme for integration into the Market Walk Phase II design scheme.
 - Install power points for Flat Iron market stalls.
 - Pursue the provision of new transport (electric) equipment to move market equipment and waste.
48. **Having invested in the new covered market, our attention now turns to the flat iron. These recommendations feed into our 2010/11 Corporate Strategy Project to "Develop a proposal for Improvements to the Flat Iron". The recommendation for short term actions is accepted and should take into account possible revenue generation to fund a long term scheme.**
49. Progress Note
Delivery of the Flat Iron Improvement project is underway for completion in July this year. The introduction of the gazebo type stalls will significantly enhance the look of the market to attract traders, improve the offer and range of goods, as well as attract more customers to the town centre.
50. Progress Note (September 2011)
The new Flat Iron Improvement Scheme was launched in July 2011. After overwhelming demand from traders for the gazebos, the first phase was expanded from 35 stalls to 46 stalls. There has been positive feedback from traders, shoppers and local businesses. With their high visual impact, the look and feel of the flat iron market has been transformed. New traders have already been attracted to the town, and it is hoped that the new scheme will attract more shoppers to Chorley. The delivery of the final phase of gazebos is currently being investigated.

Objective 8: Develop and Deliver a Pavement Café Policy

- 51. That the Task Group supports and wishes to participate in the production of the projected Pavement Café Policy, which the Members hope will take into account the need to balance the aim of preventing clutter and obstructions in the town centre with the need to protect commercial interests and the vibrancy of the town.
- 52. **We are currently working with LCC to simplify the application process and also provide Chorley with enforcement powers to ensure that non compliance with the policy can be addressed.**
- 53. Progress Note
As part of the Public Realm discussions, Chorley Council and Lancashire County Council will be discussing the potential for the delegation of initial enforcement action from Lancashire County Council to Chorley Council. This will not only cover pavement café policy but other obstructions on the highway, when agreed.
- 54. Progress Note (September 2011)
Discussions are on-going.

IMPLICATIONS OF REPORT

- 55. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	✓

COMMENTS OF THE DIRECTOR OF PARTNERSHIPS, PLANNING AND POLICY / HEAD OF ECONOMIC DEVELOPMENT

- 56. Delivery against each of the recommendations is, on the whole, very positive.

LESLEY-ANN FENTON
DIRECTOR OF PARTNERSHIPS, PLANNING AND POLICY

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Cath Burns	5305	9 March 2011	Town Centre Vitality



Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	18 August 2011

FIRST QUARTER CHORLEY PARTNERSHIP PERFORMANCE REPORT 2011/12

PURPOSE OF REPORT

- To update members on the performance of the Chorley Partnership during the first quarter of 2011/2012, from 1 April to 30 June 2011.

RECOMMENDATION(S)

- That the report be noted

EXECUTIVE SUMMARY OF REPORT

- The report highlights the performance of the Chorley Partnership in achieving the key performance targets. In summary:
 - Overall crime has reduced by 9.6% compared to this period last year and reductions have been seen in most categories of crime during the first quarter.
 - The % of unauthorised absence in primary and secondary schools in the Chorley area is below the national average.
- The report also includes an update on progress made in the delivery of the key projects of the Chorley Partnership in 2011/2012. Performance is excellent, with four of the five projects currently rated 'green'.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

- To facilitate the ongoing analysis and management of the Chorley Partnership's performance and delivery of funded projects.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- None

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Strong Family Support	✓	Education and Jobs	✓
Being Healthy	✓	Pride in Quality Homes and Clean Neighbourhoods	✓
Safe Respectful Communities	✓	Quality Community Services and	✓



		Spaces	
Vibrant Local Economy	✓	Thriving Town Centre, Local Attractions and Villages	✓
A Council that is a consistently Top Performing Organisation and Delivers Excellent Value for Money			✓

PERFORMANCE INDICATORS

8. This section includes an overview of the key performance indicators for the Chorley Partnership. This does not include indicators that are the responsibility of Chorley Council, as they are reported in the Council Quarter One Performance Report elsewhere on this agenda.

All Crime

9. Crime overall has reduced by 9.6% compared to the same period of last year. This is broken down into the following categories:

Category	Q1 2010/11	Q1 2011/12	% Change
All Crime	1607	1452	-9.6
Serious Acquisitive Crime	201	186	-7.5
Burglary Dwelling	42	68	+61.9
Vehicle Crime	148	113	-23.6
Robbery	11	5	-54.5
All Violent Crime	397	358	-9.8
Violence Against the Person	369	332	-10
Domestic Violence	133	153	+15
Domestic Violence Detections	108	113	+4.6
Domestic Violence Murder	0	0	=
Criminal Damage (inc arson)	343	232	-32.4
Detected Arsons	2	0	0

- There have been 26 more **Burglary Dwelling** incidents in quarter one 2011/12 compared with quarter one 2010/11. Due to the low figure in 2010/11 small increases appear inflated in terms of percentage change. The Safer Chorley and South Ribble Partnership are monitoring this performance, including any patterns in the incidents and considering targeted action.
- Overall, in this quarter, there have been significant decreases in **vehicle crime, robbery** and **criminal damage**.

Other Key Partnership Indicators

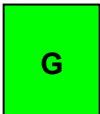
Performance Indicator	Target / Comparison	Actual	Reporting Period
You and Your Family			
% of unauthorised absence in primary and secondary schools in the Chorley area	England 0.99%	0.52	Autumn Term 2009/10
You and Your Community			
All Crime	1607	1452	Q1 11/12 compared to Q1 10/11
Serious Acquisitive Crime	201	186	
Accidental Dwelling Fires	16	12	2011/12 target
Deliberate Primary Fires	8.75	12	
You and Your Community			
The number of children killed or seriously injured on Chorley roads	2	1	Q1 11/12 compared to Q1 10/11

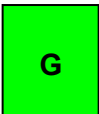
KEY PROJECTS DELIVERY

- The Chorley Partnership has five key projects for delivery during 2011/2012. These projects support the delivery of the vision, themes and priorities of the Sustainable Community Strategy 2010-2020. Each project uses Chorley Council's project management methodology to manage and monitor delivery. Included in the table below is a summary of the progress made in the last quarter, alongside any issues that have been encountered which may impact on the project.
- Performance is strong, with four of the five projects being rated 'green', meaning that they are currently on track to deliver the expected benefits.

Early Intervention	
What is it?	This project will work with the Chorley Children's Trust and Lancashire County Council. The Children's Trust has secured £260k over two years, and a full time Early Intervention worker to work on developing early intervention in Chorley. The project will build on successful initiatives already in place, including the Families First project.
Lead Partner	Chorley Council / Lancashire County Council
RAG Status	<div style="display: inline-block; border: 1px solid black; background-color: #FFA500; width: 20px; height: 20px; text-align: center; line-height: 20px; margin-right: 5px;">A</div> This project is rated as amber, following delays with the schedule. Some work has been completed in this quarter, but due to external delays, the timetable for completion has been revised and all projects are expected to be commissioned during the second quarter.

Total Alcohol

What is it?	<p>This project aims to tackle and reduce the social and financial costs of alcohol related harm in Chorley. This is a Chorley Partnership project, which will be delivered by a number of organisations. The three phases of the project will include:</p> <ol style="list-style-type: none"> 1. High Level Count – understanding the spend on alcohol services in Chorley, by a variety of organisations 2. Circles of Need – to map the customer interactions to identify duplication and overlap, in particular, where the provision of services is at the different Tiers of 1, 2, 3 and 4 – the more costly services being at the later end of the range 3. Recommendations – to take the information from phases 1 and 2 and make recommendations regarding where the money is being spent and how efficiencies and customer experience can be improved
Lead Partner	Chorley Council
RAG Status 	<p>The overall project is on target, as stage one has been completed on time. The Chorley Partnership Executive have approved the recommendations from phase one for implementation, and the timetable for phase two which will examine the costs of alcohol related harm in Chorley.</p>

Total Family	
What is it?	<p>This project is to deliver the Total Family – integrated working practices project. The aim of the project is to examine the systems and processes surrounding the 320 cases currently involving both adult and children's services in Lancashire County Council (LCC) and to undertake an intensive review of a cohort of those cases from Chorley district. The output of this project will be case studies, reports and recommendations.</p>
Lead Partner	Lancashire County Council
RAG Status 	<p>This project is on track, stages one – four have been completed on time and in relation to the project plan.</p> <p>Work completed includes;</p> <ul style="list-style-type: none"> • Data Analysis • Case file analysis • Practitioner Workshops – Phase 1 and Phase 2 • Initial issues and recommendations

VCFS Forum	
What is it?	<p>The VCFS Forum Development Project will develop a sustainable and representative forum for the VCF Sector, to give them a more coordinated and influential voice.</p> <p>The VCFS Forum Development Project was commissioned by the Partnership Executive at their meeting on 14th December 2010. A contract was developed with the chosen provider, which began on 1st April 2011 and runs until 30th September 2011</p>
Lead Partner	Age UK Lancashire
RAG Status	<div style="display: flex; align-items: center;"> <div style="background-color: green; color: black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">G</div> <div> <p>The steering group have submitted monthly monitoring reports and the project is on track.</p> <ul style="list-style-type: none"> • A committee has been set up with 5 members from Age UK Lancashire, Chorley & South Ribble CAB, Homestart, Chorley & Astley Rotary, Parish Church, and Methodist Church • A constitution has been adopted • Insurance is in place • A work plan has been prepared • Contact has been made with all members of the Stronger and More Involved Communities group and those on the Chorley Community Network • A facilitated meeting for the sector was held on 19th July at St Joseph’s Church Hall and a second meeting has been planned for 12th September at the same venue • Interim representatives are in place for the Chorley Partnership Executive and the other statutory groups. </div> </div>

Review of Local Advice Services	
What is it?	<p>The Review of Local Advice Services Project will review front office and customer facing services for key public and voluntary agencies who have a particular remit regarding the provision of advice and support. This has been identified as a potential opportunity to rationalise estate and generate savings, as well as providing a more joined up service for customers.</p>
Lead Partner	Chorley Council
RAG Status	<div style="display: flex; align-items: center;"> <div style="background-color: green; color: black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin-right: 10px;">G</div> <div> <p>This project is managed by a steering group, who have recently completed the initial research of the project. This has found that there is little overlap in terms of service provision across agencies, but that there could be efficiencies and a better customer service provided through joining up some of these services. Additional work is required to scope these improvements, the Chorley Partnership Executive will consider recommendations from that stage at their next meeting in November</p> </div> </div>

IMPLICATIONS OF REPORT

12. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	✓

GARY HALL
CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Louise Wingfield	5061	18 August 2011	Chorley Partnership 1 st Quarter Report

Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	18 August 2011

FIRST QUARTER PERFORMANCE REPORT 2011/2012

PURPOSE OF REPORT

1. This monitoring report sets out the performance against the delivery of the Corporate Strategy and key performance indicators during the first quarter of 2011/2012, 1 April to 30 June 2011.

RECOMMENDATION(S)

2. That the report be noted.

EXECUTIVE SUMMARY OF REPORT

3. This report sets out performance against the Corporate Strategy and key performance indicators for the first quarter of 2011/12, 1 April to 30 June 2010. Performance is assessed based on the delivery of key projects, against the measures in the Corporate Strategy and key service delivery measures.
4. Overall performance of key projects remains good, with the vast majority of the projects either completed, on track or not scheduled to start until later in the year. Five projects have been rated amber and there is further explanation within the body of the report.
5. Overall performance on the key measures in the Corporate Strategy and key performance indicators is strong, with 92% of the Corporate Strategy measures performing above target or within the 5% tolerance.
6. One of the key service delivery measures is below target. In this case, an action plan has been developed to outline what action will be taken to improve performance.

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

7. To facilitate the ongoing analysis and management of the Council's performance in delivering the Corporate Strategy.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

8. None

CORPORATE PRIORITIES

9. This report relates to the following Strategic Objectives:

Strong Family Support	✓	Education and Jobs	✓
Being Healthy	✓	Pride in Quality Homes and Clean Neighbourhoods	✓
Safe Respectful Communities	✓	Quality Community Services and Spaces	✓
Vibrant Local Economy	✓	Thriving Town Centre, Local Attractions and Villages	✓
A Council that is a consistently Top Performing Organisation and Delivers Excellent Value for Money			✓

BACKGROUND

10. The Corporate Strategy is the key strategic document for the authority and includes performance indicators and key projects which focus on delivering the Council's nine strategic objectives. The Corporate Strategy mirrors, and outlines the Council's contribution to, the Sustainable Community Strategy, delivery of which is taken forward by the Chorley Partnership.

PERFORMANCE OF KEY PROJECTS

11. There are 15 key projects in the Corporate Strategy for 2010/2011 – 2013/14. Overall performance of key projects remains excellent. 10 of the 15 projects (67%) are either on track, completed or scheduled to start later in the year. Two projects have already completed as reported at the end of quarter four 2010/11.

12. One project (7%) has been completed during the last quarter:

Project	Key Outcomes
Support the delivery of the s106 Play and Recreation Fund	<p>All aspects of the S.106 Play & Recreation fund have been successfully delivered. Each individual project has been delivered within budget and received outstanding feedback. Although there have been a number of lessons learned, primarily around consultation and the potential to generate reputational risk and the communication process.</p> <p>From the perspective of the Parks & Open Spaces team the schemes have been a great success. They have worked with new partners and operated in innovative patterns to maximise the team's efficiency without compromising on the overall quality of the offer.</p>

13. At the end of the fourth quarter, seven projects (47%) were rated green, meaning that they are progressing according to timescale and plan:

- Total Alcohol
- Total Family
- Strategic Partnerships with other councils
- Improve and extend services in the Contact Centre
- Deliver food waste recycling
- Lex s106 Open Spaces Scheme
- Flat Iron Gazebos

14. Five projects (33%) are currently rated as ‘amber’, which is early warning that there may be a problem with these projects.

Project Title	Project Status	Explanation	Action Required
Early Intervention Project	Amber	It was anticipated that by the end of Q1 2011/12 all projects would have completed the tender process and have contracts in place. However, due to external factors beyond our control, the three projects do not yet have specific providers agreed and contracted to deliver the project.	Work has been ongoing by the Senior Early Intervention Officer to make up time on these delays and it is planned that this will be rectified by the end of the next quarter.
Allotment Project	Amber	A planning application has been submitted for the site on The Common, Adlington and has been deferred pending a site inspection by the Development Control Committee. Guidance is currently being sought from Development Control on the other identified sites at Manor Road, Clayton and Duke St, Chorley.	There are no staff capacity issues and the scheme will revert back to a green status once the planning issues have been resolved.
Shared Revenues and Benefits with SRBC	Amber	The Government’s proposals to introduce the universal credit and a local benefits scheme have complicated matters in terms of agreeing a shared service solution.	Options that take into account the significant changes in the welfare system can only be developed when further details of the changes become clearer. Consequently a range of options are having to be worked up which will take longer than originally anticipated.
Refresh the Council’s website	Amber	All major design work is now complete and Asidua are progressing with the configuration of SharePoint as a website front end and content management system. A first deployment of the website is expected at the end of July 2011 when testing and content population will begin, with a subsequent final deployment by September.	A first deployment of the website is expected at the end of July which will enable content population and testing to begin. On completion of this work, the live site will be deployed.

<p>Develop an Asset Management Strategy</p>	<p>Amber</p>	<p>The initial phase of the project to review the Council’s land and building assets has been delayed due to the public examination of the LDF Core Strategy which has been scheduled earlier than expected and therefore prioritised. In addition site allocations work is also stretching the capacity of the Planning Policy team who are key to the first stage of the Asset Management project.</p>	<p>The project plan will be updated to reflect the current capacity issues within the Planning Policy team, however overall it is expected that the project can be delivered within the original timescales.</p> <p>Lesley-Ann Fenton will be taking over responsibility of this project going forward following the appointment of the new Chief Executive.</p>
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PERFORMANCE OF CORPORATE STRATEGY KEY MEASURES

15. At the end of the fourth quarter, it is possible to report on 12 of the key performance indicators within the Corporate Strategy. Performance in those indicators is excellent, with 11 (92%) performing on or better than target. The full outturn information for the performance indicators is included at Appendix A.

16. The following indicators are performing better than target:
 - % of 16-18 year olds who are not in education, employment or training (NEET)
 - Overall employment rate
 - Street and environmental cleanliness – litter
 - Street and environmental cleanliness - detritus
 - Street and environmental cleanliness – graffiti
 - Street and environmental cleanliness - fly posting
 - New businesses established
 - New businesses established and sustained for 12 months
 - New businesses established and sustained for 24 months
 - Level of avoidable contact
 - % of customers satisfied with the way they were treated by the Council

17. The street and environmental cleanliness measures for litter, graffiti and fly posting are based on a small sample size, which over the year will cover all areas of the borough and therefore the cumulative figure will show a more comprehensive picture as the year progresses.

18. One indicator (8%) performed below target:

Performance Indicator	Target	Performance	Reason below target	Action required
% of health checks resulting in a referral	40%	33%	This is a new indicator designed to indicate how many health checks that are accessed via the one stop health shop go on to be referred into other health treatments. There was no base data at the time of setting the target and it is intended to monitor referrals throughout the year to get a balanced picture of citizens who access the health check service and need to be referred on.	No corrective action is proposed. The figures will be monitored over the year to establish a meaningful baseline target.

PERFORMANCE OF KEY SERVICE DELIVERY MEASURES

19. There are some important indicators that are not included within the Corporate Strategy, but are measured locally as indicators of service performance. There are five indicators that can be reported at the end of the first quarter. The full outturn information for this is included at Appendix B: Key Service Delivery Measures.

20. The following are performing better than target:

- Processing of planning applications as measured against targets for 'major' application types
- Processing of planning applications as measured against targets for 'minor'
- Processing of planning applications as measured against targets for 'other' application types
- Number of families in temporary accommodation

21. There is currently one indicator that is performing worse than target. This indicator relates to the time taken to process Housing Benefit and Council Tax Benefit change events. The table below gives the reasons for this worse than anticipated performance, and the steps that are being taken to improve performance:

Performance Indicator	Target	Performance	Reason below target	Action required
Average time taken to process Housing Benefit and Council Tax Benefit change events	10 days	10.54 days	<p>The first quarter of the year in Benefits is always the busiest following annual billing which increases the outstanding workload. This means it can take longer to turn work around but this should improve in the next quarter.</p> <p>In comparison, at the end of the first quarter 2010/11 performance was 10.82 days and by the end of the financial year was performing above target at 8.87 days.</p>	As usual for this time of year, extra resources have been utilised in Revenues and Benefits to help bring performance back on track.

IMPLICATIONS OF REPORT

22. This report has implications in the following areas and the relevant Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	✓

GARY HALL
CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Louise Wingfield	5061	28 July 2011	First Quarter Performance Report 2011/12

Appendix A: Performance of Corporate Strategy Key Measures



Performance is better than target



Worse than target but within threshold



Worse than target, outside threshold

Indicator Name	Polarity	Target Value	Performance Value	Symbol
The % of 16-18 year olds who are not in education, employment or training (NEET)	Smaller is better	5.1%	4.7%	★
Overall employment rate	Bigger is better	68%	76.3%	★
% of health checks resulting in a referral	Bigger is better	40%	33%	▲
Street and environmental cleanliness - Litter	Smaller is better	4.6%	0%	★
Street and environmental cleanliness - detritus	Smaller is better	6%	5.36%	★
Street and environmental cleanliness - graffiti	Smaller is better	1.5%	0%	★
Street and environmental cleanliness - flyposting	Smaller is better	1%	0%	★
New businesses established	Bigger is better	13	16	★
New businesses established and sustained for 12 months	Bigger is better	91%	95%	★
New businesses established and sustained for 24 months	Bigger is better	89%	91%	★
The level of avoidable contact	Smaller is better	20%	13.86%	★
% of customers satisfied with the way they were treated by the Council	Bigger is better	80%	93.4%	★

Appendix B: Performance of key service delivery measures



Performance is better than target



Worse than target but within threshold



Worse than target, outside threshold

Indicator Name	Polarity	Target Value	Performance Value	Symbol
NI 181 YTD Time Taken to process HB/CT benefit new claims and change events	Smaller is better	10Days	10.54Days	
(NI 157a) Processing of planning applications as measured against targets for 'major' application types	Bigger is better	70%	81.818%	
(NI 157b) Processing of planning applications as measured against targets for 'minor'	Bigger is better	65%	72.549%	
(NI 157c) Processing of planning applications as measured against targets for 'other' application types	Bigger is better	80%	90.839%	
Number of households living in Temporary Accommodation (NI 156)	Smaller is better	13	12	

CHORLEY BOROUGH COUNCIL FORWARD PLAN FOR THE FOUR MONTH PERIOD 1 OCTOBER 2011 TO 31 JANUARY 2012

1. This Forward Plan sets out the details of the 'key' and other major decisions which the Council expects to take during the next four month period. The Plan is rolled forward every month and is available to the public 14 days before the beginning of each month.
2. A 'Key' Decision is defined as:
 - 2.1 Any executive decision which is likely to result in the Council incurring significant expenditure or the making of savings where there is:
 - a change in service provision that impacts upon the service revenue budget by £100,000 or more; or
 - a contract worth £100,000 or more; or
 - a new or unprogrammed capital scheme of £100,000 or more.
 - 2.2 Any executive decision which will have a significant impact in environmental, physical, social or economic terms on communities living or working in two or more electoral wards. This includes any plans or strategies which are not within the meaning of the Council's Policy Framework set out in Article 4 of the Council's Constitution.
 - 2.3 Under the Access to Information Procedure Rules set out in the Council's Constitution, a 'Key' Decision may not be taken, unless:
 - it is published in the Forward Plan;
 - five clear days have lapsed since the publication of the Forward Plan; and
 - if the decision is to be taken at a meeting of the Executive Cabinet, five clear days notice of the meeting has been given.
 - 2.4 The law and the Council's Constitution provide for urgent key decisions to be made, even though they have not been included in the Forward Plan in accordance with Rule 18 (General Exception) and Rule 19 (Special Urgency) of the Access to Information Procedure Rules.
3. The Forward Plan has been extended to now include details of any significant issues to be considered by the Executive Cabinet, full Council and Overview and Scrutiny Committee. It is hoped that this will better meet the needs of both elected Members, Officers and the public.
4. Anyone wishing to make representations about any of the matters in the schedule below may do so by contacting the officer listed. Copies of the Council's Constitution and agenda and minutes for all meetings of the Council may be accessed on the Council's website: www.chorley.gov.uk. Most meetings of the Council are open to the public and meeting dates are also on the Council's website.

Gary Hall
Chief Executive

Publication Date: 16 September 2011

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date decision can be taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representation s may be made to the following officer by the date stated
Update on new Allotments	Executive Cabinet	Executive Member (Places)	20 Oct 2011	N/A	N/A	Report of Director of People and Places	Director of People and Places Tel: 01257 515815 jamie.carson@c horley.gov.uk Thursday, 29 September 2011
Rural Housing Needs Survey	Executive Cabinet	Executive Member (Partnerships and Planning)	20 Oct 2011	Households within Rural parishes.	Survey.	Report of Director of People and Places	Director of Partnerships and Planning Tel: 01257 515323 lesley-ann.fenton@cho rley.gov.uk Thursday, 29 September 2011
Private Sector Stock Condition Survey	Executive Cabinet	Executive Member (Partnerships and Planning)	20 Oct 2011	Private Sector Housing.	Survey.	Report of Director of People and Places	Director of Partnerships and Planning Tel: 01257 515323 lesley-ann.fenton@cho rley.gov.uk Thursday, 29 September 2011

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date decision can be taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representation s may be made to the following officer by the date stated
Duxbury Park Golf Course	Executive Cabinet	Executive Member (People)	20 Oct 2011	Liberata, the Council's Property Services contractor, Glendale Golf.	Report.	Report of Director of People and Places	Director of People and Places Tel: 01257 515815 jamie.carson@c horley.gov.uk Thursday, 29 September 2011
Designated Public Places Order	Executive Cabinet	Executive Member (Places)	20 Oct 2011	Householders, businesses in the area, ward Councillors	Online	Report of the Director of People and Places	Director of People and Places Tel: 01257 515815 jamie.carson@c horley.gov.uk Thursday, 29 September 2011
Corporate Strategy Refresh 2011/12	Council	Executive Member (Policy and Performance))	15 Nov 2011	Strategy Group, Executive Cabinet, All Members, Residents	Report to be supplied to the consultees, Postal survey with residents	Report of the Chief Executive	Chief Executive Tel: 01257 515104 gary.hall@chorley.gov.uk Tuesday, 25 October 2011

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date decision can be taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated
Budget principles	Executive Cabinet	Executive Member (Transformation)	24 Nov 2011	Councillors, Parish Councils, Members of the Public.	Report.	Report of the Chief Executive	Chief Executive Tel: 01257 515104 gary.hall@chorley.gov.uk Thursday, 27 October 2011
Joint Insurance Procurement Tender	Executive Cabinet	Executive Member (Transformation)	24 Nov 2011	Joint Insurance Broker (Jardine LLOYD Thompson), Head of Governance.	Consultation and discussion during project development period.	Report of the Chief Executive Joint Insurance Procurement Tender	Chief Executive Tel: 01257 515104 gary.hall@chorley.gov.uk Thursday, 27 October 2011
Capital Programme and Revenue Budget Monitoring 2011/12	Executive Cabinet	Executive Member (Transformation)	24 Nov 2011	Relevant budget holders/ Executive Member	Report	Report of the Chief Executive	Chief Executive Tel: 01257 515104 gary.hall@chorley.gov.uk Thursday, 27 October 2011

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date decision can be taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representations may be made to the following officer by the date stated
Treasury Strategies and Prudential Indicators 2011/12 to 2013/14	Executive Cabinet / Council	Executive Member (Transformation)	24 Nov 2011 6 Dec 2011	The Council's Treasury Advisor, Sector.	Report.	Report of the Chief Executive	Chief Executive Tel: 01257 515104 gary.hall@chorley.gov.uk Thursday, 27 October 2011
Memorial Policy	Executive Cabinet	Executive Member (Places)	24 Nov 2011	Relevant stakeholders, Members.	Report.	Report of the Director of People and Places	Director of People and Places Tel: 01257 515815 jamie.carson@chorley.gov.uk Thursday, 27 October 2011
Review of Members' Allowances - Independent Remuneration Panel	Council	Executive Member (Transformation)	6 Dec 2011	Councillors	Consideration of the draft Members' Allowances Scheme, including recommendations of the Independent Remuneration Panel.	Report of the Chief Executive	Chief Executive Tel: 01257 515104 gary.hall@chorley.gov.uk Tuesday, 8 November 2011

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Earliest Date decision can be taken	Proposed Consultees	Method(s) of Consultation	Documents to be considered by Decision taker	Representation s may be made to the following officer by the date stated
Local Development Framework Site Allocations Consultation Response	Executive Cabinet	Executive Member (Partnerships and Planning)	15 Dec 2011	Responses to consultation feedback will be contained within the report	Report	Report of the Director of Partnerships and Planning	Director of Partnerships and Planning Tel: 01257 515323 lesley-ann.fenton@chorley.gov.uk Thursday, 7 November 2011
Performance of Key Partnerships 2011 / 12 mid term	Executive Cabinet	Executive Member (Transformation)	15 Dec 2011	Key partners.	Report.	Report of the Chief Executive	Chief Executive Tel: 01257 515104 gary.hall@chorley.gov.uk Thursday, 7 November 2011

	11 July	5 Sept	3 Oct	7 Nov	12 Dec	3 Jan	12 Mar	16 April
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Holding the Executive to account

Partnerships, Planning and Policy	MS PR CP		PR CP		MS		PR CP	
People and Places	MS				MS			
Transformation	MS				MS			
Update Report on Section 106 monies		*						
Potential Crime and Disorder topics report		*						
Forward Plan	*	*	*	*	*	*	*	*
Executive Cabinet minutes	*	*		*	*	*	*	*
Budget Scrutiny					*			

Policy Development and Review of Council Services (Task and Finish Groups)

Allotments			M					
Asset Management						M		
Highways		F					M	
Lancastrian		V			R			
Tourism and Promoting Chorley		V		S				
Town Centre Vitality			M					
<u>Reserve topics for future reviews</u>								
Play Area provision								
Rented Property Inspection Scheme								

External Scrutiny

Crime and Disorder – IDVA services		R		*				
Health – Joint Scrutiny Review with South Ribble Borough Council		V						

Other

Work Programme	*	*	*	*	*	*	*	*
Annual Report	*							
Annual Review and Potential topics	*							
Review of the Year								*

Key:

Holding the Executive to account

- MS Business plan monitoring statements
- PR Performance report and
- CP Chorley Partnership performance report
- BS Budget scrutiny

Reported Annually

- Update report on Section 106 monies
- Annual Report

Policy Development and Review of Council Services and External Scrutiny

- S Scoping
- C Collecting and considering evidence
- R Report
- F Feedback and action from EC
- M Monitoring
- V Verbal Update
- ML Member Learning Session

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