



# Overview and Scrutiny Committee

Agenda and Reports

For consideration on

**Monday, 12th March 2012**

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.

02 March 2012

Dear Councillor

## **OVERVIEW AND SCRUTINY COMMITTEE - MONDAY, 12TH MARCH 2012**

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, 12th March 2012 commencing at 6.30 pm.

### **AGENDA**

1. **Apologies for absence**

2. **Minutes (Pages 1 - 4)**

To confirm the enclosed minutes of the meeting of the Overview and Scrutiny Committee held on 3 January 2012 as a correct record.

3. **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.

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. **Executive Cabinet Minutes (Pages 5 - 10)**

To consider the minutes of the Executive Cabinet meeting held on 23 February 2012 (enclosed).

6. **Monitoring Report of the Overview and Scrutiny Task Group Inquiry into Highways Issues** (Pages 11 - 18)  
Report of the Director of People and Places.
7. **Third Quarter Performance Report 2011/12** (Pages 19 - 28)  
Report of the Chief Executive (enclosed)
8. **Third Quarter Chorley Partnership Performance Report 2011/12** (Pages 29 - 34)  
Report of the Chief Executive (enclosed)
9. **Reports from the Task and Finish Groups** (Pages 35 - 36)  
**Private Rented Housing Inspection Task and Finish Group**  
To receive the scoping document and a verbal update on the inquiry from the Chair, Councillor Beverley Murray.  
**Tourism and Promoting Chorley Task and Finish Group**  
To receive a verbal update on the inquiry from the Chair, Councillor Peter Wilson.
10. **Forward Plan** (Pages 37 - 40)  
To consider the Overview and Scrutiny Work Plan and the Council's Forward Plan for the four month period 1 March to 30 June 2012 (documents enclosed).
11. **Exclusion on Press and Public**  
To consider the exclusion of the press and public for the following items of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Local Government Act 1972.
12. **Call in of an Executive Member Decision** (Pages 41 - 50)  
Report of the Chief executive (enclosed)
13. **Any other item(s) the Chair decides is/are urgent**

Yours sincerely



Gary Hall  
Chief Executive

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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 (Director of Transformation), 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), Dianne Scambler (Democratic and Member Services Officer) and Chris Sinnott (Head of Policy and Communications) 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

**Tuesday, 3 January 2012**

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

**Officers in attendance:** Gary Hall (Director of Transformation), Carol Russell (Democratic Services Manager), Dianne Scambler (Democratic and Member Services Officer) and Chris Sinnott (Head of Policy and Communications)

### **12.OSC.74 NEW YEAR**

The Chair welcomed everybody to the first meeting of the New Year, especially Councillor Alison Hansford, who also gave her thanks to the Committee for all their support and best wishes that she and her family had received in light of recent events.

### **12.OSC.75 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Harold Heaton and Joyce Snape.

### **12.OSC.76 MINUTES**

**RESOLVED – That the minutes of the Overview and Scrutiny Committee meeting held on 12 December be confirmed as a correct record for signing by the Chair.**

### **12.OSC.77 DECLARATIONS OF ANY INTERESTS**

No declarations of any interest were received.

### **12.OSC.78 PUBLIC QUESTIONS**

No questions were received from any member of the public.

### **12.OSC.79 EXECUTIVE CABINET MINUTES**

No issues were raised by any Member of the Committee for the Executive Cabinet meeting held on 15 December 2011.

### **12.OSC.80 BUDGET PRINCIPLES**

The Committee received the report of the Statutory Finance Officer advising Members of the current budget forecast position for 2012/13 based upon a set of core principles that had been discussed and agreed by Members at Executive Cabinet on 15 December 2011.

The key principles to be adopted were similar to the last financial year in that they represented the essence of what the Council wanted to achieve, but had been adapted to reflect the current issues facing the Borough and to represent key areas for investment.

- continuing to be a high performing Council
- the freezing of Council Tax for 2012/13

- continuing to provide value for money
- developing schemes to assist NEETS in the Borough
- developing programmes to support current health reforms
- safeguarding frontline services
- looking for opportunities to share services and generate additional revenue
- preparing for the future and uncertainty over public finances
- reducing debt and the consequent financial charges

The principles would be the subject of public consultation.

Members discussed the report in full and raised several points with the Executive Member for Resources (Councillor Kevin Joyce) in particular relating to support to the voluntary sector, core funding and debt reduction.

**RESOLVED – That the information and budget principles be accepted.**

## **12.OSC.81 SECOND QUARTER PERFORMANCE REPORT 2011/12**

The Committee received a report of the Chief Executive setting out the performance against the Corporate Strategy and the key performance indicators during the second quarter of 2011/12, 1 July to 30 September 2011.

Overall performance of the key projects remained good, with the vast majority of the projects either completed, or on track. One project was rated red, progress on the refresh of the Council's website which had been slow due to a number of reasons. Timescales had been amended to reflect this and the transactional functionality of the website was now complete. The Council had since commissioned additional design support to complete the new improved branding of the site and it was expected to go live in the fourth quarter.

Performance on the key measures and performance indicators was strong, with 83% performing above target or within the 5% tolerance. Only two indicators were performing below target.

The number of health checks accessed via the One Stop Health Shop had continued to fall in the last quarter and the decision had been taken to close the Town Centre base, with alternative arrangements being made to take the health checks into communities to work with individual employers.

It was explained that many of the people that had undertaken a health check at the One Stop Health Shop had been referred to the Council's various sports and leisure programmes and Members asked if demographic information could be provided on:

- number of people that used the One Stop Health Shop
- number of people participated in the various sports and leisure programmes.

Members commented that although the performance against the Corporate Strategy key measures relating to street and environmental cleanliness for litter, detritus and graffiti, were better than on target, these figures were an average across the Borough and they asked if specific targets could be reported on for Chorley Town Centre.

### **RESOLVED**

- 1. That the report be noted.**
- 2. That demographic information be provided for Members on:**
  - (a) Number of people that used the One Stop Health Shop**
  - (b) Number of people that participated in the various sports and leisure programmes**



3. **Request to the Executive Member (Places) for specific targets to be developed for street and environmental cleanliness of litter, detritus and graffiti, in Chorley Town Centre.**

#### **12.OSC.82 SECOND QUARTER CHORLEY PARTNERSHIP PERFORMANCE REPORT 2011/12**

The Committee received a report of the Chief Executive providing an update on the performance of Chorley Partnership during the second quarter of 2011/12.

The report highlighted the performance of Chorley Partnership in achieving the key performance targets and the progress made in the delivery of the key projects. Performance remained excellent, with four of the five projects currently rated 'green'.

Although crime overall had increased by 3.0% in quarter two compared to the same period last year, the year to date figure showed a reduction. Although the indicator for burglary dwelling had continued to rise during the second quarter, increased and focused targeting of identified groups of local offenders had resulted in Chorley having one of the highest detection rates in Lancashire.

The Chair, on behalf of the Committee, requested that the detection rate for Chorley continue to be reported on a quarterly basis.

Domestic violence and domestic violence detection rates had seen significant increases due to the changes in reporting procedures. Members requested that further information be provided on the number of victims of domestic violence from ethnic minority backgrounds in these two areas.

#### **RESOLVED**

1. **That the report be noted.**
2. **That crime detection rates continue to be reported.**
3. **That the number of victims of domestic violence from ethnic minority backgrounds be circulated to Members of the Committee.**

#### **12.OSC.83 FORWARD PLAN**

The Committee received a copy of the Forward Plan for the period 11 January to 30 April 2012.

**RESOLVED – That the Forward Plan be noted.**

#### **12.OSC.84 WORK PROGRAMME**

The Committee received a copy of the Overview and Scrutiny Work Programme for 2011/12.

**RESOLVED – That the Work Programme be noted.**

#### **12.OSC.85 REPORTS FROM THE TASK AND FINISH GROUPS**

##### **Rented Private Property Inspection Task Group**

The Committee received a verbal update report from the Chair, Councillor Beverley Murray who informed the Committee that its first meeting would now be held on 2 February 2012.

Places were still available on the Group and Members were asked to contact Democratic Services to register their interest ahead of the first meeting.

**Tourism and Promoting Chorley Task Group**

Councillor Peter Wilson, Chair of the Overview of Scrutiny Task Group reported that the next meeting of the Group would be taking place on 11 January 2012.

**RESOLVED – That the information from the Task Groups be noted.**

**12.OSC.86 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 ground that it involves the likely disclosure of exempt information as defined in Paragraphs 1 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972.**

**12.OSC.87 MONITORING REPORT OF THE OVERVIEW AND SCRUTINY TASK GROUP - ASSET MANAGEMENT**

The Committee received a report of the Chief Executive updating Members on the progress made in the implementation of the strategic principles proposed by the Asset Management Scrutiny Task Group.

The Final Report of the Group had proposed 13 Strategic Principles to the Executive Cabinet for consideration. These were not recommendations on specific works but had been intended as a guide to the Councils future approach to asset management and a progress update against each of the proposals was included in the report.

Councillor Debra Platt left the meeting at 7.45pm.

Members discussed the report in detail, particularly in relation to principle 4.9 of the report.

**RESOLVED**

- 1. to ask the Executive Member for Resources to instruct Liberata to look at marketing the Bengal Street depot site for either sale or rental as a matter of urgency.**
- 2. To ask the Economic Regeneration Thematic Group of the LSP to consider the Economic Strategy for the Bypass corridor area of the Town Centre (Harpers Lane to Stump Lane)**

Chair

## Executive Cabinet

### Minutes of meeting held on Thursday, 23 February 2012

**Present:** Councillor Peter Goldsworthy (Executive Leader in the Chair), Councillor Ken Ball (Deputy Leader of the Council) and Councillors Eric Bell, Alan Cullens, Greg Morgan and John Walker

**Also in attendance:**

**Lead Members:** Councillors Harold Heaton

**Other Members:** Councillors Alison Hansford, Paul Leadbetter and June Molyneaux

#### 12.EC.76 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Kevin Joyce (Executive Member Resources), Stella Walsh (Lead Member Licensing), Henry Counce and Mick Muncaster.

#### 12.EC.77 MINUTES

**RESOLVED - The minutes of the meeting of the Executive Cabinet held on 15 December 2011 be confirmed as a correct record and signed by the Executive Leader.**

#### 12.EC.78 DECLARATIONS OF ANY INTERESTS

No Members declared an interest in respect of items on the agenda.

#### 12.EC.79 PUBLIC QUESTIONS

The Executive Leader reported that there had been no requests from members of the public to speak on any of the meeting's agenda items.

#### 12.EC.80 SUPPLEMENTARY PLANNING DOCUMENT

The Executive Member for Partnerships and Planning presented a report informing Members of the progress in preparing several Supplementary Planning Documents (SPD's) for public consultation.

The SPD's related to four key topic areas: Affordable Housing, Design, the Re-use of Employment Premises, Rural Development and Access to Healthy Food. Work was well advanced on two additional SPD's covering Design and Open Space and which would be reported to Cabinet shortly.

##### Decision made

1. **Endorsement of the four draft Supplementary Planning Documents for public consultation as detailed in Appendices 1-4, after which they will be reviewed and reported back to Cabinet in order to be approved and adopted for use, subject to the insertion of the word 'main' prior to 'highway' on agenda page 40 Appendix 1 – Requirements of a Marketing Strategy, point e.**
2. **Approval to the grant of delegated authority to the Executive Member in liaison with the Director of Partnerships, Planning and Policy to make minor amendments to the documents, if needed, prior to formal consultation.**

**Reasons for recommendation(s)**

To approve the draft documents for statutory public consultation.

**Alternative option(s) considered and rejected**

None.

**12.EC.81 REVIEW OF EXISTING PRIVATE SECTOR HOUSING ASSISTANCE POLICY 2010 - 2012**

The Executive Member for Partnerships and Planning presented a report in relation to the Private Sector Housing Assistance Policy.

The report sought approval to the proposed changes to the policy which reflected new schemes that had been set up since the policy was last approved, for example, the Handy Person service and changes in relation to Energy Efficiency measures.

A report would be presented to a future Executive Cabinet in relation to Disabled Facilities Grants (which formed part of the Private Sector Housing Assistance Policy).

**Decision made**

1. **Approval to the proposed changes to the policy detailed in section 11 of the report and noted that the section on Disabled Facilities Grants (DFGs) was still to be completed.**
2. **Approval to the start of negotiations with Registered Providers (RPs) to develop a 'local agreement' whereby the Council and RPs share the cost of major adaptations (those costing over £1000) on a 50/50 basis funded from the DFG budget.**
3. **Noted that a further report on DFGs and the associated policy will be presented to the Cabinet meeting in March outlining progress on the local agreement and options in relation to the prioritisation of DFG cases and funding options.**

**Reasons for recommendation(s)**

1. To update the policy to reflect the changes and improvements made in relation to Energy Efficiency grants and the new Handy Person Scheme.
2. To enable the Council to develop an effective policy regarding the provision of DFG's in the light of unexpected increase in demand.

**Alternative option(s) considered and rejected**

None.

**12.EC.82 MULTI AGENCY CHILD SEX EXPLOITATION STRATEGY**

The Executive Member for People explained that the enclosed multi agency Child Sexual Exploitation (CSE) Strategy had been presented to enable the Council to sign up to its objectives and actions.

The aim of the strategy was to tackle the incidence of child sex exploitation (CSE). Lancashire was in a strong position to tackle CSE particularly through the coordinated approach taken by community safety partnerships and Children's Trusts. The Strategy had been developed and drafted through Lancashire's Children's Safeguarding Board's.

The Chorley Children Trust and the Chorley and South Ribble Community Safety Partnership had agreed to the principles of the strategy and to contribute to the actions within it.

**Decision made**

**Agreement to sign up to the aims of the strategy and commit to delivering those elements of the action plan that were appropriate to the Council.**

**Reasons for recommendation(s)**

To demonstrate that the Council is fully engaged in tackling child sex exploitation and to ensure that actions that can be undertaken within the Council to support and work with other agencies are carried out.

**Alternative option(s) considered and rejected**

None.

**12.EC.83 THIRD QUARTER PERFORMANCE REPORT 2011/2012**

The Executive Member for Policy and Performance advised that the report set out the performance against the delivery of the Corporate Strategy and key performance indicators during the third quarter of 2011/12.

Overall performance of key projects remained good, with most projects completed, or on track. The website refresh project had been rated amber due to on-going delays, however actions were in place and was scheduled to go live in April 2012.

Performance on the key measures in the Corporate Strategy and key performance indicators was strong, with 92% of the Corporate Strategy measures performing above target or within the 5% tolerance. Although, the indicator in relation to the % of 16-18 year olds who are not in education, employment or training (NEET) was 6.4% (the target was 5.1%). An action plan had been developed and there were plans within the budget proposals to tackle this.

Several indicators were performing better than target, including the level of avoidable contact, new businesses established and sustained for 12 months and % of customers satisfied with the way they were treated by the Council.

One key service delivery measure was performing worse than target, which was the number of families in temporary accommodation. The reasons for this and the steps being taken to improve performance were discussed.

A query was raised in relation to the Youth Intervention (reduce risk taking behaviour Project) and potential for the inclusion of Astley Park School and Mayfield School. This would be looked into.

**Decision made**

**The report be noted.**

**Reasons for recommendation(s)**

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

**Alternative option(s) considered and rejected**

None

**12.EC.84 THIRD QUARTER CHORLEY PARTNERSHIP PERFORMANCE REPORT 2011/12**

The Executive Member for Policy and Performance presented a report which set out the performance of the Chorley Partnership during the third quarter of 2011/2012.

The performance of the Chorley Partnership in achieving the key performance targets was positive. Latest figures for alcohol related hospital admissions showed a

reduction of 8%, Accidental Dwelling Fires were lower than anticipated and although crime overall had increased by 5.9% in quarter three compared to the same period of last year, the year to date figure showed a reduction of 1.8%.

Chorley Partnership had 47 key projects/priorities in the delivery plan for 2011/2012. The projects/priorities were being delivered by six of the key partners of the Partnership; Chorley Council, Lancashire County Council, Lancashire Constabulary, Lancashire Fire and Rescue, NHS Central Lancashire, the Voluntary, Community and Faith Sector (VCFS), as well as partnership projects. Overall performance on the key projects and priorities in the delivery plan was excellent, with 94% rated green.

Performance of the key projects remained excellent, with all five of the projects currently rated 'green' or completed.

**Decision made**

**The report be noted.**

**Reasons for recommendation(s)**

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

**Alternative option(s) considered and rejected**

None.

**12.EC.85 LANCASTRIAN SCRUTINY TASK GROUP - FINAL REPORT AND RECOMMENDATIONS**

The Executive Cabinet received, for information, the report of the Chief Executive in relation to the recommendations made by the Lancastrian Overview and Scrutiny Task Group.

The report was signed off by the Executive Member (Resources) at the beginning of January to enable the recommendations to be implemented as soon as practicable. The recommendations aimed to increase the use of the facility for all sections of the community and in doing so, increasing income.

The recommendations included a new pricing structure for the hire of the Lancastrian and the reintroduction of private parties on a trial basis, with appropriate levels of supervision for these events. The arrangements would be reviewed after a period of 12 months.

Members noted that there were no cooking facilities on site, but work was currently being undertaken on a list of approved caterers for use by hirers.

**Decision made**

**The report be noted.**

**Reasons for recommendation(s)**

To increase the use of the Lancastrian Suite within the Town Hall.

**Alternative option(s) considered and rejected**

The Lancastrian Scrutiny Task Group examined other options including the external management of the facility. The attached final report provides a rationale for maintaining internal management of the facility, recommends a more flexible pricing structure and the reintroduction of private parties plus minor investment in improvements.

**12.EC.86 CAPITAL PROGRAMME MONITORING 2011/12 - 2013/14**

The Executive Cabinet received a report updating the Capital Programmes for financial years 2011/12 to 2013/14.

It was proposed that the three-year Capital Programme be increased by a net total of £530 to £10,310,120. Of the increase, £103,350 was to be financed with additional external grants and contributions; £7,460 was to be transferred to the revenue budget to finance minor costs relating to capital schemes; £13,000 was to be deleted from the programme until the relevant S106 contribution was received; and £82,360 was to be rephased to the 2014/15 capital programme.

Capital resources totalling £150,000, in capital receipts and VAT Shelter Income, would be set aside to reduce debt, in accordance with the Council's debt reduction strategy. This would achieve part of the revenue budget savings required in 2012/13.

**Decision made**

- 1. Council be recommended to approve the changes to the Capital Programme for 2011/12 to 2013/14 as presented in Appendix 1 of the report.**
- 2. Council be recommended to approve the set aside of £150,000 capital resources in order to reduce debt and to achieve revenue budget savings.**

**Reasons for recommendation(s)**

1. It is necessary to update the capital programme figures for 2011/12 to 2013/14 to take account of the rephasing of budgets between years; to vire unallocated budgets and savings to specific budgets; to transfer minor budgets to the revenue account and to reflect changes to the resources estimated to be available to finance the programme.
2. Reduction of debt incurred for financing of capital expenditure is necessary to achieve revenue budget savings from 2012/13 onwards.

**Alternative option(s) considered and rejected**

None.

**12.EC.87 REVENUE BUDGET MONITORING 2011/12, REPORT 3 (END OF DECEMBER 2011)**

The Executive Cabinet received a report which set out the current financial position of the Council as compared against the budgets and efficiency savings targets it set itself for the financial year 2011/12.

The Council expected to make overall target savings of £358,000 in 2011/12 from management of the establishment, a reduced pension rate from the draft budget, and review of the Car Leasing scheme. Excellent progress had been made in this area and all the savings targets for 2011/12 had now been achieved.

Members noted that provision had been made for preparations and events in relation to the Olympics and mitigate against potential costs arising from planning appeals.

As set out in the Medium Term Financial Strategy the General Fund Balance was forecast to be above £2,000,000 at £2,261,419.

**Decision made**

- 1. The report be noted.**
- 2. Council be recommended to set aside a sum of £250,000 from current year general revenue fund savings to repay debt in line with the Council's debt reduction strategy and 2012/13 budget proposals.**

**Reasons for recommendation(s)**

To ensure the Council's budgetary targets are achieved.

**Alternative option(s) considered and rejected**

None.

**12.EC.88 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 ground that it involved the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

**12.EC.89 PROPOSED COURSE IMPROVEMENTS TO DUXBURY GOLF COURSE**

The Executive Member (People) presented a confidential report outlining Glendale Golf's proposed course improvement works to Duxbury Golf Course.

**Decision made**

**Support, in principle, be given to the course improvement works, subject to the granting of planning permission, agreement of the full scope of the works and a review of the detailed costings.**

**Reasons for recommendation(s)**

To enhance the course at Duxbury Park and ensure it continued to be a challenging course to golfers. The proposed improvements were of nil cost to the Council and provided they were carried out in a professional way would offer a course that would continue to attract club members as well as those who pay and play. These improvements would address existing drainage and health and safety issues.

**Alternative option(s) considered and rejected**

To reject Glendale Golfs proposed course improvements could see a detrition in the popularity of the course as it would not longer be as challenging as neighbouring venues. The existing drainage and health and safety issues would remain.

**12.EC.90 KEY PARTNERSHIPS MID YEAR REPORT**

The Executive Cabinet considered a confidential report which updated the progress on the performance of the Council's key partnership arrangements.

**Decision made**

**The report be noted.**

**Reason(s) for decision**

To keep members updated on the performance of key partnership and to ensure effective management of the Council's partnership arrangements.

**Alternative option(s) considered and rejected**

None.

Executive Leader





Report of	Meeting	Date
Director of People & Places	Overview and Scrutiny Committee	12 March 2012

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

**PURPOSE OF REPORT**

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

**RECOMMENDATION(S)**

- To note the update provided in section 9, 10 and 11 of the report.

**EXECUTIVE SUMMARY OF REPORT**

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

<b>Confidential report</b> Please bold as appropriate	Yes	<b>No</b>
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<b>Key Decision?</b> Please bold as appropriate	Yes	<b>No</b>
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<b>Reason</b> Please bold as appropriate	1, a change in service provision that impacts upon the service revenue budget by £100,000 or more	2, a contract worth £100,000 or more
	3, a new or unprogrammed capital scheme of £100,000 or more	4, Significant impact in environmental, social or physical terms in two or more wards

**REASONS FOR RECOMMENDATION(S)**

**(If the recommendations are accepted)**

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

**ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

- None

**CORPORATE PRIORITIES**

6. 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**

- 7. An Overview and Scrutiny Committee Task Group undertook an inquiry into highway issues and produced a report with recommendations.
- 8. On 18th August 2011, the Executive Cabinet agreed a response and actions for each of the recommendations in the report.

**UPDATE**

9. This section includes an update on the implementation of the recommendations agreed.

Overview & Scrutiny Recommendation		Update
Objective	Recommendation	
Provision of information	To make available to Members current street cleaning schedules and the maintenance schedule for the car parks.	The street cleaning schedules appeared in 'In the Know' on 23 September 2011. The plan is to provide this information on an annual basis. There is an opportunity to discuss street cleaning issues in the six monthly Neighbourhood meetings. The car parks are formally inspected on a quarterly basis. In addition, the Civil Enforcement Officers report defects on car parks as and when the defect arises.
Provision of information	To utilise 'In The Know' to cascade highways and neighbourhoods information to Members	Information is now provided through 'In The Know'
Consulting and influencing	To include performance monitoring information on enforcement activities on the quarterly report presented to Overview and Scrutiny Committee and forwarded to LCC as the Highway Authority.	Enforcement activity is included in Neighbourhood reports. This allows discussion and action to be taken on specific areas. Highways enforcement sits with Lancashire County Council. If and when this transfers to Chorley Council, information will also feed into Neighbourhood reports.

<p>Consulting and influencing</p>	<p>To enter into negotiations with Lancashire County Council to provide certain enforcement services such as advertising boards, highway encroachment and overhanging vegetation and seek a level of devolved budget to support this function.</p>	<p>As of February 2012, the initial stages for enforcement of overhanging vegetation onto the highway are now undertaken by the council.</p> <p>The issues around advertising boards is currently being discussed through three tier forum.</p>
<p>Consulting and influencing</p>	<p>To further develop Chorley's pavement Cafe Policy to ensure it is fit for purpose and serves the needs of the traders and other town centre users and has an element of clear regulation built into to prevent abuse.</p>	<p>Rather than do this piece of work in isolation it needs to tie in with the enforcement recommendation in the section above. It is envisaged that the earliest this will be done will be in the first quarter of 2012/2013.</p>
<p>Anomalies</p>	<p>To enter into an agreement whereby the County has responsibility for maintaining roads and pavements and Chorley Council has responsibility for grass verges, weed control, tree and shrub maintenance, leaf sweeping and enforcing overhanging vegetation.</p>	<p>From 2012-13 the Council will undertake the highway verge cutting, that was previously done by LCC, in the outer Chorley area.</p> <p>Arrangements for the Council to undertake the initial stages of overhanging vegetation onto the highway are now in place.</p>
<p>Anomalies</p>	<p>The Service Manager – Streetscene Services to set in motion the gritting of Chorley's car parks on receipt of notification from Lancashire County Council that they are gritting the roads.</p>	<p>This has now been incorporated into a Severe Winter Weather Action Plan (SWWAP) that has been produced to outline the operational arrangements during the winter period.</p> <p>Lancashire County Council's gritting information and other local intelligence, is used in order to inform the gritting of car parks.</p>
<p>Anomalies</p>	<p>To formalise arrangements and resources to enable Chorley Council to deliver gritting services in an agreed town centre area on behalf of</p>	<p>Formal arrangements were introduced for 2010/11 which resulted in Chorley Council providing gritting and clearing services in Chorley Town Centre. Lancashire County Council provided the grit.</p> <p>The arrangements have been reviewed</p>

	Lancashire County Council.	during 2011/12 and incorporated into a Severe Winter Weather Action Plan (SWWAP)
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10. This section includes an update on recommendations to Lancashire County Council.

<b>Overview &amp; Scrutiny Recommendation</b>		<b>Update</b>
<b>Objective</b>	<b>Recommendation</b>	
Provision of information	To set in place a formal information sharing system between Councillors and officers on a strategic level, for example, changes to gritting routes and policy changes, utilising email and other communication tools.	Members have been invited to information sessions regarding highway issues, most recently a presentation on arrangements for the winter. In addition, Lancashire County Council's Public Realm Manager provides a regular Environment Directorate bulletin which appears in 'In the Know'
Provision of information	To use 'In the Know' to notify Members of practical information, such as, roadworks, highways and neighbourhoods information.	Lancashire County Council's Public Realm Manager provides regular bulletins and monthly neighbourhood reports are in place. In addition to this, there have also been other articles in 'In the Know' covering road works and transport issues, for example, changes to bus routes.
Provision of information	To identify and introduce meaningful performance indicators to enable both County and District officers and members to scrutinise the performance of the Streetscene Services Agreement. This is subject to the development of the Public Realm Strategy that could supersede the Streetscene Services Agreement.	Performance is measured by existing litter and detritus indicators, customer contact and inspections. There are no plans to increase performance management.
Provision of information	To present an update report to the relevant County Council Overview and Scrutiny Committee every six months on the inquiry recommendations to ensure robust performance monitoring.	Recommendations are being followed up as part of the ongoing public realm discussions.
Provision of	That key information	Inspection frequencies and performance

<p>information</p>	<p>relating to inspections frequencies, highway intervention levels and key performance indicators are extracted from the Highway Maintenance Plan and provided in a simpler format to Members and Key Officers.</p>	<p>information, once reviewed, will feature in future Environment Directorate bulletins to include details of the highway maintenance programme.</p> <p>The intervention levels detailed in Section 8 are:</p> <ul style="list-style-type: none"> <li>• Urban footways and cycle tracks &gt;20mm</li> <li>• Rural footways and cycle tracks &gt; 25mm</li> <li>• Carriageways &gt;40mm or &gt;20mm at designated crossing points</li> </ul>
<p>Provision of information</p>	<p>To provide a separate reporting mechanism for officers and Councillors rather than the current single telephone number.</p>	<p>In Chorley, technology allows calls from Councillors' recognised numbers to be dealt with more speedily via the Contact Centre. This avoids the need to provide basic information at the beginning of the call and it also ensures that Members do not receive customer response surveys based on each individual contact.</p> <p>No system is currently in place to allow for this at LCC but this recommendation has been fed back to the LCC Contact Centre for future development.</p>
<p>Provision of information</p>	<p>To communicate with the public more, for example, by improving information on the Lancashire County Council website with the detail of the highways maintenance plan.</p>	<p>Lancashire County Council are always looking for ways to improve the provision of information for customers. This work is ongoing. An example of an improvement made has been the use of social media to keep people informed e.g. the use of Twitter during the winter.</p>
<p>Provision of information</p>	<p>To reduce avoidable contact with the Contact Centre (NI14) by keeping customers updated, with text messaging, email alerts or use of postcards for "work in progress" or "work completed".</p>	<p>This is being addressed by better communication between the service areas and the Contact Centre so that the Contact Centre staff are able to give realistic timescales for the work that has been requested. In addition, customers are asked whether they would like to receive an update electronically, via text or email.</p>
<p>Provision of information</p>	<p>To implement an information sticker to be used on grit bins, street lights and generally which displays contact telephone numbers and location information to enable easier fault reporting.</p>	<p>Lancashire County Council have placed information stickers on a number of bins. The effectiveness of this will be reviewed before any decisions to roll out further are taken</p>

<p>Consulting and influencing</p>	<p>To introduce meetings between the county (Environment) and district (Neighbourhoods) portfolio holders at appropriate times, perhaps April and October, and to report back relevant information to Members via intheknow.</p>	<p>Chorley Council's Executive Member for Places and Lancashire County Council's Executive Member for Highways and Transport have met to discuss joint working. Future meetings will take place, when appropriate, rather than at a prescribed date. Improvements and changes to services, arising from such meetings, will be brought to Member's attention, via 'In the Know', or when they require an Executive decision, via the existing procedures.</p>
<p>Consulting and influencing</p>	<p>To introduce regular meetings between Lancashire County Council (Environment Directorate) and Chorley Council (People and Places Directorate) officers.</p>	<p>This has been put in place. Operational meetings take place monthly and strategic meetings on a quarterly basis.</p>
<p>Consulting and influencing</p>	<p>To streamline existing meeting arrangements (including co-ordination meetings with utility companies and highways schemes) to make them more effective and ensure the correct people are in attendance and the information from meetings is cascaded down</p>	<p>A representative from the Chorley Council now attends a separate network coordination activity meeting for the Chorley area that covers all activities on the highway and include representations from the various agencies and utility companies.</p> <p>This also forms part of the regular monthly meetings with the LCC Public Realm Manager.</p>
<p>Consulting and influencing</p>	<p>Officers to enter into negotiations with respect to Chorley delivering some enforcement functions, such as advertising boards, highway encroachment and overhanging vegetation.</p>	<p>Arrangements for the Council to undertake the initial stages of overhanging vegetation onto the highway are now in place.</p> <p>The issues around advertising boards is currently being discussed through three tier forum.</p>
<p>Anomalies</p>	<p>To enter into an agreement whereby the County has responsibility for maintaining roads and pavements and Chorley Council has responsibility for grass verges, weed control, tree and shrub maintenance, leaf sweeping and enforcing overhanging vegetation.</p>	<p>From 2012-13 the Council will undertake the highway verge cutting, that was previously done by LCC, in the outer Chorley area.</p> <p>Arrangements for the Council to undertake the initial stages of overhanging vegetation onto the highway are now in place.</p>

Anomalies	The Lancashire County Council call out officer to notify, by the most appropriate means, Members and the Service Manager – Streetscene Services when gritting wagons are dispatched.	Information about gritting is provided to Chorley Council on a daily basis, during appropriate times of the year. During recent winters Lancashire County Council have provided information on their website and via social media, for example twitter to notify people of gritting arrangements in their area.
Anomalies	To formalise arrangements and resources to enable Chorley Council to deliver gritting services in an agreed town centre area on behalf of Lancashire County Council.	New arrangements were introduced for 2010/11 which resulted in Chorley Council providing gritting, and clearing services in Chorley Town Centre. Lancashire County Council provided the grit.  The arrangements have been reviewed during 2011/12 and incorporated into a Severe Winter Weather Action Plan (SWWAP)
Anomalies	To investigate and resolve the anomaly of gully cleaning just one side of the road rather than both sides.	This has now been resolved.

11. This section includes an update on the recommendation to United Utilities.

Overview & Scrutiny Recommendation		Update
Objective	Recommendation	
Communication cycles	To reduce avoidable contact (NI14) by keeping customers updated, with text messaging, email alerts or use of postcards for “work in progress” or “work completed”.	<p>United Utilities have confirmed that for all capital projects a letter drop is undertaken; highlighting the project details, work to be undertaken, if diversions or road restrictions are planned and a contact number for enquiries. If a capital project is delayed, customers will receive an additional letter</p> <p>They have trailed a registration system where customers can sign up for updates.</p> <p>The UU website provides details of all major projects <a href="http://www.unitedutilities.com/">http://www.unitedutilities.com/</a> and there is an online system that allows customers to ask questions <a href="http://ask.unitedutilities.co.uk/">http://ask.unitedutilities.co.uk/</a></p> <p>Customers can also use Twitter to make enquiries <a href="http://mobile.twitter.com/unitedutilities">http://mobile.twitter.com/unitedutilities</a></p>

**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		Integrated Impact Assessment required?	
No significant implications in this area		Policy and Communications	

**COMMENTS OF THE STATUTORY FINANCE OFFICER**

13. No comments to add to the report.

**COMMENTS OF THE MONITORING OFFICER**

14. No comments to add to the report.

JAMIE CARSON  
DIRECTOR PEOPLE AND PLACES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Jamie Dixon	5250	01 Mar 2012	OS Update Highways 12-03-2012





Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	23 February 2012

## THIRD 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 third quarter of 2011/12, 1 October to 31 December 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 third quarter of 2011/12, 1 October to 31 December 2011. 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, or on track. One project, the website refresh has been rated amber due to on-going delays, however actions are in place that should see it going live in April 2012.
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.

<b>Confidential report</b> Please bold as appropriate	Yes	No
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<b>Key Decision?</b> Please bold as appropriate	Yes	No
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### 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.
- 11. This is the first monitoring report since the Corporate Strategy was refreshed in December. Project documentation is currently being completed for the new projects that were included in the refreshed Corporate Strategy. These will start to be reported on in the next quarterly performance report. This report includes an update on the key projects that have not yet completed from the 2010/2011 – 2013/14 Corporate Strategy.

**PERFORMANCE OF KEY PROJECTS**

- 12. There are 15 key projects in the Corporate Strategy for 2010/2011 – 2013/14. Overall performance of key projects remains excellent. 14 of the 15 projects (93%) are either on track or completed. This includes five projects which have already been completed as previously reported.
- 13. An additional four projects (27%) have been completed during the last quarter, and the initial outputs of these projects are detailed below:

Project	Key Outcomes
<p>Early Intervention</p>	<p>All 3 early support initiatives are in progress and delivering early support to children and families 0-19 in a range of settings. Projects went through Open Competitive Tendering process in summer 2011 and started delivery Sept 2011. This includes;</p> <p><b>Family Intervention Project – Familywise project delivered by Child Action North West.</b> Contract value (1 year) = £60,000. Jointly funded by South Ribble Children's Trust. Model of delivery is based on support for families on level 2 or 'coping' level on continuum of need and requests for support coming from secondary/primary schools and other agencies. There are 22 families engaged within the service.</p> <p><b>Youth Intervention (reduce risk taking behaviour Project) – delivered by Via Partnership.</b> Contract value (1 year) = £25,000. Engaged with Southlands, Parklands and Albany High Schools. Project delivery is bespoke for each school depending on level of PSHE /learning mentor support available in-house.</p> <p><b>Learning Mentor Project – delivered by Skillsforce</b> (1 year) = £25,000. Engaged with Parklands and Southlands High School, although delivery started in Jan 2012 the value of this support and impact on has already been recognised by pastoral care manager within Parklands High School.</p> <p>Also commissioned are <b>Small Grants Projects</b> – (Total pot = £45,000, no project greater than £5,000 each). A further 9 projects have been commissioned utilising the Early Support funding to address needs of children and families aged 0-19 . A full analysis of the range of activity including healthy eating and nutrition in schools, rural 'forest school' project and sports/engagement activities for teenagers within wards experiencing anti-social behaviour.</p> <p><b>In addition, a Resource Panel has been set up</b> – (multi-agency group panel, meets 1 a month). Financial support = £5,000. This is a significant part of the strategy which brings together local practitioners and managers of children and young people's workforce on a monthly basis to identify current evidence based needs and themes. This group will act as a workforce development, information sharing and gaps in service arena which will feed up concerns and early support themes to the Children's Trust.</p>
<p>Total Family</p>	<p>This project was to deliver the Total Family – integrated working practices project. The aim of the project was 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 in order to:</p> <ul style="list-style-type: none"> <li>• Understand the nature and range of customer needs (individual and family) and how those needs are assessed across different service areas;</li> <li>• Examine the service response to the identified needs (individual and family) particularly the timing, sequencing and coordination of any support provided (using process mapping techniques where applicable);</li> <li>• Review the case management and information sharing arrangements between the two service areas (and with other service providers such as health);</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop a series of case studies to exemplify the actual impact of current service delivery arrangements on individuals and their families;</li> <li>• Identify the current outcomes resulting from service interventions and how financial/performance/satisfaction progress is monitored;</li> <li>• Explore the opportunities for integrating ways of working to improve efficiency and effectiveness and ensure better outcomes (individual and family);</li> </ul> <p>This has been completed and a number of actions have been taken forward by the Children’s Trust to improve working practices. Achievement of these will result in;</p> <ul style="list-style-type: none"> <li>• Improved efficiency and effectiveness e.g. rationalisation of meetings, shared needs assessments</li> <li>• Aligned processes, systems and funding arrangements between Adults and Children’s Services</li> <li>• Positive behaviours in support of integrated public service reform and a Total Family approach</li> </ul>
<p>Improve customer experience by extending and improving services delivered through the contact centre</p>	<p>The first stage of this project has been completed. A full review of the services has been carried out and the final report includes recommendations for improvement to the existing service, performance modelling and the development of a migration plan which identifies services and process that should be transferred into the front office. The performance modelling indicates that the service has capacity, which should enable the implementation of the migration plan within existing resources. Migrating services will enable the frontline service for these areas to be delivered more efficiently, improving the customer experience and reducing the demand on back offices resources.</p> <p>The implementation of the migration plan forms the basis of the next phase of the project as set out in the new Corporate Strategy. Progress of this will be monitored from next quarter.</p>
<p>Asset Management Strategy</p>	<ul style="list-style-type: none"> <li>• A review of the Council’s accommodation needs has been completed and work has commenced to rationalise from three sites to two.</li> <li>• Staff will be relocated from Bengal Street to Union Street in February 2012.</li> <li>• Options are currently being explored to relocate Bengal Street depot elsewhere and enable the Bengal Street site to be let on the open market.</li> <li>• All the Council’s land ownership has been reviewed and informed LDF development.</li> <li>• A number of land assets have been identified for further evaluation in order to either support the Council in delivering the Corporate Strategy, and Sustainable Community Strategy or for disposal to facilitate a debt reduction programme.</li> <li>• All land maintained by the Council has been identified and mapped and a project has commenced to explore the feasibility of rationalising sites across the Borough, in particular outlying areas of the Borough to reduce maintenance costs.</li> </ul>

14. At the end of the third quarter, three projects (20%) were rated green, meaning that they are progressing according to timescale and plan:
- Total Alcohol
  - Lex s106 Open Spaces Scheme
  - Allotment Project

15. The Total Alcohol project is due to complete in the fourth quarter and the Lex S105 open spaces scheme and the allotment project have been carried across in the new Corporate Strategy therefore their progress will continue to be reported next quarter.
16. Two projects (20%) have been rated green, although the work associated with them will continue and become 'business as usual', managed and monitored by the appropriate services as part of their service plan:

Project	Update
Deliver food waste recycling	<ul style="list-style-type: none"> <li>• The project has been delayed due to issues at the waste treatment plant in Farington. The plant will now accept food waste from April 2012. Much of the work has been completed in terms of preparing for the change, therefore the implementation in February (to properties with brown bins) will be managed as business as usual by the People and Places directorate.</li> </ul>
Shared revenues and benefits with SRBC	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Options that take into account the significant changes in the welfare system can only be developed when further details of the changes become clearer.</li> <li>• Consequently, a range of options are now being worked up by the Transformation directorate. Any proposals to re-design and share service delivery will be presented to Executive Cabinet as required.</li> </ul>

17. One project (7%) is currently rated as 'amber', which is early warning that there may be a problem with this project.

Project Title	Project Status	Explanation	Action Required
Refresh the Council's website	Amber	<p>The website refresh project has slipped as previously reported however the specification for the transactional element of the website has now been signed off and a final product is complete and ready for deployment. ICT are currently in discussions with Asidua to finalise a satisfactory deployment plan.</p> <p>Alongside this, the communications team are working to identify and appoint a supplier to complete revised designs and update the existing templates which they will apply to the Asidua web CMS. The site can then be populated with content before final user testing and launch.</p>	<p>Appoint a supplier to complete and apply the new design by end of February 2012</p> <p>Deployment and testing to be completed by end February 2012</p> <p>This project has been carried over in the Corporate Strategy refresh and progress will continue to be reported on quarterly.</p>

**PERFORMANCE OF CORPORATE STRATEGY KEY MEASURES**

18. At the end of the third 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.

19. The following indicators are performing better than target:

- 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
- Vacant town centre floor space
- % of customers satisfied with the way they were treated by the Council

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

Performance Indicator	Target	Performance	Reason below target	Action required
The % of 16-18 year olds who are not in education, employment or training (NEET)	5.1%	6.4%	The nature of NEET amongst young people is split into two areas: (1) Young people with high academic levels (at least 5 A-C GCSEs) who are unable to access, or have left, College/Work Based Training. (2) Young people who have no qualifications on leaving school, which is a barrier to gaining education, employment and training opportunities.	A Task and Finish Group has mapped existing services and gaps for NEET young people, and identified a number of solutions which are being put in place to reduce these levels. This includes commitment from partners to raise numbers of apprenticeship places, and to raise training payments, which have been put in place. It also includes actions to be undertaken by the Chorley Partnership to better co-ordinate information and work with schools.

**PERFORMANCE OF KEY SERVICE DELIVERY MEASURES**

21. 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 third quarter. The full outturn information for this is included at Appendix B: Key Service Delivery Measures.

22. The following are performing better than target:

- Processing of planning applications as measured against targets for 'minor'
- Processing of planning applications as measured against targets for 'other' application types
- Average time taken to process Housing Benefit and Council Tax Benefit change events

23. There is currently one indicator that is performing slightly worse than target but within the 5% threshold:

- Processing of planning applications as measured against targets for 'major' application types

24. There is currently one indicator that is performing worse than target. This indicator relates to the number of families owed a statutory duty in temporary accommodation. 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	Actions required
Number of families in temporary accommodation	13	20	<p>During this quarter there has been turnover in the families staying at Cotswold and in terms of the total no of families in temporary accommodation this has dropped by one since the last quarter.</p> <p>The reason why customers present as homeless and trigger a duty for temporary accommodation are complex.</p> <p>The reasons for the figure are:</p> <ul style="list-style-type: none"> <li>• RSLs are advertising properties before they are ready to let, leading to extended stay in temporary accommodation. If customers could see how long the relets works are going to be, they may choose other properties.</li> <li>• Presentations from young people unable to remain in parental home continue and the young people’s surgery remains busy</li> <li>• Some vulnerable households need a lengthy support programme before they are able to manage independently in their own home</li> <li>• RSLs are undertaking secondary checks prior to tenancy sign up which can delay move on.</li> <li>• Some of the customers we deal with are not able to access the social rented sector easily for a number of reasons. The private rented sector can be their only option however there are</li> </ul>	<p>RSLs will be asked to state on the adverts the period of time required for re-let works.</p> <p>The protocol with Children’s Social Care has been reviewed in January but it is too early to say if this will lead to fewer referrals to temporary accommodation.</p> <p>The move on from temporary accommodation remains challenging and we are currently in the early stages of assessing the viability of a partnership with a social lettings agency which will improve the ability to refer into the private rented sector.</p> <p>There will be a review of the sub regional Allocations Policy in 2012 and this will include reviewing how information about offending history is accessed and if there are alternatives. This will also include looking at what secondary checks RSLs undertake prior to tenancy sign up as these may be duplication.</p> <p>The Single Homelessness funding which has just been announced and is being led by CBC will be used to improve access into the PRS .Once the Council has access to supply in the PRS, we can develop a procedure for discharging duty (once the Localism Act is in force)</p>

Performance Indicator	Target	Performance	Reason below target	Actions required
			barriers to accessing the PRS and the Council cannot currently require a customer to accept PRS.	

**IMPLICATIONS OF REPORT**

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

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		Integrated Impact Assessment required?	
No significant implications in this area	✓	Policy and Communications	

GARY HALL  
CHIEF EXECUTIVE


There are no background papers to this report.


Report Author	Ext	Date	Doc ID
Louise Wingfield	5061	2 February 2012	Third 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%	6.4%	
Overall employment rate	Bigger is better	68%	75.8%	
Street and environmental cleanliness - Litter	Smaller is better	4.6%	2.67%	
Street and environmental cleanliness - detritus	Smaller is better	6%	4.41%	
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	39	69	
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%	92%	
Vacant Town Centre Floor Space	Smaller is better	7.5%	6.43%	
The level of avoidable contact	Smaller is better	20%	11.66%	
% of customers satisfied with the way they were treated by the Council	Bigger is better	80%	95.8%	

**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	9.92Days	
(NI 157a) Processing of planning applications as measured against targets for 'major' application types	Bigger is better	70%	69.23%	
(NI 157b) Processing of planning applications as measured against targets for 'minor'	Bigger is better	65%	77.85%	
(NI 157c) Processing of planning applications as measured against targets for 'other' application types	Bigger is better	80%	90.42%	
Number of households living in Temporary Accommodation (NI 156)	Smaller is better	13	20	



Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	23 February 2012

## **THIRD QUARTER CHORLEY PARTNERSHIP PERFORMANCE REPORT 2011/12**

### **PURPOSE OF REPORT**

- To update the Executive on the performance of the Chorley Partnership during the third quarter of 2011/2012, from 1 October to 31 December 2011.

### **RECOMMENDATION(S)**

- That the report be noted.

### **EXECUTIVE SUMMARY OF REPORT**

- This report sets out performance against the Chorley Partnership delivery plan and key performance indicators for the third quarter of 2011/12, 1 October to 31 December 2011. Performance is assessed on the delivery of partnership projects, against the measures in the delivery plan and key service delivery measures.
- Performance of the Chorley Partnership in achieving the key performance targets remains good. In summary:
  - Latest figures available for alcohol related hospital admissions show a reduction of 8%.
  - Accidental Dwelling Fires are lower than anticipated.
  - Although crime overall has increased by 5.9% in quarter three compared to the same period of last year, the year to date figure shows a reduction of 1.8%.
- Overall performance on the key projects / priorities in the Chorley Partnership delivery plan is excellent, with 94% rated green.
- Overall performance of the key projects of the Chorley Partnership remains excellent, with all five of the projects currently rated 'green' or completed.

<b>Confidential report</b> Please bold as appropriate	Yes	No
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<b>Key Decision?</b> Please bold as appropriate	Yes	No
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### **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**

- 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 Three Performance Report elsewhere on this agenda.

**All Crime**

- Although crime overall has increased by 5.9% in quarter three compared to the same period of last year, the year to date figure shows a reduction of 1.8%. This is broken down into the following categories:

Category	Qtr 3 Last Year	Qtr 3 This Year	% Change	YTD	% Change
All Crime	1288	1364	+5.9%	4,232	-1.8%
Serious Acquisitive Crime	198	160	-19.2%	505	-7.2%
Burglary Dwelling	66	59	-10.6%	186	+22.4%
Vehicle Crime	119	94	-14.7%	306	-15.5%
Robbery	13	7	-46.2%	13	-56.7%
All Violent Crime	328	362	+10.4%	1,090	+1.8%
Violence Against the Person	293	333	+13.7%	1,012	+3.8%
Domestic Violence	123	160	+30.1%	454	+21.7%
Domestic Violence Detections (70%)	68%	74%		75%	
Domestic Violence Murder	0	0		0	
Criminal Damage (inc arson)	246	254	+3.3%	696	-19.9%
Anti Social Behaviour		1128		4,019	

Category	Qtr 3 Last Year	Qtr 3 This Year	% Change	YTD	% Change
Detected Arsons (20%)	50.0%	0.0%		0%	

- Historically, quarter three can be a problematic time for seasonal trends; Halloween, Bonfire Night and the festive period, where increases are usually recorded in related offences, criminal damage, anti-social behaviour and violence. This has appeared to impact on the figures for violence and damage which were both up on the same quarter last year.
- Domestic violence has recorded increases of 30% (n=37) during quarter 3 and 21.7% (n=81) year to date, however the detection percentage is above the level set of 70% and is currently running year to date at 75%.

Overall, in this quarter, there have been significant decreases in **robbery, serious acquisitive crime** and **vehicle crime**.

**Fire related KPI's**

Indicator	2011/12 Target	YTD Performance
Accidental Dwelling Fires	47	44
Deliberate Primary Fires	27	25
Vulnerable households that receive a Home Fire Safety Check	60%	71.4%

**The number of children killed or seriously injured on Chorley roads**

- There has been a 10% reduction in the number of children killed or seriously injured in Chorley in Q3 compared to Q2. However, the number of children killed or seriously injured increased from 9 in Q3 2010 to 18 in Q3 2011. There have been no deaths, with none in Q3 the previous year.

**Alcohol Related Admissions**

- Latest data published by the North West Public Health Observatory for Q1 2011/12 shows a reduction of 8% when compared to the same period last year.

	Q1 2010/11	Q1 2011/12	% reduction
Rate of alcohol related admissions per 100,000 population	600	551	8%

**SUSTAINABLE COMMUNITY STRATEGY DELIVERY PLAN 2011/12**


- The Chorley Partnership has 47 key projects/priorities in the delivery plan for 2011/2012. These projects/priorities are being delivered by six of the key partners of the Chorley Partnership; Chorley Council, Lancashire County Council, Lancashire Constabulary, Lancashire Fire and Rescue, NHS Central Lancashire, the Voluntary, Community and Faith Sector (VCFS), as well as partnership projects.
- In quarter two 44 (94%) were reported as green, with 3 (6%) reported as amber. The other one remains unreported at this moment in time. For those that are reported as amber, explanations and action plans for improvement have been provided.

Organisation	Priority/Project	Reasons / Actions
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NHS Central Lancashire	Reduce Health Inequalities by ensuring the implementation of the Health Inequalities Strategy in Chorley	The Health Inequalities Strategy has now reached the end of its implementation. The developing Health & Wellbeing Board for Chorley and South Ribble will consider the key priorities for reducing health inequalities as part of its core business over the next year.
NHS Central Lancashire	Improve Health Services in relation to the priority areas of cardiovascular disease, respiratory disease, mental health and cancer, taking a life course approach	This has been reported as amber due to the ongoing NHS transition and the risks this causes nationally associated with progress and continuity.  However work is on-going to improve health services in these areas across Central Lancashire. A new stroke service is in place; development work is taking place within the Stop Smoking Services; the work on Asset Based Community Development is taking shape across all districts. Cancer mortality is reducing. All work streams are now being considered by Clinical Commissioning Groups and future implementation will be in partnership.
Chorley Council / Lancashire County Council	Deliver a Marketing Package for Chorley Town Centre through Revitalising Town Centres	Many of the tasks have been completed but the refresh of the town centre leaflet is currently ongoing.


**PARTNERSHIP 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.
- Overall performance of the key projects remains excellent, with four of the projects rated ‘green’ or completed, and one project already completed as reported in the previous report.

<b>Early Intervention</b>	
<b>What is it?</b>	
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.	
<b>Lead Partner</b>	Chorley Council / Lancashire County Council
<b>RAG Status</b> 	This Corporate Strategy project for Chorley Council is now completed as all projects are now commissioned, however there is ongoing monitoring being undertaken by Lancashire County Council.

<b>Total Alcohol</b>	
<b>What is it?</b>	

<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"> <li>1. Circles of Need – to map the customer interactions to identify duplication and overlap, in particular, where the provision of alcohol services is at the different tiers of 1, 2, 3 and 4.</li> <li>2. High Level Count – understanding the spend on alcohol services in Chorley, by a variety of organisations</li> <li>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</li> </ol>	
<b>Lead Partner</b>	Chorley Council
<b>RAG Status</b> 	The overall project is on target, as stage one has been completed on time. Phase two of the total alcohol project to investigate the costs associated with alcohol related harm is running to schedule and expected to be completed on time and within budget.

<b>Total Family</b>	
<b>What is it?</b>	
<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>	
<b>Lead Partner</b>	Lancashire County Council
<b>RAG Status</b> 	This project is now complete.  Work completed includes; <ul style="list-style-type: none"> <li>• Improved efficiency and effectiveness (reduced inputs/enhanced outputs) e.g. rationalisation of meetings, shared needs assessments</li> <li>• Aligned processes, systems and funding arrangements</li> <li>• Positive behaviours in support of integrated public service reform</li> <li>• Increased understanding of a Total Family approach</li> </ul>

<b>VCFS Network</b>	
<b>What is it?</b>	
<p>The VCFS Network 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 Network 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>	
<b>Lead Partner</b>	Age UK Lancashire, with the VCFS Consortium

<b>RAG Status</b>	This project is on track in relation to the project plan, and the monthly reports indicate that the consortium have delivered the following;
<div style="background-color: green; color: white; width: 30px; height: 30px; display: inline-block; margin: 0 auto;">G</div>	
	<ul style="list-style-type: none"> <li>• Full membership regularly updated</li> <li>• Representatives have been elected to the Partnership Executive and other groups</li> <li>• A Volunteering workshop to be held at the end of January, to enable them to identify the opportunities and needs in Chorley</li> </ul>

**IMPLICATIONS OF REPORT**

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

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		Integrated Impact Assessment required?	
No significant implications in this area	✓	Policy and Communications	

GARY HALL  
CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Louise Wingfield	5061	3 February 2012	Chorley Partnership 3 <sup>rd</sup> Quarter Report



## Scrutiny Inquiry Project Outline Template

### OVERVIEW AND SCRUTINY REVIEW - PROJECT OUTLINE

**Review Topic: PRIVATE RENTED HOUSING CONDITIONS**

**Objectives:**

To identify and tackle poor housing standards in some private rented properties in the borough.

**Desired Outcomes:**

Improved housing conditions for tenants of private rented property in the borough

**Terms of Reference:**

1. To identify methods to establish the location of the estimated 4100 private rented properties in the borough.
2. To identify methods to establish those landlords in the borough who provide accommodation which is below acceptable housing standards
3. To look at inspection schemes, landlord accreditation and other similar schemes in place elsewhere in the north west.
4. To consider whether an inspection regime which is more proactive than just responding to complaints, should be further investigated.
5. To look at other mechanisms for informing tenants of their rights in relation to reporting poor housing standards to the Council.
6. To consider the appropriateness of a policy providing a Council approach to privately rented housing conditions.

**Equality and diversity implications:**

**Risks:**

Improving private rented housing standards may mean that landlords pass on the costs of improvements to tenants through increased rents. It may also reduce the supply of private rented housing stock in the borough.

**Venue(s):**  
  
Town Hall, Chorley

**Timescale:**  
  
**Start: 2 February 2012**  
  
**Finish: April 2012**

**Information Requirements and Sources:**

**Documents/evidence:**  
DCLG Decency Standards

**Witnesses:** (who, why?)

**Consultation/Research:** (what, why, who?)  
  
Landlord Accreditation Schemes operating in other authorities

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

**Officer Support:**  
  
Lead Officer: Simon Clark  
  
Democratic &  
Member Services Officer: Carol Russell

**Likely Budget Requirements:**

<b><u>Purpose</u></b>	<b>£</b>
<b>Total</b>	_____

<b>Target Body<sup>1</sup> for Findings/Recommendations</b>	<b>Executive Cabinet</b>
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<sup>1</sup> All project outcomes require the approval of Overview and Scrutiny Committee before progressing

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# CHORLEY BOROUGH COUNCIL FORWARD PLAN FOR THE FOUR MONTH PERIOD 1 MARCH 2012 TO 30 JUNE 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](http://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 February 2012**

<b>Details of the Decision to be taken</b>	<b>Decision to be taken by</b>	<b>Relevant Portfolio Holder</b>	<b>Earliest Date decision can be taken</b>	<b>Proposed Consultees</b>	<b>Method(s) of Consultation</b>	<b>Documents to be considered by Decision taker</b>	<b>Representations may be made to the following officer by the date stated</b>
March							
Prevention of homelessness strategy	Executive Cabinet	Executive Member (Partnership and Planning)	29 Mar 2012	Strategy Group, relevant Executive Member, agencies with the homeless network	Report to be supplied to consultees	Report of the Director of Partnerships and Planning	Director of Partnerships and Planning (Lesley-Ann Fenton)  Thursday, 8 March 2012
Catering opportunities at Yarrow Valley Country Park and Coronation Recreation Ground Chorley	Executive Cabinet	Executive Member (People)	29 Mar 2012	Strategy Group, relevant Executive Member	Report to be supplied to the consultees	Report of the Director of People and Places	Director of People and Places (Jamie Carson)  Thursday, 8 March 2012

<b>Details of the Decision to be taken</b>	<b>Decision to be taken by</b>	<b>Relevant Portfolio Holder</b>	<b>Earliest Date decision can be taken</b>	<b>Proposed Consultees</b>	<b>Method(s) of Consultation</b>	<b>Documents to be considered by Decision taker</b>	<b>Representations may be made to the following officer by the date stated</b>
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April

New Standards Regime	Council	Executive Leader	3 Apr 2012	Strategy Group, Executive Member	Report to be supplied to consultees	Report of the Chief Executive	Chief Executive (Gary Hall)  Tuesday, 6 March 2012
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May

Annual Appointments to the Mayoralty, Committees and Outside Bodies	Council	N/A	15 May 2012	N/A	N/A	N/A	N/A
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<b>Details of the Decision to be taken</b>	<b>Decision to be taken by</b>	<b>Relevant Portfolio Holder</b>	<b>Earliest Date decision can be taken</b>	<b>Proposed Consultees</b>	<b>Method(s) of Consultation</b>	<b>Documents to be considered by Decision taker</b>	<b>Representations may be made to the following officer by the date stated</b>
June							
Tenancy Strategy	Executive Cabinet	Executive Member (Partnership and Planning)	21 Jun 2012	Key partners	Draft strategy to be supplied to consultees	Report of the Director of Partnerships and Planning	Director of Partnerships and Planning (Lesley-Ann Fenton)  Thursday, 31 May 2012
Consultation on Parks and Open Spaces Memorial Policy	Executive Cabinet	Executive Member (Places)	21 Jun 2012	Relevant stakeholders, Members	Report to be supplied to consultees	Report of the Director of People and Places	Director of People and Places (Jamie Carson)  Thursday, 31 May 2012

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of the Local Government Act 1972.

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of the Local Government Act 1972.

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