

27 November 2013

# Overview and Scrutiny Performance Panel

You are invited to attend a meeting of the Overview and Scrutiny Performance Panel to be held in Committee Room 1 on Thursday, 5th December 2013 commencing at 6.30 pm.

## AGENDA

1. **Apologies for absence**

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

To confirm the minutes of the Overview and Scrutiny Performance Panel meeting held on 26 September 2013 (enclosed)

3. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary 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. **Chorley Partnership Performance Monitoring Quarter Two 2013/14 (Pages 7 - 12)**

Report of the Chief Executive (enclosed)

5. **Chorley Council Performance Monitoring Quarter Two 2013/14 (Pages 13 - 22)**

Report of the Chief Executive (enclosed)

6. **Scrutiny Focus - Health and Wellbeing (Pages 23 - 26)**

Report of the Chief Executive (enclosed)

The Executive Member for People will be attending the meeting.

7. **Any other item(s) that 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 Performance Panel Steve Holgate (Chair), and Julia Berry, Keith Iddon, Marion Lowe and Kim Snape for attendance.
2. Agenda and reports to Gary Hall (Chief Executive), Jamie Carson (Director of People and Places), Lesley-Ann Fenton (Director of Partnerships and Planning), Simon Clark (Head of Health, Environment & Neighbourhoods), Chris Sinnott (Head of Policy and Communications), Victoria Willett (Partnership Officer) and Dianne Scambler (Democratic and Member Services Officer) for attendance.
3. Agenda and reports to Councillor Beverley Murray, Executive Member for People for attendance.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or [chorley.gov.uk](http://chorley.gov.uk)

## Overview and Scrutiny Performance Panel

**Thursday, 26 September 2013**

**Present:** Councillor Steve Holgate (Chair), Councillor Mark Perks (Vice-Chair) and Councillors Julia Berry, Keith Iddon, Marion Lowe and Kim Snape

**Also in attendance**

**Councillors:** Councillors Alistair Bradley (Executive Leader)

**Officers:** Gary Hall (Chief Executive), Victoria Willett (Performance Improvement Officer) and Carol Russell (Democratic Services Manager)

### 12.OSP.38 MINUTES

**RESOLVED – that the minutes of the last meeting of the Overview and Scrutiny Performance Panel held on 25 July 2013 be confirmed as a correct record for signature by the Chair.**

### 12.OSP.39 DECLARATIONS OF ANY INTERESTS

There were no declarations of interest.

### 12.OSP.40 SCRUTINY FOCUS - TRIAL RE-OPENING OF MARKET STREET

The Panel considered a report of the Chief Executive on the key corporate project of the trial reopening of Market Street which was one of two areas of performance focus for the meeting. The project aim was to revitalise the top end of Market Street to attract more shoppers and to boost trade in the area. The allocated budget for the project was £47,000.

Councillor Alistair Bradley, Executive Leader attended for this item and provided an outline of the challenges experienced earlier in the year in progressing the project alongside Lancashire County Council (LCC) as the highway authority. Progress had proved slow and in order to reduce delay, the Council had sought the services of Pendle Engineering Services as a third party contractor to draw up a design for the scheme. LCC had recommended changes to the design and a new scheme had to be drawn up resulting in both a delay and additional costs to this Council. The project was now back on track and completion expected by December.

Delivery of the project had resulted in a number of lessons learned to ensure effective joint working, including the need for much greater forward planning and understanding the priorities of both Councils.

Member raised queries regarding the recent request from LCC for projects to be included in their 2014/15 Commissioning Plan for highway and other environmental works. It was important to achieve a strategic approach to highway issues across the borough rather than based on individual ward or county division based requests. A similar approach was needed to the consideration of LCC's Transport Plan. The Executive Leader suggested that it was possible that the Council's LDF Working Group could play a role in these issues now that the Local Plan had been adopted.

**RESOLVED – that the Executive Leader and the Chief Executive be asked to develop mechanisms to ensure there is strategic consideration of highway and transport matters where LCC is asking for the borough's input and ideas for future schemes.**

#### **12.OSP.41 SCRUTINY FOCUS - CUSTOMER DISSATISFACTION**

The second area of scrutiny focus was on customer dissatisfaction and Members considered a report of the Chief Executive on performance information on this issue which was one of the areas selected in November 2012 as a key measure of success in the Corporate Strategy. The performance target was a maximum of 20% of customers dissatisfied with the service they receive from the Council and whilst this had been a challenging target, it had been set to reflect the Council's ambitions. An email survey of customers had replaced the previous phone and face to face survey in May 2012.

The report detailed the performance in 2012/13 and to date in 2013/14, showing that the target was not being met and was consistently well above the 20% level. The reasons for dissatisfaction had been investigated and it showed that the major cause was customers not receiving a response or not receiving a response in a timely manner. This could be further drilled down by service area and individual officers.

The Executive Leader reported that drilling down into the detail of why customers were not happy with the Council, enabled the Council to instigate changes in staff behaviours or approach. The highest number of complaints related to waste/bin collection but this was reflective of the high volume of customers for this service and is in proportion with the performance of other services across the Council. Responses to customers regarding missed bin collection for example, should be realistic so as not to create false expectations and generate further complaints. In response to a query as to whether Ward Councillors should be provided with information about complaints, the Chief Executive agreed this information could be mapped in line with the My Ward system. Members were starting to use this system and finding it useful. Councillor Kim Snape was trialling the My Account system and gave feedback on her experience to date.

**RESOLVED – that the information be noted and that the Chief Executive investigate mapping of customer complaints on the My Ward system.**

*The Chair thanked Councillor Alistair Bradley, Executive Leader for attending to report on the two areas of scrutiny focus. Councillor Bradley left at this point in the meeting.*

#### **12.OSP.42 ORGANISATIONAL PLAN MONITORING STATEMENT**

The Chief Executive reported that there had been a change in reporting on business plan monitoring with the introduction of one organisational business plan in 2013/14 rather than departmental ones. He presented a report monitoring the Organisational Improvement Plan for 2013/14 which updated on the delivery of business improvement actions, highlighting those which were not delivering to target or which had not yet been started. The report further highlighted performance indicators which weren't delivering to target.

Vicky Willet, Performance Improvement Officer gave a demonstration of the My Projects feature on the new intranet. This enabled staff and Members to view

progress and key milestones for all corporate strategy and business improvement projects across the Council.

Councillor Berry raised the issue of Councillor performance being measured and it was agreed this was a topic for discussion in political groups.

**RESOLVED –**

- 1. That the organisational improvement plan information be noted and that future similar reports include a directional arrow to indicate performance trends.**
- 2. That in response to comments about measuring councillor performance, political groups be invited to consider the matter and report back on their findings.**
- 3. That Vicky Willet respond directly to Councillor Mark Perks on his query about the impact of Academy Status at Parklands High School's involvement in the Chorley School Enterprise Challenge.**

Chair

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Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Resources, Policy and Performance)	Executive Cabinet	21 November 2013

## **CHORLEY PARTNERSHIP PERFORMANCE MONITORING QUARTER TWO 2013/14**

### **PURPOSE OF REPORT**

1. To update the Executive on the performance of the Chorley Partnership during the second quarter of 2013/2014, from 1 July to 30 September.

### **RECOMMENDATION(S)**

2. That the report be noted.

### **EXECUTIVE SUMMARY OF REPORT**

3. This report follows the new format of partnership performance reports. It sets out the priorities and performance of the Chorley Partnership for the second quarter of 2013/2014, from 1 July to 30 September.
4. The report presents to Members the priorities of the partnership groups and how successfully they have been delivering against those priorities. This is a move away from using performance indicators towards providing some contextual information regarding the work that has been delivered and what impact and outcomes this has achieved.
5. Overall progress against priorities is excellent, of the eighteen priorities identified across the partnership, fifteen are rated as green, one is amber and two are rated as not started.

<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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### **REASONS FOR RECOMMENDATION(S)**

#### **(If the recommendations are accepted)**

6. To facilitate the on-going analysis and management of the Chorley Partnership's performance.

### **ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

7. None.

**CORPORATE PRIORITIES**

8. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	✓	A strong local economy	✓
Clean, safe and healthy communities	✓	An ambitious council that does more to meet the needs of residents and the local area	✓

**WHAT HAS BEEN ACHIEVED IN QUARTER TWO?**

**CHORLEY PARTNERSHIP EXECUTIVE**

9. During the second quarter of 2013/2014, the partnership have considered and progressed the following issues in conjunction with the sub-groups:
- i. Established clear links into the Lancashire Health and Wellbeing Board by co-opting Sakthi Karunanithi, Director of Population Healthcare at Lancashire County Council onto the Executive. The Chorley & South Ribble Health & Wellbeing Partnership have undertaken an exercise to map and link the priorities of the two groups to assess where they can support each other.
  - ii. Scoped and progressed a new Health Impact Assessment for Chorley and South Ribble to consider the provision of health services in relation to larger developments.
  - iii. Developed an action plan to target and decrease levels of alcohol harm in under 18s.
  - iv. Currently undertaking a review of local partnership arrangements in relation to the Chorley and South Ribble Community Safety Partnership including the responsible authorities and officer working group.
  - v. Developed links with partners into Chorley’s Credit Union, in particular Lancashire Teaching Hospitals Trust and their 7,000 employees
  - vi. Agreed to be an area of best practice and a potential future pilot for looking at information sharing around vulnerable people in conjunction with Lancashire Fire and Rescue Service
10. The priority for the Executive for 2013/14 is to mitigate the impact of the welfare reforms on vulnerable people. In the second quarter, they have delivered the following;
- a. Developed an early support scheme to help families who are struggling financially in the light of Welfare Reforms. Partner organisations will complete a referral to Help Direct who will then provide tailored assistance and advice to the family.
  - b. Worked with the Department for Work and Pensions to secure funding for a project to help move unemployed people towards the job market.
  - c. Supported the DWP Work Programme in Chorley through sharing information on the programme and raising awareness of related services such as the Universal Job Match.
  - d. Discussed the Chorley Works project which will incentivise employers and support local people into sustainable jobs through a recruitment/wage subsidy with training and travel allowance – further discussions are on-going with specific partners.
  - e. Completed a review of the provision of hot meals for older people taking into consideration issues linked to social isolation.
  - f. Agreed a pilot programme to address gaps in provision of hot meals identified in relation to older people in rural areas.



11. A pilot programme led by the council has been developed to commence in Western Parishes from November 2013. The pilot will offer a meals on wheels service to residents who may be vulnerable and/or at risk of social isolation. The pilot will be reviewed in February 2014 to assess the level of take up of the service at which point options will be developed regarding the way forward.

**SUB GROUP PERFORMANCE AGAINST PRORITIES**

12. The following tables show the delivery of the sub groups against their priorities. It indicates if progress is green (progressing according to plan), amber (the priority has a problem with achieving the aims and action is being taken to resolve this), red (the priority has a problem with achieving the aims and requires action to achieve its objectives) and not started. It provides an update on the outputs of the work in the second quarter, and where possible provides a performance indicator to demonstrate progress against targets. There is work being done with the sub groups to attempt to match an indicator to every priority.

Chorley & South Ribble Health & Wellbeing Partnership		
Priority	Status	Activity
a. <b>Accessibility – ensure high quality health services and interventions are readily available to our citizens</b>	Green	<ul style="list-style-type: none"> <li>The scoping work has been completed across the Chorley and South Ribble Local Strategic Partnerships to look at health infrastructure and provision necessary to meet demands of future population growth across Chorley and South Ribble.</li> <li>The progress of Friday Street Health Centre continues to be monitored and an update has been requested from the CCG.</li> </ul>
b. <b>Independence – provide services, interventions and support that enables of citizens to live independently in the community</b>	Green	<ul style="list-style-type: none"> <li>Chorley Council has secured funding, understood to be in the region of £40K, from LCC to run a Warm Homes Healthy People Programme this winter.</li> <li>Funding for Disabled Facilities Grants has been confirmed and LCC will control the budget. The partnership will need to ensure that the case for Chorley is made to ensure funding for our Disabled Facilities Grants programme is provided. The partnership is also undertaking a review with South Ribble to look at any improvements that can be made with the process.</li> <li>The Chorley time credit programme (SPICE) has now launched across Chorley and provides a wide range of opportunities for volunteering. In addition ‘time out’ opportunities are expanding for time credit earners to spend and experience new activities.</li> </ul>
c. <b>Activity – provide the infrastructure and incentives for citizens to undertake activities that promote good health and wellbeing</b>	Green	<ul style="list-style-type: none"> <li>A project is currently being developed to link in with GP surgeries to encourage patient take up of health check service.</li> <li>A project in Western Parishes to address impact of social isolation is being delivered. Initial survey of residents and service users undertaken (note links to Independence priority above)</li> </ul>

Economic Development Partnership		
Priority	Status	Activity
a. Thriving town centre	Green	<ul style="list-style-type: none"> <li>The Town Centre Masterplan has now been finalised and the key projects and priorities have been identified.</li> <li>Construction work has now started to re-open Market St. Following the car park pricing trial, this scheme has now been adopted.</li> <li>The tender has been awarded for Market St/Gillibrand St redevelopment. Consultation is underway for refurbishing Market St shop fronts.</li> </ul>
b. Promote and increase inward investment	Green	<ul style="list-style-type: none"> <li>The Inward Investment Plan has been finalised and an accompanying campaign has been developed including a launch plan and initial activity. The Inward Investment offer includes a soft landing scheme and Choose Chorley Grant which is now in place. The inward investment website has also been commissioned. The campaign should start to raise Chorley's profile as a potential location for business amongst investors and advisors, communicating the advantages of Chorley as a place to do business and the offer available.</li> </ul>
		<p><i>Number of jobs created through Inward Investment:</i></p> <ul style="list-style-type: none"> <li>Quarter two: 18</li> <li>Year to date: 38</li> </ul>
c. Business support to new and existing businesses	Green	<ul style="list-style-type: none"> <li>Business Advisors are in place to support start-up and existing businesses. Support for businesses includes a programme of workshops, the Choose Chorley Business Network, Choose Chorley newsletter and a number of grant programmes.</li> </ul>
d. Supporting young people through education, training and fostering entrepreneurship	Green	<ul style="list-style-type: none"> <li>The Joint Employment Support Initiative with Runshaw College is now fully operational and Runshaw have supported a positive number of apprentices to date with further cases identified for support over the coming months. The project work delivered by the NEET task and finish group is now complete although the group continue to meet to ensure a coordinated approach.</li> </ul>
e. Reducing the gap in our most deprived communities	Green	<ul style="list-style-type: none"> <li>Work is on-going throughout the wider partnership to develop the Credit Union, to further develop the time credits volunteering programme in Chorley, and a host of initiatives with regards to welfare reforms are on-going.</li> </ul>

Chorley & South Ribble Community Safety Partnership		
Priority	Status	Activity
a. Domestic Violence and Violent Crime	Green	<ul style="list-style-type: none"> <li>All five of the actions for this priority in 2013/14 are rated as green. Projects have been initiated in order to reduce repeat offending in non-statutory perpetrators and improving multi-agency communication. Job shadowing opportunities between domestic abuse stakeholders have been identified and incorporated into core business. As part of the Select Move consultation, feedback has been provided in relation to the housing of perpetrators near to previous partners and it has been agreed that training will be provided to front line practitioners. Initial meetings have been carried out in relation to the development of the violent crime reduction plan.</li> </ul>

		<p><i>Domestic Abuse</i></p> <ul style="list-style-type: none"> <li>Quarter two (compared to quarter two 2012/13): - 19.2%</li> </ul>
<b>b. Child Sexual Exploitation</b>	Green	<ul style="list-style-type: none"> <li>Of the three actions for this priority in 2013/14, two are rated as green and one is rated as Red - this regards school safeguarding leads having access to level two Child Sexual Exploitation training by Lancashire Constabulary Public Protection Unit.</li> </ul> <p>Due to recent changes within the Police Public Protection Unit, level two training is not going to be available this financial year. However developments have been made in creating a 'short session' which can be delivered in a multi-agency capacity. These sessions are likely to take place before December 2013. School safeguarding leads will be provided with the training as a priority.</p>
<b>c. Reduce Anti-Social Behaviour</b>	Green	<ul style="list-style-type: none"> <li>Both actions are green and projects are underway to reduce the number of ASB incidents especially in vulnerable groups and locations and reduce crime and ASB associated with fire setting during key periods. The borough wide ASB plan has been developed and will be implemented during quarter two and quarter three.</li> </ul> <p><i>Anti-Social Behaviour</i></p> <ul style="list-style-type: none"> <li>Quarter two (compared to quarter two 2012/13): - 6.2%</li> </ul>
<b>d. Reoffending - Young Offenders</b>	Not started	<ul style="list-style-type: none"> <li>There are three actions, one of which is green and two are not started.</li> </ul> <p>This is because the actions relate to the youth offending conditional cautions and this will not be introduced into Lancashire until late autumn at the earliest. Once implementation plans have been agreed actions should commence by the end of quarter three.</p>
<b>e. Acquisitive Crime (Burglary dwelling and vehicle crime)</b>	Green	<ul style="list-style-type: none"> <li>Three actions have been identified, all of which are green.</li> </ul> <p>Operations are in progress aiming to reduce thefts by insecurity and disrupting cross boarder criminals. Quarter two saw three ANPR operations conducted and three more are planned for quarter three. Initial meetings have been conducted with stakeholders to embed recurrent insecurity messages within core service delivery in the most cost effective way as possible.</p> <p><i>Burglary Dwelling</i></p> <ul style="list-style-type: none"> <li>Quarter two (compared to quarter two 2012/13): - 28.8%</li> </ul>
<b>f. Killed and Seriously Injured</b>	Green	<ul style="list-style-type: none"> <li>Of the three actions, all are green. Work is on-going to increase participation in the promotion of road safety messages.</li> </ul> <p>The 'Beats' road safety project is now actively being delivered in schools across the Borough and will be concluded in March 2014. The training of front line staff is progressing and a number of officers are already trained to offer advice on key road safety issues including the correct fitting of child seats.</p>

Chorley Children’s Trust		
Priority	Status	Performance
a. Things to do and places to go for children, young people and families	Green	<ul style="list-style-type: none"> <li>A programme of activities for children and young people aged 0-11 and 11-18 is now underway and postcode data is available to show who has attended activities and where. The Making It Happen Youth Ambassador project has been delayed to ensure that the launch is effective and mechanisms are in place to sustain engagement with young ambassadors.</li> </ul>
b. Identify and respond to the emotional and social wellbeing of children and young people	Not started	<ul style="list-style-type: none"> <li>Services for young carers have been examined in light of a recent decommissioning and the Trust is working with the Barnardos young carers project to ensure that young carers are directed towards this service.</li> </ul> <p>Lancashire County Council has been identified as the lead for this work and the main bulk of this (to consider the data available in this area) is scheduled to commence in the second half of the year.</p>
c. Prevention & Early Intervention Support for Children, Young People and Families	Green	<ul style="list-style-type: none"> <li>A range of prevention and early intervention initiatives are in place including the familywise project which is delivered by child action North West. These commissions came to an end in September at which point they were extended until December 2013 to enable the mini competition phase to be completed and the formal award of contracts.</li> </ul>
d. Reducing Young People Not in Education, Employment or Training	Amber	<ul style="list-style-type: none"> <li>Numbers of NEET young people have increased at quarter two due to school leavers and unknown destinations although figures published for Oct 2013 show that on receipt of destination records, the number has reduced to 4.7%. The Runshaw College project has also started to support positive numbers of young people in apprenticeship schemes.</li> </ul>
		<p><i>Chorley NEET</i></p> <ul style="list-style-type: none"> <li>September 2013: 7.5%</li> </ul>

**IMPLICATIONS OF REPORT**

13. 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
Sarah James	5348	25 Oct 2013	Chorley Partnership 2nd Quarter Report



Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Resources, Policy and Performance)	Executive Cabinet	21 November 2013

## **CHORLEY COUNCIL PERFORMANCE MONITORING QUARTER TWO 2013/14**

### **PURPOSE OF REPORT**

1. This monitoring report sets out the performance against the delivery of the Corporate Strategy and key performance indicators during the second quarter of 2013/14, 1 July to 30 September.

### **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 second quarter of 2013/14, 1 July to 30 September 2013. Performance is assessed based on the delivery of key projects, against the measures in the 2012/13 – 2015/16 Corporate Strategy and key service delivery measures.
4. Overall performance of key projects is excellent, with the majority of the projects complete, on track or scheduled to start in quarter 3. One project, develop a youth ambassador scheme, has been rated amber due to issues relating to timescales in delivering initial actions however work is now underway to bring this project back on track.
5. Overall performance of the Corporate Strategy and key service measures remains strong. 73% of the Corporate Strategy measures and 71% of the key service measures are performing above target, within the 5% tolerance or have been presented for base lining purposes.
6. The Corporate Strategy measures performing below target are; the percentage of 16-18 year olds who are not in education, employment or training (NEET), the percentage of domestic violence detections and the percentage of customers dissatisfied with the way they were treated by the council. Action plans have been developed to outline what action will be taken to improve performance.
7. The key service delivery measures performing below target are: the time taken to process Housing benefit/Council Tax benefit new claims and change events, and the percentage of major planning applications determined within 13 weeks. Again, action plans have been included within the report to outline what actions are being 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)**

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

**ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

- None

**CORPORATE PRIORITIES**

- This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	x	A strong local economy	x
Clean, safe and healthy communities	x	An ambitious council that does more to meet the needs of residents and the local area	x

**BACKGROUND**

- 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 four priorities. The Corporate Strategy also continues to align to the priorities set out in Chorley's Sustainable Community Strategy, delivery of which is taken forward by the Chorley Partnership.
- This report includes an update on the key projects and targets set out in the 2012/13 – 2015/16 Corporate Strategy.

**PERFORMANCE OF KEY PROJECTS**

- Following the refresh of the Corporate Strategy in November 2012, there are 20 key projects for 2012/13 – 2015/16. At the end of the second quarter overall performance of key projects is excellent with 19 of the 20 projects (95%) on track, complete or scheduled to start later in the year.
- At the end of the second quarter, eighteen projects (90%) were rated green, meaning that they are either complete or progressing according to timescale and plan:
  - Develop volunteering in the borough
  - Implement a programme to support the expansion of local businesses

- Trial re-opening of Market Street
- Migrate services into the front office
- Chorley sports village
- Deliver affordable homes through the use of Council assets
- Produce a development plan for Astley Park
- Support the development of Friday Street Health Centre

**Complete:**

- Introduce local solutions to address homelessness
- Develop and deliver a scheme to improve housing standards
- Launch the civic pride campaign
- Establish a process to deliver WTWF's
- Produce an inward investment plan
- Implement a joint employment initiative with Runshaw College
- Implement improvements to neighbourhood working
- Develop a Town Centre masterplan
- Deliver a project to improve the productivity of council services
- Tackling fuel poverty (Phase 2)

15. One project (5%) had not started by the end of the second quarter. It is scheduled to commence in quarter 3 in order to balance out project work with core business and manage staff capacity.

- Improving access to services

16. One project (5%) is currently rated as 'amber', which is early warning that there may be a problem with this project.

Project Title		Project Status
Develop a youth ambassador scheme		Amber
Explanation	The project is delayed as the initial launch resulted in limited take up by young people. Therefore, it was decided to wait until schools returned and the online form was finalised to ensure maximum impact. Initial issues in developing the online form and complying with information legislation when working with young people's email addresses have now been rectified. However, the first meeting of young ambassadors will be delayed in order to assess the level of interest that is generated from contact with schools and the overall number of young people signing up to the initiative. The title of the project has been amended so that it more accurately reflects the objectives of the project.	

<b>Action Required</b>	Progress of the sign up process will be assessed and future meeting dates confirmed including a date for a young people’s conference event. Next steps include identifying how best to achieve sustained engagement with Young Ambassadors and allocating the internal resources needed to deliver the different aspects of the project.
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**PERFORMANCE OF CORPORATE STRATEGY MEASURES**

17. At the end of the second quarter, it is possible to report on 11 of the key performance indicators within the Corporate Strategy. Seven indicators (63%) were performing on or better than target. The full outturn information for the performance indicators is included at Appendix A.
18. The following indicators are performing better than target:
  - Number of long term empty properties in the borough
  - The number of visits to Council's leisure centres
  - Number of young people taking part in 'Get Up and Go' activities
  - Number of Homelessness Preventions and Reliefs
  - Number of affordable homes delivered
19. Two indicators are baseline indicators in order to establish a meaningful target:
  - Number of jobs created through targeted interventions
  - Number of jobs created through inward investment
20. One indicator (9%) is performing slightly below target, but within the 5% tolerance threshold:
  - Overall employment rate
21. Three indicators (27%) performed below target; the percentage of 16-18 year olds who are not in education, employment or training (NEET); the percentage of domestic violence detections and the percentage of customers dissatisfied with the way they were treated by the Council.
22. The table below gives the reasons for this worse than anticipated performance, and the steps that are being taken to improve performance. A brief analysis of trend has also been provided to give some context to the performance value:

<b>Performance Indicator</b>		<b>Target</b>	<b>Performance</b>
<b>%16-18 years olds not in employment, education or training (NEET)</b>		<b>5%</b>	<b>7.5%</b>
<b>Reason below target</b>	The counting methodology has changed for 2013/14. LCC has a statutory responsibility to track young people and ascertain their destination on an ongoing basis. If however they are unsuccessful in contacting them then their destination will be updated to “Not Known”. From 2013/14 onwards, the Department for Education have announced that NEET young people will no longer become “not known” even if contact with them is lost. They will stay NEET until confirmation that they have moved into another destination is received. Therefore, the 8% not		



	<p>knowns who were previously EET have been counted back into the NEET numbers.</p> <p>Also between May and September there is generally a peak in the NEET figure due to College leavers and performance has improved significantly at the end of quarter 2.</p>
<b>Action required</b>	<p>As at September 2013, the enrolment lists for colleges and sixth forms, which confirm the destination of Year 11, 12 and 13 pupils, were not available. However, the outstanding information has now been received, and as at October 18, NEET has dropped to 4.7%</p>
<b>Trend</b>	<p>Performance at the end of quarter 1 2013/14 was 6.1%. Under the old counting methodology at the end of quarter 2 2013/14, performance would be 5.9% compared to 5.8% at the same time last year.</p>

<b>Performance Indicator</b>		<b>Target</b>	<b>Performance</b>
<b>% of domestic violence detections</b>		<b>70%</b>	<b>64%</b>
<b>Reason below target</b>	<p>There are a number of factors that limit the ability to influence performance in this area. A key reason is the police simply not having the breakthrough that they need to secure detection including insufficient evidence. This could be related to none cooperation of the victim due to numerous complex factors such as personal circumstances and relationship with the perpetrator. The recorded difference will be a handful of cases. Positively, the domestic violence and wider violent crime figures have shown a reduction which suggests that early intervention and repeat offender prevention measures are proving effective.</p>		
<b>Action required</b>	<p>Mechanisms are in place to make sure that officers follow the correct procedures to ensure that the chances of achieving detection are positive. It is understood that officers are doing this and the procedure is regularly reviewed at tasking meetings and via the input of stakeholders not limited to IDVA's. A number of wider interventions are also being developed including a programme aimed at preventing repeat incidents of domestic violence working with both perpetrators and victims.</p>		
<b>Trend</b>	<p>Quarter one 2013/14 was 68%. The year end figure for 2012/13 was 70.5%.</p>		

<b>Performance Indicator</b>		<b>Target</b>	<b>Performance</b>
<b>% of customers dissatisfied with the way they were treated by the Council</b>		<b>20%</b>	<b>28.2%</b>
<b>Reason below target</b>	<p>Although performance has seen a slight improvement in quarter 2, the main reason for dissatisfaction identified by customers continues to be that they did not receive a response or did not receive a response in a timely manner. Analysis of cases since January 2013 shows that around 30% of dissatisfaction relates to waste and keeping customers informed of requests in relation to collection and container delivery. Work has been undertaken with the contractor to ensure that cases aren't closed off before a container has been delivered. In around 5% of cases the dissatisfaction is related to a Lancashire County Council service or issue, primarily highways. Excluding these cases would reduce the overall level of dissatisfaction</p>		

	and bring us closer to the 20% target although Chorley Council still retain a level of responsibility and ownership for the customer enquiry.
<b>Action required</b>	Waste officers will continue to monitor the completion of requests by the waste contractor to ensure that customers are accurately kept informed of progress. Work is also underway to improve the hand off with Lancashire County Council including setting clear expectations at the first point of contact and identifying Lancashire County Council services on the Chorley council website so that customers are clear of the division of services.
<b>Trend</b>	In comparison at the end of quarter one 2013/14, dissatisfaction was 28.5%

**PERFORMANCE OF KEY SERVICE DELIVERY MEASURES**

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

24. The following are performing better than target:

- Vacant town centre floor space - Town Centre Vacancy is now 4.76% in comparison to 7.15% last quarter.
- % other planning applications determined within 8 weeks
- Supplier Payment within 30 days
- Number of households living in Temporary Accommodation

25. One indicator is performing slightly below target, but within the 5% tolerance threshold:

- % minor planning applications determined within 8 weeks

26. There are currently two indicators that are performing worse than target:

- Average time taken to process housing and council tax benefit new claims and change events
- % major planning applications determined within 13 weeks

The table below gives the reasons for this worse than anticipated performance, and the steps that are being taken to improve performance:

	<b>Performance Indicator</b>	<b>Target</b>	<b>Performance</b>
	<b>Time Taken to process HB/CT benefit new claims and change events</b>	10 days	11.67days
<b>Reason below target</b>	Through the second quarter the service has continued to experience high volumes of work as well as increased pressure on resources with reduced capacity due to maternity leave. Welfare reforms changes have also placed increased demand on the service due to higher volumes of discretionary housing applications.		

<b>Actions required</b>	Performance has shown improvement and the service manager will continue to monitor demand and impact on resources. Revenues and benefits processes are continually being improved including a dedicated piece of work to develop technology and increase overall productivity. A significant improvement in performance is anticipated towards the end of the financial year.
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	Performance Indicator	Target	Performance
	<b>% major planning applications determined within 13 weeks</b>	70%	45.7%
<b>Reason below target</b>	Community Infrastructure Levy charging which commenced from 1 <sup>st</sup> September 2013 resulted in a rush of Section 106 sign-offs which had previously been left dormant by developers in the period to the end of August 2013.		
<b>Actions required</b>	Planning is working with developers to ensure that wherever possible developers submit future Major applications in the year ahead to meet the council's Development Control Committee cycle and is working with the legal team to try to expedite the successful resolution of any Section 106 Agreements required in order for permissions to be issued by the target date.		

**IMPLICATIONS OF REPORT**

27. 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
Victoria Willett	5061	25 October 2013	Second Quarter Performance Report 2012/13

**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	Trend
Overall employment rate	Bigger is better	80%	78.1%		↓
Number of jobs created through targeted interventions	None	0	102		NA
Number of jobs created through inward investment	None	0	18		NA
The % of 16-18 year olds who are not in education, employment or training (NEET)	Smaller is better	5%	7.5%		↓
% of domestic violence detections	Bigger is better	70%	64%		↓
The number of visits to Council's leisure centres	Bigger is better	500,000	543,695		↑
Number of young people taking part in 'Get Up and Go' activities	Bigger is better	7,500	13,771		↑
Number of affordable homes delivered	Bigger is better	50	58		↑
Number of Homelessness Preventions and Reliefs	Bigger is better	100	181		↑
Number of long term empty properties in the borough	Smaller is better	240	217		↑
% of customers dissatisfied with the service they have received from the council	Smaller is better	20%	28.2%		↑

***Trend shown is for change from quarter 1.***

**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	Trend
Average time taken to process new claims and change events	Smaller is better	10Days	11.67Days		↑
Vacant Town Centre Floor Space	Smaller is better	7%	4.76%		↑
% MAJOR planning applications determined within 13 weeks	Bigger is better	70%	45.7%		↓
% MINOR applications determined within 8 weeks	Bigger is better	65%	64.9%		↓
% OTHER applications determined within 8 weeks	Bigger is better	80%	81.9%		↓
Supplier Payment within 30 days	Bigger is better	98%	100%		→
Number of households living in Temporary Accommodation	Smaller is better	25	15		↓

***Trend shown is for change from quarter 1.***

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Report of	Meeting	Date
Chief Executive	Overview and Scrutiny Performance Panel	5 December 2013

**PERFORMANCE FOCUS: HEALTH AND WELLBEING CONTEXT**

**PURPOSE OF REPORT**

- To provide contextual information and initial questions for focus to the performance panel for performance in relation to health and wellbeing.

**RECOMMENDATION(S)**

- That the context and questions be discussed at the Overview and Scrutiny Performance Panel, with a view to understanding performance.

<b>Confidential report</b> Please bold as appropriate	Yes	No
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**CORPORATE PRIORITIES**

- This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all		A strong local economy	
Clean, safe and healthy communities		An ambitious council that does more to meet the needs of residents and the local area	x

**BACKGROUND**

- In its terms of reference, the Overview and Scrutiny Performance Panel agreed that at each meeting, as well as considering performance reports, one area of service delivery would be identified for a focus at the meeting. For the December meeting, performance in relation to health and wellbeing has been selected.
- This report provides contextual information about the current performance in health and wellbeing, and suggests some questions for initial discussion. This will enable the panel and relevant officers and Members to prepare in advance of the meeting.

**PERFORMANCE CONTEXT**

**Health in Chorley**

- The Public Health Observatories under Public Health England publish local health profiles which show how health in Chorley compares with the rest of England across a number of indicators.

7. The profile indicates that the health of people in Chorley is varied compared with the England average. Deprivation is lower than average and all-cause mortality rates have fallen over the last ten years, as have deaths from cancer and heart disease. The rate of adult physical activity is also better than the England average.
8. However Chorley performs lower than the England average for a number of indicators as shown in the table below:

Indicator	Chorley average	England average
Smoking in pregnancy	19.3	13.3
Starting breast feeding	66.9	74.8
Incidence of malignant melanoma	20.0	14.5
Hospital stays for self-harm	252.6	207.9
Hospital stay for alcohol related harm	2343	1895
People diagnosed with diabetes	6.0	5.8
Hip fracture in over 65's	602	457
Life expectancy amongst females	81.9	82.9
Road injuries and deaths.	63.6	41.9

9. This type of profile information (including the Chorley and South Ribble Joint Strategic Needs Assessment) has been used to inform the Chorley and South Ribble Health and Wellbeing Plan which looks to take a holistic approach to issues through early intervention and prevention measures.

**Chorley and South Ribble Health and Wellbeing Partnership**

10. The Chorley and South Ribble Health and Wellbeing Partnership has been operational for over 18 months and forms the key mechanism to communicate and convey local health priorities to the Lancashire Health and Wellbeing Board who take overall responsibility for improving health outcomes across the county under the new public health arrangements.
11. The Chorley and South Ribble Health and Wellbeing Plan identifies 3 core priorities:
  - **Accessibility** – ensure high quality health services and interventions are readily available to our citizens
  - **Independence** – provide services, interventions and support that enables citizens to live independently in the community
  - **Activity** – provide the infrastructure and incentives for citizens to undertake activities that promote good health and wellbeing
12. A number of actions support these priorities with progress regularly reported at meetings of the Health and Wellbeing Partnership. Performance of the plan is monitored by the Chorley Partnership on a quarterly basis with the most recent quarter 2 monitoring report showing excellent performance and all priorities rated green. The performance table is included at appendix A for information.

**Health and wellbeing budgets**



13. The indicative commissioning budget for Chorley and South Ribble CCG for 2012/13 was £224,416,000.
14. An estimated baseline for the public health grant has been published by the Department of Health and is based on public health spending during 2010/11. The estimated baseline for Lancashire is £45,891,000 which equates to £37 per person, this is based on historic spend rather than health and wellbeing need.
15. The Department of Health has made available one off public health transitional support funds for local authorities to support them manage the change. In Lancashire this amounts to £317,000.

**QUESTIONS**

16. To support those involved at the meeting to prepare, and to aid discussion, some initial questions to be addressed are set out below:
  - What opportunities do you see for Chorley Council to contribute to the health and wellbeing agenda and delivering of tangible outputs?
  - How do the priorities identified in the Chorley and South Ribble Health and Wellbeing Plan align with those of the Lancashire Health and Wellbeing Board?
  - What changes have been made to the way the Council operates to ensure a focus on health and wellbeing priorities?

**IMPLICATIONS OF REPORT**

17. 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
Victoria Willett	5348	18 November 2013	Health and Wellbeing context

Appendix A

**Chorley Partnership Quarter 2 monitoring report**

<b>Chorley &amp; South Ribble Health &amp; Wellbeing Partnership</b>		
<b>Priority</b>	<b>Status</b>	<b>Activity</b>
<b>a. Accessibility – ensure high quality health services and interventions are readily available to our citizens</b>	Green	<ul style="list-style-type: none"> <li>The scoping work has been completed across the Chorley and South Ribble Local Strategic Partnerships to look at health infrastructure and provision necessary to meet demands of future population growth across Chorley and South Ribble.</li> <li>The progress of Friday Street Health Centre continues to be monitored and an update has been requested from the CCG.</li> </ul>
<b>b. Independence – provide services, interventions and support that enables of citizens to live independently in the community</b>	Green	<ul style="list-style-type: none"> <li>Chorley Council has secured funding, understood to be in the region of £40K, from LCC to run a Warm Homes Healthy People Programme this winter.</li> <li>Funding for Disabled Facilities Grants has been confirmed and LCC will control the budget. The partnership will need to ensure that the case for Chorley is made to ensure funding for our Disabled Facilities Grants programme is provided. The partnership is also undertaking a review with South Ribble to look at any improvements that can be made with the process.</li> <li>The Chorley time credit programme (SPICE) has now launched across Chorley and provides a wide range of opportunities for volunteering. In addition ‘time out’ opportunities are expanding for time credit earners to spend and experience new activities.</li> </ul>
<b>c. Activity – provide the infrastructure and incentives for citizens to undertake activities that promote good health and wellbeing</b>	Green	<ul style="list-style-type: none"> <li>A project is currently being developed to link in with GP surgeries to encourage patient take up of health check service.</li> <li>A project in Western Parishes to address impact of social isolation is being delivered. Initial survey of residents and service users undertaken (note links to Independence priority above)</li> </ul>