

## **CHORLEY LIAISON**

WEDNESDAY, 21ST OCTOBER 2015, 6.30 PM  
COUNCIL CHAMBER, TOWN HALL, CHORLEY

### **AGENDA**

#### **APOLOGIES**

1 **WELCOME BY THE CHAIR**

2 **MINUTES OF MEETING WEDNESDAY, 15 JULY 2015 OF CHORLEY LIAISON** (Pages 3 - 10)

Please note the information requested at the last meeting was emailed out in September, in the form of updated minutes.

3 **UPDATED TERMS OF REFERENCE** (Pages 11 - 12)

To consider the enclosed draft terms of reference.

4 **ITEM FROM THE WORK PROGRAMME: WELFARE REFORM**

Anthony Valentine, Court and Welfare Officer, will attend to present the item.

5 **ITEM FROM CHORLEY COUNCIL: CONSULTATION ON THE COUNCIL'S STRATEGIC PRIORITIES** (Pages 13 - 24)

Rebecca Huddleston, Head of Policy and Communications, will present this item.

6 **ITEM FROM CHORLEY COUNCIL: UPDATE ON COMMUNITY ACTION PLANS**

Jamie Carson, Director of Public Protection, Community and Streetscene, will present this item.

7 **ITEM FROM CHORLEY COUNCIL: IN BLOOM UPDATE**

Jamie Carson, Director of Public Protection and Streetscene, will give a verbal update.

8 **ITEM REQUESTED BY THE CHAIR: EMPTY PROPERTIES WITHIN THE BOROUGH**

Jamie Carson, Director of Public Protection and Streetscene, will give a verbal update.

9 **QUESTIONS FROM MEMBERS OF THE FORUM AND THE PUBLIC**

In order to allow members of the Forum and members of the public to raise issues of local concern, a period of 20 minutes has been set aside.

A member of the public may speak for no more than 3 minutes. Members of the public are not required to give notice of the issue they intend to raise, although it is expected in the case of service issues that the appropriate mechanisms for resolving the issue have been explored.

Where a question is raised which cannot be answered at the Forum, a record will be kept by officers supporting the Forum and it will be responded to via the appropriate mechanism.

10 **ITEMS FOR FUTURE MEETINGS**

(Pages 25 - 26)

A schedule setting out deadlines for items to be requested on the agenda for the Chorley 3 Tier Liaison is enclosed.

11 **ANY URGENT BUSINESS PREVIOUSLY AGREED WITH THE CHAIR**

GARY HALL  
CHIEF EXECUTIVE

Agendas sent to Members of the Chorley Liaison,

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**MINUTES OF CHORLEY LIAISON**

**MEETING DATE** **Wednesday, 15 July 2015**

**MEMBERS PRESENT:** Lancashire County Councillors: Steve Holgate (Chorley West Division, Lancashire County Council), Mike Devaney (Chorley Rural North Division, Lancashire County Council) and Kim Snape (Chorley Rural East Division, Lancashire County Council),  
Chorley Borough Councillors: Eric Bell (Clayton and Whittle), Gordon France (Eastern Parishes), Doreen Dickinson (Western Parishes), Kim Snape (Southeast Parishes), Alistair Bradley (Chorley Town) and Matthew Lynch (Euxton, Astley and Buckshaw)  
Town and Parish Councillors: Barry Lee (Adlington Town Councillor), Ian Horsfield (Anderton Parish Councillor), Laura Lennox (Astley Village Parish Councillor), David Cole (Coppull Parish Councillor), Kath Almond (Croston Parish Councillor), Kate Brown (Eccleston Parish Councillor), Katrina Reed (Euxton Parish Councillor), Malcolm Allen (Heapey Parish Councillor), Marel Urry (Hoghton Parish Councillor), John Dalton (Ulnes Walton Parish Councillor), Terry Dickenson (Wheelton Parish Councillor) and Tina Newall (Whittle-le-Woods Parish Councillor)

**OFFICERS:** Gary Hall (Chief Executive), Jamie Carson (Director of Public Protection, Streetscene and Community), Carol Russell (Democratic Services Manager), Martin Sample (Private Sector Housing Officer) and Angela Barrago (Time Credits Facilitator)

**APOLOGIES:** Lancashire County Councillors: Bev Murray (Chorley South Division, Lancashire County Council) and Mark Perks (Chorley North Division, Lancashire County Council) Chorley Borough Councillors: Alistair Morwood (Chorley Town East) Town and Parish Councillors: Darren Cranshaw (Brindle Parish Councillor), John Taylor (Charnock Richard Parish Councillor), Ann Woodhouse (Cuerden Parish Councillor) and Glen Hester (Rivington Parish Councillor)

**15.34 Item from the work programme: Review of Chorley Liaison and future arrangements**

Steve Holgate, Chair of the Chorley 3 Tier Liaison in 2014/15, opened the meeting and welcomed those in attendance.



Steve Holgate invited Alistair Bradley, Leader of Chorley Council, to outline the background to the item which was to look at the future of the Liaison Meetings. Alistair Bradley referred to the responses to the review which had been undertaken earlier in the year, which had been generally very positive and were contained in the agenda papers. Lancashire County Council (LCC) faced major budget cuts and did not feel they could support these types of Forums across the County. Whilst LCC felt the Forums were important they could not resource them.

Councillor Bradley proposed that the meeting should continue and that Chorley Council should administer it. He proposed that County Councillors continue to be invited to attend and noted that the Leader of LCC had given an undertaking to try and give some support from Executive Cabinet members. On that basis, Councillor Bradley requested support from the meeting for the proposed approach. Any actions for LCC arising from the meetings, would be pursued with them.

Marel Urry, Hoghton, queried reverting back to the Borough Parish Liaison format, but Councillor Bradley indicated a wish to continue with some input from LCC. Steve Holgate proposed that County Councillors be requested to action issues raised at the meeting to retain the three tier nature of the meeting.

Gordon France, Eastern Parishes, supported the proposal from Alistair Bradley. Terry Dickinson, Wheelton, expressed support for the work on future governance arrangements being undertaken in Chorley. Ian Horsfield, Anderton, queried if LCC had committed to answering queries on their services. Alistair Bradley advised not, but that answers would be pursued through the County Councillors and that he would speak to the Leader of LCC about this.

It was AGREED

1. That the Chorley Liaison continue as proposed by Alistair Bradley, administered by Chorley Council with Lancashire County Councillors being invited to meetings and where appropriate, asked to undertake any follow up actions.

*Response from Chorley Council*

*Chorley Council has written to the Leader and Chief Executive of Lancashire County Council to advise them of the new arrangements.*

*Ruth Rimmington, Democratic and Member Services Officer,  
[ruth.rimmington@chorley.gov.uk](mailto:ruth.rimmington@chorley.gov.uk)*

2. That the meetings take place as scheduled, except that the 20 April 2016 meeting be rearranged for a date in March 2016.

*Response from Chorley Council*

*The dates for future meetings are:*

- *21 October 2015*
- *20 January 2016*
- *16 March 2016*

*Ruth Rimmington, Democratic and Member Services Officer,  
[ruth.rimmington@chorley.gov.uk](mailto:ruth.rimmington@chorley.gov.uk)*

**15.35 Appointment of Chair and Vice-Chair**

Gordon France (Chorley Council) was appointed as Chair.

Kim Snape (Lancashire County Council) was appointed as Vice-Chair.

**15.36 Minutes of meeting Wednesday, 21 January 2015 of Chorley 3 Tier Liaison**

The minutes were confirmed as a correct record.

On item 15.29 Laura Lennox, Astley Village, the bridge work had finished but the unsatisfactory bus service had not returned to normal. Daytime buses were two an hour but only 13 minutes apart instead of 30 minutes apart. The evening subsidised service had continued throughout unaltered. Please could LCC ask the bus company to restore the half hourly daytime bus service.

*Response from LCC via Cllr Kim Snape*  
*Response outstanding.*

**15.37 Item from the work programme: Feedback from Town and Parish Councils on Spice Time Credits**

Angela Barrago, Time Credits Facilitator, noted that, last September the meeting had received information about SPICE and had agreed that the representatives from Town and Parish Councils discuss Time Credits within their areas, see how they could help to embed them and suggest projects which could get involved.

In response to queries raised at the last meeting Angela advised that in the next few weeks leaflets would be available in mobile libraries and that 50/55 young people were involved in SPICE within the 16-24 years age bracket.

A Parish Hub would shortly be established in Mawdesley, with the aim of making connections with local cricket and bowling clubs and requested feedback from Parishes on the scheme.

It was noted that work had been undertaken with residents in the area of Buttermere Community Centre and time credits could be spent in the Community Centre.

Some young people had engaged with the scheme, working in the Walled Garden, Astley Park, in the morning and in the afternoon they had gone swimming.

The update was noted.

**15.38 Item from the work programme: Energy Switching Service and Integrated Home Improvement Service**

Martin Sample, Housing Team Leader (Private Sector), introduced the item.

The Integrated Home Improvement Services was a new partnership with Lancashire County Council. It gave our Home Improvement Agency (HIA) a co-ordinating role in



helping people to stay independent in their own homes, reduce accidents in the home and prevent/delay hospital admissions.

Martin outlined the eligibility criteria, key features of the service like the handyperson service, minor adaptations service, and liaison with mobility care. Details of how to access the service, which was launched on 1 July 2015, were also provided

The Group noted that one of the target groups was people who had been in hospital and making sure their property was safe for when they went home. The Council was working with health services towards this. There were links with CAB, debt referral service and Age UK.

The Energy Switching Support Service had been a Corporate Strategy project in 2014/15. Its primary aim was to help residents to combat Fuel Poverty and achieve Affordable Warmth in their homes by helping them to switch to a more cost-effective tariff or supplier of gas and electricity.

To date £35,776 had been saved achieved from switching, with average savings per switched customer being £216.82. Appointments were available on Mondays from 9am onwards, by calling 01257 515151 to book.

Further information can be accessed here:  
<https://democracy.chorley.gov.uk/documents/b14070/Energy%20Switching%20Support%20Service%20and%20Integrated%20Home%20Improvement%20Service%2015th-Jul-2015%2018.30%20Chorl.pdf?T=9>

The update was noted.

### **15.39 Chorley Council item: Corporate Strategy Update**

Jamie Carson, Director of Public Protection, Streetscene and Community circulated copies of the Corporate Strategy and explained that a revised strategy was approved by the Council each year. The purpose of the item was raise awareness of the Corporate Strategy, the vision and four strategic priorities and the associated corporate projects. The strategic priorities were: 1. involving residents in improving their local area and equality of access for all, 2. Clean, safe and healthy communities, 3. A strong local economy and 4. An ambitious Council, that does more to meet the needs of residents and the local area.

Some examples of corporate projects were: the Chorley Flower Show, an improved CCTV system, proposals for a Chorley Youth Zone, and improvements to the town centre and Market Street.

In response to a query Gary Hall, Chief Executive, explained that one of the projects was an Action Plan project relating to Rural Communities. This would involve 15 parish councils with the aim of delivering improvement for rural communities under four themes: health, employment, digital access and traffic and transport. Councillor Alan Whittaker was the lead on this project.

The update was noted.

**15.40 Item suggested by Anderton Parish Council: Rights of Way Improvement Plan**

Ian Horsfield, Anderton, advised that LCC had carried out a consultation on their draft Rights of Way Improvement Plan and requested a formal response from LCC on the results of this consultation and what the implications of the RoWIP might be within Chorley Borough.

It was AGREED that County Councillor Kim Snape pursue a formal response.

*Response from LCC via Cllr Kim Snape*

*LCC are producing a consultation response which will be distributed in the next few weeks. The draft will be updated accordingly for the new Rights of Way Improvement Plan (ROWIP) 2015-25. LCC will also write an Action Plan which is a list of specific actions how the ROWIP will be implemented. There will be further consultation at this stage.*

*David Goode, Public Rights of Way Manager, Lancashire County Council, [david.goode@lancashire.gov.uk](mailto:david.goode@lancashire.gov.uk)*

**15.41 Item requested by Anderton Parish Council: Public liability insurance**

Ian Horsfield, Anderton, queried whether public liability insurance could be reduced by being part of a collective scheme with other local councils. Potentially if all the parish councils within Chorley borough together with the Borough Council were covered by the same insurer there might be a reduction in individual premiums because of the greater volume of business.

Gary Hall, Chief Executive, advised that it would be key to have all Parishes involved and noted potential difficulties of all Parishes being in a position to renew their insurance at the same time. It was noted that Parishes were very different across the Borough, although previously several Parishes had used the same insurer through LALC.

It was AGREED - that the Council's finance officers be asked to investigate the possibility further.

*Response from Chorley Council*

*Although feasible in theory the option to combine all the parish and borough council's public liability insurances would be impractical and unworkable in practice and would be unlikely to provide the individual councils with the premium savings they might hope for. To provide a meaningful offering to insurers the vast majority if not all 23 parish councils would probably have to agree to a collaborative approach across the full range of insurance policies they procure. All the existing separate insurance agreements would need to be brought to a point of convergence to enable the same commencement date under new policies and this would need to be 1st January 2017 when the main Chorley Council policies are due for renewal. There would also need to be agreement over levels of excess and limits of indemnity and the way in which claims are handled.*



*In practice insurers will look at each parish council as a separate risk and assess the premium on their claims history and the risk inherent within each individual Council in the same way that they do now and as such premiums will always reflect each council's individual risk profile. Our experience is that greater overall volume of cover has minimal impact on individual premiums. Furthermore insurers are only attracted to provide an insurance offer when they have little or no work to do in assessing the tender information they are provided with and their advice to councils is to keep the information and options as simple as possible. Chorley Council is also currently in a long term collaborative insurance arrangement with South Ribble Borough Council whose policies are also due for renewal in January 2017 so the introduction of a complex and time consuming Parish Council component at Chorley would have a detrimental impact on the Chorley / South Ribble tender offering.*

*Finally, this type of arrangement would be administratively very burdensome indeed and therefore costly in practice which would potentially outweigh any theoretical premium savings that may be available.*

*Garry Barclay, Head of Shared Assurance Services, Chorley Council,  
[garry.barclay@chorley.gov.uk](mailto:garry.barclay@chorley.gov.uk)*

#### **15.42 Item requested by Croston Parish Council: 'A' road designation**

Kath Almond, Croston, explained that traffic congestion in Croston village centre would be greatly improved by the 'A' road designation being removed from Highfield Road/Town Road/Westhead Road and transferred to Moor Road/Bretherton Road which was currently designated as a B road.

It was AGREED that County Councillor Kim Snape would pursue this with County Councillor Keith Iddon.

*The clerk to Croston Parish Council emailed following the publication of the minutes to highlight that the request from the Parish Council was "A proposal was put forward to have the 'A' road designation removed from Highfield Road/Town Road/Westhead Road and transferred to Moor Road/Bretherton Road. The proposal was not carried, as it was generally considered this would only possibly alleviate a congestion problem in one area of the village by transferring the problem to another area and parish.*

*A suggestion was put forward to seek the support of our neighbouring parishes, Bretherton and Ulnes Walton, for support for some form of scheme to divert HGV's from these unsuitable roads, possibly via the Leyland bypass and the road current under construction south of Preston and the views of the Three Tier Liaison on this would be appreciated".*

#### *Response from LCC via Cllr Kim Snape*

*LCC will undertake an investigation/assessment into the A road classification and HGV diversion and will contact you again in 8 weeks to provide an update on these issues.*

*Janet Simpson, District Lead Officer, Lancashire County Council Highways,  
[janet.simpson@lancashire.gov.uk](mailto:janet.simpson@lancashire.gov.uk)*





**15.43 Information item: Lancashire County Council Environment Directorate progress against delivery of the Commissioning Plan for Chorley in the fourth quarter of 2014/15**

The information from LCC was noted.

It was AGREED - that County Councillor Kim Snape request that LCC produce and circulate the document on a quarterly basis.

*Response from LCC via Cllr Kim Snape*

*The information will be forwarded to Chorley Democratic Services, who will distribution it to the Chorley Liaison Committee via intheboro – the monthly ezine to Parishes, Borough and County Councillors and community groups.*

*Janet Mulligan, Senior Committee Support Officer, LCC,  
[janet.mulligan@lancashire.gov.uk](mailto:janet.mulligan@lancashire.gov.uk)*

**15.44 Questions from Members of the Forum and the public**

Terry Dickenson, Wheelton, advised that the Chorley Sports Forum was now on Facebook.

**15.45 Items for Future Meetings**

The schedule setting out deadlines for items to be requested on the agenda for the Chorley Liaison was noted.

**15.46 Request from Adlington Town Council: Current notification process from LCC for Highways work, to both Borough and Parish/Town Councils**

Barry Lee, Adlington, advised that the Town Council were experiencing issues with the notification process from LCC for Highways work, to both Borough and Parish/Town Councils.

Different agencies had undertaken roadworks on the same stretch of road at different times and there had been a lack of consultation and information over the Iron Man event.

County Councillor Kim Snape advised that LCC had requested Electricity North West to delay their work, but the utility companies did not have to adhere to guidance from LCC. She undertook to investigate the issue raised on Grimeford Lane.

*Response from LCC via Cllr Kim Snape*

*Please find attached a traffic management plan for the Grimeford Lane closure: <https://democracy.chorley.gov.uk/documents/b14309/Traffic%20Management%20map%2015th-Jul-2015%2018.30%20Chorley%20Liaison.pdf?T=9>. The official diversion route is via Grimeford Lane > Chorley Rd (A6) > Blackrod Bypass Road (A6) > Station Road (B5238) > Crown Lane (B5238) > Scholes Bank (A673) > Bolton Road (A673) > Grimeford Lane.*

*The proposed closure duration is Monday 27 July 2015 to Friday 20 November 2015.*



*Further information can be obtained by contacting Network Rail on 03457 11 41 41.  
Emma Lane, District Lead Officer, Lancashire County Council Highways,  
[highways@lancashire.gov.uk](mailto:highways@lancashire.gov.uk)*

Jamie Carson, Director of Public Protection, Streetscene and Community highlighted that all agencies undertaking roadworks needed to notify LCC.

County Councillor Kim Snape undertook to investigate an appropriate means of communication.

*Response from LCC via Cllr Kim Snape*

*Details of any upcoming capital works are outlined in the quarterly bulletins sent out to all parish and town council clerks. If any works on the highway, either by Lancashire County Council or other agencies, require a Temporary Traffic Regulation Order, ie a temporary road closure/diversion, again the relevant clerks are notified. We use the contact details on the Parish & Town Councils section of our Internet:*

*[http://www3.lancashire.gov.uk/corporate/web/?Information\\_for\\_parish\\_and\\_town\\_councils/37180](http://www3.lancashire.gov.uk/corporate/web/?Information_for_parish_and_town_councils/37180)*

*If the contact details are wrong any changes or updates can be notified to [parishcouncils@lancashire.gov.uk](mailto:parishcouncils@lancashire.gov.uk) . As most work on the highway is weather-dependent and therefore could change at short notice we would not notify any routine highways works.*

*Janet Simpson, District Lead Officer, Lancashire County Council Highways,  
[janet.simpson@chorley.gov.uk](mailto:janet.simpson@chorley.gov.uk)*

Chair

Date



## **Chorley Liaison**

### **Draft Terms of Reference**

1. A joint consultative meeting of Borough Council and Parish and Town Council representatives, with County Councillors also being invited to attend meetings.
2. The liaison meeting is open to the public and its primary function is to engage with elected representatives to consider issues of shared priority and concern, particularly matters of a strategic nature, which impact on the local community.
3. In addition to the membership of Borough Councillors who are Chairs of the Neighbourhood meetings; parish or town councillor representatives from each of the Parish and Town Councils; and Lancashire County Councillors are also invited to attend to discuss and respond to County Council matters.

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Report of	Meeting	Date
Chief Executive	Chorley Liaison	21 Oct 2015

## CHORLEY COUNCIL'S CORPORATE STRATEGY REFRESH

### PURPOSE OF REPORT

- To update and consult Members of the Chorley Liaison Committee on the refresh of the Council's corporate strategy.

### RECOMMENDATION(S)

- That the report is noted.

### EXECUTIVE SUMMARY OF REPORT

- This report provides an overview of the process involved in refreshing the corporate strategy, and an overview of the existing projects and measures.

Confidential report Please bold as appropriate	Yes	No

### 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	✓

### BACKGROUND

- The Corporate Strategy provides a clear statement of what the council aims to achieve over a three year period. The strategy sets out not only the council's vision, priorities, and long term outcomes, but also how we will measure our achievements and those key projects which will be delivered over the year ahead.
- Each year the corporate strategy is reviewed and refreshed, with any changes being presented for approval to Policy Council in November.
- This report provides a summary of the refresh process, and an update on the delivery of the current key projects and performance measures.

**THE CORPORATE STRATEGY REFRESH PROCESS**

8. This annual process usually starts around June time with the development of a big issues paper. This paper sets out the context and issues which Members should be aware of when considering making any changes to the Corporate Strategy.
9. This year, some examples of the issues and context which were identified within the report include:
  - a. the expected budget gaps which the council and its partners are facing over the next few years,
  - b. the increasing in demand for public services, linked to an increasing population and particularly increasing elderly population.
  - c. the need to consider the findings of the Commission on the future of public services.
  - d. Our commitment to working with our partners to reform public services in Chorley.
  - e. (Potential) changes to business rate retention; and
  - f. Further demographic context regarding health, economy and employment, deprivation and debt.
10. This report is presented to the administration and is used as a basis to discuss whether any changes should be made to the vision, priorities or long term outcomes. Once an informal agreement has been made on these, then work starts on reviewing the key projects and measures.
11. While the corporate strategy is set over a three year period, the projects usually only span 12-18 months and therefore the biggest change in the strategy each year, will be to refresh the projects.
12. This will be done by firstly reviewing the delivery of the existing projects, to ensure they achieved what they set out to, and to consider if any of them should be carried over. The next step is for members of the administration to consider any gaps in terms of delivery against the priority areas, and propose new projects.
13. Any proposed new projects are then discussed with senior officers to understand what could be delivered and to consider any cost implications. These are then discussed again by the administration, with some projects being selected to be included in the corporate strategy, others being suggested for inclusion in the council's organisational plan, and others discounted.
14. The final step is to review the measures and targets. The strategy currently includes 31 performance measures that will be monitored and reported against in order to demonstrate how well we are doing in achieving the priorities and long term outcomes.
15. There are usually only minor changes to the measures each year, which tend to be around making targets more challenging, particularly where performance has consistently exceeded existing targets, or to add a new measure linked to a new projects or a change in a priority or long term outcome.

**CONSULTATION AND RESIDENT SATISFACTION**

16. Every year we consult residents as part of the corporate strategy refresh and budget setting process on the council priority areas and every 2-3 years we also do a more comprehensive residents satisfaction survey.

- 17. Most recently a resident survey was undertaken in August 2015 to gather the views of residents about; satisfaction with the council; how they contact the council, views of public services (to support unitary council work) and preferences when planning a day out (to inform the tourism campaign). The survey comprised of a postal survey sent to around 3,000 households and online survey to a database of approx. 12,000 email addresses. 1,299 responses were received and these have been weighted to make the results representative of the borough population.
- 18. These responses will be presented together with the updated Corporate Strategy at Policy Council in November.

**PROJECT AND PERFORMANCE UPDATE**

- 19. This section provides an overview of the existing key projects and performance measures. There are monitored quarterly by Executive Cabinet, with the next monitoring report, covering quarter 2 (July – Sept) due to be taken to the meeting in November.
- 20. The table below provides a high level summary of each of the projects and its status at the end quarter 1.

Improving residents in improving their local area and equality of access for all		
<p><b>1. Digital access and inclusion</b></p>	<p>Digital inclusion is the ability of individuals and groups to gain the benefits of information and communication technologies in order to enhance their access to public services and their quality of life.</p> <p>This project involves the delivery of eight specific actions with the aim to ensure that everyone in the borough can get online, do more online and benefit from being online. In summary these actions include:</p> <ol style="list-style-type: none"> <li>1. Raising awareness of online access and technology;</li> <li>2. Examine options to deliver technology to hard to reach groups;</li> <li>3. Examine options to provide low cost equipment to non-profit groups.</li> <li>4. To work with other organisations to provide public access to technology in high need locations.</li> <li>5. Develop a directory of free public access points across the borough;</li> <li>6. Deliver the Council's digital strategy – improving the Council's online services;</li> <li>7. To work in partnership with other agencies to develop the skills of welfare benefits claimants to enable them to claim online.</li> <li>8. To work with other organisations develop options for providing training in the use of computers to events for the public</li> </ol>	<p><b>Green</b></p>
	<p>The aim of this project is to better understand community needs and to work with partner agencies, such as Police, Fire Rescue, LCC, Health and housing providers to coordinate, integrate and deliver services at a local level when it is appropriate.</p>	<p><b>Green</b></p>

<p><b>2. Development and delivery of community action plans</b></p>	<p>The four community action plan areas have been identified as Clayton Brook, Chorley East, Astley and also Rural.</p> <p>In each case the community action plan will identify priorities for each area, including the need, use, and requirements for community facilities, transport infrastructure, CCTV, crime and policing, health and wellbeing of communities and improvements to local service centres.</p>	
<p><b>3. Implement a Working Together with Families Employment scheme.</b></p>	<p>This project will deliver a scheme to engage with residents who are more removed from employment with the aim to incentivise them to participate into routes into employment. Once engaged residents would be further supported through existing unemployment programmes such as Chorley Works.</p> <ul style="list-style-type: none"> <li>• The project will be delivered in partnership with LCC, CCH and DWP.</li> <li>• LCC and DWP have together identified 140 families who would potentially benefit from the scheme and who are not currently participating in routes to employment</li> </ul>	<p><b>Green</b></p>
<p><b>4. Chorley Flower Show</b></p>	<p>Following on from Chorley’s successes in both the Britain in Bloom and North West in Bloom awards, this project will see the creation of a flower show in Chorley.</p> <p>The Chorley flower show will follow on from the RHS Chelsea Flower show, where we aim to present an exhibit which can then be brought back and incorporated into the Chorley Flower Show.</p> <p>The intention is for this to become an annual event to rival other well know flower shows which will draw in people from across the region and beyond, and support local businesses.</p>	<p><b>Green</b></p>
<p><b>A strong local economy</b></p>		
<p><b>5. Deliver improvements to Market Street</b></p>	<p>Improvements to the Southern end of Market Street have recently been completed. This project will now look to replicate this work on the Northern end of the street and will include creating a shared pedestrian and vehicular thoroughfare with landscape enhancements and improvements to crossings for pedestrians and cyclists.</p> <p>The scope of this project is the design and creation of plans for changes to the public realm areas and the delivery of these plans.</p>	<p><b>Amber</b></p>



<p><b>6. Progress key employment sites</b></p>	<p>Creating jobs for local people is one of the Council's top priorities and developing land as employment sites has the potential to create thousands of jobs for local people.</p> <p>The scope of the work will include undertaking site investigations and assessments, preparing master plans, establishing stakeholder groups and preparing planning applications of the following sites:</p> <ul style="list-style-type: none"> <li>• Group 1 (Land at Buckshaw)</li> <li>• Cowling farm</li> <li>• Southern Commercial</li> <li>• Euxton Lane</li> </ul>	<p><b>Amber</b></p>
<p><b>7. Increase visitor numbers to Chorley</b></p>	<p>A programme of work will be developed to improve Chorley's tourism economy. This is likely to include carrying out a comprehensive marketing campaign to promote Chorley's assets and excellent location, and may also include establishing a tourism forum involving a wide range of businesses from the sector.</p> <p>It will also include delivery of the 2015 events programme, which will include the continuation of key events such as Picnic in the Park and Chorley Live, the expansion of newer events such as the What's your story, Chorley? word festival, together with the addition of a number of new events, including a national cycle race, which will aim to bring in even more people to Chorley.</p>	<p><b>Green</b></p>
<p><b>8. Progress plans to extend Market Walk</b></p>	<p>The scope of this project would be to develop the current proposals in more detail, and develop them into a planning application (This will include addressing parking and other issues). In parallel with this work, we will continue to generate retail and leisure interest in the development. The aim of the project will be to achieve planning permission for the development, pre-let agreements for 65% of the development and be able to present a financially viable scheme which will bring a new quality offer to the town centre to Full Council by Summer 2015.</p>	<p><b>Green</b></p>
<p><b>Clean, safe and healthy communities</b></p>		
<p><b>9. Destination Play area Astley Park</b></p>	<p>This work is part of the Astley 2020 five year development plan to improve facilities and develop the offer at Astley Hall and park.</p> <p>This project will deliver a themed play space with sections for younger and older children, plans have been approved by council and it is intended that work will begin in the next few months.</p> <p>The new play space will be located at the side of the Pavilion and the current small play area and will consist of –</p> <ul style="list-style-type: none"> <li>• a theme of Royalists and Roundheads, with links to</li> </ul>	<p><b>Complete</b></p>

	<p>Astley Hall, where it is believed Oliver Cromwell once stayed.</p> <ul style="list-style-type: none"> <li>• will be based on the concept of a castle ruin with natural stone to form 'rooms' which will be linked to footpaths</li> <li>• play equipment will be spaced throughout and will include slides, climbing stacks, zip wires, swings, a hip-hop see-saw, balance trails and a wall tower amongst many other things</li> </ul> <p>Work is expected to begin on site in November with a view to the destination play area being finished in spring 2015.</p>	
<p><b>10. Deliver improvements to Rangletts recreation ground</b></p>	<p>This project is part of a larger programme of work to improve play areas and sports facilities throughout the Chorley borough. The programme of work aims to support and promote the health and wellbeing of residents providing opportunities for people of all ages to undertake physical activity in the natural environment.</p> <p>The project will deliver major improvements to the Rangletts recreation ground including a multi-use games area, extended play facilities, allotment space and improvements to the footpaths and lighting. A skate and BMX park is also being developed to meet the needs of older children, an element that was identified following consultation with local families.</p> <p>The £45,000 project is being funded as part of contributions from the nearby Eccleston Park and Duke Street housing developments. Work is expected to begin in the next few months and will be done in phases to ensure that there is minimal disruption to the park.</p>	<p><b>Green</b></p>
<p><b>11. Develop and agree plans for delivery of the Friday Street Health Centre</b></p>	<p>This project involves a programme of work to facilitate the delivery of the Friday Street Health Centre. This work includes the commissioning and delivery of a feasibility study on the centre. The commissioning and delivery of a health impact assessment on the centre itself and services that are to be located within the centre. The project will also involve a piece of work in order to gain commitment and support from the Clinical Senate and the development of a business model and financial sustainability plan. The project will aim to move towards planning application by Summer 2015.</p>	<p><b>Amber</b></p>
<p><b>12. Establish a business case and model for an Extra Care scheme</b></p>	<p>Extra care is accommodation which is designed to meet the needs of older people and those who are vulnerable. The scheme provides 24 hour domiciliary services enabling customers to retain the ability to live independently. A preference to introduce extra care housing into the town centre was identified whilst developing the town centre and Fleet Street master plan.</p>	

	<p>The scope of the project is to establish a business case and model for providing an Extra Care scheme in Chorley and will include working with health partners and the HCA to explore the feasibility. The scope does not include the development of the building.</p> <p>Expected outcomes by the end of 2016 include an agreed model, proposed costing and scheme in place including a bid for funding and an agreed way forward with partners.</p>	<p><b>Complete</b></p>
<p><b>13. Explore alternative ways of providing home ownership</b></p>	<p>This project will look at the existing issues relating to home ownership in particular delivering low cost and shared ownership and explore alternative means of providing home ownership in Chorley.</p> <p>The project will include reviewing the Council's Affordable Housing Policies, and exploring a new model of housing delivery which enables residents of Chorley on low incomes to access home ownership.</p>	<p><b>Green</b></p>
<p><b>14. Delivery of an improved CCTV provision</b></p>	<p>Chorley's CCTV system is aimed at preventing and detecting a wide range of crimes helping to protect residents, the environment and the people who work and visit the borough. The system is solely owned and operated by the council.</p> <p>In January 2014 the Council's Overview and Scrutiny Committee established a task group to investigate the Council's CCTV service; following this a number of recommendations were made by the group on CCTV infrastructure.</p> <p>The recommendation presented to Executive Cabinet on 23<sup>rd</sup> October 2014 is that a phased capital work programme is implemented to upgrade the current CCTV infrastructure, including a capital budget of £250,000 to fund the capital works over a period of three years. Options to be explored include outsourcing, subscription and Parish Council contributions to the CCTV infrastructure upgrade. Consideration is also to be given to any new system and equipment being compatible with wider local authority services.</p> <p>This scope of this project will be the procurement and delivery of an improved CCTV infrastructure to meet the needs of residents and improve feelings of safety across the borough.</p>	<p><b>Green</b></p>
<p><b>Ambitious council that does more to meet the needs of residents and the local area</b></p>		
<p><b>15. Improve the functionality of online services</b></p>	<p>This is phase 2 of the development of the external web site to improve functionality and increase the number of customer contact and requests through digital channels.</p> <p><b>Scope:</b></p> <ul style="list-style-type: none"> <li>• Review of Capita contract</li> </ul>	

	<ul style="list-style-type: none"> <li>Improved website functionality</li> <li>Increased availability of self-service options or other alternatives</li> <li>Introduce online applications for all services</li> <li>Default approach to be on providing digital access to services and information for customers</li> </ul>	Green
<b>16. Investigate future business models for public services in Chorley</b>	<p>This project will investigate how we can make public services in Chorley sustainable over the longer term.</p> <p>The work will involve looking at options for delivering public services in the borough and will include testing the viability of a unitary model and other models identified as part of this work.</p>	Green
<b>17. Deliver the Chorley Public Service Reform Board work plan</b>	<p>The board has a clear focus on how organisations can collectively deliver high quality public services to the public efficiently and effectively ensuring a better service for communities and better outcomes and value for residents.</p> <p>The board has a number of work streams to deliver over the next year including assets, data sharing, joint commissioning and integrated wellbeing services.</p> <p>This provides an opportunity to transform the way public services are delivered locally and to explore public service integration, particularly around health and wellbeing. The work of the Board is jointly funded by Chorley and South Ribble Clinical Commissioning Group, Lancashire Care Foundation Trust, Lancashire Teaching Hospitals Trust and Lancashire County Council.</p>	Green
<b>18. Continue to explore options to deliver the Chorley Youth Zone</b>	<p>This project will move into its second year, work completed to date includes specifying what facilities, services and partners will operate from the Youth Zone.</p> <p>Moving forward the project will now focus on the location of the Youth Zone, exploring alternative sites and different delivery models with partners.</p>	Green

21. The table below shows the performance of the corporate strategy measures which could be measured at the end of quarter 1.



Performance is better than target



Worse than target but within threshold



Worse than target, outside threshold

Indicator Name	Polarity	Target	Performance Quarter 1	Symbol
Overall employment rate	Bigger is better	80%	78.1%	

Number of projected jobs created through targeted interventions	Bigger is better	25	<b>35</b>	★
Number of projected jobs created through inward investment	Bigger is better	12	<b>3</b>	▲
The % of 16-18 year olds who are not in education, employment or training (NEET)	Smaller is better	4.8%	<b>3.8%</b>	★
The number of visits to Council's leisure centres	Bigger is better	250,000	<b>282,902</b>	★
Number of young people taking part in 'Get Up and Go' activities	Bigger is better	3,750	<b>10,830</b>	★
Number of Homelessness Preventions and Reliefs	Bigger is better	50	<b>192</b>	★
Number of long term empty properties in the borough	Smaller is better	195	<b>202</b>	●
% of customers dissatisfied with the service they received from the council	Smaller is Better	20%	<b>18.5%</b>	★

22. The following table lists the remaining corporate strategy indicators;

Measure	Target	Comment
% of people satisfied with their neighbourhood as a place to live	85%	Measured through the resident satisfaction survey
% of people who regularly participate in volunteering	25%	Measured through the resident satisfaction survey
% of people who feel that they cannot influence decision making in their local area	Less than 25%	Measured through the resident satisfaction survey
The number of SOA's in the worst 20%	8	Update on the Indices of Multiple Deprivation published Sept 15.
% increase in digital access points across the borough	Baseline	New indicator
The number of town centre visits	37,500	Measured annually at the end of each year
Median workplace earnings in the borough		Measured annually at the end of each year
Number of working age people on out or work benefits	Better than the national average	Measured annually at the end of each year
Growth in business rate base	2% increase	Measured annually at the end of each year
% of businesses ceasing to trade	Better than the North West average	Measured annually at the end of each year
Number of employment sites being brought forwards	2	Measured annually at the end of each year
Increase in visitor numbers	Baseline	New indicator
% of the population satisfied with street cleanliness	65%	Measured through the resident satisfaction survey

% of the population feeling safe during the day	90%	Measured through the resident satisfaction survey
% of the population feeling safe during the night	70%	Measured through the resident satisfaction survey
% of the population satisfied with parks and open spaces	75%	Measured through the resident satisfaction survey
Number of affordable homes delivered	300 by 16/17	Measured annually at the end of each year
% of households living in fuel poverty	Better than the NW average	Measured annually at the end of each year
% of residents satisfied with the way the council runs things	65%	Measured through the resident satisfaction survey
% of residents who feel that the Council provides value for money	55%	Measured through the resident satisfaction survey
% of service request received online	Baseline	New indicator

**IMPLICATIONS OF REPORT**

23. 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**

24. None.

**COMMENTS OF THE MONITORING OFFICER**

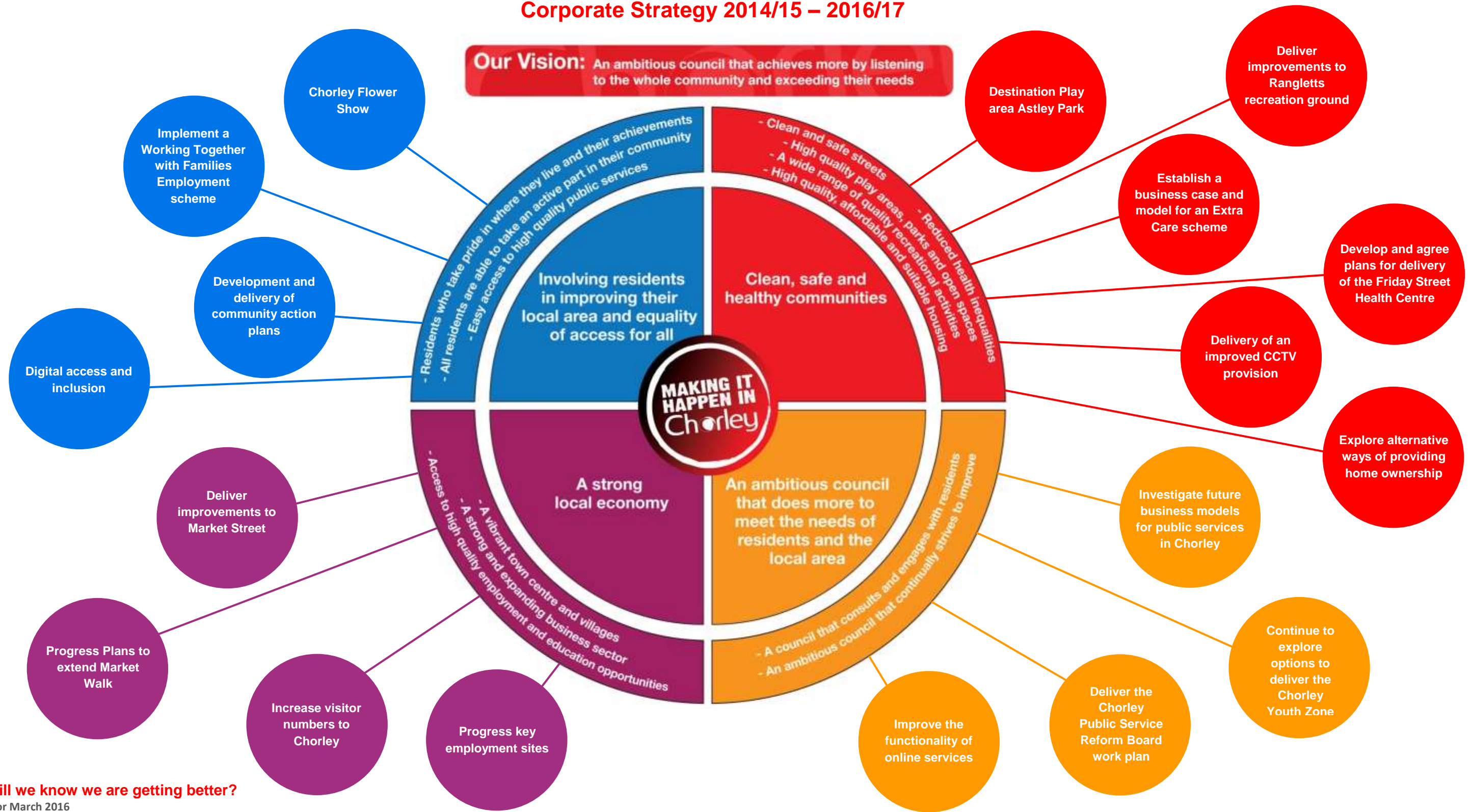
25. None.

GARY HALL  
CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Rebecca Huddleston	5779	09/10/15	Report to Chorley Liaison Committee

# Corporate Strategy 2014/15 – 2016/17



## How will we know we are getting better?

Targets for March 2016

- % of people satisfied with their neighbourhood as a place to live, Target: 85%
- % of people who regularly participate in volunteering, Target: 25%
- % of people who feel that they cannot influence decision making in their local area, Target: Less than 50%
- The number of SOA's in the worst 20%, Target: 8
- % of the population with NVQ level 3 and above, Target: 57%
- % increase in digital access points across the borough, Target: baseline

- The number of town centre visits, Target: 37,500
- Median workplace earnings in the borough, Target: Better than the North West average
- Overall employment rate, Target: 80%
- Number of projected jobs created through targeted interventions, Target: 100
- Number of projected jobs created through inward investment, Target: 50
- Number of working age people on out of work benefits, Target: Better than national average
- The % of 16-18 year olds not in education, employment or training, Target: 4.8%
- Growth in business rate base, Target: 2% increase
- % of businesses ceasing to trade, Target: Better than the North West Average
- Number of employment sites being brought forward, Target: 2
- % increase in visitor numbers, Target: baseline

- % of the population satisfied with street cleanliness, Target: 65%
- % of the population feeling safe during the day, Target: 90%
- % of the population feeling safe during the night, Target: 70%
- Number of visits to leisure centres, Target: 1,000,000
- Number of young people taking part in 'Get up and Go' activities, Target: 15,000
- % of the population satisfied with parks and open spaces, Target: 75%
- Number of affordable homes delivered, Target: 300 (by 2016/17)
- Number of homelessness preventions and reliefs, Target: 200 per annum
- Number of long term empty properties in the borough, Target: Reduce to 195

- % of households living in fuel poverty, Target: Better than North West average
- % of residents satisfied with the way the council runs things, Target: 65%
- % of residents who feel that the Council provides value for money, Target: 55%
- % of customers dissatisfied with the service they have received from the council, Target: Less than 20%
- % of service requests received online

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## Chorley Liaison agenda management timetable

Date of meeting	Deadline for items to be requested by Members	Agenda Publication Deadline
Wed, 20 January 2016	Fri, 18 December	Wed, 13 January 2016
Wed, 20 April 2016	Fri, 25 March	Wed, 13 April 2016

Please contact Ruth Rimmington on 01257 515118 or email [ruth.rimmington@chorley.gov.uk](mailto:ruth.rimmington@chorley.gov.uk) if you would like to request an item on the agenda.

### Future agenda items

Adoptions of Estates  
Play areas  
Superfast Lancashire  
Youth zone  
Public Service Reform Board  
Child Protection

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