

## **OVERVIEW AND SCRUTINY PERFORMANCE PANEL**

THURSDAY, 3RD DECEMBER 2015, 6.30 PM  
COMMITTEE ROOM 1, TOWN HALL

### AGENDA

#### **APOLOGIES**

1 **MINUTES**

(Pages 3 - 8)

To confirm the minutes of the Overview and Scrutiny Performance Panel meeting held on 24 September 2015 (enclosed)

2 **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.

3 **PERFORMANCE FOCUS: WELFARE REFORMS**

(Pages 9 - 16)

Report of the Chief Executive (enclosed)

Councillor Graham Dunn, Executive Member (Customer and Advice Services) will be in attendance at the meeting to answer questions of the Panel.

4 **CHORLEY COUNCIL PERFORMANCE MONITORING - SECOND QUARTER 2015/16**

(Pages 17 - 30)

Report of the Chief Executive (enclosed)

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

GARY HALL  
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Performance Panel Councillor John Walker (Chair), Councillor Hasina Khan (Vice-Chair) and Councillors Paul Clark, June Molyneaux, Alistair Morwood and Debra Platt.

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**MINUTES OF OVERVIEW AND SCRUTINY PERFORMANCE PANEL**

**MEETING DATE** Thursday, 24 September 2015

**MEMBERS PRESENT:** Councillor John Walker (Chair), Councillor Hasina Khan (Vice-Chair) and Councillors Paul Clark, June Molyneaux and Alistair Morwood

**OFFICERS:** Lesley-Ann Fenton (Director of Customer and Advice Services), Paul Whittingham (Development Control Manager), Victoria Willett (Performance and Partnerships Manager), Jason Mills (Policy and Communications) and Dianne Scambler (Democratic and Member Services Officer)

**APOLOGIES:** Councillor Debra Platt

**OTHER MEMBERS:** Councillor Paul Walmsley (Executive Member (Public Protection))

**15.OSP.5 Declarations of Any Interests**

There were no declarations of any interests.

**15.OSP.6 Minutes**

**RESOLVED – That the minutes of the Overview and Scrutiny Performance Panel meeting held on 24 April 2015 be confirmed as a correct record for signing by the Chair.**

**15.OSP.7 Performance Focus - Planning Context**

The Chair welcomed Councillor Paul Walmsley, Executive Member for Public Protection and Paul Whittingham, Development Control Team Leader the meeting who were attending to answer questions on the scrutiny performance focus topic that had been identified for further discussion by the Chair and Vice Chair of the Overview and Scrutiny Committee.

The Committee received a report on planning performance and an overview of the different types of planning applications that the Council processed. 'major' planning applications are developments of over 10 units or floor space of over 1,000 square metres, 'minor' applications are categorised as developments of 10 units or less and which have a maximum combined gross floor space of no more than 1,000 square metres and 'other' applications cover, householder developments, change of use and certificates of lawfulness. It was also brought to member's attention that the

majority of the Development Control Teams workload is made up from the latter two categories and that the timescales for their completion are more stringent than for those of the major applications.

It was also highlighted that the Council's Constitution was a major factor in the amount of applications that had to be determined at the Development Control Committee with members having to determine all applications for housing developments of three houses or above instead of under delegated powers in line with other authorities. This was something that had been constitutionally changed a few years ago, in response to a large number of applications being submitted for smaller housing developments on garden land across the borough.

There was however a view by officers which was supported by the Panel and the Executive Member that the scheme of delegation was an area that could be reviewed and possibly tweaked to help ease the large volume of applications needing to be considered at Development Control Committee. Any reduction in the amount of applications to be determined by Committee would also help to save the Council money and increase efficiencies.

Planning performance at the end of 2014/15 was above target for 'major' applications and off track but within threshold for 'minor' and 'other'. At the end of quarter one, 2015/16, performance for 'major' applications remained excellent, however 'minor' applications are now off track and 'other' applications significantly off track.

Comparative statistical information was also provided of the authority's performance in relation to its nearest neighbours group, based on performance in the first quarter, although with not having information on the number of applications these authorities were processing, it was accepted that this information was difficult to quantify.

As the performance for 'minor' and 'other' applications was more than 5% off target at the end of the first quarter, an action plan had been prepared setting out all the issues and action to be taken to improve performance.

It was explained that recent new advice issued by the Government within the National Planning Practice Guidance (NPPG) on Section 106 had meant that the delegation of officers to determine applications of one or two dwellings had been removed and had to be referred to Committee before the Section 106 process could be started. Although, this had since changed, it had had a massive impact on the length of time taken to process these types of applications.

There had also been performance issues with regard to the external supplier of the householder planning application service which had been intended to relieve the pressure due to a vacancy within the planning team. This has since been resolved by a change of personnel and the team are starting to see improvements in performance targets.

Whilst the Executive acknowledged the reduction in the performance statistics, they were more concerned about quality rather than quantity and had set the team a mandate that was more around the resident's experience of the service and that despite performance being off track, customer satisfaction with the planning service remains high.

The report also gave an overview of the difficulties the planning team were experiencing in producing accurate performance data for the service. Monthly data had not been input on to the council's performance management system since April 2015 due to capacity issues, making it difficult for the policy team to effectively monitor and identify service delivery issues early. However the 1<sup>st</sup> quarter figures had been produced and submitted to Government as required.

It was explained that the authority's current IDOX reporting system that was used by many services across the Council was no longer fit for purpose for readily calculating planning performance due to a recent change in legislation by central government on what should be taken into account of when calculating performance. Negotiations were currently underway to upgrade the system and it was hoped that this would be rectified by the beginning of April 2016, if not sooner. In the meantime, the Development Control Team Leader was spending 2 days each quarter manually inputting the figures and was confident that the data now being produce was accurate. Confirmation was also given that the Director was seeking to address the capacity issues to ensure performance could be calculated and entered into the performance management system on a monthly basis.

The Chair thanked Councillor Paul Walmsley, Executive Member (Public Protection) and Paul Whittingham for attending the meeting.

#### **RESOLVED**

- 1. That the report be noted.**
- 2. That the Executive Member (Public Protection) agreed to a review of the current delegated powers arrangements with a view to reducing the amount of applications to be determined by the Development Control Committee.**

Councillor Hasina Khan (Vice Chair) left the meeting.

#### **15.OSP.8 Monitoring of the Organisational Plan 2015/16**

The Committee received a report of the Chief Executive that reported progress on the delivery of the Organisational Plan 2015/16 and the performance of corporate and local indicators.

The Plan contained all priority improvement activity being undertaken by the organisation in 2015/16 and included information on:

- corporate strategy projects
- business improvement projects
- budget growth items
- neighbourhood priority projects

Overall progress was good with 86.5% of the Council's corporate priority projects set out in the Corporate Strategy rated green or complete and with 72.2% of the 72 indicators measured achieving or exceeding their target, with a further 11.1% performing within the 5% threshold.

All projects are recorded in the MyProjects system along with detailed milestones and tasks so that progress can be monitored and managed throughout the year.

Only four projects were rated Amber and an explanation as to why along with the action being taken to address any issues was provided.

Progress of the neighbourhood priorities is monitored regularly and reported at the neighbourhood are meetings, 50% of the projects were rated green with a further 20.8% having already been completed. Some projects, 16.6% not yet started were due to seasonal delivery targets.

The Panel asked a number of questions in relation to the following:

**Chorley Flower Show:**

Assurances were given the show had been delivered within budget. However, this year had mainly been around establishing the show as a main contender in its field and feedback received to date was extremely positive that this would be achieved. In deed preliminary talks had already taken place and a date identified for next year.

**Destination Play Area, Astley Park:**

It was reported that use of the facility remained high and that antisocial behaviour incidents had reduced considerably. A recent resident satisfaction survey had shown that satisfaction with the borough's play and open spaces had increased dramatically.

**Extra Care Scheme, Fleet Street Project:**

The Chief Executive and Director of Customer and Advice Services had recently met with Lancashire County Council to discuss the Council's business case and justification for asking the County Council to contribute £1,85m to the project and were given reassurance that this was being looked at. A HCA bid of £2,868,750 to contribute to the capital costs of the construction of the scheme has been submitted. The Council has received feedback informally from the HCA that the proposal was the best schemes in the North West and had been referred to the evaluation Panel in London. An announcement on whether the Council's bid as been successful or not is expected sometime in October. Once the funding is secured, the development will need to go before Council for approval to progress and subsequently the scheme proposals to be approved Planning Committee.

**School Place Projections:**

Initial meetings have been held with LCC education to enable an understanding of the processes used by the County Council. Where CIL contributions have been obtained in some areas, part of the funds available is to increase school capacity and to facilitate this, the Council needs to understand the county's school expansion plans.

**Bengal Street Depot Site:**

As the decision to lease part of the site out to Recycling Lives was not now taking place, the Chair asked about the possibility of the whole of the site being used as car parking as part of the proposals for the extension of the Market Walk shopping development.

**Friday Street Health Centre:**

Financing of the development is extremely complex but all partners are still very committed to the project. By keeping the project on the Council's corporate plan it ensures that the delivery of the centre is kept high up on everyone's agenda.

**Sickness absence:**

Although this performance indicator was performing off target, it was noted that the target value was extremely low at an average of 2 days per employee FTE lost through sickness absence. It was explained that good performance was always challenged and attempts made to drive it down further. The target also showed that the wide range of health initiatives that the Council invested in was working in retaining such high standards.

**RESOLVED – That the report be noted.**

Chair

Date

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Report of	Meeting	Date
Chief Executive	Overview and Scrutiny Performance Panel	3 <sup>rd</sup> December 2015

## PERFORMANCE FOCUS: WELFARE REFORMS

### PURPOSE OF REPORT

- To provide contextual information and initial questions for focus to the Overview and Scrutiny performance panel in respect of activity to mitigate the impact of Welfare Reform changes.

### RECOMMENDATION(S)

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

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

- In its terms of reference, the overview and scrutiny performance panel agreed that at each meeting, as well as considering performance reports, the panel have the opportunity to focus in on any specific area of service delivery. For the December meeting the panel selected performance in relation to Welfare Reforms.
- This report provides contextual information and suggests some initial questions to initiate discussions. This will enable the panel and relevant officers and Members to prepare in advance of the meeting.

### PERFORMANCE CONTEXT

Welfare Reform Action Plan

6. The Welfare Reform agenda aims to reform the welfare and pensions system to ensure that it pays to work while protecting the most vulnerable members of society. Reforms to date include:
  - Housing Benefit Spare Room subsidy reduction
  - Replacement of Council Tax benefit with local schemes
  - Introduction of the benefit cap to limit the amount that an individual can receive
  - Personal Independence payments to replace Disability Living Allowance
  - Roll out of Universal Credit as a single means tested benefit
7. The Welfare Reform action plan was established in November 2013 as the Council's main approach to managing activity locally and mitigating any potentially negative impact for residents. The action plan is delivered through the Welfare Reform Partnership which includes representatives from local Registered Providers, DWP and local employers.
8. The action plan identified four areas for focus:
  - Creating and Sustaining Affordable Homes;
  - Tackling Worklessness and Removing Barriers to Employment;
  - Promoting Social and Financial inclusion; and
  - Promoting Digital Inclusion.
9. The plan includes a range of activity to identify and target key groups, raise awareness of changes and implement a partnership approach to interventions. The detailed action plan is provided as an appendix to this report and shows all key actions as complete at the end of quarter 4 2014/15.

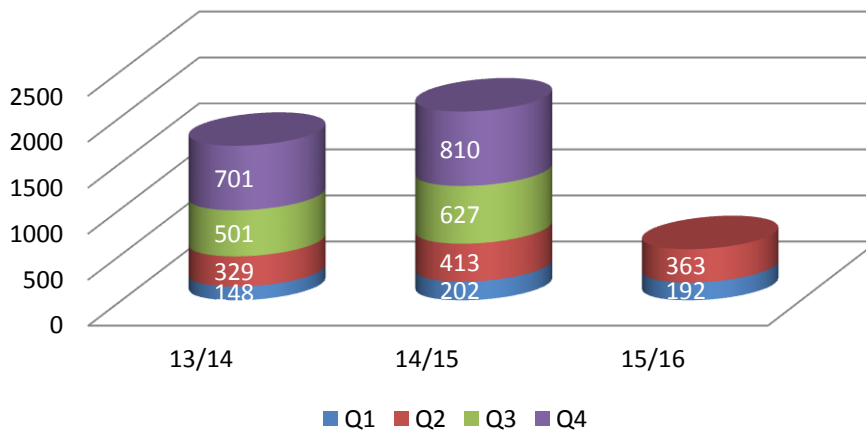
#### DWP delivery partnership agreement

10. One of the main elements of the Welfare Reform Act 2012 is the introduction of Universal Credit. Universal Credit is a new benefit for people of working age that is being introduced in stages between 2013 and 2017 across the UK. Universal Credit will replace housing benefit, income support, employment and support allowance, job seekers allowance and some tax credits. A single Universal Credit payment will be made to a household rather than an individual and it will be paid monthly in arrears. Claims for Universal Credit will be made on line and will be assessed by the DWP.
11. The roll-out of Universal Credit to the job centres in the North West commenced at the end of June 2014 and work to roll-out Universal Credit in Chorley's job centre commenced on 24th November 2014.
12. In response, the Council have established a Delivery Partnership Agreement (DPA) with the DWP to ensure that claimants of Universal Credit can readily obtain the support they need to access universal credit services. As part of the DPA, Chorley Council will provide a number of services for which they will be reimbursed by the DWP including: assisting DWP staff with complex housing issues; processing Council Tax Support claims; facilitating and promoting digital access; and providing additional budgeting support for individuals.

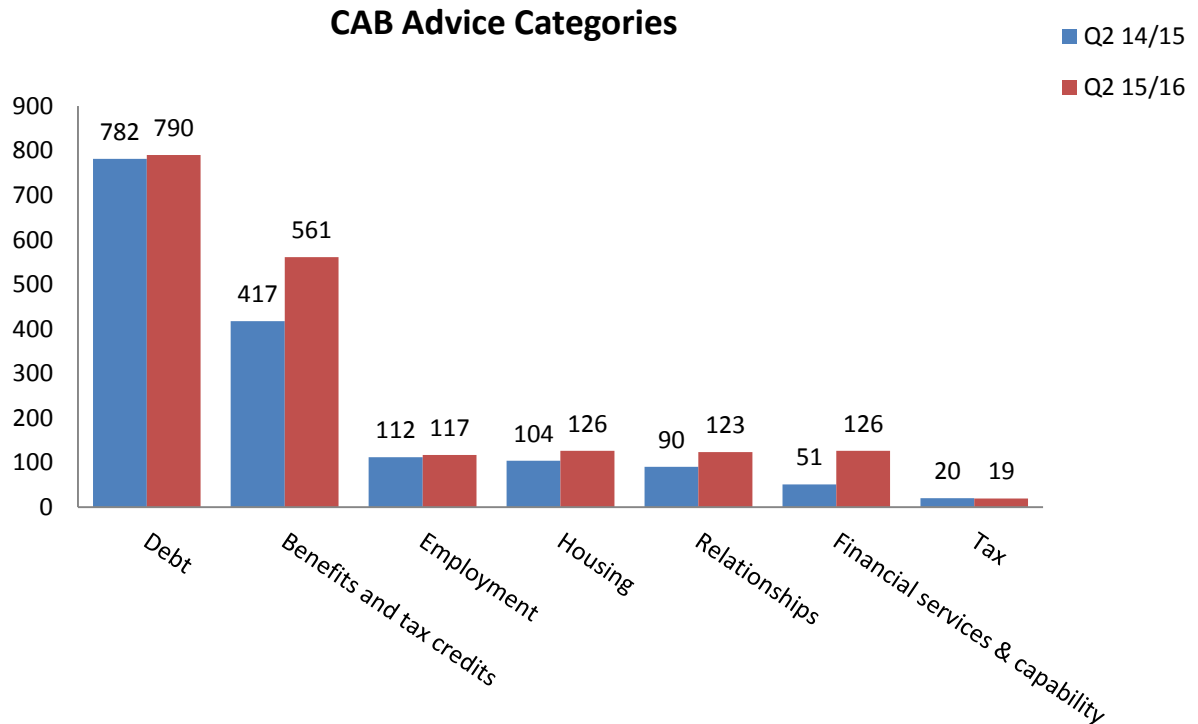
#### Performance Indicators

- 13. A number of corporate and local measures provide an indication of the impact of welfare reform activity with performance suggesting positive outcomes.
- 14. One of the key risks of reduced financial assistance for individuals and families is failure to meet rent or mortgage commitments resulting in homelessness. The chart below shows that the level of homelessness preventions and reliefs remains fairly consistent with a small increase in 2014/15 of 14.2% returning to lower levels at the start of 2015/16.

**Homeslessness Preventions and Reliefs - Annual totals**



- 15. The demand for advice services has increased since the introduction of Welfare Reform changes, particularly in relation to a number of specific categories captured by the CAB. Performance at quarter 2 shows an increase of 34.5% for advice on benefits and tax credits and a 147% increase in requests for support with financial services and capability in comparison to the same time last year.



**QUESTIONS:**

1. The report provides a summary of the Welfare Reform changes and related local activity.
  - What were the key objectives for Chorley with regard to welfare reforms and have they been met?
  - What do you consider to be the biggest challenges presented by welfare reforms for the organisations involved and how have these been addressed?
  
2. The Council’s welfare reform action plan was successfully completed at the end of 2014/15.
  - What has the welfare reform partnership delivered so far in 2015/16 since the completion of the actions in the original plan?
  
3. A number of performance measures are identified in the report.
  - Are any other performance indicators in place to measure the impact of Welfare Reform changes and success of local interventions?
  
4. What are the future planned Welfare Reform changes and what will be the Council’s approach to managing these changes?

**IMPLICATIONS OF REPORT**

16. 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**

17. No comments

**COMMENTS OF THE MONITORING OFFICER**

18. No comments

GARY HALL  
CHIEF EXECUTIVE

There are no background papers to this report.

<b>Report Author</b>	<b>Ext</b>	<b>Date</b>	<b>Doc ID</b>
Victoria Willett	5248	17/11/2015	Welfare Reform Context

**Welfare Reforms Operational Action Plan - December 13 to April 15**

<p><b>Creating and sustaining affordable homes in Chorley</b></p>	<p>Local Support Framework and Universal Credit (UC) – Meet with neighbouring pilot authorities, Wigan and Tameside, to understand changes in working practises and the use of third sector organisations.</p>	<p>June 2014 Completed</p>
	<p>Welfare Reform Officer recruited and court desk advocacy in place including marketing of the service.</p>	<p>March 2014 Completed</p>
	<p>Under-occupancy tenants non engagement - Information request from registered providers. Work undertaken in conjunction with providers to reach tenants who are in arrears.</p>	<p>February 2014 Completed</p>
<p><b>Tackling worklessness and removing barriers to promote employment and training</b></p>	<p>Identify potential applicants for the Chorley Work programme and monitor success of the subsidy potential for employers.</p>	<p>September 2014 Completed</p>
	<p>Implement referral system for Employability Officer and promote the service with partners and throughout the borough.</p>	<p>February 2014 Completed</p>
	<p>Individual action plans delivered for each applicant referred.</p>	<p>January 2015 Completed</p>
	<p>Maintain monthly contact with DWP to discuss any changes and monitor the success of the project.</p>	<p>January 2015 Completed</p>

<p style="text-align: center;"><b>Promote Social and Financial Inclusion</b></p>	<p>Conduct advice day for all practitioners - voluntary and statutory within the Chorley Borough. To map all existing services, identifying specialist services, cross over and duplication.</p>	<p>September 2014 Completed</p>
	<p>Advise and promote awareness of any changes in UC implementation. Work with all front line practitioners to prepare for UC– implementing a triage process to sign post to relevant supporting agencies – avoiding customer exclusion.</p>	<p>Autumn 2014 Completed</p>
	<p>Increase awareness of the major changes delivered by front line practitioners internally and externally. Concentrating on empowering residents to be self-reliant and seek advice and support to prevent crisis.</p>	<p>January 2015 Completed</p>
	<p>Welfare Reform Local impacts – overview of good practise locally and nationally: Identify what we do well as a borough, what we can learn from others.</p>	<p>January 2015 Completed</p>
	<p>Work with the Living Waters food bank to understand presenting issues of households in financial difficulty and experiencing crisis to understand the overriding issues of households seeking food parcels.</p>	<p>March 2014 Completed</p>
<p style="text-align: center;"><b>Promote Digital Inclusion</b></p>	<p>Produce Digital Inclusion paper to supplement the Council Digital Strategy - detailing the enablement of individuals and disadvantaged groups to have access and the skills to use, Information and Communication Technologies (ICT) and are therefore able to participate and benefit from the Council's drive to digitally enhanced services.</p>	<p>July 2014 Completed</p>
	<p>Work with Citizen Advice Bureau to identify digital champions in the voluntary sector.</p>	<p>April 2014 Completed</p>
	<p>Work with the voluntary sector including Help the Homeless to gather intelligence to understand presenting issues, for example, no IT access or unable to use IT base systems, helping to inform future services.</p>	<p>September 2014 Completed</p>







Report of	Meeting	Date
Chief Executive (Introduced by the Executive Member for Resources)	Executive Cabinet	19 November 2015

## **CHORLEY COUNCIL PERFORMANCE MONITORING – SECOND QUARTER 2015/2016**

### **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 2015/16, 1 July to 30 September 2015.

### **RECOMMENDATION(S)**

2. That the report be noted.

### **EXECUTIVE SUMMARY OF REPORT**

3. This report sets out performance against the Corporate Strategy, and key service delivery measures for the second quarter of 2015/16, 1 July to 30 September 2015. In addition this quarter the report also provides a summary of the results of the 2015 Residents Survey and the Indices of Multiple Deprivation (IOMD) 2015.
4. Performance of the Corporate Strategy is assessed against the delivery of key projects and corporate performance measures in the 2014/15 – 2016/17 Corporate Strategy. In addition a basket of key service delivery measures are also reported on each quarter.
5. Overall performance of 2014/15 key projects is good, with **89%** of the projects on track or complete. Two projects have been rated amber; 'develop and agree plans for delivery of the Friday Street Health Centre', and 'deliver improvements to Market Street'. These rating are due to issues relating to funding and scope, but in each case actions to address these issues have been identified and are being progressed.
6. Overall performance on the Corporate Strategy indicators and key service delivery measures is excellent. 95% of the Corporate Strategy indicators and 90% of the key service measures are performing above target or within the 5% tolerance
7. The Corporate Strategy measure performing below target is a residents survey indicator; the percentage of people who regularly participate in volunteering. An action plan has been developed and is included within the report to outline what action will be taken to improve performance.
8. The key service delivery measure performing below target is: the average working days per employee per year lost through sickness absence. Again, an action plan is included within the report which outlines what actions are being taken to improve performance.
9. Overall performance of the indicators in the resident's survey 2015 is excellent with 89% of the indicators performing above target or within the 5% tolerance. Similarly the IOMD results are also positive and show Chorley to be less deprived with only 8 areas now in the bottom 20%, compared with 10 in 2010.

<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)**

- 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	✓	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 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 includes 18 key projects, aimed at building upon and strengthening successful activity in 2013/14.
- 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. In total 1,299 responses were received, which is similar to the number of responses received in 2013 (1,234) and these have been weighted to make the results representative of the population.
- The index of multiple deprivation is an overall relative measure of deprivation constructed by combining seven domains of deprivation which are based on baskets of indicators. The report contains a summary of the latest information which was published at the end of September 2015.

**PERFORMANCE OF KEY PROJECTS – 2014/15 CORPORATE STRATEGY**

- Following the refresh of the Corporate Strategy in November, 18 key projects have been identified for delivery in 2014/15 – 2016/17. At the end of the second quarter overall

performance of key projects is good. 16 of the 18 projects (89%) are either complete or on track.

19. At the end of the second quarter, 12 projects (67%) were rated green, meaning that they are progressing according to timescale and plan:

- Implement a working together with families employment scheme
- Deliver the Chorley Public Service Reform Board work plan
- Investigate future business models for public services in Chorley
- Increase visitor numbers to Chorley
- Digital access and inclusion
- Explore alternative ways of providing home ownership
- Improve the functionality of online services
- Development and delivery of community action plans
- Delivery of an improved CCTV provision
- Deliver improvements to Rangleys recreation ground
- Continue to explore options to deliver the Chorley Youth Zone
- Progress key employment sites

20. Two project (11%) have been completed during the last quarter, and the key outcomes are detailed below:

#### **Chorley Flower Show**

The first Chorley Flower Show took place in Astley Park on the 1<sup>st</sup> and 2<sup>nd</sup> August 2015 and received a large amount of positive feedback and visitors from across the region and beyond. The event attracted 16 high quality professional exhibitors and over 10,000 visitors during the weekend, despite prolonged periods of heavy rain on the Saturday.

The objectives were to create and deliver a flower show that has the potential to become an annual event, rivalling other well-known flower shows and drawing in people from across the region and beyond, increasing visitor numbers to Chorley and increasing trade in the town and surrounding areas. The outcomes in relation to these were:

- It has established as an annual event with plans to host it every year and work has already started on planning next year's flower show.
- Feedback from visitors and traders is that it is already on a par with some of the established major flower shows such as Southport Flower Show
- Since the show Astley Hall has reported a significant increase in visitor numbers – this is also partly down to the new brown motorway signs that were installed ahead of the event. Some weekends are now seeing a 100 per cent increase in visitors – this will be monitored in future weeks to see how this trend continues

#### **Progress plans to extend Market Walk**

The scope of the project was to achieve planning permission and council approval for a scheme to extend the Market Walk shopping mall. This was achieved at Full Council and Development Control Committee in September.

The report to Full Council set out the financial case for the scheme as well the proposed plan which included consideration of town centre car parking, the relocation of shop mobility, the impact on the Flat Iron market, an update on the progress that has been made to let the new units and proposals for the procurement of a main contractor to deliver the works.

The approved scheme is for the development of a 7 unit retail and leisure extension to Market Walk, and will proceed subject to a number of caveats such as achieving pre-let agreements for 75% or more of the new units.

21. Two projects (11%) are currently rated as ‘amber’, which is early warning that there may be a problem with the project:

<b>Project Title</b>		<b>Project Status</b>
<b>Develop and agree plans for delivery of the Friday Street Health Centre</b>		<b>Amber</b>
<b>Explanation</b>	<p>At the Project Board meeting held in June it was agreed that the project should continue to progress following key decisions made, however there continues to be a lack of clarity on the finances available for this project.</p> <p>Capital costs around the business case need to be covered to enable the scheme to progress, and although this has been supported by NHS England Region Team, the monies for the PCIF are being reviewed, and all level 3 schemes, of which Chorley East Health Centre is one, are subject to this review.</p> <p>A decision is expected in October on the best way forward to progress the level 3 schemes.</p>	
<b>Action Required</b>	<p>Board members from Lancashire Care Foundation Trust (Property Services) have been progressing the draft deal structure, and working with NHS England to establish the funding process relating to the Primary Care Infrastructure Fund (PCIF).</p> <p>Once how funds are accessed has been clarified, the PID (project initiation document) will be revised and submitted to the NHS England Capital Oversight Group to consider costs, lease arrangements and ownership of the building. This group give the relevant recommendation for the project to go ahead.</p> <p>A decision is expected from NHS England mid-October.</p> <p>Project Team Meetings and Project Board meetings have been put in place to ensure regular discussion and confirmation of actions taken is established. The Project Team have met in August and September, and the Board has been updated with progress</p> <p>The next Project Team meeting and Project Board meeting are scheduled to take place in November.</p>	

<b>Project Title</b>		<b>Project Status</b>
<b>Deliver improvements to Market Street</b>		<b>Amber</b>

<p><b>Explanation</b></p>	<p>The scope of this project is the design and creation of plans for improvements to the public realm at the northern end of Market Street and the delivery of these plans; essentially continuing the scheme that has now been implemented at the Southern end of Market Street. However due to a number of strategic sites within the town centre currently being developed, consideration is now being given to delivering improvements across a wider area to ensure best use of available resources; as such the scope of this project is now under review.</p>
<p><b>Action Required</b></p>	<p>The scope of this project is under review, and it is likely that the works to deliver improvements to Market Street will be incorporated into a new wider project which is being considered as part of the Corporate Strategy refresh and budget planning process.</p>

**PERFORMANCE OF CORPORATE STRATEGY MEASURES**

22. At the end of the second quarter, it is possible to report on 20 of the key performance indicators within the Corporate Strategy. 18 indicators (90%) were performing on or better than target. The full outturn information for the performance indicators is included at Appendix A.
  
23. The following indicators are performing better than target:
  - % people satisfied with their neighbourhood as a place to live
  - % of people who feel they cannot influence decision making in their local area
  - The number of SOA's in the worst 20%
  - Number of projected jobs created through targeted interventions
  - Number of projected jobs created through inward investment
  - The % of 16-18 year olds who are not in education, employment or training (NEET)
  - Satisfaction with street cleanliness
  - % of the population feeling safe during the day
  - % of the population feeling safe at night
  - The number of visits to Council's leisure centres
  - Number of young people taking part in 'Get Up and Go' activities
  - % of the population satisfied with parks and open spaces
  - Number of affordable homes delivered
  - Number of Homelessness Preventions and Reliefs
  - Number of long term empty properties in the borough
  - % residents satisfied with the way the council runs things
  - % residents who feel that Chorley Council provide value for money
  - % of customers dissatisfied with the service they have received from the council
  
24. One indicator (5%) is performing slightly below target, but is within the 5% tolerance threshold:
  - Overall employment rate

25. One indicator (5%) performed below target; the percentage of people who regularly participate in volunteering, and the number of projected jobs created through inward investment.
26. The table below gives the reasons why performance is currently below target, 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:

Performance Indicator		Target	Performance
<b>The percentage of people who regularly participate in volunteering</b>		25%	21%
<b>Reason below target</b>	<p>This indicator measures the proportion of the adult population who say that over the last 12 months they have given unpaid help once a month or more to any groups, clubs or organisations.</p> <p>14% of residents said that they have given unpaid help to groups, clubs or organisations at least once a week, with 7% saying they have given unpaid help less than once a week but at least once a month.</p>		
<b>Action required</b>	<p>These findings do not match with what we know about the success of the time credits scheme within Chorley. The 2015 evaluation report regarding Time Credits suggests that between August 2012- December 2014, 21,000 hours had been given by 1081 people through a network of 103 local groups and that 72% of Chorley Time Credits volunteers give their time at least once a week.</p> <p>The discrepancies may be due to the way the question was phrased in the survey: "Overall, about how often over the last 12 months have you given unpaid help to any group(s), club(s), or organisation(s)?"</p>		
<b>Trend:</b>	<p>In the 2013 survey performance was 24%, this suggests a 12.5% decrease in performance.</p>		

**PERFORMANCE OF KEY SERVICE DELIVERY MEASURES**

27. There are some important indicators that are not included within the Corporate Strategy, but are measured locally as indicators of service performance. There are ten indicators that can be reported at the end of the third quarter. The full outturn information for this is included at Appendix B: Key Service Delivery Measures.
28. Nine (90%) of the Key Service delivery measures are performing better than target:
- Time take to process all new claims and change events for Housing Benefit and Council Tax Benefit
  - Processing of planning applications as measured against targets for 'major' application types
  - Processing of planning applications as measured against targets for 'minor' application types
  - Processing of planning applications as measured against targets for 'other' application types
  - Number of households living in Temporary Accommodation (NI 156)
  - Number of missed collections per 100,000 collections of household waste
  - Supplier Payment within 30 days
  - Vacant town centre floor space
  - Percentage of Council Tax collected

29. There is only one indicator (10%) that is performing below target; the average working days per employee per year lost through sickness absence. The table below gives the reasons for this worse than anticipated performance, and the steps that are being taken to improve performance:

Performance Indicator		Target	Performance
<b>Average working days per employee per year lost through sickness absence</b>		3 days	4.3 days
<b>Reason below target</b>	There has been a high level of sickness absence during the first and second quarter of 2015/16. This equates to a total of 119 occasions of short term absence and 14 long term, (132 individual cases). The highest number of occasions of short term sickness absence were in June (35) and September (29), and further analysis shows that the majority of days lost were due to cold/flu viruses, and stomach illness.		
<b>Action required</b>	Quarter two has seen an improvement in short term sickness compared with quarter one, however overall sickness performance is being affected by long term absence. This continues to be closely monitored with employees supported using proactive welfares, counselling and occupational health where appropriate. HR are also ensuring that all managers are undertaking as necessary absence meetings and return to work interviews.		
<b>Trend:</b>	Performance at the end of quarter two 2014/15 was 2.88 days		

**RESIDENT SURVEY 2015**

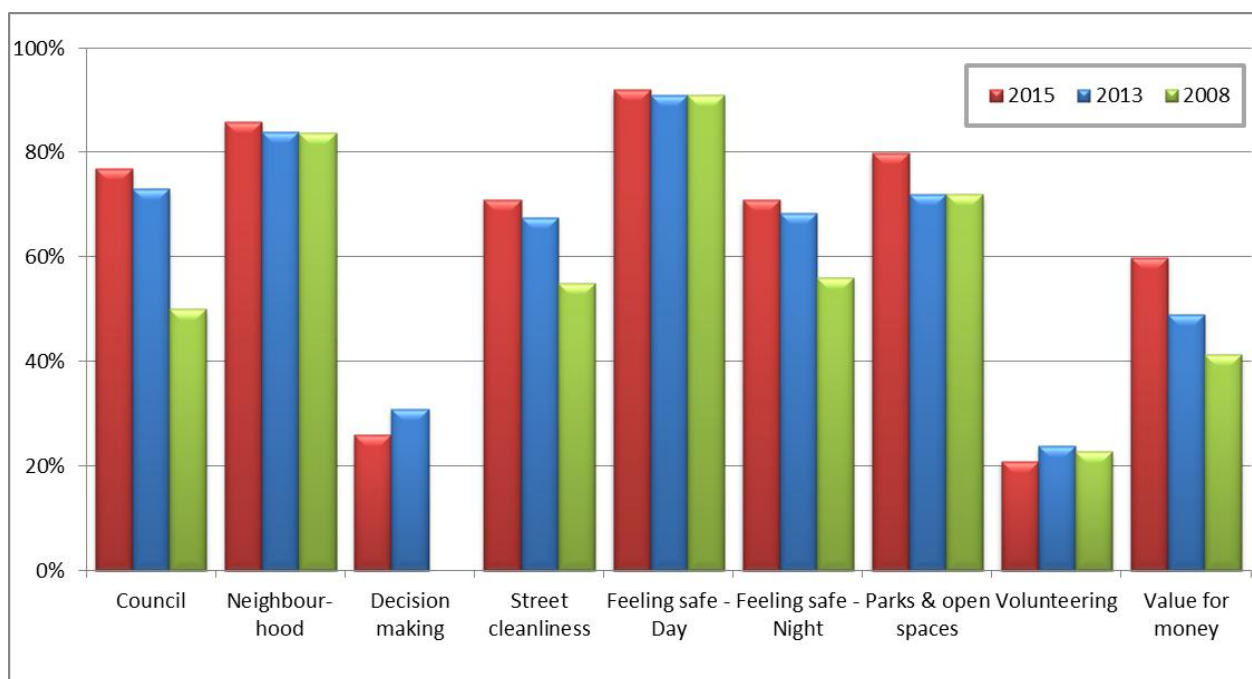
30. A resident survey was undertaken in August 2015 to gather the views of residents about; satisfaction with the council; how they contact the council, views of public services (to support unitary council work) and preferences when planning a day out (to inform the tourism campaign). The survey comprised of a postal survey sent to around 3,000 households and online survey to a database of approx. 12,000 email addresses. A total of 1,299 responses were received and these have been weighted to make the results representative of the borough population.
31. A comparison has been made with the results of the last resident survey, undertaken in June 2013, as the same questions were asked on both surveys to ensure a valid evaluation.
32. One element of the questionnaire asked residents for their views of the local area, the council and the services that it provides. Many of these questions form the basis of key measures in the corporate strategy.
33. The table below shows the results for these indicators.

Indicator Name	Polarity	Target	Outturn	Symbol	2013 results	Trend
% people satisfied with their neighbourhood as a place to live	Bigger is better	85%	86%	★	83.9%	↑
% of people who feel they cannot influence decision making in their local area	Smaller is better	50%	26%	★	31%	↑
Satisfaction with street cleanliness	Bigger is better	65%	71%	★	67.5%	↑

% of the population feeling safe during the day	Bigger is better	90%	92%	★	91.1%	↑
% of the population feeling safe at night	Bigger is better	70%	71%	★	68.5%	↑
% of the population satisfied with parks and open spaces	Bigger is better	75%	80%	★	72%	↑
% of people who regularly participate in volunteering	Bigger is better	25%	21%	▲	24%	↓
% residents satisfied with the way the council runs things	Bigger is better	65%	77%	★	73.2%	↑
% residents who feel that Chorley Council provide value for money	Bigger is better	55%	60%	★	49%	↑

34. Eight (89%) of the nine indicators performed above target or within the 5% tolerance and also show an improvement in performance when compared to 2013.
35. One indicator (11%) performed below target; the percentage of people who regularly participate in volunteering, and the reasons why performance is currently below target, and the steps that are being taken to improve performance has been provided further in this report.
36. A further comparison has been made to previous surveys undertaken, where possible over the last 5 years. This information is from the Residents survey as well as the Place survey (2009).
37. The graph below shows the percentage outturn for the following indicators;
  - Residents satisfied with the way the council runs things
  - People satisfied with their neighbourhood as a place to live
  - People who feel they cannot influence decision making in their local area
  - Satisfaction with street cleanliness
  - Population feeling safe during the day
  - Population feeling safe at night
  - Population satisfied with parks and open spaces
  - People who regularly participate in volunteering
  - Residents who feel that Chorley Council provide value for money





- 38. In the 2008 survey information was not collected about the people who feel they cannot influence decision making in their local area.
- 39. This analysis shows improving satisfaction in all areas except volunteering, with the most noticeable jumps in improvement around satisfaction with parks and open spaces and value for money.

**INDICES OF MULTIPLE DEPRIVATION**

- 40. The corporate strategy indicator which measures the number of SOA's in the worst 20% has been included in quarter two, following the release of the 2015 English Indices of Deprivation on 30th September 2015 by the Department for Communities and Local Government (DCLG). The figures were published down to the lower layer super output area level.
- 41. The Index of Multiple Deprivation (IMD) is an overall relative measure of deprivation constructed by combining seven domains of deprivation.
- 42. LSOAs (Lower-layer Super Output Areas) are small areas designed to be of a similar population size, with an average of approximately 1,500 residents or 650 households. There are 32,844 Lower-layer Super Output Areas (LSOAs) in England. They were produced by the Office for National Statistics for the reporting of small area statistics.
- 43. Chorley now has eight LSOA's in the bottom 20% for multiple deprivation, with only four of these in the bottom 10%, compared with ten and six respectively in 2010.
- 44. This table provides more information on those LSOA's that fall in the bottom 20%:

Ward	Super output area	2015		2010		Trend
		Rank <sup>1</sup>	Decile <sup>2</sup>	Rank <sup>1</sup>	Decile <sup>2</sup>	
Clayton-le-Woods North	Clayton Brook North East	2,280	1	2592	1	↓

<b>Chorley East</b>	Area Between Stump Lane & Lyons Lane, Chorley	<b>2,991</b>	<b>1</b>	2562	1	<b>↑</b>
<b>Chorley South West</b>	Moor Road North/Eaves Green Road Area, Chorley	<b>3,006</b>	<b>1</b>	2603	1	<b>↑</b>
<b>Chorley South East</b>	Chorley Town Centre East	<b>3,128</b>	<b>1</b>	2438	1	<b>↑</b>
<b>Chorley South East</b>	East of Pall Mall/West of Pilling Lane Area, Chorley	<b>3,568</b>	<b>2</b>	3024	1	<b>↑</b>
<b>Chorley North East</b>	Botany Bay/Coltsfoot Drive Area, Chorley	<b>4,439</b>	<b>2</b>	3238	1	<b>↑</b>
<b>Clayton-le-Woods North</b>	Clayton Brook North West	<b>4,560</b>	<b>2</b>	3742	2	<b>↑</b>
<b>Chorley East</b>	Cowling/ Eaves Lane South/ Healey Nab Area, Chorley	<b>6,426</b>	<b>2</b>	4915	2	<b>↑</b>

<sup>1</sup> where 1 is most deprived

<sup>2</sup> where 1 is most deprived 10% of LSOAs

- 45. There has also been some changes to which of the seven domains of deprivation are contributing towards areas in Chorley become more or less deprived. Health appears to be much less of a contributing factor than in 2010, whereas crime is now more of a contributing factor.
- 46. In 2015, there are now 9 areas in the bottom 20% for crime, including 5 in the bottom 10%; 2 of which are in the bottom 5%. In 2010 there were only 2 areas in the bottom 20% with only one of these just falling into the bottom 10%.
- 47. 2015 has also seen an improvement in employment deprivation, education, skills and training deprivation, and barriers to housing and services. There is however a slight decline in income deprivation, and living environment deprivation.
- 48. Chorley's overall rank of district councils is 175 which is an improvement on the 2010 rank of 156 by 19 places, this has placed Chorley as the ninth (out of 12) most deprived district in Lancashire, compared with eighth in 2010.
- 49. Further detailed analysis of the IMOD and satisfaction results are being carried out and will feed into the development of the community action plans, neighbourhood priorities, corporate strategy refresh and organisational plan.

**IMPLICATIONS OF REPORT**

50. 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.

<b>Report Author</b>	<b>Ext</b>	<b>Date</b>	<b>Doc ID</b>
Louise Wingfield	5061	29 October 2015	Second Quarter Performance Report 2015/16

**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	Performance Quarter 1	Symbol	Trend*	% Change (year on year)
% people satisfied with their neighbourhood as a place to live	Bigger is better	85%	86%	★	↑ <sup>#</sup>	+2.5%
% of people who regularly participate in volunteering	Bigger is better	25%	21%	▲	↓ <sup>#</sup>	-12.5%
% of people who feel they cannot influence decision making in their local area	Smaller is better	50%	26%	★	↑ <sup>#</sup>	-16.1%
The number of SOA's in the worst 20%	Smaller is better	8	8	★	↑ <sup>§</sup>	-20%
Overall employment rate	Bigger is better	80%	79.5%	●	↑	+2.7%
Number of projected jobs created through targeted interventions	Bigger is better	50	91	★	↑	+68.5%
Number of projected jobs created through inward investment	Bigger is better	25	47	★	↑	+74.1%
The % of 16-18 year olds who are not in education, employment or training (NEET)	Smaller is better	4.8%	3.6%	★	↑	+16.1%
Satisfaction with street cleanliness	Bigger is better	65%	71%	★	↑ <sup>#</sup>	+5.2
% of the population feeling safe during the day	Bigger is better	90%	92%	★	↑ <sup>#</sup>	+1.0%
% of the population feeling safe at night	Bigger is better	70%	71%	★	↑ <sup>#</sup>	+3.6%
The number of visits to Council's leisure centres	Bigger is better	500000	562150	★	↓	+0.9%
Number of young people taking part in 'Get Up and Go' activities	Bigger is better	7500	15282	★	↓	+23.3%
% of the population satisfied with parks and open spaces	Bigger is better	75%	80%	★	↑ <sup>#</sup>	+11.1%
Number of Homelessness Preventions and Reliefs	Bigger is better	100	363	★	↓ <sup>*</sup>	-12.1%
Number of long term empty properties in the borough	Smaller is better	195	182	★	↑	-13.3%

% residents satisfied with the way the council runs things	Bigger is better	65%	77%	★	↑ <sup>#</sup>	+5.2%
% residents who feel that Chorley Council provide value for money	Bigger is better	55%	60%	★	↑ <sup>#</sup>	+17.4%
% of customers dissatisfied with the service they have received from the council	Smaller is better	20%	18.8%	★	↓	-12.5%


*\*Trend shown is for change from quarter 1 2015/16 with the following exceptions;*

*#Residents survey trend shows change from 2013*











*§Indices of Multiple deprivation trend shows change from 2010*

**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	Performance Quarter 2	Symbol	Trend	% Change (year on year)
Time taken to process all new claims and change events for Housing Benefit and Council Tax Benefit	Smaller is better	10 days	<b>7.7 days</b>		↑	<b>-38.4%</b>
Processing of planning applications as measured against targets for 'major' application types	Bigger is better	70%	<b>100%</b>		→	<b>+45.5%</b>
Processing of planning applications as measured against targets for 'minor' application types	Bigger is better	65%	<b>65.0%</b>		↑	<b>+0.24%</b>
Processing of planning applications as measured against targets for 'other' application types	Bigger is better	80%	<b>77.8%</b>		↑	<b>-9.3%</b>
Number of households living in Temporary Accommodation (NI 156)	Smaller is better	25	<b>11</b>		↓	<b>+83.3</b>
Number of missed collections per 100,000 collections of household waste	Smaller is better	49	<b>48</b>		↓	<b>+9.1%</b>
Supplier Payment within 30 days	Bigger is better	99%	<b>99.61%</b>		↓	<b>+0.24%</b>
Average working days per employee (FTE) per year lost through sickness absence	Smaller is better	3 days	<b>4.23 days</b>		↓	<b>+46.8%</b>
Vacant Town Centre Floor Space	Smaller is better	6%	<b>5.01%</b>		↑	<b>+19.9%</b>
% Council Tax collected	Bigger is better	56.12%	<b>55.93%</b>		↓	<b>-0.34%</b>

*\*Trend shown is for change from quarter 1 2015/16*