

# **OVERVIEW AND SCRUTINY PERFORMANCE PANEL**

THURSDAY, 22ND JUNE 2017, 5.00 PM COMMITTEE ROOM 1, TOWN HALL

#### AGENDA

#### APOLOGIES

#### 1 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.

#### 2 MINUTES OF MEETING THURSDAY, 9 MARCH 2017 OF OVERVIEW (Pages 3 - 6) AND SCRUTINY PERFORMANCE PANEL

#### 3 **PERFORMANCE FOCUS: EARLY INTERVENTION AND SUPPORT** (Pages 7 - 14)

The Executive Member (Early Intervention) and the Director (Early Intervention and Support) will be attending the meeting.

#### 4 ORGANISATIONAL PLAN REVIEW 2016/17 AND BUSINESS (Pages 15 - 32) PLANNING 2017/18

To receive the enclosed report from the Director of Policy and Governance.

#### 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 Roy Lees (Vice-Chair) and Councillors Matthew Lynch, June Molyneaux, Greg Morgan and Alistair Morwood.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk

Meeting contact Cathryn Filbin on 01257 515123 or email cathryn.filbin@chorley.gov.uk

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MINUTES OF	OVERVIEW AND SCRUTINY PERFORMANCE PANEL				
MEETING DATE	Thursday, 9 March 2017				
MEMBERS PRESENT:	Councillor John Walker (Chair), and Councillors Matthew Lynch, June Molyneaux, Alistair Morwood and Mark Perks				
OFFICERS:	Mark Lester (Director (Business, Development and Growth)), Victoria Willett (Performance and Partnerships Manager) and Cathryn Filbin (Democratic and Member Services Officer)				
APOLOGIES:	Councillor Roy Lees				

#### 17.OSP.30 Minutes of meeting Thursday, 1 December 2016 of Overview and Scrutiny Performance Panel

AGREED – That the minutes of the Overview and Scrutiny Performance Panel held on 1 December 2016 be confirmed as a correct record.

#### 17.OSP.31 Declarations of Any Interests

There were no declarations of interest.

#### 17.OSP.32 Performance Focus - Business, Development and Growth Context

The Performance Panel received a report which provided contextual information relating to the performance of the Business Development and Growth directorate.

On behalf of the Performance Panel, the Chair welcomed the Director of Business, Development and Growth to the meeting.

Members of the Performance Panel received a presentation from the Director of Business, Development and Growth.

The directorate, which was formed as part of the organisational restructure in May 2016, encompass the following services -

- Employment Skills and Business Support
- Development and Regeneration
- Markets and Town Centre (including the operational responsibilities for car parking)
- **Property Services** •

The directorate was primarily focused on driving economic growth and building the business rate base through the delivery of the Economic Development Strategy, and was responsible for delivering a number of the council's strategic projects which included -

Westaway Integrated Sports Facility

- **Chorley Skills framework** •
- Improve the look and feel of the town centre
- Digital office park

Key items for discussion included -

- Performance in relation to job creation being strong with the performance measure rated green and exceeded target.
- Indicators for new business supported through grant funding and advice from the council which continued to meet target levels.
- Floor space brought forward as part of Chorley BIG (Business Improvement for Growth) • was rated red at guarter 3, being 6.36% off target. Although there had been an increase in floor space being brought forward recently the figure still fell short of target.
- Chorley Works placement target of 100% had been exceeded.

Future priorities for the directorate included a refresh of the Economic Development Strategy. As part of the refresh performance targets would be reviewed to distinguish between performance measures within the council's control and those that were outside its control.

Presently, the Director of Business Development and Growth was reviewing staffing resources in the directorate. The purpose of this review was to establish the skills set and expertise available to ensure that staff resources were appropriately assigned. Other considerations included projects which would be best delivered in partnership with other organisations, and those the council could deliver itself.

During debate, members of the Performance Panel raised a number of gueries which included -

- The definition of a work placement.
- Opportunities been identified as a result of the Cuerden development in the borough of • South Ribble.

It was reported that following the Economic Development Strategy review, the main priority would be to identify and bring forward employment sites. It was important that the appropriate businesses were identified for the different sites and ensuring that the correct infrastructure was in place. which included digital and road network. To achieve this objective the council would need to engage with other service providers and sectors both regional and national.

In response to questions asked in relation to the Market Walk extension; the Director of Business Development and Growth had been encouraged by the way in which the project was developing.

#### **RESOLVED** -

- 1. That the report and verbal representation be noted.
- 2. That the definition of work placement be clarified by the Director of Business, Development and Growth for members of the Performance Panel.

On behalf of the Performance Panel, the Chair thanked the Director of Business Development and Growth for attending the meeting and congratulated his on the progress made since taking up his position in the authority.

Since the meeting a response has been circulated which provided clarification of the definition of work placement as defined by Job Centre Plus.

#### 17.OSP.33 Performance Monitoring - Third Quarter 2016/17

Members of the Performance Panel considered a monitoring report of the Director of Policy and Governance which set out the performance against the delivery of the Corporate Strategy, and key performance indicators during the third quarter of 2016/17 (1 October to 31 December 2016).

It was reported that overall performance of 2015/16 key projects was good, with 81% of the projects either on track or complete. The projects to 'Deliver the Westway Integrated Sports facility'

and 'Deliver the Chorley Skills framework' were rated amber. Actions to address the issues had been identified and were being implemented.

One project was rated red, 'Progress the delivery of Friday Street Health Centre'; the cause for which was due to external factors. It was reported that the Project Team was in regular dialogue and continued to work to ensure this project was recognised as a high priority by the Clinical Commissioning Group in support of the funding submission to the NHS England Estate and Technology Fund. At the point where confirmation to proceed with this project was given, all elements of the project would need to be refreshed. This would include scope, costs and timescales. For this reason it was reported that the project had been put on hold and would be removed from the monitoring report until the council received confirmation to proceed.

In relation to the performance of key service delivery measures, there were ten indicators that were reported at the end of the third quarter. Six of the key service delivery measures were performing on or above target.

Two key service delivery measures were performing worse than target, but within the 5% threshold.

- Supplier payment within 30 days
- % Council Tax collected. •

Two key service delivery measures were below target at the end of quarter three –

- Time taken to process all new claims and change events for Housing Benefit and Council Tax benefit.
- Number of missed collections per 100, 000 collections of household waste; •

Plans had been developed which outlined actions to be taken to improve performance.

Members of the Performance Panel discussed various aspects of the report included -

- The identification of digital access points across the borough •
- The progress of the delivery of the Westway Integrated Sports facility. •
- Health and wellbeing measures

#### AGREED – That the report be noted and that members of the Performance Panel receive a list of digital access points across the borough.

Since the meeting the list of digital access points across the borough has been circulated.

#### 17.OSP.34 Any urgent business previously agreed with the Chair

The Chair thanked members of the Performance Panel, directors and officers for their contribution in 2016/17.

Chair

Date

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Report of	Meeting	Date
Performance and Partnerships	Overview and Scrutiny Performance Panel	22/06/2017

## PERFORMANCE FOCUS: EARLY INTERVENTION AND SUPPORT

#### PURPOSE OF REPORT

1. To provide contextual information and initial questions for focus to the panel for the Early Intervention and Support Directorate.

#### **RECOMMENDATION(S)**

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

Confidential report	Yes	No
Please bold as appropriate		

#### CORPORATE PRIORITIES

3. 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

- 4. 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 June 2017 meeting, the panel have selected Early Intervention and Support.
- Following the organisational restructure in May 2016, the Early Intervention and 5. Support directorate incorporates:
  - Health and Wellbeing
  - Housing Options
  - Regulatory Services
  - Neighbourhood working •

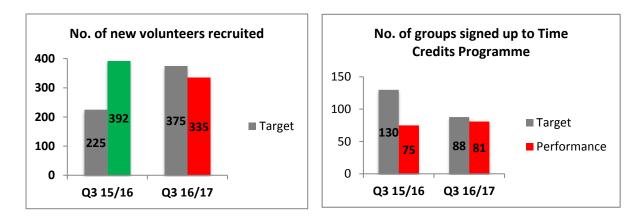
- 6. The Early Intervention and Support directorate is now part of the new Chorley Integrated Community Wellbeing Service which brings together functions from Lancashire Care Foundation Trust and Chorley Council that:
  - relate to promoting the health and wellbeing of individuals and communities, or
  - that are aimed towards early intervention and prevention, managing future demand on the system caused by ill-health, anti-social behaviour or crisis.
- 7. This report sets out contextual information to provide a general overview of performance and also a progress update on the Integrated Community Wellbeing Service, as well as some general questions to initiate discussions. This will enable the panel and relevant officers to prepare in advance of the meeting.

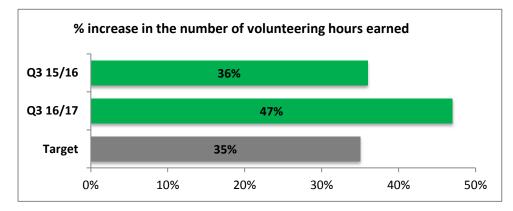
#### PERFORMANCE CONTEXT

- 8. A selection of corporate and local performance measures for the Early Intervention and Support directorate have been provided at appendix 1 (note that performance is from quarter 3 2016/17 with quarter 4 performance to be reported to Executive Cabinet on the 22<sup>nd</sup> June 2017).
- 9. Performance at quarter 3 2016/17 was generally positive, with the majority of indicators rated green and exceeding target. Performance in relation to leisure centre visits is particularly strong for both young and older people, with a 5.4% and 10.7% increase respectively in visits compared to last year. Indicators rated off track are mainly related to volunteering and also proactive housing inspections with fewer inspections completed compared to the same time last year.
- The proactive housing inspection service was introduced in 2015 with very positive 10. take up which has helped to build a strong picture of the quality of private rented sector properties. We continue to offer proactive inspections to housing benefit claimants in private rented properties, however take up is at the discretion of the claimant and if a property has been inspected in the last 12 months we won't re-contact until after that period which may explain fewer inspections this year.

#### Volunteering

11. The graphs below show that the number of new volunteers recruited is currently off track against target and lower than the same time last year. The number of groups signed up to Chorley Time Credits is also off track against target but has increased compared to the same time last year. It is likely that this is because the majority of existing groups and volunteers are now part of Chorley Time Credits and therefore the growth is likely to slow down as more intensive work is needed to attract new volunteers and groups. The number of hours earned through volunteering, which is the corporate strategy measure, continues to increase with a 47% increase in the number of volunteering hours earned; this reflects the effectiveness of the Time Credits earn and spend model with new incentives for people to keep contributing their time.





#### Neighbourhood Working

- 12. For 2016/17 there were twenty two neighbourhood priority projects completed within the 8 neighbourhood areas, delivered in partnership with local communities and key partners. Projects include: improvements to footpaths in Chorley Town East; provision of bus shelters in Whittle-le-Woods; and targeted road safety activity in South East Parishes.
- 13. For 2017/18 there are 24 new neighbourhood priority projects proposed. These include priorities such as planting schemes in Astley, Euxton and Buckshaw; footpath improvements in Western Parishes; and work to support families with healthy meals and financial management in Chorley Town West.

#### CHORLEY INTEGRATED COMMUNITY WELLBEING SERVICE

- 14. The Integrated Community Wellbeing Service was established in April 2017 and is being developed over three phases:
  - i. Enabling
  - ii. Transformation
  - iii. Evaluation
- 15. The enabling phase has now largely been completed which has involved the refurbishment of two floors of the Union Street offices. The move was successful and around 120 Lancashire Care staff are now collocated with 50 Chorley Council staff. All staff are working to the councils WorkSmart principles including paperless office spaces, and a directory of services has been created to help give teams an understanding of the various services within Integrated Community Wellbeing.

Phase 2 is now commencing and the focus will be on transforming and integrating the 16. service. This will include further internal communications and staff engagement as well as integration workstreams to improve delivery and reduce duplication across both Chorley and LCFT services through streamlining and process improvement. Phase 2 will also develop new ways of working based on learning from the work of the Chorley Public Service Reform Partnership.

#### **Questions**

11. The following questions are suggested to initiate the discussions of the panel:

#### Volunteering

- a) Please provide an update on the Chorley Time Credits programme.
- b) How has the development of the Early Intervention and Support directorate changed the way that the council supports and encourages residents to get involved in their communities?

#### **Neighbourhood Working**

c) How will neighbourhood priority projects be delivered in partnership with the local community? How are local residents involved in designing and delivering the activity?

#### Integrated Community Wellbeing

- d) The new service will see further change across the council. How will this be communicated and how will Council Members be engaged in the process?
- e) The Integrated Community Wellbeing Service is a work stream of the Chorley Public Service Reform Programme. How does the development of the service link in with the Chorley Public Service Reform Partnership?

#### **IMPLICATIONS OF REPORT**

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

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

#### COMMENTS OF THE STATUTORY FINANCE OFFICER

13. No comments

#### COMMENTS OF THE MONITORING OFFICER

14. No comments

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#### CHRIS SINNOTT DIRECTOR POLICY AND GOVERNANCE There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Vicky Willett	5248	22/06/2017	Early Intervention and Support performance focus

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## Appendix A: Early Intervention and Support Performance Indicators



Performance is better than target

Worse than target but within threshold



Worse than target, outside threshold

### CORPORATE STRATEGY

Indicator Name	Polarity	Target Value	Q3 2015/16	Target Value	Q3 2016/17	Symbol
% increase in the number of volunteering hours earned	Bigger is better	35%	36%	35%	47%	*
The number of visits to Council's leisure centres	Bigger is better	750000	824033	750000	852528	*
Number of young people taking part in 'Get Up and Go' activities	Bigger is better	11250	19833	15000	19512	*
Number of Homelessness Preventions and Reliefs	Bigger is better	150	529	450	473	*
HOUSING OPTIONS						
Indicator Name	Polarity	Target Value	Q3 2015/16	Target Value	Q3 2016/17	Symbol
Number of Households in B&B where standard temporary accommodation was not accessible due to disability or risk	Smaller is better	0	0	0	0	*
Number of verified / active select move applications	None	40	26	40	34	
% planned departures at Cotswold	Bigger is better	85%	89.7%	85%	100%	*
% rent collected at Cotswold Supported Housing	Bigger is better	98.5%	83.31%	98.5%	83.71%	
% voids Cotswold House	Smaller is better	20%	14.95%	20%	32.39%	
Number of households living in Temporary Accommodation (NI 156)	Smaller is better	15	12	15	12	*
New Customers Requiring Housing Advice (Monthly not YTD)	None	57	81	57	84	
Number of Households Located in Chorley on the Select Move Housing Register	None	0	965	0	1071	

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Indicator Name	Polarity	Target Value	Q3 2015/16	Target Value	Q3 2016/17	Symbol
No. volunteer hours earned (Time credit notes)	Bigger is better	8100Hour s	13406Hours	13500Ho urs	24912Hours	*
No. of groups signed up to Time Credits Programme	Bigger is better	130	75	88	81	
No. new volunteers recruited	Bigger is better	225	392	375	335	
The number of young people visiting Council's leisure centres	Bigger is better	250000	253170	255000	266979	*
Number of older people (65+) visiting Council's leisure centres	Bigger is better	22714	34171	30000	37850	*
Community centres - percentage of occupancy	Bigger is better	51%	51.03%	51%	48.64%	
Average time from grant approval to completion (DFG's)	Smaller is better	12Weeks	7.81Weeks	12Weeks	7.2Weeks	*
NEIGHBOURHOODS						
Indicator Name	Polarity	Target Value	Q3 2015/16	Target Value	Q3 2016/17	Symbol
No. contacts re dog fouling	None	297	252	300	247	
% Dog Fouling requests completed online	Bigger is better	35%	55%	45%	27%	
No. Fly Tipping contacts	None	594	629	600	673	
% Fly Tipping request completed online	Bigger is better	25%	32%	25%	40%	*
No. contacts re animals	None	540	602	540	470	
REGULATORY SERVICES						
Indicator Name	Polarity	Target Value	Q3 2015/16	Target Value	Q3 2016/17	Symbol

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Food establishments in the area which are broadly compliant with food hygiene law	Bigger is better	95%	93.83%	95%	93.52%	
Number of proactive housing inspections	Bigger is better	60	64	60	49	
Average time from initial service request to response (Reg Services)	Smaller is better	2Days	0Days	2Days	0.9Days	*
Average time to deal with investigations (Reg Services)	Smaller is better	40Days	4Days	40Days	9Days	*

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# Council

Report of	Meeting	Date
Director Policy and Governance	Overview and Scrutiny Performance Panel	22 <sup>nd</sup> June 2017

# THE DELIVERY OF THE ORGANISATIONAL PLAN 2016/17 AND **BUSINESS PLANNING 2017/18**

#### PURPOSE OF REPORT

1. To review the delivery of the single organisational plan projects for 2016/17 and present the service business plans for 2017/18 delivery.

#### **RECOMMENDATION(S)**

2. That the report be considered by members of the Overview and Scrutiny Performance Panel.

Confidential report	Yes	No
Please bold as appropriate		

#### **CORPORATE PRIORITIES**

3. 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

- 4. Initially implemented in 2013/14, the single organisational plan looked to draw together all key activity into a single programme with the aim of focusing the organisation on strategic priorities, encouraging ownership and accountability, increasing visibility and promoting cross-cutting working. This approach was adopted in 2016/17 and resulted in the single organisational plan for the last year which listed all priority projects to be delivered.
- 5. The approach to business planning for 2017/18 has been changed resulting in the development of service level business plans for each service/ team rather than a single organisational plan.
- 6. This approach has been introduced to establish a consistent process for business planning across the organisation with a focus on strategic priorities and organisational transformation including future business models. The new process looks to strengthen staff engagement with the business planning process and also increase awareness of service level risk and equality considerations.

#### **DELIVERY OF THE ORGANISATIONAL PLAN 2016/17**

- 7. All projects within the 2016/17 organisational plan have been reviewed and are either:
  - Complete, or:
  - will be carried forward for delivery through service plans, Corporate Strategy or Transformation Strategy delivery
- Overall, delivery of the projects has been excellent, with a wide variety of projects providing 8. positive outcomes against the Council's Strategic Priorities, more detail on each project can be found at Appendix one.

#### **BUSINESS PLANNING 2017/18**

- 9. A new approach has been undertaken for the business planning process this year whereby each Directorate was encouraged to carry out a dedicated business planning sessions on a service level basis. To enable managers to be able to undertake and facilitate these sessions, guidance was issues setting out a flexible framework for staff engagement. This included Director briefing sessions to guide more detailed service level planning.
- Through this approach, each service identified on average 8-9 projects (including Corporate 10. Strategy and Transformation Strategy projects) to be delivered over 2017/18. Some projects relate to specific phases of larger programmes of work spanning multiple years such as Market Walk Extension and Primrose Gardens. These projects will form the basis of the service delivery plan for the next year. A full list the projects approved by Senior Management Team in May 2017 can be found at Appendix two split down by service area.

#### MONITORING DELIVERY

#### Indicators

- A revised list of local performance measures has been developed to support the delivery of 11. the service plans for this year. The indicators have been selected to give an accurate picture of organisational performance, whilst ensuring ease of reporting.
- 12. The revised list of local indicators is in addition to the 32 corporate strategy indicators that were agreed on its approval and will be used to monitor progress against strategic priorities.
- 13. The final list of local indicators has been approved by Senior Management Team and performance against these measures will be reported from guarter one 2017/18 onwards.

#### Projects

- 14. Corporate and Transformation Strategy projects will be monitored in line with the project management methodology using MyProjects and reporting to respective project boards, with the oversight of the Performance and Partnerships team.
- All other projects recorded in service level business plans will follow the same approach 15. however local managers and Directors will be responsible for enforcing monitoring through regular review and use of the MyProjects system to monitor performance in one to one's, team meetings and DMT's.

#### **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 comment

#### COMMENTS OF THE MONITORING OFFICER

18. No comment

#### CHRIS SINNOTT DIRECTOR POLICY AND GOVERNANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Kate Cronin	5061	12.06.17	ORGPLAN 16/17 & BUS PLAN 17/18

#### INVOLVING RESIDENTS IN IMPROVING THEIR LOCAL AREA AND EQUALITY OF ACCESS FOR ALL

Project	Position end of 2016/17
Develop a new Buckshaw Community Centre	This project delivered The Lancaster Way Community Centre for Buckshaw Village. The community centre complements the village in providing a facility for local residents with state of the art sports facilities, a large hall and smaller meeting room available for hire, all for the benefit and use of the local community. The centre was opened in Spring 2017; it will be managed by the council in partnership with the local community to develop and design the service offer centre pending transition into community management.
Delivery of community action plans	The Community Action plan project has provided focused projects in each of the local areas delivered in with partnership with local agencies to coordinate, integrate and deliver local changed based on need. Plans were developed and established in Clayton Brook, Astley Village, Chorley East and rural areas. Each of the CAP's has been evaluated and it has been found that positive outcomes have been achieved. Further work will be undertaken to consider how CAP's and neighbourhood priorities can combine to enhance community and neighbourhood working delivery in the future. This project will be carried over forward to the new Corporate Strategy (approved Nov 16) project 'Improve the look and feel of local neighbourhoods across the borough'.
Explore and deliver the Westway Integrated Sports offer	This project aimed to explore the options for an integrated sports offer at Westway and work this year has included preparation (such as relevant surveys being completed, a public consultation exercise being undertaken and pre- application meetings being held) for the next phase of the development. The project will provide enhanced sports facilities for Chorley including the delivery of enhanced playing pitches, an artificial grass pitch and events car parking at Westway playing fields. This project will be carried over for delivery through the new (2016) Corporate Strategy project 'Progress the delivery of the Westway integrated sports facility'.
Increase connectivity with rural areas	<ul> <li>This project has involved a range of activity to ensure that rural areas of Chorley are connected to the wider borough including digital accessibility and awareness, transport and connectivity initiatives and subsidised transport solutions. Key achievements of the project include:</li> <li>Successful and self-sustaining lunch clubs have been set up in Mawdesley, Croston and Eccleston. In addition, members from each of the clubs have attended a joint trip to Blackpool</li> <li>The Council has stepped in to fund a number of local bus services due to end as a result of Lancashire County Council budget reductions to give time for more sustainable solutions to be established, ensuring that services have remained available for local residents.</li> <li>Delivering digital access sessions for hard to reach groups; helping people to get online and do more online</li> </ul>

Support for Chorley's VCFS organisations	Over 2016/17 Chorley Council has provided support to a number of VCFS organisations such as Lancashire Citizens Advice Bureau, Homestart, Chorley Women's Centre, Age UK Lancashire, Chorley Street Pastors and The Arts Partnerships. This funding has allowed for the provision of key services to meet specific local needs including advice services, family support services, service to support vulnerable women, volunteering provision to support older people, community safety services and arts and employability programme for young people.
Provide support to food provision schemes	This project provides support to the Chorley Food Bank, Living Waters Store House. During the last quarter of this year, the foodbank continued to receive over 300 referrals for food parcels but also offered a range of additional support including cookery classes, benefits advice and basic numeracy and literacy sessions with the aim of helping individuals to be more self-sufficient and less reliant on food handouts. As a result, demand for food parcels has reduced compared to the same time last year.
Community development and volunteering (SPICE)	<ul> <li>Chorley Time Credits was first implemented as part of the 2012 Corporate Strategy to develop volunteering in the borough in partnership with SPICE. This year, the scheme has seen the following achievements: <ul> <li>1980 new members</li> <li>64,763 hours given in Chorley by volunteers</li> <li>87 new groups</li> </ul> </li> <li>A next stage six month plan has been developed outlining development work across the Council and 2017/18 will see work continuing to embed the use of Time Credits into all service areas.</li> </ul>
Delivery of neighbourhood preferred projects	22 neighbourhood priority projects have been completed this year with two being carried over to next year, delivering environmental and community development improvements to address issues that local communities consider important. Projects delivered this year have included a road safety and speed awareness scheme to improve pedestrian safety, restoration of Bretherton War Memorial, extension of the wild flower initiative in Hoghton, developing a scheme to deliver defibrillators at sites around Astley Village. 24 new projects have been identified for delivery over 2017/18 and will include the Orchard Gardens restoration project, HomeStart weekly sessions at Buttermere, Phase two of the Hoghton War Memorial refurbishment and the development of a Book Bench Trail. Updates on each of the projects will be delivered through the quarterly Neighbourhood Area meetings.
Digital access and inclusion	<ul> <li>Over 2016/17, digital access sessions have been delivered to encourage local residents to get online and do more online. This year has seen the delivery of a number of positive outcomes including;</li> <li>73 digital sessions have been delivered across a number of locations across the borough</li> <li>161 hours of learning have been delivered</li> <li>A total of 144 learners have attended the sessions</li> <li>A 44% increase of digital access points across the borough</li> </ul> Digital access initiatives will continue to be delivered over 2017/18 through the work of the Council's Digital Inclusion Officer.
Supporting communities to access grant funding	The Chorley 4 Community website continues to be well used. Registered users have been surveyed and a total of 89% said that they would use the database again, and 89% were satisfied with the functionality. 100% reported finding the database useful. The system will continue to be used as a tool to enable local third sector groups and organisations to search and apply for funding from a range of national and local sources.

Project	Position end of 2016/17
Deliver the Market Walk extension	The Market Walk project will improve the retail and leisure offer in the town centre providing benefits attracting national retailers and more visitors to Chorley. This will create growth and opportunities for the future, enabling the town centre to thrive over the coming years.
	Work has continued over 2016/17 with a focus on securing interest from prospective tenants to ensure that the project was given approval to progress. The project will continue to be delivered through the new Corporate Strategy project 'Deliver the extension to Market Walk' and will see the beginning of the build of the scheme, which is planned for completion in 2018.
Develop a Botany masterplan	This project developed the Botany Masterplan, supporting a key priority of the Economic Development Strategy by promoting and increasing levels of inward investment in Chorley. The masterplan will maximise the best use of employment land and buildings in the borough in order to support economic growth and provide a mix of well paid, high and low skilled jobs.
	This project will be taken forward through the new Corporate Strategy Project 'Deliver economic opportunities at Botany' which will deliver the masterplan.
Improve the look and feel of the town centre	This project aims to continue the public realm improvements in line with the town centre masterplan and Market Walk extension. The work contained within this project sits alongside the desire to improve the connectivity across the town centre, especially with the car parks and improving the gateways into the town to provide a cohesive town centre identity.
	The full town centre proposal was taken to Full Council in November 2016 where Members approved the adoption of the masterplan for consultation. This project will be taken forward through the new Corporate Strategy Project 'Deliver street level improvements in the town centre'.
Develop Chorley's town and rural tourism economy	The 'Check out Chorley' website has been launched successfully. This project has enabled the website's content to be improved, marketing the website through social media and collaborating with Botany Bay to promote Chorley as a destination for all. The 'Check out Chorley' website enables visitors or residents of Chorley to discover Chorley, providing information about things to do and events being held and provide inspiration for great days out.
	The promotion of Chorley as a visitor destination will continue through the delivery of the new Corporate Strategy project 'Develop activity to promote Chorley as a visitor destination including the Chorley Flower Show'.
Chorley BIG	The Chorley BIG project has continued to provide a reward scheme to support the expansion of existing businesses, trading for over 6 months, who are creating or safeguarding jobs. This year the project has supported four Chorley Big Grants, totalling £35,830 which has seen a total of £478,257 of private sector investment and a total of 55 jobs forecasted. The projects will continue to be monitored in 2017/18 to ensure compliance with the grant requirements and ensure that outputs are met and the scheme will continue to be

	open to existing businesses in the borough.
Business start-up grants and loans	Work has continued to deliver the business start-up grants and loans scheme with the aim of assisting in the creation of new start- up businesses and help those without significant capital available to them to create sustainable businesses and ultimately generate more jobs in Chorley.
	A total of 76 grants and 49 loans have been agreed this year with the total number of business start up's falling within this year totalling 87 with the potential of around 1.46 jobs per start. The types of businesses supported this year include HR consultants, hairdressers, event planning, micro pubs and celebrations cakes, again contributing towards widening the array of small businesses across the borough. The scheme will continue to be delivered over 2017/18.
Deliver the borough wide retail grants	In 2016/17 42 businesses have been supported and offered over £200,000 worth of grant support. Of these
programme	businesses 26 were existing, 12 were new and four were landlord applications. In total the grants helped to create 56 jobs and support £453,284 of private sector investment. The criteria for the grant will be changed moving into 2017/18 with the Shop Front Improvement Grant only being available for vacant properties in certain areas of the borough.
Deliver the Choose Chorley grants	This year one company has re-located to Chorley through the use of a Choose Chorley Grant, bringing with it a total of 25 jobs. There are a number of potential re-locations in the pipeline in the coming year, which will be supported and progressed through the Council's Employment Skills and Business Support Team over 2017/18.
Inward investment (Euxton Lane Digital Health)	This project focused on taking the inward investment function to the next stage including updating our inward investment plans as well as progressing the Digital Health Park at Euxton. This year has seen the scheme designed to RIBA stage 3, full planning permission granted, successful bid for ERDF with the scheme awarded over £4million. The site has been acquired by Chorley Council and a full design team appointed. The scheme will be progressed over 2017/18 and will include the procurement of a main contractor and construction commencing on site.
External funding officer grants Officer extension	This item related to funding to extend the Funding Officer post over 2016/17 with an Officer appointed in February 2017.
Deliver the Chorley Works programme	The Chorley Works project aims to support people into sustainable jobs, with particular targeting of those most affected by welfare reforms, The project provides participants with meaningful work placement opportunities and this year the scheme has seen 138 referrals. Through completion of the scheme, 12 people have gone on to secure paid employment this year.
Deliver the vulnerable families employment project	The Vulnerable Families Employment Project aims to facilitate access to training and employment with a focus on families with more complex barriers to work, helping to improve the lifestyle and overall wellbeing of the whole family. This year, the scheme has seen 12 people referred to the programme, with three of these individuals attending education or training and two individuals obtaining paid employment.
Furthering key employment sites	Work has progressed on a number of sites being brought forward over 2016/17 including the land at Great Knowley, Gale Moss and Botany Bay with planning applications due in the summer of 2017. With regard to land at Cowling Farm – the land swap has been concluded and a masterplan will be developed in conjunction with the HCA and Council over the summer. We are currently waiting on an update on the masterplan from

	LCC and Eric Wright. The Land swap has been concluded for the land east of Wigan Road and the
	masterplan is now in progress.
Deliver the Chorley Flower Show	Thousands of people enjoyed a weekend of dazzling displays as the Chorley Flower Show flourished in its second year. Around 13,000 visitors from across the North West came to see the country's top exhibitors put on amazing displays, supporting local businesses and raising the profile of Chorley as a visitor destination.
Deliver the Chorley Grand Prix – British	The Chorley Grand Prix took place on Easter Saturday 15 April as part of the council's annual events
Cycling	programme. The event was extremely popular, with spectators with many lining the course right across the borough. This year's event had a fantastic response form attendees, residents, traders and council staff, with around 2,000 people visiting the cycle village on the day.
Chorley Council employment support fund with Runshaw College	The employment Support scheme with Runshaw College has continued to help young people into apprenticeships by reducing some of the barriers to apprentice take up. Over the life of the project a total of 43 applications were made for funding support, resulting in 37 agreed funding interventions for things such as equipment (24), travel assistance (3) work clothing (12) and training fees (4). A total of 15 young people who were NEET (Not in Education, Employment or Training) have been supported by the fund.
Develop a transport plan for Chorley	Work over this year has seen the project being scoped and developed. A plan for the borough wills begin to be commissioned in 2017/18.
Deliver the Steeley lane/ Gateway project	The Steeley Lane Gateway project has been progressed over 2016/17 with work delivered including new fences being erected, artwork being installed at Steely Lane, and enhancements to the railway progressed creating a more attractive area and improving connectivity with the town centre. The delivery of this project is continuing through the Corporate Strategy Project 'Deliver the Steeley Lane Gateway' which will see the completion of further elements of the project.
School place projections	This project aimed to look at the latest projections for school places in Chorley. This included an analysis of potential shortfalls and how they may be addressed together with and overview of the existing systems/processes used in delivering school places. A report has been produced which outlined Chorley School numbers and demographics. This information will be assessed and analysed and will feed into the CIL Review.

## CLEAN, SAFE AND HEALTHY COMMUNITIES

Project	Position end of 2016/17
Deliver improvements to Astley Walled Garden	This project delivered a new Victorian style Glass House in Astley Park and further developments including pathways to link the Glass House to other areas of the park and providing the internal furniture, fittings and water storage.
	The Glass House has been built to create a more authentic experience of the Walled Garden and to provide an enhanced recreational and educational visitor experience. It also provides additional internal space for growing plants and community food initiatives. The Glass House was unveiled to the public as the show piece of the Chorley Flower Show on Saturday 31 July 2016 with very positive comments received from members of the public. It will now be promoted as a key attraction within the park as part of a diverse borough-wide visitor offer.

Agenda Item 4

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Deliver improved CCTV provision	This project has seen an upgrade of the CCTV control room and replacement of all cameras to HD across the borough. The updated system will provide better quality images and full digital recording availability for images captured. This will support police in crime detection and provision of evidence
Progress the delivery of Friday Street Health Centre	This project is to develop a new health centre in Chorley East (Friday Street). The current project is on hold because the process for gaining approval from NHS England for new health facilities required that Friday Street underwent a further consideration as part of a review by the Clinical Commissioning Group to gain approval from NHS England and access to finance via the Estates and Technology Fund. The project team are in regular dialogue and continue to work to ensure that Friday Street Health Centre is recognised as a high priority by the Clinical Commissioning Group to gain approval from the NHS.
Deliver the Extra Care Scheme	This project will see the delivery of an Extra Care Scheme for Chorley which will increase the affordable housing offer in the borough, provide more housing options for older people. Work over 2016/17 has included ensuring the funding for the scheme is in place, the undertaking of further design and consultation work and securing full planning permission, all of which has been vital to ensure that the delivery of the scheme progresses. The schemes name has been approved and will be 'Primrose Gardens Retirement Village'. This project will be carried forward for delivery through the new Corporate Strategy Project 'Deliver the Primrose Gardens Retirement Village for Chorley'. This will deliver apartments for older people in Chorley town centre providing purpose built accommodation to support older residents alongside a flexible community space.
Police Community Support Officers	This project provides funding towards the provision of Police Community Support Officers (PCSO's) Early Action Team in the borough. This year the team has supported a number of initiatives including the Cadets and schools projects. The positive work of the team has continued supporting vulnerable people to improve their outcomes, providing beneficial interventions at an early stage and preventing escalations into more serious situations.
Deliver the free swimming programme	The Free Swimming programme has been available to those aged 16 years and under over the school holiday period. The scheme has promoted the use of local leisure centres, seeing a 7% increase in the number of junior attendances in July and August of 2016, when compared to the same months in 2015 and in total 3099 young people participated in free swimming activity this year. The scheme aims to provide healthy activities for young people, encouraging them to be active and healthy and providing a positive activity for them to undertake during the school holidays.
Replacement of CBC's control orders with Public Space Protection Orders	This project was developed in response to new legislation contained within the Anti-Social Behaviour, Crime and Policing Act 2014 and was aimed to replace all existing Chorley Council Control Orders with Public Space Protection Orders. The project will see the new orders put out for public consultation in May 2017 for public feedback and opinion.
Empty Homes – enforcement action and communications	This project sought to continue the successful work that Chorley has undertaken across previous years to reduce the number of empty residential properties in the borough. This year the number of long term empty properties has improved from 175 properties in June 2016 to 161 properties in March 2017. Reducing the number of long term empty properties is important as it helps to reduce the risk of crime and anti-social behaviour across the borough. Work to reduce the number of long term empty properties across Chorley will continue over 2017/18.

Provide a mediation service for ASB case resolution	This project continued to provide funding for an anti-social behaviour meditation service for parties with the aim of mediating specific anti – social behaviour issues to find solutions and prevent escalation. Work this year has continued with a number of anti-social behaviour complaints being dealt with and resolutions being reached between parties through specialist mediation techniques.
North West in Bloom	Northwest in Bloom aims to transform spaces and place, enhance natural environment, bring communities together, build skills and confidence of the participant and help to improve their health and wellbeing. This year has seen a significant amount of work taking place including the update to the floral display the corner of Union Street into a community vegetable garden. The planting schemes this year have again improved adding more sustainable planting. The best kept garden competition has grown again seeing over one hundred entries, work with local schools has also continued.
16/17 young person's drop in centre	This project provided a drop in service for those aged 16 and 17 years at risk of becoming homeless. This year 113 young people accessed the service of which they were either assisted into accommodation (40), made their own arrangements or had no further contact (62) returned home (8) or the outcome is still pending(3). This service will continue to be delivered over 2017/18.
Play, Open space and playing pitch strategy	Over the last year, a number of elements within the Play, Open Space and Playing Pitch Strategy have been delivered including Improvements to Waterford Close Play Area in Heath Charnock, adoption, refurbishment and improvement of Amber Drive Play Area in Chorley, Installation of a new toddler play area at Buttermere Green in Chorley, refurbishment of Langton Close Play Area in Eccleston and phase 1 refurbishment of the toddler play area at Wymott Park in Ulnes Walton. A number of improvements contained within the strategy are planned for 2017/18, with some elements already delivered.
Astley 2020	This project has continued to provide improvements to Astley Hall and Gardens this year, both protecting and enhancing the local facility for residents and visitors alike. Work this year has included conservation work to specific rooms within the house and has also seen the existing tennis court phase 1 refurbishment completed which has seen the courts improved both in facilities and vehicular access. Further work is planned to improve pedestrian access to the courts as part of a phase 2 refurbishment.
Provide an accommodation finding service for non-priority households	This project commissions a service which assists non- priority households to access rented properties following referrals for the Chorley Council Housing Team. This year the service has seen 188 referrals from The Chorley Council Housing Options Team of which over 45% were either housed or found their own solutions.
Deliver the Big Wood Works	This project was originally scoped in 2009 and was to provide footpath and access improvements to link through from Yarrow Valley (Big Wood) behind Lancashire College to Ackhurst College in Astley Park. The scope of this project has now changed and been agreed By Executive Decision which has seen the approval to change the location of spend on improvement works to the Big Wood access Improvement Project and will now see this work being undertaken amongst a variety of improvements to local woodland areas.
Yarrow Valley Car Park	The Council has invested In the parking facilities at Yarrow Valley Car Park to repair potholes, tidy the vegetation and increase the capacity of the car park by a third, having room for 130 vehicles. Over 2016/17 work continued to prepare for the works and included a procurement process for the contractor to begin the works. Work is due to begin on the development in March 2017 with an estimated completion date of June 2017.

#### AN AMBITIOUS COUNCIL THAT DOES MORE TO MEET THE NEEDS OF RESIDENTS AND LOCAL AREA

Project	Position end of 2016/17
Reform public services in Chorley	<ul> <li>This project is focused on delivering the work plan of the Chorley Public Service Reform Partnership. The delivery of this project looks to transform the way public services are delivered locally and to explore public service integration, particularly around vulnerability and health and wellbeing. This year the partnership tested out innovative new ways of integrated working including: <ul> <li>A collaboration hub in Chorley inner-East bringing together a range of services to work together from a single base</li> <li>A range of cross sector events to raise awareness of partner services</li> <li>Intensive work to build relationships with primary care and a pilot project to support better outcomes for frequent attenders to primary care across 4 GP practices</li> <li>An intensive review of community potential in Chorley commissioned by the partnership and delivered by SPICE.</li> <li>Development of information sharing agreements to support multi agency working</li> <li>Planning for the development of a co-located service hub to be based at Chorley fire station</li> </ul> </li> <li>An Executive of senior partner representatives and an Implementation Group of officer leads continue to meet bi-monthly to drive forward public service reform. A full evaluation of activity to date was carried out in October 2016 which has informed the next phase of work and also the development and objectives of the Chorley Integrated Community Wellbeing Service. This project will continue through the new Corporate Strategy project 'Integrate public services through the Chorley Public Service Reform Partnership.</li> </ul>
Progress the delivery of the Chorley Youth Zone	The Youth Zone will provide a purpose built facility for Chorley's young people aged 8-19 years and up to the age of 25 with disabilities. The Zone will be a safe environment where young people can raise their aspirations, grow in confidence and engage in healthy activities. There are over 15,000 young people aged 8-19 years who live in Chorley whom this development will benefit. The Youth Zone project has progressed significantly over the last year, with the scheme now fully developed and funded and demolition works have commenced on site. This has enabled the construction element of the project which will continue to be taken forward through the new Corporate Strategy project 'Deliver the Youth Zone'.

Implement the Transformation Strategy	<ul> <li>This project implemented key actions contained within the Transformation Strategy to ensure that our organisation is best placed to meet future financial and organisational challenges, including effective leadership and governance structures, key actions achieved include:</li> <li>Development of models and agreement of proposals for the governance arrangements and structures to support the Integrated Community Wellbeing service</li> <li>Implementation of a changed senior management structure and subsequent structural change for the organisation</li> <li>Development of a new organisational development plan, identifying skill requirements including for a new management team, frontline workers and partnership working. Including the implementation of training schemes to meet identified organisational need.</li> <li>The progression of the Transformation Strategy to embed key principles and deliver a series of enabling</li> </ul>
Deliver the Skills Framework	projects overseen by the Transformation Team This project commenced the delivery of a three year action plan to respond to the supply and demand issues in the labour market, opportunities and challenges identified in the recently commissioned Chorley Skills Framework. The Chorley Skills Framework will help to drive the skills agenda forward, supporting local businesses to access the workforce they need to support change and growth and ensure that residents are equipped with the skills required by employers. The skills Board was established and met twice with an action plan agreed. This work will continue into business as usual for the Employment, Skills and Business Support Team.
Deliver the employee health scheme	This project saw the continuation of Health Cash Plan funded by the Council. The Council pays a fixed contribution per employee which then enables employees to claim back the cost of a range of medical treatments. This year, saw a total of 478 claims against the scheme totalling £18,817 worth of treatments. The scheme will continue to be open to employees over 2017/18.
Additional events at Astley Hall and Park	The total number of visitors to Astley Hall and Park this year was 70,539 (not including general visitors to the park, visitors to third party sporting events or visits to the Café). This year has been a great success in terms of events with all planned events across the year taking place including Heritage open days and Lancashire Day, Astley Illuminated and the Chorley Flower Show.
Disabled and dementia online venue access guides	2016/17 saw the delivery of year two of this three year project with work over this year seeing a launch event for the online guides in Chorley in April 2016. The launch event was a great success with a number of organisations around Chorley attending to find out more information and show their support. Work has continued on refreshing and ensuring the access guides are up to date and five new venues have been added to the guides across Chorley. The next year will see this project move into its final year of delivery.
Implement the Single Front Office	The single front office has now been implemented and has seen many improvements to the Council's customer service function including a staffing review and restructure of relevant services, an intensive mentoring and training programme, business improvements and a comprehensive review of processes, policies and procedures.
Deliver year 3 of the ICT strategy	This year saw the delivery of year three of the ICT strategy providing work to ensure our organisations ICT infrastructure is robust and can support our future work. This year also saw the development of a new ICT strategy which sets out a clear plan of work which will enable the Council's ICT infrastructure to support the organisation in moving forward. The new strategy was due to be released early in the financial year 2017/18.

# Appendix two – service identified projects

	ALL PROJECTS		
Directorate	Service	Projects	
Business, Development and Growth Regeneration	Primrose Gardens Retirement living         Westway Sports facility         Coronation Community Space         Astley 2020 –Garden of Reflection, lighting and events infrastructure         Tatton Community Space         Yarrow Valley car park         Gypsy and Traveller local plan         Employment Land Review		
	Employment Skills and Business Support	Establishment of team and delivery of major employment sites         Deliver The Strawberry Fields Digital Hub         Develop Evolutive shared CRM system with Growth Lancashire         Deliver Year 1 Chorley Skills Framework Action Plan         Establish Chorley Futures         Refresh Economic Development Strategy         Develop Investor Development Service (Establishing 'Team Chorley', in-depth relationship building with businesses, promoting the Choose Chorley brand campaign, liaison with developers/commercial letting agents)	
	Land and Property	Acquisition of land at Water Street and Friday Street, and lease arrangement with United Reform         Church         Union Street offices         Arley St/Apex House Staff Car Park         Support the Market Walk extension         Support the delivery of the Youth Zone         Identify and support income generation schemes – digital office park, HCA land sites,         e-pims         OPE 6	

	Market Walk Markets Town Centre	Deliver Street level improvements to the town centre
		Deliver the extension to Market Walk
		Deliver the Steeley Lane Gateway Project
		Deliver the 2016-18 Car Park strategy
		Deliver improvements to the covered market
		Deliver Markets Service Improvements
Early Intervention	Regulatory services	Food Standards Agency Audit
		Licensing review project – review of the processing, policies and enforcement for all licenses issued by the council
		Food hygiene and sampling pro-active inspections and advice
		Air Quality Local Management Project – compliance with air quality objectives
		Empty/ nuisance properties project
		Housing Standards
		Environmental Permitting Regime
		Infectious Disease Prevention Project
		Licensing Policy Review and policy setting
	Housing Options	Homeless reduction bill 2016/17
	and Cotswold House	16/17 year old protocol
		Changes in supported accommodation
		Digital inclusion at Cotswold
		Utilise new activity/ training rooms following the phase 6 refurbishment
		Accommodation finding service
	Health and Wellbeing	Review of the functionality associated with community centre delivery and management to increase efficiencies
		Implementation of the revised Private Sector Housing Assistance Policy
		Buttermere Development Project
		Review the functionality of the Health and Wellbeing team to ensure it is correctly resourced to deliver priorities
		Support the delivery of Community Action Plans and Neighbourhood Priorities
		Review of young people's school holiday and evening delivery programme to ensure partnership working is maximised to increase capacity, efficiency and community connectivity
		Map and review accessibility and availability of activity and opportunities for adults in the community

		Map and prioritise health and Wellbeing priority focus areas to enable the development of a short and mid-term project plan
	Neighbourhoods	Community Safety Partnership – delivery of action plan and campaigns with partners Public Space Protection Order consultation and implementation Clean, safe and healthy communities – skip days, community clean ups, dog fouling campaigns Responsible animal ownership – early intervention & prevention project Review of stray dog service PIVOT hub early intervention project based at Chorley Fire Station Neighbourhood priority project Development and expansion of mediation projects Prevent project
Policy and Governance	Legal Services	Digital Park Primrose Gardens Market Walk Extension Shared ownership leases/introductory tenancies at Primrose Gardens in 2018 Leases to prospective tenants at Digital Park Euxton Public Space protection orders Future acquisitions of land/disposals

Democratic	Supporting additional meetings to help deliver the transformation agenda
Services	Staff secondments to South Ribble Council
	Member development
	Modern.gov development
	Succession planning for the elections/ IER team
	Elections and IER service improvement
	Civic and cleaning staff work pattern changes to accommodate ICWBS
	Support a significant increase in Lancastrian bookings
	Corporate Support
Human	Delivery of the OD strategy
Resources	HR support to new governance models – shared services/restructures
	HR support to the Integrated Community Wellbeing Service
	HR support to the implementation of the Digital Strategy
	Investment projects H&S i.e Market Walk extension, Primrose Gardens
	Deliver the events programme for 2017 including the Chorley Flower Show and plan the 2018 programme
	Forward plan for Astley – includes bringing together several pieces of work and will supersede the Astley 2020 document
	Submission of Heritage Lottery Bid relating to improvements at Astley Hall
	Communication of town centre projects
	Delivery of the Check Out Chorley campaign year three
	Communication of the waste collection changes
	Implement a new internal communications strategy
Performance	Integrate public services through the Chorley Public Service Reform Partnership
and	Refresh the Business Planning and Performance Management Frameworks – update documentation
Partnerships	Evaluation of year 2 and planning for year 3 of the Public Service Reform Programme
	Coordinate Chorley Council response to external changes including LCC Transformation Strategy
	Review and refresh of the MyProjects system – reporting, documentation, training, user consultation/awareness
	Support the delivery of the Transformation Strategy
	Deliver equality actions and improve processes, including IIA's

Customer Transformation	Building Control	Fee changes as Building control are self-financing and should have the capacity to advise clients
		Promotion of service
		Use of building notices vs full planning submissions
		IT and website improvements - the revisions to the website and online facility need to be rolled out
		Plan checking via screens rather than paper
	Development Control	Website upgrades
		Scheme of delegation update
		Free applications – especially tree applications and the way these are handled
		Request for trees to be TPO'd – establish a clear process and authority
		Provision of a duty officer service
		Appeals- electronic process
	Customer	Improve productivity and performance
	Transformation	Complete the SFO Training programme (generic and specialist +1)
		Carry out a review of licensing and implement recommendations
		Improve access to council services by making services more efficient (Worksmart)
		Develop and deliver a new digital/customer strategy
		Develop and implement a clear programme of academy updates/upgrades
		Carry out a review of enforcement services
		Develop a comprehensive set of written procedures for the service
		Telephony contract renewal
		Review of enforcement services
	ICT	Infrastructure upgrades (data centre, Wifi, ISP, DR, client hardware)
		Mobile phone – implementation of MDM and roll out of new handsets
		Microsoft upgrades (Windows, Office, Exchange, Skype, System Centre, EMS, OMS0
		PSN including pen test Security – 2 factor, desktop antivirus, ISP
		Implement new applications (MyShare, booking system, cemeteries, FOI)
		Replace Sharepoint – new intranet, website and e-forms
		Review MyAccount, CRM and My Work
		Hybrid mail
		Implementation of key functionality for IDOX mobile, EXACOM, IApply, development monitoring,
		consultee access, SNN, dangerous structures

		Improve the quality of the data within the NLPG
		Improve and expand our data warehouses
	Waste and Steetscene	Improving and reporting performance for Streetscene scheduled work
		New waste contract
		Changes to waste collections
		Vehicle and fleet maintenance
		Streetscene modernisation strategy implementation year 1
		Chorley in Bloom and supporting other events in the borough
		Neighbourhood Projects
		Integration of Neighbourhood Officers in the team