

OVERVIEW AND SCRUTINY PERFORMANCE PANEL

THURSDAY, 30TH NOVEMBER 2017, 5.30 PM
COMMITTEE ROOM 1, TOWN HALL

AGENDA

APOLOGIES

- | | | |
|----------|---|------------------------|
| <p>1</p> | <p>MINUTES OF MEETING THURSDAY, 21 SEPTEMBER 2017 OF OVERVIEW AND SCRUTINY PERFORMANCE PANEL</p> | <p>(Pages 3 - 6)</p> |
| <p>2</p> | <p>DECLARATIONS OF ANY INTERESTS</p> <p>Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.</p> <p>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.</p> | |
| <p>3</p> | <p>PERFORMANCE FOCUS</p> <p>Report of the Director of Policy and Governance (enclosed).</p> | <p>(Pages 7 - 14)</p> |
| <p>4</p> | <p>QUARTER 2 PERFORMANCE REPORT 2017/18</p> <p>Report of the Director of Policy and Governance which was presented at the meeting of the Executive Cabinet on 16 November by the Executive Member for Resources (enclosed).</p> | <p>(Pages 15 - 36)</p> |
| <p>5</p> | <p>ANY URGENT BUSINESS PREVIOUSLY AGREED WITH THE CHAIR</p> | |

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.

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MINUTES OF OVERVIEW AND SCRUTINY PERFORMANCE PANEL

MEETING DATE Thursday, 21 September 2017

MEMBERS PRESENT: Councillor John Walker (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Matthew Lynch, June Molyneaux, Greg Morgan and Alistair Morwood

OFFICERS: Asim Khan (Director (Customer and Digital)), Victoria Willett (Performance and Partnerships Manager), Kate Howcroft (Policy Officer) and Cathryn Filbin (Democratic and Member Services Officer)

OTHER MEMBERS: Councillor Adrian Lowe

17.OSP.39 Minutes of meeting Thursday, 22 June 2017 of Overview and Scrutiny Performance Panel

AGREED – That the minutes of the Overview and Scrutiny Performance Panel held on 22 June 2017 were confirmed as a correct record.

17.OSP.40 Declarations of Any Interests

There were no declarations on interest received.

17.OSP.41 Performance Focus - Customer and Digital Context

Members of the Performance Panel considered a report by the Director of Policy and Governance which provided contextual information in regards to an update on Waste and Streetscene performance and the delivery of the Digital Strategy 2017/20.

The Chair welcomed Councillor Adrian Lowe, Executive Member for Customer, Advice and Streetscene and Asim Khan, Director of Customer and Digital.

Waste

Performance against the indicator 'number of missed collections per 100,000 collections of household waste' had worsened for the first three months of 2017/18 when compared to the figures in 2016/17. However, it was reported that performance was improving month to month and initial figures for July 2017 showed an improvement on performance in June.

The Executive Member for Customer, Advice and Streetscene reminded the Performance Panel that in April 2017, one of the biggest frontline service provisions in recent years took place affecting approximately 50,000 households in the borough. The changes included charging for garden waste and four weekly collections of card and paper. The effect of these changes was still being felt with household waste being put into the wrong receptacle. This is then often reported as a missed bin collection, which was also contributing factor to the

figures. Although it was acknowledged that there was still a lot to do to reduce the number of missed bin collections it was worth bearing in mind that the figure for quarter one of 2017/18 equated to only 0.2% of all collections during this period.

Changes to the waste collection had been a huge logistical undertaking. Some of the transitional arrangements had led to confusion amongst residents. To help, the calendar of bin collection was being refreshed and simplified with the collection details and the content allowed for each receptacle being detailed.

The Director of Customer and Digital also informed that Performance Panel that the council was in discussion with Veolia Environmental Services over some contractual issues.

Members of the Performance Panel discussed various matters raised in both the written and verbal representation which included –

- Missed bins, and the timescales for emptying them once reported;
- The number of 'closed' cases which had to be reopened;
- Educating householders who's bins remain unemptied due to the wrong type of waste being placed in the various receptacles and dealing with those householders who continue to choose to ignore advice;
- Locations of receptacles to be emptied;
- Returning the waste receptacles back to the correct address once emptied, and who was liable in a case where the receptacle was the cause of an accident.

The Performance Panel were reassured that the council was fully aware of all the issues and that it was in negotiation with Veolia Environmental Services to improve standards.

Both the Executive Member for Customer, Advice and Streetscene and the Director of Customer and Digital would welcome an opportunity to return to the Performance Panel in 12 months to discuss the performance figures once again.

Streetscene

The report provided information on progress made so far on the Streetscene Modernisation Strategy which was approved at Executive Cabinet in January 2017 which included the implementation of a new staffing structure focused in three specific areas -

- Grounds maintenance,
- Street cleansing,
- Litter.

The performance figures for the past two months demonstrated that grounds maintenance and street cleansing was performing above target for August and had shown improvement on the previous month.

In regards to emptying litter bins, the performance for scheduled work completed on time was below target for both July and August. Work was planned to resolve issues regarding the recording of completed work which should see an improvement in accuracy of these figures.

The number of complaints received had improved significantly in July and August when compared to the same period last year. The number of complaints received with regards to Streetscene (including litter) was low with a total of three complaints received for August 2017.

Members of the Performance Panel discussed a number of issues relating to Streetscene services which included –

- Litter bins being included as part of the council's waste contract;
- Improved technology, and training for staff to ensure accurate recording of jobs completed.

It was also reported that there had been a 25% budget reduction in the public realm agreement that the council had for delivering many of Lancashire County Council highways maintenance requirements. Although the budget had been cut, Chorley Council had continued to maintain a high standard of work the cost for which had been absorbed by the council itself. However, if the trend for cutting the public realm budget continued the council would need to make difficult decisions which would inevitably result in a reduction in service.

Digital Strategy

The Performance Panel was reminded that the council's Digital Strategy had been recently refreshed and approved by Executive Cabinet in June 2017.

This council wide strategy would lead to changes and improvements as to how council staff work, with many service areas being involved in delivering the project set out in the strategy.

There were four key elements to the strategy –

- Increasing digital take-up
- Increasing digital inclusion
- Working smarter
- Developing a positive culture which puts customers at the heart of everything we do

It was reported that the strategy identified a number of projects to be delivered over a three year period, and the measures used which would help to show success and progress. As a significant proportion of the projects within the strategy were reliant on the council's ICT infrastructure being upgraded, there would be a limit to the amount which could be delivered within the first year.

The report detailed the projects to be delivered against planned milestones over the three years and provided ratings as to their progress to date.

A total of 16 projects were due to commence delivery within the period 3 July to 1 September 2017 against the strategy, of which -

- 38% are rated green, meaning they are progressing against planned milestones and are on track for their delivery;
- 13% are rated amber, which can be an early warning sign that there may be delays with the project;
- 49% of projects are not yet started although it must be noted that the strategy is newly approved and it has taken time for the different elements to be mobilised for delivery.

Councillor Morgan requested that the list of milestones, which was referred to in the report could be made available to members of the Performance Panel.

The Director of Customer and Digital provided clarity on the purpose of a number of the projects and expected outcomes.

- Deliver basic online and digital skills training to digitally excluded groups – the council was in discussion with community groups to deliver these sessions. The purpose of the project was to give residents more confidence using the internet, and as a result would encourage residents to self-serve and in the first instance visit the council's website to report issues, pay for council related services etc.
- Develop and deliver a campaign to encourage the take up of digital services to promote the wider benefits of being online and the support which is available – this project was to promote the training programme above.
- Review existing applications, ensuring they are used to their fullest extent – this refers to applications that have been bought-in rather than developed in-house by council officers. The purpose of this project was to make sure each application was being used to its full potential.

Other improvements being considered included –

- A single log-on
- Making sure that the website is device friendly

In response to queries raised by the Performance Panel with regard to some council assets being missed off the My Account system, the Director of Customer and Digital agreed that although the majority of council assets were recorded a few had been missed. Assets were continuing to be reviewed and refreshed and that the council would welcome any missing assets to be reported so that they can be included.

AGREED –

1. **That the report be noted**
2. **A list of planned milestones planned to gage the progress of the Digital Strategy projects be forwarded to the Performance Panel.**

17.OSP.42 Performance Monitoring - First Quarter 2017/18

The Performance Panel considered a monitoring report from the Director of Policy and Governance which was presented at the Executive Cabinet on 3 August. The report set out the performance against the delivery of the Corporate Strategy and key performance indicators during the first quarter of 2017/18, 1 April to 30 June 2017.

Overall, performance of key projects were rated as follows -

- 7 (50%) rated green,
- 4 (29%) of the projects rated amber, action plans for which were included in the report,
- 2 (14%) were complete, the outcomes of which have been recorded,
1 (7%) was closed (Westway integrated sports facility);

Performance of the Corporate Strategy indicators and key service delivering measures was good with 50% of Corporate Strategy measures performing on or above target. 80% of key service delivery measures were performing on or above target or within the 5% threshold. Those indicators performing below target had action plans outlined including measures which would be put into place to improve performance.

During debate, members of the Performance Panel raised a number of issues relating to the information contained in the report which included –

- Westway integrated sports facility;
- Deliver a project to get people ready for work (Chorley Futures);
- The number of young people taking part in 'Get Up and Go' activities;
- Employment figures continued to be steadily worsening;
- The number of working days lost per employee through sickness absence for which further information was requested.

AGREED – That the report be noted, and the information on the number of working days lost per employee through short term sickness absence be circulated to the Performance Panel.

Chair

Date



Report of	Meeting	Date
Director of Policy and Governance	Overview and Scrutiny Performance Panel	30 November 2017

PERFORMANCE FOCUS – COUNCIL EVENTS PROGRAMME

PURPOSE OF REPORT

- To provide the Performance Panel with contextual information and initial questions for focus on the Council events programme performance.

RECOMMENDATION(S)

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

Confidential report Please bold as appropriate	Yes	No
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CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

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

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 November meeting, the panel have selected the Council events programme delivery as an area of focus.

CHORLEY COUNCIL EVENTS PROGRAMME

5. Chorley Council has gained an excellent reputation for organising and delivering events for both residents and visitors to Chorley. The first coordinated events delivered through a dedicated team were held in 2009 with the delivery of just two annual events, Picnic in the Park and the Christmas light switch on.
6. The Council events delivery has significantly increased since 2009 and now sees a yearlong programme of activity which delivers events for people of all ages and attracts both residents and visitors to Chorley alike. In 2016/17, the Council's events programme attracted over 60,000 attendances.
7. The 2017/18 budget for the delivery of events is £159,000 and within this budget a number of events are delivered by the Council across the year (more detail on each of the events can be found at Appendix A).
8. The events programme is delivered by the Communications and Events Team which also encompasses responsibility for internal and external communications including press enquiries, social media, branding and website development.
9. The delivery of events supports the Council's corporate priorities of being an ambitious council, involving residents in their local area and developing a strong local economy. Events provide income generation to offset their cost of delivery, support economic activity in the area and provide engaging activity for both residents and visitors whilst raising the profile of Chorley as a place to live, work and visit.

PERFORMANCE CONTEXT

Events, attendances and costs

10. The table below outlines information on events delivered over 2016 and 2017. The table outlines attendance figures available for each event, the amount of income generated from each event where applicable and the net cost of each event.

Year	Month	Event	Last attendance figure	Income	Net Cost (after income)
2017	April	What's your story, Chorley?	1,500		£5,400
	April	Chorley Grand Prix	2,000 +	£4,000	£36,000
	Summer months	Theatre in the Park x2	1,000	£5,000	£2,000
	June	Picnic in the Park	8,000		£15,000
	June	Taste of Chorley	1,000		£2,000
	October	Chorley Live	10,000	£15,000	£0
	July	Chorley Flower Show*	13,000	£62,108	£67,000

2016	November	Astley Park Bonfire and Fireworks*	4,000	£500	£12,337
	November	Christmas lights switch on	5,000	£3,000	£14,000
	November	Christmas pantomime	400	£900	£600
	December	Chorley's Santa Express	2,400	£17,000	£2,000
	December (throughout month)	Christmas attraction	15,000	£40,000	£5,000
	Total		61,300	£147,508	£161,337**

* 2017 figures yet to be confirmed

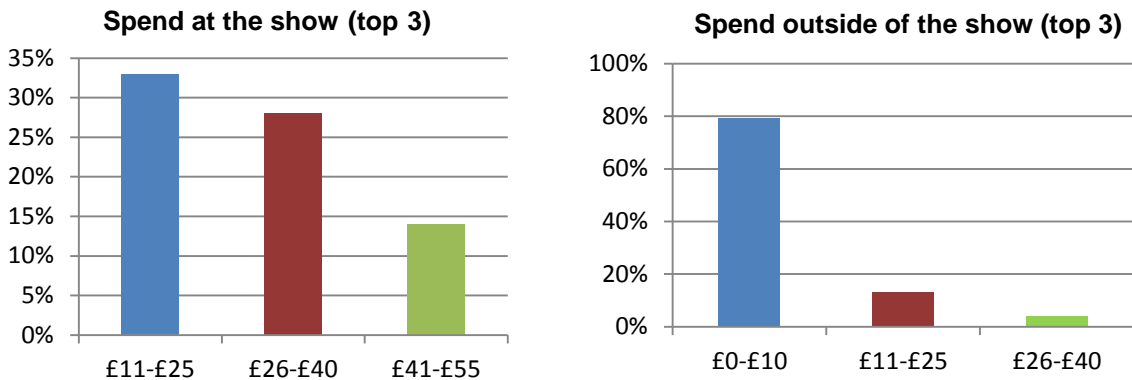
**not reflective of total cost of 2017/18 events

11. A total of 61,300 people attended the events listed above. It can be seen that both the Flower Show and the Christmas attractions have the highest number of attendances of the all events organised. However, it must be noted the Flower Show is a weekend event compared to the Christmas attraction which is held over a longer period therefore the Flower Show can be deemed to attract the highest number of visitors over a two day period.
12. The Flower Show is the highest costing event held across the year, with the 2016 show costing in the region of £67,000 (net). The lowest costing event is Chorley Live which was delivered at no net cost to the Council in 2017 due to the income generated from this event covering the outgoing cost of organising the event.
13. With regards to value for money or cost per attendance, Chorley Live shows the best value for money in terms of attendances at nil cost per visitor. The event with the highest cost per attendance is the Chorley Grand Prix, although it is difficult to exactly quantify attendances at this event due to its nature and they layout of the of the course and it is therefore thought that actual attendance at the 2017 event was actually much higher than 2,000 people.
14. The event with the highest income is the Chorley Flower Show, with an income of around £62,000 generated in 2016.

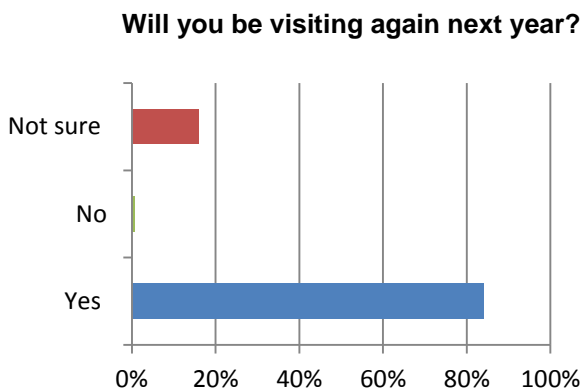
Event feedback focus – Chorley Flower Show 2017

15. Following the delivery of events, a satisfaction survey is sent to customers asking for their views. A total of 283 people completed the feedback questionnaire following the Chorley Flower Show in 2017. The below outlines some key areas of feedback received from visitors:

16. Respondents were asked what their favourite part of the show was with the majority of people mentioning the words **gardens**, **displays**, **marquees** and **stalls** in their response to this question.



17. The majority of people said that they spent between £11-40 pounds whilst at the Flower Show and the majority of respondents spent between £0-10 on their visit to Chorley outside of the show.



18. 84% of respondents said that they would like to visit the Flower Show again next year.

Marketing and promotion of events

19. Council events are marketed through a number of different means including the Council website; Check out Chorley website, social media (Facebook and Twitter) and the What's Happening magazine which is a publication produced by the Council three times a year.

20. The below table shows the top three ways in which people heard about Picnic in the park, Chorley Live and the Chorley Flower Show events held in 2017:

	Chorley Live	Chorley Flower Show	Picnic in the Park
1	Previous attendance at event	Previous attendance at event	Facebook
2	Facebook	Facebook	Word of mouth
3	Word of mouth	Word of mouth	What's Happening magazine/Council website

21. The most popular ways in which people heard about the above events were Facebook and attendance at previous events. Facebook is recognised as a key tool to enable two way communication between the Council and residents and the feedback from visitors demonstrates its effectiveness in communicating about events. Previous attendance and word of mouth were also popular ways of people hearing about events and this demonstrates the success of previous events, encouraging people to attend year on year and talk positively about the events to friends and family.
22. One of the key marketing tools used for promoting Chorley as a place to visit including the promotion of events is the Check Out Chorley website. Over quarter two 2017/18, there were over 17,000 page views on the Check Out Chorley website.
23. Facebook is also used as a key communications tool to engage with residents and is also used for the marketing of events. Over quarter two 2017/18, there were over 210,000 post engagements on the Council's Facebook page. Post engagements include likes, comments and shares about anything that we post on our page, including any information about events.
24. Performance against the indicator 'number of event attendees' will be reported at quarter four 2017; however performance so far over this year for event attendances is extremely positive with 40,500 events attendances against an annual target of 65,000.

QUESTIONS

25. The below provides some suggested questions to initiate discussions of the panel:
1. Given the financial challenges facing the council;
 - a. How could event delivery be made more sustainable?
 - b. Other authorities are pursuing sponsorship as a way to fund events, has this been considered by the Council?
 2. Is the economic impact and benefit of each of the events known? How could this be measured and reported to ensure that the events we deliver provide the most impact?
 3. Which events in the calendar have the most/least impact in terms of attendance, cost, income and wider benefits to the borough and how could the more successful events be developed?
 4. Is there a delivery plan for future events, can a brief outline of this plan be discussed within the meeting?

IMPLICATIONS OF REPORT

26. 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	x	Policy and Communications	

COMMENTS OF THE STATUTORY FINANCE OFFICER

27. No comment

COMMENTS OF THE MONITORING OFFICER

28. No comment

REBECCA HUDDLESTON
DIRECTOR OF POLICY AND GOVERNANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Kate Howcroft	5061	14 Nov 17	O+S Performance Panel – Council events performance context

Appendix A – summary of events held over the year

What's your story Chorley?

This event is organised in partnership with the Creative Network and is Chorley's literary festival which sees authors, poets, writers and other creatives running workshops or sessions in various venues around the town centre. The 2017 event saw the introduction of a book bench trail with local schools decorating the benches which were then displayed across the borough. The book benches proved extremely popular with many people visiting the town centre to see them, the trail has since been replicated in Manchester City Centre.

Chorley Grand Prix

This event is organised in partnership with British Cycling and has proven very popular with cycling fans and families within the borough and has seen others visiting from further afield. Feedback from British Cycling showed that this race gained the most media coverage by some distance against others with a reach of over 14 million.

Picnic in the park

This event sees the Council working in partnership with Rock FM to bring a large stage to Astley Park with a main headline act aimed at children and families. Picnic in the park 2017 saw over 8,000 attendances.

Theatre in the park

The Theatre in the Park events are held at Astley Hall and Park and this year saw the delivery of performances of The Secret Garden in July and The Taming of the shrew in September. This is a paid for event.

Taste of Chorley

First held in 2017, this event was a mini food festival involving stalls in the town centre. The stalls were run by town centre food-related businesses to sell products and raise awareness of their business. There were also some cookery demonstrations and recipe cards prepared to promote the message of healthy eating and health and wellbeing.

Chorley Flower Show

2017 saw the delivery of the third annual Chorley Flower Show. This is one of the largest and most ambitious events we deliver over the year. The 2017 event saw increased attendance and positive visitor and trader feedback.

Chorley Live

Chorley Live is held over two evenings (Friday and Saturday) in October and is organised in partnership with the Creative Network. The event sees live music being played across numerous venues in the town centre. This year over 10,000 people attended the event.

Bonfire and firework display

This is an annual event which sees a bonfire and firework display being held in Astley Park along with food and drinks stalls being available. The 2017 event saw over

Christmas light switch on

The event has traditionally been organised in partnership with Rock FM and had included a stage, warm-up acts, a headline act and firework/ pyrotechnics for the stage and the town hall. The aim of the event is to get people into the town centre to kick-start the festive shopping period.

Astley Illuminated

Astley Illuminated is a family event based around on Nuit Musee Paris (Paris Museum Night) and is designed to show Astley Hall and ground in a different light, often highlighting unseen treasures such as paintings, ceilings, furniture external building features and landscapes. This is a pre-Christmas/Christmas launch event for Chorley.

Christmas attraction

Over the last few years we've had a variety of attractions including a snow slide, a Nutcracker trail, the Big Wheel and a real ice rink. The aim has been to draw people into Chorley to do Christmas shopping and despite mixed weather at times income from ticket sales has roughly offset expenditure on the attraction. We generally have good feedback about the attraction and last year the real ice rink and winter wonderland was the best yet in terms of feedback from visitors.

Santa Express

Now in its fourth year, this attraction links the town centre to Astley Hall where there is a chance for children to see Father Christmas and receive a gift. The attraction proves very popular with tickets nearly always selling out, with ticket sales covering the majority of the costs of the attraction.



Report of	Meeting	Date
Director (Policy and Governance) (Introduced by the Executive Member for Resources)	Executive Cabinet	3 rd November 2017

CHORLEY COUNCIL PERFORMANCE MONITORING – SECOND QUARTER 2017/18

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 2017/18, 1 July – 30 September 2017.

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 2017/18, 1 July to 30 September 2017. Performance is assessed based on the delivery of key projects and against the measures in the 2016 Corporate Strategy along with key service delivery measures for individual services.
4. Overall, performance of key projects is good, with eight (57%) of the projects rated as green or complete. Two projects (14%) are now closed with a full explanation provided within the report. Four (29%) of projects are currently rated amber; actions plans for each of these projects are contained within this report
5. Performance of the Corporate Strategy indicators and key service delivery measures is also good. 58% of Corporate Strategy measures are performing on or above target or within the 5% threshold and 70% of key service delivery measures are performing on or above target or within the 5% threshold. Those indicators performing below target have action plans outlined with measures which will be put into place to improve performance.
6. During quarter two, a resident survey was conducted to gather the views of residents about satisfaction with the council, their local area and community involvement. Overall performance is good, five of the nine indicators performed above target or within the 5% tolerance. Four of the nine indicators performed below target, the percentage of people who feel they cannot influence decision making in their local area, satisfaction with street cleanliness, percentage of people who regularly participate in volunteering and percentage of residents who feel that Chorley Council provides value for money. However, performance is on a par or better than average compared to national trends for council satisfaction and should also be considered in light of a particularly challenging local and national context.

Confidential report Please bold as appropriate	Yes	No
Key Decision? Please bold as appropriate	Yes	No

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

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

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 8. None.

CORPORATE PRIORITIES

- 9. This report relates to the following Strategic Objectives:

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

- 10. The Corporate Strategy is the key strategic document for the authority and includes performance indicators and key projects which focus on delivering the Council’s four priorities.
- 11. The Corporate Strategy was approved by Council in November 2016. It includes 14 key projects, with a particular focus on delivering some of the large scale, ambitious schemes that will have a significant impact on local outcomes.
- 12. Key performance measures for each service have been set so that targets remain challenging and reflective of the Council’s ambitions.



Involving residents in improving their local area and equality of access for all

The long term outcomes for this priority are:

- Residents who take pride in where they live and their achievements
- All residents are able to take an active part in their community
- Easy access to high quality public services

ACHIEVING THE LONG TERM OUTCOMES IN QUARTER TWO

13. To support the digital strategy and to encourage people to do more online, 46 learners have attended digital inclusion courses across our digital hubs this quarter. The digital hubs are now working alongside the Citizens Advice Bureau to provide advice which are running from Clayton Brook Village Hall, Tatton Community Centre and Lancaster Way and allow residents easy access to specialist advice and support. Work will continue next quarter to deliver more outreach sessions, particularly in rural areas, with tablet computer courses also due to start. There will be dedicated desktop PC's installed in all of the digital hubs to ensure they are fully equipped and ready to be used for digital inclusion sessions.
14. There has been a significant increase in the number of volunteering hours this quarter with a 41% increase this quarter compared to a 9% increase during the same period last year, supporting the long term outcome of ensuring all residents are able to take an active part in their community. During quarter two, the resident survey was undertaken to gather the views of residents about satisfaction with the council, how they contact the council, views of public services and life in Chorley. 84% of the residents surveyed said they were satisfied with their neighbourhood as a place to live.
15. The delivery of a project to improve the look and feel of local neighbourhoods across the borough has continued to progress this quarter and will continue to deliver over the coming two quarters. Further and clearer updates will be produced for individual neighbourhood areas and the progress made in delivering priorities will be made available in the coming quarter.

Performance of Key Projects



16. There are three key projects included in the 2016/17 Corporate Strategy under this priority and at the end of the second quarter overall performance is good.
17. One project is rated green and on track:
 - Improve the look and feel of local neighbourhoods across the borough
18. One project was closed at quarter 1 and will be progressed outside of the Corporate Strategy programme:
 - Progress delivery of the Westway integrated sports facility

19. One project is now complete and key outcomes of the project are outlined below
- Develop new ways of delivering services for communities

Project Title		Project Status
Develop ways to deliver services for communities		COMPLETE
Explanation	<p>This project aimed to understand and develop new approaches to delivering services within communities to support new models of working alongside residents and the third sector.</p> <p>The Chorley Public Service Reform Partnership commissioned SPICE to undertake a project to carry out intensive engagement with local communities to better understand their needs, motivations and expectations of public services.</p> <p>The project delivered a final report and tool kit, setting out approaches to building capacity within communities. The report has been reviewed and approved by the Chorley Public Service Reform Executive and will now be taken forward by the Early Intervention and Prevention directorate as part of developing new ways of working.</p>	

Performance of Corporate Strategy Measures



20. At the end of the second quarter, it is possible to report on four of the seven performance indicators under this priority. The full outturn information for the performance indicators is included at Appendix A. One indicator is performing on or better than target:
- % increase in the number of volunteering hours earned
21. One indicator is performing slightly below target, but within the 5% tolerance threshold:
- % people satisfied with their neighbourhood as a place to live
22. Two indicators are performing below target, outside of the 5% tolerance threshold:
- % of people who feel they cannot influence decision making in their local area
 - % of people who regularly participate in volunteering
23. These indicators both relate to the resident survey, considered further at paragraph 63.



Clean, Safe and Healthy Communities

The long term outcomes for this priority are:

- Clean and safe streets
- Reduced health inequalities
- A wide range of quality recreational activities
- High quality, affordable and suitable housing
- High quality play areas, parks and open spaces

ACHIEVING THE LONG TERM OUTCOMES IN QUARTER TWO

24. The project to deliver the Primrose Gardens Retirement Village is on track with the construction work underway this quarter. The majority of work completed this quarter has focused on commencing the foundation works including the excavation of the site, establishing ground improvement works and conducting piling works to provide a suitable stable foundation for construction. The delivery of Primrose Gardens will result in the provision of purpose built accommodation to support older residents in Chorley.
25. There have been more affordable homes delivered this quarter compared to this same period last year, with 36 delivered this quarter supporting the long term outcome of high quality affordable and suitable housing. Residents have been encouraged to be healthier as the number of visitors to Council leisure centres continues to increase, with 583,895 visitors at the end of this quarter compared to 579,549 the same time last year.
26. The recent resident survey found that 91% of respondents feel safe within their local area during the day, supporting the ambition to deliver clean and safe streets. In addition, 78% of those surveyed stated they are satisfied with parks and open spaces, supporting the long term outcome of high quality play areas, parks and open spaces.
27. Chorley Futures, the project to get people ready for work, will be closed off this quarter with the reasons for closure described below.

Performance of Key Projects



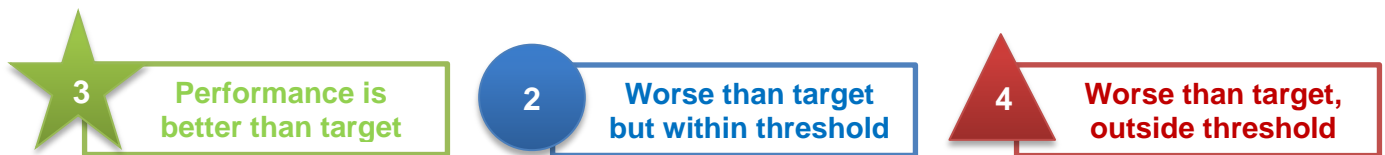
28. There are three key projects included in the 2016/17 Corporate Strategy under this priority and at the end of the second quarter overall performance is good.
29. One project was rated as green, meaning it is progressing according to timescale and plan:
 - Deliver the Primrose Gardens Retirement Village for Chorley
30. One project has been completed and the key outcomes were detailed within the quarter one performance report:
 - Deliver the enabling phase of Integrated Community Wellbeing

31. One project has been closed and key reasons for this are outlined below:

- Deliver a project to get people ready for work (Chorley Futures).

Project Title		Project Status
Deliver a project to get people ready for work (Chorley Futures)		CLOSED
Explanation	<p>This project set out to deliver the Chorley Futures scheme which aimed to support people with multiple and complex barriers to participate to address these issues and move closer to the job market and therefore job opportunities</p> <p>The project was dependent on 60% European Social Funding being secured in order for it to progress. In quarter one, the project team received confirmation of the pending decision regarding this external funding and a notification of rejection was received from the Department of Work and Pensions (DWP) to inform the Chorley Futures project that the funds would not be awarded.</p> <p>The lack of additional funding will significantly impact the deliverability of the project within the original scope. Therefore, this project will now be closed and alternative options for the delivery of activity to get people ready for work will be progressed outside this years' Corporate Strategy.</p>	

Performance of Corporate Strategy Measures



32. At the end of the second quarter, it is possible to report on nine of the nine key performance indicators under this priority. The full outturn information for the performance indicators is included at Appendix A.

33. Three of these indicators are performing on or better than target at:

- The number of visits to Council leisure centres
- % of the population feeling safe during the day
- Number of long term empty properties in the borough



34. Two of these indicators are performing slightly below target, but within the 5% tolerance threshold:



- % of the population feeling safe at night
- % of the population satisfied with parks and open spaces



35. Four of these indicators are performing below target, outside of the 5% tolerance threshold:

- The number of young people taking part in 'Get Up and Go' activities
- Number of homelessness preventions and reliefs
- Satisfaction with street cleanliness (considered at paragraph 63.)
- Number of affordable homes delivered

36. The reasons for areas of underperformance are listed in the table below:

Performance Indicator		Target	Performance
	The number of young people taking part in 'Get Up and Go' activities	10,000	9,408
Reason below target	<p>Due to changes within LCC Children's Centre management, Chorley Council alongside Homestart, were unable to run Playtime in the Park. This event will now be combined with Playday at Coronation Recreation Ground in a joint delivery along with key health partners. However, with the event unable to run this quarter, it has negatively impacted the number of young people taking part in 'Get Up and Go' activities.</p> <p>In addition to this, there remains reduced work with schools this quarter and there have been delays to funded projects, which are now due to start next quarter. Both of these have contributed to lower numbers of young people taking part in 'Get Up and Go' activities this quarter.</p>		
Action required	<p>The funded projects which were delayed this quarter are now scheduled to begin in Quarter 3, which will see an increase in the number of young people taking part in 'Get Up and Go'.</p> <p>The Health and Wellbeing service are moving towards focusing on more targeted interventions and the way that this is measured will be reviewed to ensure that the indicator more closely reflects the work of the team.</p>		
Trend:	<p> Performance at quarter two 2016/17 was 16,003 against a target of 10,000 (60% better than target). Out turn this quarter is 5.92% off target, meaning that for quarter two, performance is worse than quarter two last year.</p>		

Performance Indicator		Target	Performance
	Number of homelessness preventions and reliefs	400	295
Reason below target	<p>The target for this measure was set at a more challenging level for 2017/18 (800 compared to 600 for 2016/17). This was in anticipation of an increase in the number of homelessness preventions and reliefs due to a number of potential changes expected in 2017 including:</p> <ul style="list-style-type: none"> • Impact of the Homelessness Reduction Bill • Supporting People changes • Roll out of Universal Credit full digital <p>As was the case in the first quarter, the anticipated changes set out above have yet to come into place and therefore the anticipated increase in demand has not occurred. The indicator is demand driven; this means that if the number of customers requesting advice is lower, so is the number of preventions and reliefs. The council continues to provide comprehensive support and advice to those who need it.</p>		
Action required	<p>The Housing Options team will continue to monitor the progress of the potential changes outlined above and respond accordingly. The target will also be reviewed to ensure that it remains realistic should any of the changes either not happen or have less impact than originally anticipated.</p>		
Trend:	<p> Performance at quarter two 2016/17 was 313, with a target of 300 (4.3% better than target). Out turn this quarter is 26.25% off target, meaning that for quarter two, performance is worse than quarter two last year.</p>		

Performance Indicator		Target	Performance
	Number of affordable homes delivered	50	36
Reason below target	<p>The council works in partnership with registered providers and developers to deliver affordable homes which are measured when new homes reach the completion stage. At the end of September, the target number of 25 properties for quarter 2 had not been reported as completed and therefore performance against this indicator off track.</p> <p>Due to the Homes Community Agency funding programme running until March 2018, the majority of the expected affordable homes to be delivered are due to reach completion stage by this date. Therefore, we will see more affordable homes reaching the completion stage in the coming two quarters. It is therefore expected that the annual target of 200 will be met by the end of quarter four 2017/18.</p>		
Action required	<p>The council continues to work proactively with partners to progress the delivery of affordable homes to completion and will continue to liaise and maintain strong working relationships with the main providers. It is anticipated that the number of affordable homes delivered will meet the anticipated target by the end of the year.</p>		
Trend:	<p> Performance at quarter two 2016/17 33, with a target of 50 (34% off target). Out turn this quarter is 28% off target, meaning that for quarter two, performance is better than quarter two last year.</p>		



A strong local economy

The long term outcomes for this priority are:

- A vibrant town centre and villages
- A strong and expanding business sector
- Access to high quality employment and education opportunities

ACHIEVING THE LONG TERM OUTCOMES IN QUARTER TWO

37. During the last quarter, there were 8,643 visitors to the Check Out Chorley website and work has continued to further develop and improve the content of the visitor website, with more blogs and seasonal articles published. The marketing plan for the next 12 months is now complete and a review has been conducted to agree the future campaigns with Marketing Lancashire. There has been continued coordination of the development and production of a promotional visitor video and work to improve the events infrastructure has begun.
38. The delivery of the 2017 events programme has continued with the summer events successfully delivered. Nearly 15,000 people attended Chorley Flower Show at Chorley’s Astley Park this quarter, exceeding the attendance figures for last year. This year the show saw several new elements with the amateur section in particular doubling in size and a brand new food area which was well received. Visitors could enjoy the floral displays both inside Astley Hall and out in the park, with special guest appearances from Carol Klein and Chris Beardshaw. Work has continued in developing the Heritage Lottery Fund (HLF) bid at Astley Hall, which will enable future repair and renovation for Astley Hall to further improve the visitor experience.
39. The delivery of the Market Walk Extension has made good progress this quarter. The Chorley Shopmobility has been relocated to Market Walk Service Yard 2 and the Hollinshead Street car park works have commenced; both will allow for increased car parking capacity in the town centre. Phase 1a and Phase 1b of the Flat Iron Car Park are over 80% complete and work to redesign the configuration of the units has allowed for maximum flexibility for incoming tenants. There have been 397,529 visits to Market Walk at the end of this quarter, which has improved compared to 389,811 at the end of quarter one.

Performance of Key Projects



40. There are five key projects included in the 2016/17 Corporate Strategy under this priority, and at the end of the second quarter overall performance is good.
41. At the end of quarter two, one project was rated green, meaning it is progressing according to timescale and plan:
 - Develop activity to promote Chorley as a visitor destination including the Chorley Flower Show

42. Three projects are currently rated as amber which is an early warning that there may be a problem with the projects and more detailed on this can be found below:

Project Title		Project Status
Market Walk Extension		AMBER
Explanation	<p>Phase one of the Market Walk development is now nearing completion with handover planned for the week commencing 2nd October 17. Phase two hoarding is also planned to commence early October with site clearance beginning upon handover of phase one and Hollinshead Street Car Park.</p> <p>The project is currently rated amber due to the following risks/considerations:</p> <ul style="list-style-type: none"> • The work programme has condensed and therefore has little contingency and flexibility • Negotiation with tenants to support the development of car parking is ongoing • Approval for initiation of phase two works is dependent upon the sign up of tenants to the development and therefore a commitment is needed from tenants before phase two of the project can progress 	
Action Required	<p>To address the issues highlighted above, work planned to be delivered over the next quarter will include:</p> <ul style="list-style-type: none"> • Negotiations will continue to progress the car parking elements of the development • Continuing negotiations with tenants to secure commitment to the scheme • Preparations for phase two delivery including hoarding and site clearance <p>The project team will continue to coordinate stakeholder meetings and monitor/update the various project control documents including the project plan, risk register and issues log.</p>	

Project Title		Project Status
Deliver street level improvements in the town centre		AMBER
Explanation	<p>This project is currently rated amber due to a number of elements of its delivery being linked in with the wider Market Walk development and considerations around this work.</p> <p>Elements of the associated public realm work are being re-prioritised to align with the current site acquisition programmes including:</p> <ul style="list-style-type: none"> • The relocation of Gala bingo before the Civic Square can progress • The relocation of the United Reformed Church in order to progress Hollinshead car park <p>Further public consultation on later phases of the masterplan to enable a paper to be submitted to council for full adoption is still to be progressed due to a</p>	

	number of early phase projects currently underway and the reluctance to create confusion around public opinion on later phases of the public realm work and wider plans.
Action Required	<p>In order to address some of the issues identified, discussions will continue to take place with both Gala Bingo and the United Reformed Church over potential sites for re-location. Further dependencies with the Market Walk scheme, including funding considerations will continue to be managed within the project.</p> <p>Alongside this, we will continue to prepare for public consultation during next year to consult the public on later phases of public realm improvements and delivery of the wider plan.</p>

Project Title		Project Status
Deliver the Steeley Lane Gateway		AMBER
Explanation	<p>Although good progress has been seen on this project, with all of the year one elements and work around Fazakerley Street now complete, there continue to be delays with a number of elements of the project meaning that it is currently rated amber. The key issues are outlined below:</p> <ul style="list-style-type: none"> • There are delays with work around the bus station which has been deferred until January 2018 to avoid any clashes with the Youth Zone development. • The Year 2 subway element of the project also needs to be progressed with Network/Northern Rail alongside station improvements • The CCTV for East Way/ Seymour Street requires planning permission and procurement of equipment. 	
Action Required	<p>Alongside delaying the work around the bus station to avoid any clashes with the Chorley Youth Zone development, delivery over the next quarter will see planning permission being sought for the CCTV elements and we will continue to liaise with Northern Rail over funding for station accessibility.</p>	


One project is complete and key outcomes were reported at quarter four 2016/17:

- Deliver economic opportunities at Botany

Performance of Corporate Strategy Measures

- 43. At the end of the second quarter, it is possible to report on four of the eleven key performance indicators under this priority. The full outturn information for the performance indicators is included at Appendix A.
- 44. One indicator is performing on or better than target at:
 - Town Centre Visits
- 45. One indicator is performing slightly below target, but within the 5% tolerance threshold:
 - Overall employment rate
- 46. Two indicators are performing below target, outside of the 5% tolerance threshold:
 - The number of projected jobs created through targeted interventions
 - The number of projected jobs created through targeted investment
- 47. The reasons for areas of underperformance are listed in the tables below:

Performance Indicator		Target	Performance
	The number of projected jobs created through targeted interventions	75	58
Reason below target	This indicator is a combined potential job creation total for the retail grants programme, starting in business grant programme, Chorley BIG and Chorley Works. During this quarter, there was only one grant application received for Chorley BIG with 2 jobs being forecasted to be created. Two enquiries were placed on the grant pipeline and one is currently being progressed to application stage. Changes to grant criteria, for example retail improvement grants, may also have had an impact on the number of applications received.		
Action required	All of the Council's funding programmes will continue to be clearly identified on both the Council's website and the Choose Chorley website. The programmes are also discussed with businesses as part of the team's day to day work, either at networking events or in 1:1 meetings.		
Trend:	Performance at quarter two 2016/17 was 110, with a target of 64 (71.8% better than target). Out turn this quarter is 22.67% off target, meaning that for quarter two performance is worse than quarter two last year.		

Performance Indicator		Target	Performance
	The number of projected jobs created through targeted investment	20	0
Reason below target	<p>This indicator measures jobs created through working with inward investors under the 'Welcome Grant' and as part of the Chorley Employment Charter process.</p> <p>During this quarter, no grant applications have been received. However, grant enquiries continue to be received. Therefore, due to the lack of grant applications this quarter, there have been no new jobs created through targeted investment this quarter.</p>		
Action required	<p>The Choose Chorley grant will continue to be promoted as part of the inward investment offer. The new Chorley Business Guide was printed this quarter and copies are being made available at MIPIM UK, the national property expo in London and also at the Central Lancashire Business Event in Preston. Work has commenced on a new initiative 'Investor Development' which will be taken forward in the next quarter with research into Chorley's business growth sectors and identifying a case load of businesses with potential for growth and for future inward investment.</p>		
Trend:	<p>➔ Performance at quarter 2 2016/17 was 0 with no projected jobs created for that quarter, with performance this quarter also at 0. Therefore the trend remains the same.</p>		



An ambitious Council that does more to meet the needs of local residents and the local area

The long term outcomes for this priority are:

- A council that consults and engages with residents
- An ambitious council that continually strives to improve
- Cohesive communities in and around outlying areas

ACHIEVING THE LONG TERM OUTCOMES IN QUARTER TWO

48. The delivery of the year two of the Chorley Public Service Reform Programme is on track and making good progress. The Integrated Service Hub, which is a true test of colocation, has continued to support vulnerable residents and the Primary Care User Support Team has continued to support patients with clinical/social/psychological needs, reducing demand in primary care and creating capacity for new ways of working. A piece of work on building community capacity and resilience conducted by the SPICE commission, based in Chorley East, is being considered by Executive to determine how the recommendations can be embedded as part of new ways of working in future. A full review of the activity this year has been conducted, and will be used to support the evaluation of year two.
49. The delivery of the Youth Zone has made good progress this quarter. Work has continued on the construction of the Youth Zone with the erection of the steel frame, the roof and floors have now been installed and the external walls assembled. Construction will continue in quarter 3.
50. During the second quarter, there has been an increase in the percentage of people making service requests online, with an increase of 5.1% compared to the same period last year. Results of the resident survey showed that 70% of residents were satisfied with the way the council runs things, supporting the long term outcome to consult and engage with residents. In addition to this, dissatisfaction this quarter is at 19.5%, which is slightly better than the same period last year when dissatisfaction was at 19.7% and remains below the target of 20%.

Performance of Key Projects



51. There are three key projects included in the 2016/17 Corporate Strategy under this priority, and at the end of the second quarter overall performance is excellent.
52. At the end of the second quarter, two projects were rated as green, meaning that they are progressing according to timescale and plan:
- Integrate public services through the Chorley Public Service Reform
 - Deliver the Chorley Youth Zone
53. One project is currently rated as amber which is an early warning that there may be a problem with the projects and more detailed on this can be found below:

Project Title		Project Status
Improve access to Council services by making services more efficient (Work Smart Programme)		AMBER
Explanation	<p>This project is currently rated amber; this is due to the fact that the rate of progress in the last quarter has been below what was anticipated.</p> <p>This slower than anticipated rate of progress is due to a number of factors. The summer holiday period has had a negative impact on progression and capacity within ICT has caused some elements of the scheme to be negatively impacted due to competing programmes of work and priorities. It is hoped that work will get back on track during the next quarter.</p>	
Action Required	<p>Project plans will be re-scoped and re assessed and work over the next quarter will include:</p> <ul style="list-style-type: none"> • the development of more detailed plans for the projects within the work smart programme; • the development of options for improving and reconfiguring the office space in the town hall; and • progression of the council's intranet refresh. <p>Further work is needed to complete a detailed plan in terms of the elements of the work smart programme, capacity of the ICT team and interdependencies.</p>	

Performance of Corporate Strategy Measures



54. At the end of the second quarter, it is possible to report on four of the five key performance indicators under this priority. The full outturn information for the performance indicators is included at Appendix A.
55. Three of these indicators are performing on or better than target:
 - % residents satisfied with the way the council
 - % of service requests received online
 - % of customers dissatisfied with the service they have received from the council
56. One of these indicators are performing worse than target:
 - % residents who feel that Chorley Council provide value for money
57. The reasons for areas of underperformance are considered in more detail at paragraph 63.

PERFORMANCE OF KEY SERVICE DELIVERY MEASURES

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



59. Seven of the Key Service delivery measures are performing on or above target:

- Time taken 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
- Vacant Town Centre Floor Space
- % Council Tax collected

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


- Supplier Payment within 30 days


61. Three indicators are performing below target at the end of quarter two:

- Average working days per employee (FTE) per year lost through sickness absence
- Number of households living in Temporary Accommodation
- Number of missed collections per 100,000 collections of household waste

62. The reasons for areas of underperformance are listed in the table below:

Performance Indicator		Target	Performance
	Average working days per employee (FTE) per year lost through sickness absence	3.75 days	4.16 days
Reason below target	This is due to the high number of days lost to short term sickness absence this quarter, with long term sickness absence is within target. In quarter two, there were 3 occasions of short term sickness absence which totalled 40 days lost. Therefore, it is the high number of instances of short term absences this quarter that have primarily contributed to this quarter's performance being off target.		
Action required	To follow the procedure for managing short term absence in the attendance policy. This includes conducting timely return to work interviews and identifying any issues, holding absence meetings, where triggers are met – offering supporting interventions and issuing any sanctions where necessary, consideration of reasonable adjustments for disability cases and medical capability hearing if short-term absences persist. Conduct early intervention welfare for employees absent with stress/anxiety.		
Trend:	Performance at quarter two 2016/17 was 3.81 days with a target of 3.5 days (8.86% off target). Out turn this quarter is 10.93% off target, meaning that for quarter two performance is worse than quarter two last year.		

Performance Indicator		Target	Performance
	Number of households living in Temporary Accommodation	15	16
Reason below target	<p>The reason for lower than expected performance this quarter is due to the current households living in Temporary Accommodation experiencing in-depth complex issues. To provide the necessary resources and support, Chorley Council has been working in conjunction with mental health services, children and adult social care and other key agencies. These complex issues are currently acting as a barrier to households successfully moving out of Temporary Accommodation into more permanent accommodation.</p> <p>Therefore, the number of households living in Temporary Accommodation is negatively impacted by barriers preventing households successfully moving out.</p>		
Action required	<p>Work will continue with the necessary agencies and services to provide further support for these households in order to address the barriers they are facing. In addition to this, the team will also provide referrals to the Accommodation Finding Service to secure accommodation in the private sector and identify more intensive supported accommodation for those unable to live independently in the near future.</p>		
Trend:	<p>↓ Performance at quarter two was 11 days, with a target of 15 (36.3% better than target). Out turn this quarter is 6.67% off target, meaning that performance for quarter two is worse than quarter two last year.</p>		

Performance Indicator		Target	Performance
	Number of missed collections per 100,000 collections of household waste	49	95
Reason below target	<p>The changes to waste collection which took place in May 2017 were one of the biggest to frontline service provision affecting around 50,000 households across the borough. The scale of the changes means that they are still taking time to bed in and become established. Reasons for underperformance this quarter specifically include issues with staffing at Veolia which meant using alternative staff not familiar with the rounds; and a lack of clarity around brown bin collection times with the four weekly collection rounds and changes to the time of collection, some residents are consistently presenting their brown bins late for collection. Performance this quarter has improved compared to last, when missed collections was at 191.</p>		
Action required	<p>Work will continue with Veolia to improve performance through the use of contractual financial penalties in the short term and in the long term Veolia are training up more staff to drive the waste collection vehicles. To ensure there is clarity amongst residents regarding brown bin collection, residents who are presenting their bins late for collection are being reminded of the time for collection and new collection calendars will be issued to households in November 2017.</p>		
Trend:	<p>↓ Performance at quarter two 2016/17 was 49, with a target of 49, therefore performance was on target. Out turn this quarter is 93.88% off target, meaning that performance for quarter two is worse quarter two last year.</p>		

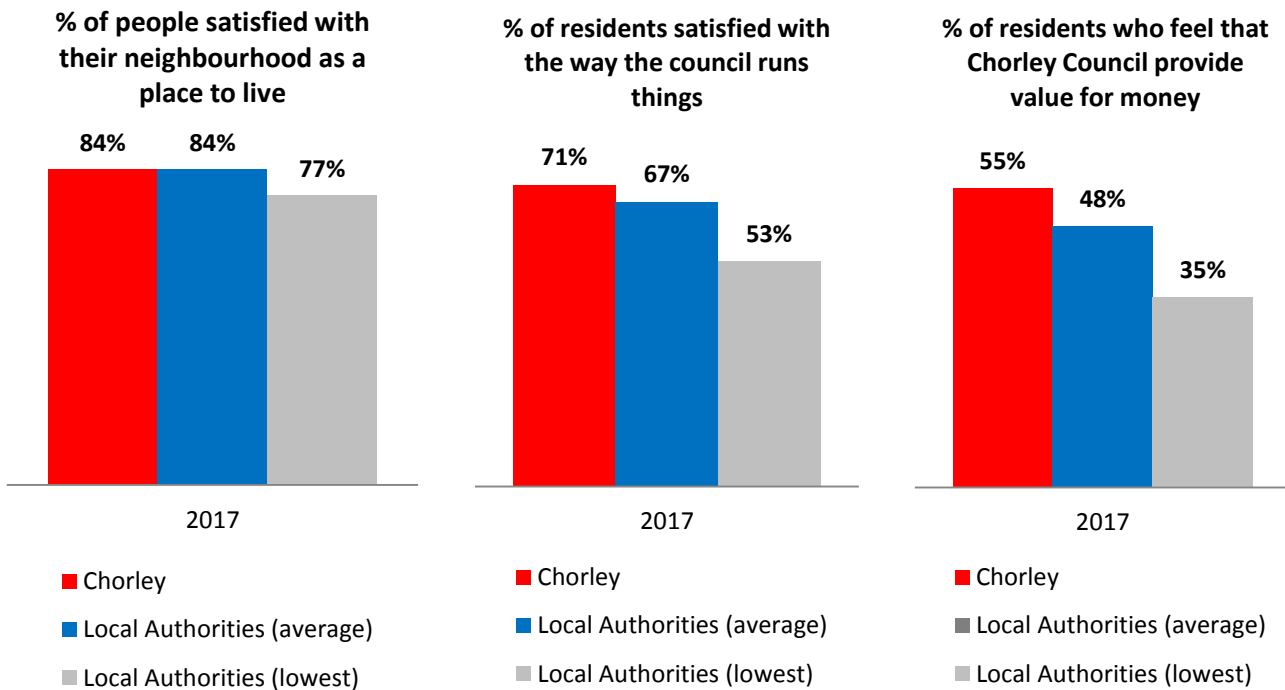
RESIDENT SURVEY 2017

- 63. A resident survey was undertaken in September 2017 to gather the views of residents about satisfaction with the council, life in Chorley and community participation. The survey comprised of a postal survey sent out to around 2,200 households and an online survey to a database of approx. 30,000 email addresses. A total of 2,639 responses were received and these have been weighted to ensure the results are representative of the borough population.
- 64. The questionnaire asked residents to provide their views of the local area, the council and the services that the council provides. Many of these questions form the basis for the key measures in the corporate strategy.
- 65. The table below shows a breakdown of the results for these indicators and a comparison has been made with the results of the last resident survey which was conducted in 2015.

Indicator Name	Polarity	Target	2017 Outturn	Symbol	2015 results	Trend
% people satisfied with their neighbourhood as a place to live	Bigger is better	85%	84%	●	86%	↓
% of people who feel they cannot influence decision making in their local area	Smaller is better	25%	35%	▲	26%	↓
Satisfaction with street cleanliness	Bigger is better	70%	65%	▲	71%	↓
% of the population feeling safe during the day	Bigger is better	90%	91%	★	92%	↓
% of the population feeling safe at night	Bigger is better	70%	67%	●	71%	↓
% of the population satisfied with parks and open spaces	Bigger is better	80%	78%	●	80%	↓
% of people who regularly participate in volunteering	Bigger is better	25%	21%	▲	21%	→
% residents satisfied with the way the council runs things	Bigger is better	70%	70%	★	77%	↓
% residents who feel that Chorley Council provide value for money	Bigger is better	60%	55%	▲	60%	↓

- 66. Five of the nine indicators performed above target or within the 5% tolerance.
- 67. Four of the nine indicators performed below target; the percentage of people who feel they cannot influence decision making in their local area, resident satisfaction with street cleanliness, percentage of people who regularly participate in volunteering and percentage of residents who feel that Chorley Council provides value for money.

- 68. As can be seen in the table above, the findings from the 2017 resident survey indicate that on the whole residents are less satisfied than the last time the survey was conducted in 2015, although it should be noted that performance in 2015 was very strong and the targets for 2017 were particularly ambitious given the context of financial challenges and recent significant service changes.
- 69. A recent survey by the LGA indicated that overall satisfaction with local council's nationally has reduced. Findings from the latest poll conducted by the LGA demonstrated that overall satisfaction was 66% which was down from 71% of respondents who were very or fairly satisfied in 2015. In addition, the proportion of respondents who agreed their council provides value for money was 47%. Therefore, showing an overall downward trend in satisfaction with local councils nationally.
- 70. Benchmarking against LGA data for 11 other local authorities' using the same survey methodology indicates that the results for Chorley follow this national downward but remain above average. As shown in the graphs below, across three core questions: satisfaction with their local area, the way the council runs things and value for money, Chorley Council is performing on or above the average.



- 71. Further analysis of the resident survey findings will be conducted to understand in more detail the areas of dissatisfaction and will be reported to members, with action plans put in place to address any issues identified.

IMPLICATIONS OF REPORT

72. 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	

REBECCA HUDDLESTON
DIRECTOR (POLICY AND GOVERNANCE)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Rebecca Aziz-Brook Kate Cronin	5348	25.10.17	Chorley council performance monitoring report Q.2

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 2	Symbol	Trend
% increase in the number of volunteering hours earned	Bigger is better	20%	41%	★	Better than Q2 16/17
Overall employment rate	Bigger is better	80%	78.7%	●	Better than Q2 16/17
Number of projected jobs created through targeted interventions	Bigger is better	75	58	▲	Worse than Q2 16/17
Number of projected jobs created through target investment	Bigger is better	20	0	▲	Same as Q2 16/17
The % of 16-17 year olds who are not in education, employment or training (NEET)	Smaller is better	4.6%	Delay in LCC publishing Q2 figures		
The number of visits to Council's leisure centres	Bigger is better	500,000	583,895	★	Better than Q2 16/17
Number of young people taking part in 'Get Up and Go' activities	Bigger is better	10,000	9,408	▲	Worse than Q2 16/17
Number of Homelessness Preventions and Reliefs	Bigger is better	400	295	▲	Worse than Q2 16/17
Number of affordable homes delivered	Bigger is better	50	36	▲	Better than Q2 16/17
Number of long term empty properties in the borough	Smaller is better	180	155	★	Better than Q2 16/17
% service requests received online	Bigger is better	20%	25.46%	★	Better than Q2 16/17
% customers dissatisfied with the service they have received from the council	Smaller is better	20%	19.5%	★	Better than Q2 16/17
Town Centre Visits*	Bigger is better	154,998	397,529	★	No comparable data

Trend shown is for change from Quarter 2 2016/17.

*Performance is based on Market Walk footfall.

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
Time taken to process all new claims and change events for Housing Benefit and Council Tax Benefit	Smaller is better	6.4 days	5.35 days	★	Better than Q2 16/17
Processing of planning applications as measured against targets for 'major' application types	Bigger is better	70%	100%	★	Better than Q2 16/17
Processing of planning applications as measured against targets for 'minor' application types	Bigger is better	65%	94%	★	Better than Q2 16/17
Processing of planning applications as measured against targets for 'other' application types	Bigger is better	80%	100%	★	Better than Q2 16/17
Number of households living in Temporary Accommodation	Smaller is better	15	16	▲	Worse than Q2 16/17
Number of missed collections per 100,000 collections of household waste	Smaller is better	49	95	▲	Worse than Q2 16/17
Supplier Payment within 30 days	Bigger is better	99%	98.54%	●	Better than Q2 16/17
Average working days per employee (FTE) per year lost through sickness absence	Smaller is better	3.75 days	4.16 days	▲	Worse than Q2 16/17
Vacant Town Centre Floor Space	Smaller is better	6%	5.2%	★	Worse than Q2 16/17
% Council Tax collected	Bigger is better	55.92%	55.97%	★	Better than Q2 16/17

Trend shown is for change from Quarter 2 2016/17.