

Executive Cabinet

Agenda and Reports

For consideration on

Thursday, 29th March 2007

In the Council Chamber, Town Hall, Chorley

At 5.00 pm



PROCEDURE FOR PUBLIC QUESTIONS/SPEAKING AT EXECUTIVE CABINET MEETINGS

- Questions should be submitted to the Democratic Services Section by midday, two working days prior to each Executive Cabinet meeting to allow time to prepare appropriate responses and investigate the issue if necessary.
- A maximum period of 3 minutes will be allowed for a question from a member of the public on an item on the agenda. A maximum period of 30 minutes to be allocated for public questions if necessary at each meeting.
- The question to be answered by the Executive Member with responsibility for the service area or whoever is most appropriate.
- On receiving a reply the member of the public will be allowed to ask one supplementary question.
- Members of the public will be able to stay for the rest of the meeting should they so wish but will not be able to speak on any other agenda item upon using their allocated 3 minutes.

Chief Executive's Office

Please ask for: Tony Uren
Direct Dial: (01257) 515122
E-mail address: tony.uren@chorley.gov.uk
Date: 21 March 2007

Chief Executive: Donna Hall

Chorley
Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

EXECUTIVE CABINET - THURSDAY, 29TH MARCH 2007

You are invited to attend a meeting of the Executive Cabinet to be held in the Council Chamber, Town Hall, Chorley on Thursday, 29th March 2007 at 5.00 pm.

AGENDA

1. **Apologies for absence**
2. **Declarations of any Interests**

Members of the Executive Cabinet are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members' Code of Conduct. If the personal interest is a prejudicial interest, then the individual Member should not participate in a discussion on the matter and must withdraw from the Council Chamber and not seek to influence a decision on the matter.

3. **Minutes (Pages 1 - 12)**

To confirm as a correct record the minutes of the meeting of the Executive Cabinet held on 22 February 2007 (enclosed).

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will be asked to put their question(s) to the respective Executive Member(s). Each member of the public will be allowed to ask one supplementary question within their allocated 3 minutes.

MATTERS REFERRED BY THE OVERVIEW AND SCRUTINY COMMITTEE (INTRODUCED BY THE CHAIR OF THE OVERVIEW AND SCRUTINY COMMITTEE, COUNCILLOR D EDGERLEY)

5. **Contact Centre Efficiencies and Partnership with Lancashire County Council - Corporate and Customer Overview and Scrutiny Panel Inquiry (Pages 13 - 38)**

To consider the Final Report of the Corporate and Customer Overview and Scrutiny Panel's Inquiry into the Lancashire Shared Services Contact Centre

Continued....

Efficiencies and Partnership with Lancashire County Council (Copy enclosed).

The draft report is issued following consideration at the Panel meeting on 20 March and the observations of the Overview and Scrutiny Committee on the report from its meeting on 27 March will be reported to the Executive Cabinet meeting.

EXECUTIVE LEADER'S ITEM (INTRODUCED BY THE EXECUTIVE LEADER, COUNCILLOR P GOLDSWORTHY)

6. **"Getting involved in shaping the future of your Neighbourhood" - Response to Lancashire County Council's Consultation Paper** (Pages 39 - 48)

Report of Chief Executive (enclosed).

7. **Civic Events Working Group** (Pages 49 - 52)

To receive and consider the minutes and recommendations of the Civic Events Working Group from its meeting held on 12 March 2007 (Minutes enclosed).

CORPORATE POLICY AND PERFORMANCE ITEM (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR MRS P CASE)

8. **Best Value Residents' Survey, 2006** (Pages 53 - 74)

Report of Director of Policy and Performance (enclosed).

ECONOMIC DEVELOPMENT AND REGENERATION ITEMS (INTRODUCED THE EXECUTIVE MEMBER, COUNCILLOR P MALPAS)

9. **Transport and Services Accessibility Plan of Chorley Borough** (Pages 75 - 114)

Report of Director of Development and Regeneration (enclosed).

10. **Revised Local Development Scheme, 2007- 2010** (Pages 115 - 120)

Report of Director of Development and Regeneration (enclosed).

11. **Planning and Compulsory Purchase Act 2004: Extension of "Saved" Policies beyond three years** (Pages 121 - 136)

Report of Director of Development and Regeneration (enclosed).

HEALTH, LEISURE AND WELL BEING ITEM (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR M PERKS)

12. **Action Plans for Every Child Matters, Choosing Health and Improving the Quality of Life for Older People** (Pages 137 - 172)

Report of Director of Leisure and Cultural Services (enclosed).

13. **Astley Park Update** (Pages 173 - 180)

Report of Director of Leisure and Cultural Services (enclosed).

14. **Approval of 2007/08 Core Funding Awards in excess of £5000** (Pages 181 - 186)

Report of Director of Leisure and Cultural Services (enclosed).

RESOURCES ITEM (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR A CULLENS)

15. **Capital Programme, 2006/07- Monitoring (Pages 187 - 198)**

Joint report of Executive Director - Corporate and Customer and the Director of Finance (enclosed).

STREETSCENE, NEIGHBOURHOODS AND ENVIRONMENT ITEMS (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR E BELL)

16. **Implementation of Smokefree Legislation (Pages 199 - 202)**

Report of Director of Streetscene, Neighbourhoods and Environment (enclosed).

17. **Clean Neighbourhoods and Environment Act 2005 - Fouling of land by Dogs Order (Pages 203 - 212)**

Report of Director of Streetscene, Neighbourhoods and Environment (enclosed).

18. **Any other item(s) that the Executive Leader decides is/are urgent**

19. **Exclusion of the Public and Press**

To consider the exclusion of the press and public for the following items of business on the ground that they involve the likely disclosure of exempt information as defined in Paragraphs 1 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

EXECUTIVE LEADER'S ITEM (INTRODUCED BY THE EXECUTIVE LEADER, COUNCILLOR P GOLDSWORTHY)

20. **Staffing Changes following the Retirement of the Executive Director - Environment and Community (Pages 213 - 214)**

Report of Chief Executive (enclosed).

STREETSCENE, NEIGHBOURHOODS AND ENVIRONMENT ITEM (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR E BELL)

21. **Waste and Recycling Collection Contract (Pages 215 - 220)**

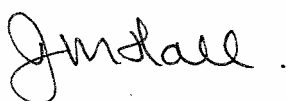
Report of Director of Streetscene, Neighbourhoods and Environment (enclosed).

CUSTOMER, DEMOCRATIC AND LEGAL SERVICES ITEM (INTRODUCED BY THE EXECUTIVE MEMBER, COUNCILLOR J WALKER)

22. **Customer, Democratic and Legal Services Directorate - Responses to consultation on Restructure proposals**

Report of Director of Customer, Democratic and Legal Services (to follow).

Yours sincerely



Chief Executive

ENCS

Distribution

1. Agenda and reports to all Members of the Executive Cabinet, Lead Members and Chief Officers for attendance.

This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپکی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

01257 515823

کیجئے:

Executive Cabinet**Minutes of meeting held on Thursday, 22 February 2007**

Present: Councillor Peter Goldsworthy (Executive Leader in the Chair), Councillor Mrs Pat Case (Deputy Leader of the Council) and Councillors Eric Bell, Alan Cullens, Peter Malpas, Mark Perks and John Walker

Also in attendance:

Lead Members: Councillors Peter Baker (Lead Member for Information and Communications Technology), Francis Culshaw (Lead Member for Housing), David Dickinson (Lead Member for Parish Councils), Mrs Marie Gray (Lead Member for Town Centre), Harold Heaton (Lead Member for Development Control), Geoffrey Russell (Lead Member for Finance), Rosemary Russell (Lead Member for Health and Older People) and Mrs Iris Smith (Lead Member for Licensing)

Other Members: Councillors Kenneth Ball, Dennis Edgerley, Anthony Gee, Daniel Gee, Adrian Lowe, Ralph Snape and Mrs Stella Walsh

07.EC.08 DECLARATIONS OF ANY INTERESTS

There were no declarations of interest by any of the Executive Members in any of the agenda items.

07.EC.09 MINUTES

The minutes of the meeting of the Executive Cabinet held on 11 January 2007 were confirmed as a correct record for signature by the Chair.

07.EC.10 PROVISION OF OVERVIEW AND SCRUTINY TRAINING SESSIONS

The Director of Customer, Democratic and Legal Services submitted a report seeking approval to the delivery of overview and scrutiny training sessions for Members and Officers in June 2007.

One of the key actions identified in the Overview and Scrutiny Improvement Plan sought the provision of appropriate training on overview and scrutiny matters, which had also been included in the Member Development Programme for 2007/08, following an analysis of individual Members' training needs.

Following consideration of initial proposals submitted by three local government training organisations, the Members were recommended to accept the offer from the Improvement and Development Agency, working in conjunction with the Centre for Public Scrutiny, to deliver training session for Councillors and Officers on general overview and scrutiny issues, Chairing Overview and Scrutiny bodies and financial scrutiny. The cost of the training programme would be able to be financed from the Member Development budget.

Decision made:

That approval be given to the provision of overview and training sessions for Members and Officers by the Improvement and Development Agency in June 2007.

Reason for decision:

The training sessions will satisfy one of the key issues identified in the Overview and Scrutiny Improvement Plan and one of the priorities in the Member Development Programme.

Alternative option(s) considered and rejected:

None.

07.EC.11 GENERAL FUND REVENUE BUDGET AND COUNCIL TAX, 2007/08 - UPDATE

The Executive Cabinet considered a report of the Executive Leader putting forward proposals for the General Fund Revenue Budget and Council Tax levels for 2007/08 with a view to the Executive Cabinet’s recommendations being considered by the Council on 27 February 2007.

The report contained the representations received in response to the consultation on the draft budget proposals, which would need to be assessed before the determination of the Executive Cabinet’s final recommendations. The report highlighted the key concerns that had been expressed by respondents and the Overview and Scrutiny Committee. A letter recently received from the Southern Divisional Commander of Lancashire Constabulary was circulated at the meeting.

The report indicated that, since the publication of the draft consultation budget, a number of adjustments had been made to the continuation budget, based on updated information. These adjustments would allow scope for further expenditure up to £39,000 without altering the overall expected position for 2007/08 and the objective to achieve a freeze in the Borough Council’s element of the Council Tax.

The Executive Cabinet’s responses to the comments and questions posed by the Overview and Scrutiny bodies would be reported direct to the next Council meeting.

A number of non-Executive Members present at the meeting expressed, in particular, their opposition to the proposal to replace the annual Civic Dinner by a Mayoral Civic Sunday event at a reduced cost. In reply, the Executive Leader indicated that no firm decisions had been taken on the form of event that could be organised within the reduced budget provision.

Decision made:

(1) That the report and responses to the draft consultation General Fund Revenue budget for 2007/08 be noted.

(2) That the Council be recommended to approve the revised budget proposals for 2007/08 as outlined in the submitted report, including provision for the following additional proposals:

<u>Proposal</u>	<u>Additional Budget Provision Required</u>
	£
Reinstatement of Urban Designer post in the Development and Regeneration Directorate.	Cost neutral – Post to be funded from identified savings
Withdrawal of proposals to charge for rodent control services.	10,000
Publication of a scaled down, more cost effective Year Book and diary	2,000

Reinstatement of the Council's contribution to the costs of the Lancashire County Council's Welfare Rights Officer service in Chorley for 2007/08 only.	5,000
--	--------------

Provision in the 2007/08 base budget for costs to be incurred in the restructure of the Customer, Democratic and Legal Services Directorate.	22,000
---	---------------

Reason for recommendations:

In order to achieve a balanced General Fund Revenue Budget for 2007/08 that will direct resources into key corporate priorities and address the concerns identified in the consultative exercise.

Alternative option(s) considered and rejected:

None.

07.EC.12 MAXIMISING OPPORTUNITIES IN THE LOCAL GOVERNMENT WHITE PAPER - IMPROVING TWO-TIER WORKING IN LANCASHIRE

The Executive Cabinet received a report of the Chief Executive updating Members on action that had been instigated to improve two-tier working in Lancashire since the Officers report to the Executive Cabinet in December 2006 on the implications of the provisions contained in the new Local Government White Paper.

The Executive Cabinet had, at its meeting in December 2006, authorised the Borough Council to lead discussions with the Lancashire County Council and other Lancashire Authorities on a bid to improve two-tier working in Chorley.

The report indicated that bids for Unitary status had been submitted by Preston County Council and Lancaster Council, together with a joint bid by Burnley and Pendle Councils.

The report also enclosed a copy of the document which had been developed jointly by District and County partners across Lancashire, which set out the vision and long-term aspirations of the Authorities to improve the delivery of services to communities and how the vision could be realised through improved collaboration and joint co-ordination of services.

Decisions made:

- (1) That the Council continues discussions with Lancashire and other District Councils with a view to progressing the Improving Two-Tier Proposal.**
- (2) That Chorley Council's Director of Policy and Performance chairs a meeting of Officers across Lancashire to progress the proposals.**
- (3) That the Council submit a bid to North West Improvement Network's Communities of Interest programme for resources to support the development of the proposals.**
- (4) That the Executive Leader regularly updates the Executive Cabinet and the Council on the progress of the bid and the potential implications for the Council.**

Reason for Decision:

In order to maximise the opportunities offered by the provisions of the White Paper for the benefit of local residents and service delivery.

Alternative Option(s) considered and rejected:

None.

07.EC.13 ETHNIC MINORITIES CONSULTATIVE COMMITTEE

The Executive Cabinet received, for information, the minutes of the meeting of the Ethnic Minorities Consultative Committee held on 24 February 2007.

The Members noted the initiatives and activities being provided or supported by the Committee and the positive commitment of its members to improve cohesion and respect amongst the varied sectors of the community.

Decision made:

That the minutes of the Ethnic Minorities Consultative Committee, as now presented, be noted.

07.EC.14 CHORLEY COMMUNITY CHARTER

The Chief Executive presented a report seeking endorsement of the content of a proposed Community Charter for Chorley, a draft of which was attached to the report.

The Charter had evolved from recent ongoing work with the faith community in Chorley which aimed to build relationships with, and between, the various faith groups in order to promote understanding and tolerance between the Borough's communities. All residents and Members of the Council would be encouraged to sign up to the Charter which promoted community cohesion and the right of every person to be respected and valued.

Decision made:

That the Community Charter for Chorley, as now presented, be approved and adopted.

Reason for decision:

Endorsement of the Charter will allow the commencement of a programme of activity to launch and promote the Charter.

Alternative option(s) considered and rejected:

None.

07.EC.15 TIMETABLE OF MEETINGS 2007/08

The Director of Customer, Democratic and Legal Services submitted a report seeking the Executive Cabinet's endorsement of the draft calendar of meetings for the 2007/08 Municipal Year from the Annual Meeting in May 2007.

The Deputy Leader of the Council pointed out that the Council at its projected meeting on 26 February 2008, would need to determine the General Fund revenue budget for 2008/09, in addition to other normal Council business. The Deputy Leader suggested that the Council might wish to consider reserving the February meeting solely to consider the budget proposals and adding a further Council meeting in early March to consider other remaining items.

Decision made:

That the Council be recommended to approve the timetable of meetings to be held during 2007/08 Municipal Year, as now presented, but revised, if necessary, to include an additional meeting in early March 2008 on the recommendation of the Group Leaders following their meeting on 26 February 2007.

Reason for recommendation:

The timetable determines the arrangements for meetings of the Council, Committees and various other Council bodies during the forthcoming Municipal Year.

Alternative option(s) considered and rejected:

None.

07.EC.16 THIRD QUARTERLY PERFORMANCE REPORT, 2006/07 - MONITORING REPORT

The Director of Policy and Performance presented a report monitoring the Council's performance during the third quarter period of 2006/07 against the key projects identified in the Council's Corporate Strategy and the Council's Best Value Performance Indicators (BVPs).

The performance report confirmed that, generally, the organisation was continuing to perform well and service performance levels remained high.

The overall performance in the key Corporate Strategy projects continued to be good, with the majority of projects performing as planned. Only two Corporate Strategy performance targets had not been achieved during the quarter and action plans had been put in place to enhance performance in those areas. Similarly, performance measured against the BVPs had improved since the second quarter monitoring, with 71% of indicators meeting target. Again, action plans had been introduced to improve performance in the areas where targets had been missed by more than 5%.

The Council would now focus on setting new targets in the next quarter in preparation for the forthcoming round of business improvement planning and performance round tables.

Decision made:

That the report be noted.

07.EC.17 COMPREHENSIVE PERFORMANCE ASSESSMENT SERVICE PERFORMANCE TOOLKIT, 2005/06

The Executive Cabinet considered a report of the Director of Policy and Performance which enclosed a copy of the Comprehensive Performance Assessment (CPA) Performance Information Toolkit for Chorley recently published by the Audit Commission.

The Audit Commission had produced in August 2006 a toolkit which examined the Council's 2004/05 performance information and set the Authority's level of improvement and relative positioning nationally in terms of that basket of indicators. The new toolkit published in December 2006 had been updated to examine the Council's 2005/06 performance in the same manner.

The Audit Commission's revised toolkit revealed that 71% of BVPIs had improved in 2005/06 when compared with 2002/03 (the date used for the last CPA categorisation). When compared to an improvement average of 55.3% for all District Councils, it was clearly illustrated that Chorley continued to perform extremely well comparatively. In addition, 57% of Chorley Council's indicators fell into the top quartile in 2005/06, compared to an average 30% for other 'fair' rated Authorities and a 34% average for 'excellent' Councils.

The Members accepted that the toolkit would be a powerful tool in the Council's commitment to continuous improvement and quest for 'excellent' status. In that respect, the Council was working on a possible application for a reassessment of its CPA ranking in October 2007.

Decision made:

That the report be noted and welcomed.

07.EC.18 HOUSEHOLDER DESIGN GUIDANCE SUPPLEMENTARY PLANNING DOCUMENT

The Executive Cabinet considered a report of the Director of Development and Regeneration recommending adoption of the revised Householder Design Guidance Supplementary Planning Document.

The guidance document, which had been compiled after taking account of the responses to the recent consultation exercise on the draft guidelines, aimed to provide design guidance to people contemplating residential alterations and extensions and to assist consistency in the determination of planning applications.

Decision made:

That, subject to delegated authority being granted to the Director of Development and Regeneration to agree any necessary minor textual amendments to the document, the Householder Design Guidance Supplementary Planning Document, as now presented, be approved and adopted.

Reason for decision:

Approval of the Supplementary Planning Guidance Document will ensure the delivery of positive guidance to promote high quality design in the Borough.

Alternative option(s) considered and rejected:

Adoption of the document could be delayed to allow further consultation or the document could be withdrawn.

07.EC.19 SUSTAINABLE RESOURCES- PREFERRED OPTIONS DOCUMENT

The Executive Cabinet received a report of the Director of Development and Regeneration seeking endorsement, for consultation purposes, to the draft Preferred Options Document on Sustainable Resources.

The Document, which would form part of the Local Development Framework, set out alternative options for measures to ensure both the incorporation of sustainable resources into developments and renewable energy. The Document had been revised to include alternative options following consultations with the Government Office for the North West.

Decision made:

That, subject to delegated authority being granted to the Director of Development and Regeneration to agree any necessary minor textual amendments to the document, the draft Preferred Options Document on Sustainable Resources, as now presented, be approved for consultation and community involvement purposes.

Reasons for decision:

1. The document will fulfil one of the Council's Corporate Strategy commitments.
2. The implementation of the plan will have a positive environmental impact, it will help those vulnerable to fuel costs and will help give local businesses a competitive advantage in the growth area of renewable technologies.
3. The plan will enhance Chorley's reputation as a forward acting Borough.

Alternative option(s) considered and rejected:

The process of preparing a Sustainable Resources document could have been abandoned, but the Council considers this to be such an important policy area, which local research has shown has great potential to help address climate change, that the document should be pursued.

07.EC.20 CONSULTATION ON CHANGES TO PLANNING OBLIGATIONS- A PLANNING GAIN SUPPLEMENT

The Executive Cabinet considered a report of the Director of Development and Regeneration seeking the Council's response to a consultation from the Department for Communities and Local Government on planned changes to Planning Obligations (ie Section 106 agreements or planning contributions and Highways Act Section 278 monies for road improvements).

The Government proposed to introduce a Planning Gain Supplement (PGS), a levy that would be applied to virtually all residential and non-residential developments. A total of 70% of the PGS would be returned to the local authority area from which the money was generated, with the remaining 30% being allocated regionally to provide for strategic infrastructure. It was envisaged that the use of Planning Obligations would be reduced to relate solely to site specific issues, such as 'direct impact mitigation' and affordable housing, but further consultation would be required on the detailed criteria to be used to define the range of Planning Obligations.

Members expressed concern at the meeting that the introduction of the Planning Gain Supplement would reduce the level of monies the Council could expect to receive from Section 106 Agreements and, consequently, would restrict the level of community benefits that could otherwise be achieved. It was contended that the proposed changes to Planning Obligations would eliminate the Authority's flexibility to use Section 106 monies to meet local needs and Councillors considered that monies generated from local developments should be re-invested to fund locally based improvement schemes.

Decision made:

That the report be noted and that the replies to the Department for Communities and Local Government's consultation questionnaire on proposed changes to Planning Obligations, as outlined in the appendix to the submitted report, form the basis of the Council's response to the consultation, together with a covering letter expressing the Authority's concerns about the Planning Gain Supplement proposals and taking on board the Members' comments articulated at the meeting.

Reason for decision:

To ensure that the opportunity is taken to make clear to the Government that there are fundamental concerns regarding the implementation of the proposed Planning Gain Supplement and the scaled back Planning Obligations.

Alternative option(s) considered and rejected:

None.

07.EC.21 CHILDREN'S PLAY INITIATIVES PORTFOLIO BID - BIG LOTTERY

The Director of Leisure and Cultural Services presented a report seeking the Executive Cabinet's endorsement of a portfolio bid for Big Lottery funding of a number of children's play initiatives.

The Executive Cabinet had, at its meeting in March 2006, authorised the development of a play strategy by the Play Partnership in advance of the compilation of a funding bid from the Big Lottery Fund's Children's Play Initiative. Subsequently, a Final Assessment Panel had evaluated a number of potential project bids, from which five were short-listed. The Assessment Panel then selected and recommended three schemes for inclusion in the initial funding bid.

The portfolio proposals included the 'Get Up and Play' Play Rangers scheme to employ four part-time Play Rangers to work across the Borough; an 'Able to Play' designated worker to facilitate actions to address young people's concerns about play; and a lighting scheme on Coronation Recreation Ground.

Decisions made:

(1) That approval be given to the three Childrens Play projects, outlined in the submitted report, being put forward as the Chorley 'Able to Play' portfolio bid under the Big Lottery Play Initiatives Fund in advance of the third round bidding deadline in March 2007.

(2) That, in the event of the rejection of any of the projects within the initial portfolio, the responsibility for further consideration of the remaining projects, and agreement on a second portfolio submission, be delegated to the appointed Final Assessment Panel comprising the Executive Member for Streetscene, Neighbourhoods and Environment, the Executive Member for Health, Leisure and Well-Being and nominated representatives from Chorley Local Strategic Partnership and Chorley Play Partnership.

(3) That delegated authority be granted to the Director of Finance to sign off any funding offer made.

07.EC.22 GILLIBRAND DEVELOPMENT AGREEMENT

The Executive Cabinet considered a report of the Director of Development and Regeneration and the Director of Leisure and Cultural Services seeking the Members' approval to the negotiation of an amendment to the Gillibrand Development Agreement.

As the originally identified site was not suitable to accommodate the type of Community Centre to be constructed, it had been necessary to consider alternative sites for the Centre. After taking account of the volume of objections raised to an alternative site A off Burgh Wood Way, a widespread consultation had been

undertaken on the respective merits of Site A and Site B located between Gillibrand Gardens and Ennerdale Road.

The report commented on the respective merits and disadvantages of both potential sites, but indicated that 75% of households polled favoured the development of Site B. The Community Centre, if located on Site B, would be more central to the wider community and closer to CCTV facilities. The location of the Centre on Site B would be dependent on the submission and processing of a planning application for the development.

A member of the public attended the meeting to submit a question requesting to be advised of the intended procedures in the event of planning permission being refused for Site B. In response, the Executive Member for Economic Development and Regeneration indicated that, in this eventuality, the Council would need to undergo a further round of consultation on other available options.

Decisions made:

(1) That authority be granted to the Council's Officers to negotiate amendments to the Gillibrand Development Agreement in order to allow the changing of the play provision and the re-siting of the Community Centre to Site B identified in the submitted plan.

(2) That a planning application be sought for these proposals.

Reason for decision:

In order to enable the play provision and Community Centre proposals to be implemented.

Alternative option(s) considered and rejected:

None.

07.EC.23 REVENUE BUDGET 2006/07 - MONITORING

The Executive Cabinet received a report of the Director of Finance monitoring the current financial position of the Council in comparison with the budgetary and efficiency savings targets for 2006/07 in respect of the General Fund and the Housing Revenue Account.

The Members were pleased to note that the overall corporate savings target of £338,000 from management of the establishment and efficiency savings had been achieved and that the forecasted overspend on the General Fund had been reduced from £67,000 to £12,000.

With regard to the Housing Revenue Account, the report indicated that, owing to predicted changes during the year, the forecast balance at the end of the 2006/07 financial year was expected to fall to £899,000.

Decision made:

That the report be noted.

07.EC.24 HOUSING REVENUE ACCOUNT BUDGET, 2007/08

The Executive Cabinet, at its meeting in January 2007, had approved changes to Council House rents and service charges in anticipation of the transfer of the housing stock to Chorley Community Housing.

The Director of Finance presented a further report putting forward for approval a Housing Revenue Account of income and expenditure for 2007/08 in the eventuality of the stock transfer being delayed or abandoned. The HRA budget proposals, as presented, forecast a year end surplus of £1,455,000.

The report also sought the Executive Cabinet's approval to changes to the charges to be levied for homelessness accommodation at Cotswold House to become effective from 2 April 2007. Pending resolution of issues surrounding the funding to enable the refurbishment of Cotswold House or reconstruction, the facility would remain in the ownership of the Borough Council, but would be run by Chorley Community Housing.

Decisions made:

(1) That approval be given to the provisional Housing Revenue Account budget for 2007/08, as set out in Appendix B to the submitted report.

(2) That approval be given to the implementation of the revised charges for accommodation at Cotswold House, Chorley, as set out in Appendix A to the submitted report.

Reason for Decisions:

The Council is statutorily required to have in place an annual Housing Revenue Account budget with which to manage its housing stock. It is, therefore, necessary to approve the provisional budget in case of any delays being incurred in respect of the completion of the transfer of the housing stock.

Alternative option(s) considered and rejected:

None.

07.EC.25 CAPITAL PROGRAMME 2006/07 - MONITORING

The Executive Director – Corporate and Customer and the Director of Finance presented a joint report monitoring the performance of the 2006/07 Capital Programme and containing recommendations of the Corporate Improvements Board (the former Capital and Efficiency Board).

The report recommended changes to the 2006/07 Capital Programme, the effect of which was to reduce the programme from £16,695,400 to £13,767,340, as a result of the suggested slippage of £2,402,730 to 2007/08 and other changes totalling £535,330.

The recommended slippage of expenditure on a number of schemes to 2007/08 was detailed in Appendix A to the submitted report, with other changes to schemes explained in Appendix B. Appendix C to the report summarised both the capital receipts achieved to date and the anticipated receipts.

Decisions made:

That the Council be recommended:

(1) to approve the revised Capital Programme for 2006/07 in the sum of £13,767,340;

(2) to agree the addition of the slippage from 2006/07 of £2,402,730 to the approved Capital Programme for 2007/08 to 2009/10.

Reason for decisions:

To effect appropriate revisions to the 2006/07 Capital Programme.

Alternative option(s) considered and rejected:

None.

07.EC.26 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) STRATEGY

The Director of Information and Communications Technology submitted a report seeking approval of the new revised ICT Strategy.

The Strategy planned the development of all ICT and associated services delivered by the Directorate and defined the roles and strategic contributions of the Directorate in the distinct areas of Customer Services, Systems Development and Integration and Graphical Information System/Local Land and Property Gazetteer. The Strategy was aimed to assist the Council's drive to improve the accessibility, efficiency and quality of services and would contribute significantly to the delivery of the Council's corporate objectives through ICT workstreams and support of the work of other Directorates.

Decision made:

That the revised Information and Communications Technology Strategy, as now presented, be approved and adopted.

Reason for decision:

The ICT Strategy provides a corporate vision for the strategic development and application of ICT, focused on the provision of an infrastructure and services that will underpin the delivery of the Council's corporate objectives.

Alternative option(s) considered and rejected:

None.

07.EC.27 EXCLUSION OF THE PUBLIC AND PRESS**Decision made:**

That the press and public be excluded from the meeting for the following item of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Local Government Act 1972.

07.EC.28 CUSTOMER, DEMOCRATIC AND LEGAL SERVICES DIRECTORATE - RESTRUCTURE

The Director of Customer, Democratic and Legal Services presented a confidential report on proposals to restructure his Directorate.

The proposals had been compiled in the light of the need to address a number of managerial and operational issues and were aimed at providing a firm base for a more 'fit for purpose' Directorate.

Decisions made:

- (1) That the proposals to revise the staffing structure of the Customer, Democratic and Legal Services Directorate, as outlined in the submitted report, be approved for consultation with staff and trade unions.
- (2) That the final structure be determined at a future meeting of the Executive Cabinet, following consideration of responses to the consultation.
- (3) That a subsequent review of the functions of the Democratic Services Section be undertaken.

Reason for decisions:

The proposals are aimed at providing a 'fit for purpose' structure of the Customer, Democratic and Legal Services Directorate.

Alternative option(s) considered and rejected:

A variety of options had been considered in the development of the proposals.

Executive Leader

Chorley Council

Final Report of the Corporate and Customer Overview and Scrutiny Panel into Contact Centre: Efficiencies and Partnership with Lancashire County Council



CONTENTS PAGE

1. PREFACE..... 3

2. EXECUTIVE SUMMARY 4

3. INTRODUCTION 5

4. METHOD OF INVESTIGATION..... 7

5. FINDINGS..... 9

6. CONCLUSION..... 21

7. APPENDICES..... 22

1. PREFACE

Part of the 2006/2007 work program of the Corporate and Customer Overview and Scrutiny Panel agreed by the Executive Cabinet in June 2006 was an investigation into the Contact Centre Efficiencies and the Partnership with Lancashire County Council.

The Panel has now completed the Inquiry and the report with our recommendations will be forwarded to the Overview and Scrutiny Committee and finally to the Executive Cabinet.

It was agreed at the start of the Inquiry to create two sub panels: one to concentrate on Efficiencies and the other to focus on the Partnership between the Council and Lancashire County Council. Councillor Mrs Stella Walsh and Councillor Peter Baker chaired these two subs respectively.

I would like to thank the chairs and other members of the Corporate and Customer Overview and Scrutiny Panel for their commitment and enthusiasm in what has been a complex Inquiry.

Also my thanks to all council staff both internal and external for their help in enabling the production of this report.

Councillor Geoffrey Russell
Chair – Corporate and Customer Overview and Scrutiny Panel

2. EXECUTIVE SUMMARY

The Corporate and Customer Overview and Scrutiny Panel undertook a Scrutiny Inquiry into the Lancashire Shared Services Contact Centre.

This Scrutiny topic was selected because one of the key projects in the Corporate Strategy is to deliver Contact Chorley and the Shared Services Partnership.

The objectives of the Inquiry were split into two sections:

Efficiencies

1. To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council's efficiencies agenda.

Partnership Working

2. To assess the effectiveness of the Partnership arrangements for the Lancashire Shared Services Contact Centre of both officer and Member arrangements.
3. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing.

The investigations have highlighted that the Contact Centre has delivered significant efficiency savings to date, with potential for even more in the future. The Contact Centre fits squarely with Government plans around shared services and is providing a model in our two-tier area that others may follow.

Contribution of Evidence

The Panel would like to thank all those who have provided evidence and contributed to the Inquiry, including staff at Chorley's Contact Centre, representatives from Lancashire County Council, Ribble Valley Borough Council and Pendle Borough Council.

The Panel would also like to thank Councillor John Walker (Executive Member for Customer, Democratic and Legal) and Councillor Dennis Edgerley (Previous Executive Members for Customers, Policy and Performance) for their contributions to the Inquiry.

Recommendations

The Corporate and Customer Overview and Scrutiny Panel, after taking account of all the evidence have made recommendations in the following areas: efficiencies generally within the Contact Centre, relating to the Customer Relationship Management system and customer access to services, effectiveness of the Partnership arrangements and the desired benefits of Partnership working.

These recommendations are outlined in the findings table of this report.

3. INTRODUCTION

Background

The Overview and Scrutiny Committee referred an Inquiry entitled Contact Centre: Efficiencies and the Partnership with Lancashire County Council to the Corporate and Customer Overview and Scrutiny Panel.

The subject of the Inquiry was considered as part of the Programme of work for the Overview and Scrutiny function at the meeting of the Overview and Scrutiny Committee in June 2006. The topic was selected as the Contact Centre linked to the Corporate Strategy and the Council's priority of "improving access to public services" and "ensuring that Chorley Borough Council is a performing organization".

Aims/objectives

The Panel's aims and objectives for the scrutiny Inquiry were identified as follows:

Efficiencies

1. To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council's efficiencies agenda.

Partnership Working

2. To assess the effectiveness of the Partnership arrangements for the Lancashire Shared Services Contact Centre of both officer and Member arrangements.
3. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing.

Terms of Reference

The terms of reference for the Inquiry were:

1. To conduct an investigation into the Lancashire Shared Services Contact Centre partnership arrangements.
2. To review the efficiency programme relating to the Lancashire Shared Services Contact Centre.
3. To identify possible improvements.
4. To report on the investigations findings and make recommendations to Overview and Scrutiny Committee consistent with the Inquiry's objectives and desired outcomes.

Inquiry Project Outline

The Panel completed the "Overview and Scrutiny Inquiry Project Outline" and is attached as Appendix A to this report.

Desired Outcome

Efficiencies

1. To maximise efficiencies from the Lancashire Shared Services Contact Centre partnership arrangements.

Partnership Working

2. To establish that the partnership arrangements are working effectively, and, in situations where this is not the case, to propose actions to remedy the situation.
3. To ensure the partnership is delivering the highest quality customer experience.

Corporate and Customer Overview and Scrutiny Panel Membership

Councillor (Chair) Geoffrey Russell (ES and PS)

Councillor Peter Baker (PS Chair)

Councillor Andrew Birchall (PS)

Councillor Alan Cain (ES)

Councillor Henry Counce

Councillor Magda Cullens

Councillor David Dickinson

Councillor Doreen Dickinson

Councillor Keith Iddon

Councillor Catherine Holye

Councillor Hasina Khan (PS)

Councillor Margaret Lees (ES)

Councillor June Molyneaux (PS)

Councillor Thomas McGowan

Councillor Edward Smith (ES)

Councillor Joyce Snape

Councillor Stella Walsh (ES Chair)

The membership of the Sub-Groups is indicated by (ES) for the Efficiency Sub-Group and (PS) for the Partnership Sub-Group

Officer Support

Lead Officer

Mr. Asim Khan

Assistant Head of Customer Services (Partnership Sub-Group)

Mr. Jim Douglas

Assistant Head of Office Support Services (Efficiency Sub-Group)

Democratic Services

Miss Ruth Hawes

Assistant Democratic Services Officer

General Information

Information on Chorley Borough Council's overview and scrutiny toolkit, policies and procedures can be found on the Council's website: www.chorley.gov.uk/scrutiny

4. METHOD OF INVESTIGATION

Documentary Evidence

The Panel received and considered several reports and documents, these included:

Efficiency Sub-Group

- Annual Efficiency Statement 2005/2006 Backward Looking and 2006/2007 Forward Looking,
- Current and future efficiency plans for Contact Chorley, Partners and examples of best practice,
- Performance Statistics for Contact Chorley,
- A comparison of the cost to the Council of the Partnership versus the cost to implement a solution on it's own.

Partnership Sub-Group

- Lancashire County Council Overview and Scrutiny report into the Shared Services Contact Centre submitted to the County Council Executive Cabinet on 5 September 2006,
- Chorley Customer Focussed Access and Design Strategy,
- Lancashire County Council Update on Customer Access report to Executive Cabinet on 28 February 2007,

Witnesses

The Partnership Sub-Group, at it's meeting on 19 January 2007, interviewed the following persons: Councillor Richard Sherras and Mr. Jeff Fenton (Corporate Services Manager) from Ribble Valley Borough Council and Mr. Philip Mousdale (Executive Director for Community Engagement) from Pendle Borough Council.

The Partnership Sub-Group, at its meeting on 26 January 2007, interviewed Councillor Dennis Edgerley (Previous Executive Member for Customers, Policy and Performance) and Councillor John Walker (Executive Member for Customer, Democratic and Legal).

Research

The Efficiency Sub-Group visited Contact Chorley on 24 November 2006 and the Partnership Sub-Group visited the Red Rose Hub on 8 December 2006. The Sub-Groups considered the views and experiences that were shared on these visits.



Chorley's Contact Centre



Councillor Smith listening in on a call at the Hub.

Panel Meetings

The agendas, reports and minutes of the Efficiency Sub-Group and Partnership Sub-Group held on can be found on the Councils website: www.chorley.gov.uk

5. FINDINGS

Objective/Key Issue 1: Efficiencies - To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council's efficiencies agenda.

General Findings	Recommendation	Financial Implications
<p>Members discussed the two aspects of efficiency which are cashable savings and non-cashable savings, the non-cashable savings being the provision of value for money services.</p> <p>Evidencing real efficiencies through the Shared Services Contact Centre cannot always be stated in cash terms. The non-cashable element is the improvement in service delivery to the customer.</p> <p>It was unlikely there would be any cashable efficiency savings to claim for 2006/2007, but there should be by 2007/2008.</p>	<p>1, a. When Directorates are sending out information, such as Council Tax letters, to ascertain whether other information could be sent out at the same time to reduce the number of letters sent to customers. This could be raised at monthly meetings between customer services and those Directorates whose services are delivered by Contact Chorley.</p>	<p>The costs will be maintained within the Council's current budget. There may be some efficiency savings resulting from improving mailing.</p>
<p>The four highlighted some of the recommendations made by the Customer Overview and Scrutiny Panel Inquiry into the One Stop Shop in June 2004 that have been implemented. This included semi-automatic doors to the One Stop Shop, monthly meetings between customer services and those Directorates whose services are delivered by Contact Chorley.</p> <p>In addition to this the One Stop Shop has achieved the Chartermark for customer service and now delivers the concessionary travel scheme. Members noted the excellent atmosphere and pleasant, smart staff in the Contact Centre.</p>		

General Findings	Recommendation	Financial Implications
<p>Two of the authorities within the Partnership responded to the request for information on how they recorded efficiencies. One has not identified any efficiency savings from the Contact Centre and have increasing concerns that few, if any ever will be realised. Another are treating any claims that the Contact Centre will produce efficiencies with a wide degree of skepticism and have not included any efficiency savings to date in their Annual Efficiency Statement.</p> <p>The potential for efficiencies is relative to the size of the Council.</p> <p>Tameside Metropolitan Borough Council have indicated that they have not attempted to formally identify efficiency gains from the implementation of their Contact Centre. However, Tameside measure on a monthly basis the 'cost per call' - the budget for staff salaries divided by the number of calls answered.</p> <p>A number of benefits are being realised within the Council's Service Directorates following the transfer of services to the Contact Centre:</p> <ul style="list-style-type: none"> • Monthly departmental meetings with Customer Services to improve service provision through more informed picture of customer demands. • Service Directorates are able to focus on service provision and enhancement • Customer surveys carried out through Customer Services rather than through individual Directorates. • Reduction in number of customer contact numbers in the back-offices. • Call overflow handled by One Stop Shop during peak times rather than service units having to cope and failing to do so. • 80% of Housing Benefits telephone calls are now being dealt with at first point of contact. • Projects that result in large-scale telephone contact can be dealt with through the Contact Centre rather 	<p>1, b. That the Council identify the current cost of dealing with customer contact for the various contact channels i.e. face to face, telephone, and that this be developed to quantify efficiency savings gained when customers email or text.</p> <p>1, c. To identify any future improvements to customer service following the transfer of services into the Contact Centre and to report these in the six monthly update reports to Overview and Scrutiny.</p> <p>1, d. To prioritise areas for investment in integration to back office systems and identify simple transactions not requiring integration and thus reducing software licensing costs.</p>	<p>The costs will be maintained within the Council's current budget and part of the customer profiling project.</p> <p>At this stage there are no additional costs anticipated.</p> <p>The cost of the Customer Relationship Management system and some limited integration is included in the budget for the Lancashire Shared Services Contact Centre Partnership. Other investment will be considered on the basis of a detailed business case which identifies the return on investment. There may be a reduction in costs for simple transactions not requiring integration.</p>

General Findings	Recommendation	Financial Implications
<p>than within individual departments, (i.e. postal voting 30,000 letters out to the public.</p> <ul style="list-style-type: none"> • Extended customer opening hours of 8am – 6pm. • Skilled staff dealing with service queries rather than back office staff. Customer • Services team have the interaction skills to provide high quality customer services • and improved customer experience <p>The knowledge obtained through transferring services has highlighted where potential service problems are.</p> <p>When services are transferred into the Contact Centre the business process re-engineering and systems integration reduce the back office costs.</p> <p>The Director of Development and Regeneration indicated that half of the cost of providing the first line of enquiry service for the Development Control and Building Control in 2007/8 will be transferred to Customer Services for the provision of the service and half will be included as a efficiency gain in the 2007/8 Forward Looking Efficiency Statement. This is an opportunity to quantify the efficiencies as it coincides with a restructure.</p> <p>This project has highlighted the need to look at business process reengineering on a corporate basis.</p>	<p>1, e. To start the business process reengineering exercise on high volume calls as this will help produce significant efficiencies and to create a task force (similar the to Change Team at Lancashire County Council).</p> <p>1, f. A resource has been transferred to Customer Services to deal with Planning Services calls. To monitor this to establish the cost to Customer Services in providing this service and to ensure that the level of service to the customer has been maintained.</p>	<p>This needs to be investigated further. Other investment will be considered on the basis of a detailed business case which identifies the return on investment.</p> <p>No additional cost.</p>

Customer Relationship Management system Findings	Recommendation	Financial Implications																								
<p>The cost figures below enable us to compare the Partnership against what it would have cost the Council to implement their own solution.</p> <p>The costs are presented over the 7 year term of the agreement.</p> <p>GO IT ALONE</p> <table border="0"> <tr> <td>CAPITAL</td> <td>217,400 (system)</td> </tr> <tr> <td></td> <td><u>196,800 (see breakdown)</u></td> </tr> <tr> <td></td> <td>414,200</td> </tr> <tr> <td>REVENUE (SOFTWARE)</td> <td></td> </tr> <tr> <td></td> <td>(7 yrs at 35,798 per year)</td> </tr> <tr> <td>REVENUE (EQP, SERVICE MAINT)</td> <td></td> </tr> <tr> <td></td> <td>(7 yrs cost see breakdown)</td> </tr> <tr> <td><u>742,206</u></td> <td></td> </tr> </table> <p>COUNTY PARTNERSHIP</p> <table border="0"> <tr> <td>CAPITAL (one off payment)</td> <td></td> </tr> <tr> <td>REVENUE</td> <td></td> </tr> <tr> <td>(7 yrs at 50,000 PER YEAR)</td> <td></td> </tr> <tr> <td><u>445,000</u></td> <td></td> </tr> </table> <p>Therefore there is a saving of £297,206 over the 7 year contract period i.e. £742,206 - £445,000</p> <p>The Customer Relationship Management system is not yet in place, but will be a key part of the project as it records details about the customer, their contact with the Council and additional requirements such as disabilities or a language barrier.</p>	CAPITAL	217,400 (system)		<u>196,800 (see breakdown)</u>		414,200	REVENUE (SOFTWARE)			(7 yrs at 35,798 per year)	REVENUE (EQP, SERVICE MAINT)			(7 yrs cost see breakdown)	<u>742,206</u>		CAPITAL (one off payment)		REVENUE		(7 yrs at 50,000 PER YEAR)		<u>445,000</u>		<p>2, a. Working with the Lancashire Shared Services Contact Centre Partnership to set a realistic timetable for the implementation of the Customer Relationship Management system.</p>	<p>The cost of the Customer Relationship Management system is included in the budget for the Lancashire Shared Services Contact Centre Partnership.</p>
CAPITAL	217,400 (system)																									
	<u>196,800 (see breakdown)</u>																									
	414,200																									
REVENUE (SOFTWARE)																										
	(7 yrs at 35,798 per year)																									
REVENUE (EQP, SERVICE MAINT)																										
	(7 yrs cost see breakdown)																									
<u>742,206</u>																										
CAPITAL (one off payment)																										
REVENUE																										
(7 yrs at 50,000 PER YEAR)																										
<u>445,000</u>																										
<p>Other services that are delivered from the One Stop Shop on a surgery basis are:</p> <ul style="list-style-type: none"> • Department for Works and Pensions, • Patient Advisory Services, • Citizens Advice Bureau, • Community Services with the Asian Women's Forum. 																										

Customer Relationship Management system Findings	Recommendation	Financial Implications
<p>The information that will be collected about customers on the Customer Relationship Management System will enable Customer Service Advisors to proactively offer services to customers. This potentially includes the provision of non-Council services that already happens in the One Stop Shop.</p>	<p>2, b. To support future developments with the Customer Relationship Management System to prompt the customer service advisor to suggest quicker and easier ways to access the service in the future on line.</p>	<p>The Council launches it's new website on 2 April 2007, which includes a broad range of self-service options for customers. Enhancements to this will be considered on the basis of a detailed business case which identifies the return on investment.</p>
<p>There is potential to use the Customer Relationship Management System, by storing the mobile telephone numbers of customers to text GB for a green bag and the a bag be posted out to the address associated with the mobile telephone number. This would enable resources to focus on providing services to hard to reach and vulnerable customers.</p>	<p>2, c. To promote the use of text messages for service request in future, such as recycling calendars and integrate this into the Customer Relationship Management system and to advertise this facility effectively on items such as green bags.</p>	<p>A further Business Case will be required to look at the wider corporate impact on service delivery for the use of SMS text messaging. The advertising costs will be maintained within the Council's current budget.</p>

Customer Access Findings	Recommendation	Financial Implications																								
<p>There are 4 contact channels for customers at present: by telephone, face to face in the One Stop Shop, self-service on the Council's website and by email. Customer Services staff also manned the reception at the Town Hall. The staff worked in the One Stop Shop and the Call Centre in rotation to gain experience in all areas. Subject to there being sufficient capacity staff in the One Stop Shop would act as an overflow and answer calls when the Call Centre was busy.</p>	<p>3, a. To review and simplify the Chorley Customer Focussed Access and Design Strategy in order to migrate customers onto more efficient channels of service delivery.</p>	<p>The Customer Access officer will be in post shortly. Other investment will be considered on the basis of a detailed business case which identifies the return on investment.</p>																								
<p>Previously it was not possible to gather the number of customer calls received by Service Departments. The telephony system in the Call Centre captures the call abandonment rate, call disruption, variety and type. This information is used to plan the numbers of staff needed to staff the Call Centre. The transfer of calls to the Call Centre releases back office staff to concentrate on complex service issues.</p>	<p>3, b. To examine the reasons why customers contact the Council to determine any root causes that can be resolved and therefore reduce unnecessary contact by customers.</p>	<p>The Customer Relationship Management System will considerably help with this. The cost of the system is included in the budget for the Lancashire Shared Services Contact Centre Partnership.</p>																								
<p>From a total of 135939 calls, between 1 June 2006 and 28 February 2007 9.7% were abandoned. The breakdown of calls offered between Directorates is as follows:</p> <table border="0" data-bbox="971 584 1342 1120"> <tr> <td>Switchboard</td> <td>69035</td> </tr> <tr> <td>Recycling</td> <td>15639</td> </tr> <tr> <td>Abandoned Vehicles</td> <td>449</td> </tr> <tr> <td>Waste management</td> <td>704</td> </tr> <tr> <td>Refuse</td> <td>2272</td> </tr> <tr> <td>General Environmental Services</td> <td>114663</td> </tr> <tr> <td>Garden Waste Bins</td> <td>13</td> </tr> <tr> <td>Public Space Services</td> <td>2247</td> </tr> <tr> <td>Benefits</td> <td>9509</td> </tr> <tr> <td>Electoral Registration</td> <td>1121</td> </tr> <tr> <td>Council Tax Billing</td> <td>20863</td> </tr> <tr> <td>Council Tax Recovery</td> <td>2624</td> </tr> </table>	Switchboard	69035	Recycling	15639	Abandoned Vehicles	449	Waste management	704	Refuse	2272	General Environmental Services	114663	Garden Waste Bins	13	Public Space Services	2247	Benefits	9509	Electoral Registration	1121	Council Tax Billing	20863	Council Tax Recovery	2624	<p>3, c. To look at Interactive Voice Response (IVR) as a means to deal with simple requests and therefore enabling the customer service advisors to deal with more complex service enquiries.</p>	<p>Technical development would be required at estimated cost of £3,000.</p>
Switchboard	69035																									
Recycling	15639																									
Abandoned Vehicles	449																									
Waste management	704																									
Refuse	2272																									
General Environmental Services	114663																									
Garden Waste Bins	13																									
Public Space Services	2247																									
Benefits	9509																									
Electoral Registration	1121																									
Council Tax Billing	20863																									
Council Tax Recovery	2624																									
<p>In 2006 the Department of Communities and Local Government found in a "take up" campaign of services in</p>																										

Customer Access Findings	Recommendation	Financial Implications
<p>Tameside that:</p> <ul style="list-style-type: none"> • A Face to Face transaction cost £14.65 per visit • A Call Centre transaction cost £1.39 per phone call • A visit to the Council Website cost 25p per transaction 		
<p>The Housing Benefits team undertake home visits and this is found to be more efficient as all paperwork required can be seen at one time.</p>	<p>3, d. To take up the opportunity to deliver more services via home visits, such as the offer of a free bus pass and other service providers, for example, the Fire Service.</p>	<p>This will not be known until the ongoing Housing Benefits home visits project is completed.</p>
<p>The transfer of services has given the Council a much clearer picture of customer requirements and demand in these service areas for example, a high percentage of calls relating to Environmental Services are requests for new recycling calendars and green recycling bags.</p>	<p>3, e. To have a section in the committee report template to highlight if the report affects customers.</p>	<p>No additional cost.</p>

Objective/Key Issue 2: Partnership Working - To assess the effectiveness of the Partnership arrangements for the Lancashire Shared Services Contact Centre of both officer and Member arrangements.

Throughout the Inquiry the Members considered reports from Lancashire County Council, where appropriate these have been referenced and quotation marks used.

Findings	Recommendation	Financial Implications
<p>Partners were able to develop their Customer Relationship Management system independently to enable them to utilise the benefits of the Customer Relationship Management system. The second phase was to enable the County and Districts to deliver services for each other.</p> <p>The relationship between Lancashire County and Chorley would be key in achieving this and would realise massive benefits, such as extended opening hours after six in the evening and Saturday mornings.</p> <p>“At the Lancashire Shared Services Partnership Board on the 15 December 2006, it was agreed that the existing vision for the partnership was an aspirational target and there was therefore a need to refine and clarify these objectives into a short term vision statement.</p> <p>“This refined vision is significant in light of the Local Government White Paper and enhanced two-tier working agenda and provides a focus for future partnership working”.</p> <p><i>LLC report</i></p>	<p>4, a. To support the refined long term vision of the Partnership to deliver Lancashire County Council and District partner services and to support the refined vision statement.</p> <p>Please see Appendix B.</p>	<p>No additional cost.</p>
<p>It is acknowledged “The aim of the project to be a completely joined up contact centre with 13 members is unrealistic. It is even more unrealistic given that only 6 of the districts joined the project, as it raises the added complication of relations with the non-members. It is clear that the priorities of the different councils, although linked, are different. All parties have acknowledged that there</p>	<p>4, b. To ensure that the governance arrangements for the Partnership are effective by revisiting the terms of reference for the Joint Committee and to review the vision and project plan every 6 months and monitoring effectively the timescales set down in the project plan.</p>	<p>No additional cost.</p>

Findings	Recommendation	Financial Implications
<p>was a failure to recognise the size of the task at the outset. An appropriately senior and well qualified project manager should have been appointed at the outset of the project, and should have received the necessary authority from the organisation, being answerable to the most senior officers and members.” <i>LLC report</i></p>	<p>4, c. To develop a mechanism for Partner Districts, Lancashire County Council and the contractor for effective communication.</p>	<p>No additional cost.</p>
<p>The role of the Partnership Officer is to liaise with districts and oversee the project. There are regular Project Boards and meetings of the Joint Committee to ensure two-way communication between the partners. As the Partners get to know each other the working relationship becomes stronger and it has taken time for Lancashire County Council (LCC) to get their team of staff in place.</p> <p>Previously Lancashire County Council undertook the management of the contract. Districts need to take a more active role in this.</p> <p>The inconsistent membership and unclear agendas of the Joint Committee meetings mean that this meeting has not been as effective as it needs to be going forward.</p>	<p>4, d. To make the Joint Committee meeting effective it is suggested that the quorum is changed to a majority vote system with absent partners given the opportunity to respond electronically to any decision.</p>	<p>No cost to Chorley Council.</p>

Objective/Key Issue 3: Partnership Working - To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing.

Throughout the Inquiry the Members considered reports from Lancashire County Council, where appropriate these have been referenced and quotation marks used.

Findings	Recommendation	Financial Implications
<p>Lancashire County Council “delivers around 700 different services. It is clearly a massive task to review these, and is a process that will take years, not months.</p> <p>“A “Change Team”, operating from within the Customer Access project to coordinate and work with directorates has been introduced in Spring / Summer 2006.”</p> <p>There are currently four teams on banks of desks who deliver a mix of services, including the switchboard. Each team concentrates on two or three services at a time. There are thirty Full Time Equivalents with eighteen part time staff who cover lunch breaks and peak times. This will increase over time when more services are integrated and in January upstairs will be full. Downstairs is currently the nursery bank but will be live workstations in time.</p> <p>There are currently seven hundred entries on the Corporate Information Database. The aim is to give customers access to all service at one point, for example if a call is in relation to a blue badge the customer will be asked if they would like a fire safety check, or if a customer has just turned 65 they would be asked if they wanted like information about social services. The system transfers any relevant information to the back office meaning that the customer will not have to repeat the information.</p>	<p>5, a. For Lancashire County Council to provide Districts access to their Information systems where necessary to enable delivery of joint services.</p>	<p>No cost to Chorley Council.</p>

Findings	Recommendation	Financial Implications
<p>There are training facilities at the Hub.</p> <p>The Chorley Council and Lancashire County Council customer advisors are highly trained in customer services. "There has been some demand from Directorates for the Customer Service Centre to undertake 24 hour operation. A business case is being prepared and it is considered that it may well be feasible to provide a 24 hour service using a minimal number of staff by mid/late 2007. It is expected that extended opening times of 8am to 8pm will be in place at the Hub by April 2007". <i>LLC report</i></p> <p>Customers want their services and are not concerned who delivers them. The impact of the Partnership has included a change in organizational culture and the Partners have had different levels of success in integrating services into their Contact Centres, due to the size of the Authority, the demographics and corporate commitment.</p> <p>Customer satisfaction is not measured in a consistent way across the partnership.</p> <p>There is not a consistent way of dealing with complaints across the Partnership.</p> <p>Some private companies provide excellent customer service, e.g. tracking on enquiries/deliveries.</p> <p>"The original Customer Relationship Management (CRM) system which provides the interface between the customer and back office systems has not functioned well enough to meet the needs of LCC and the District Partners. Since late summer LCC has been evaluating an alternative CRM also produced by Northgate. This product is a significant improvement over the original CRM. The new proposal has been extensively evaluated by LCC and the District Partners and at their meeting held on 13 February 2007 the Shared Customer Service Joint Committee agreed unanimously to a recommendation of</p>	<p>5, b. To explore opportunities for joint training between Chorley and Lancashire County Council in the future.</p> <p>5, c. To support extended opening hours for Contact Chorley facilitated by the Hub and to publicise emergency contact arrangements in place during out of office hours</p>	<p>No cost to explore the opportunities.</p> <p>A financial model will be developed that is acceptable to Lancashire County Council and Chorley Council.</p> <p>The costs will be maintained within the Council's current budget.</p>
<p>Customers want their services and are not concerned who delivers them. The impact of the Partnership has included a change in organizational culture and the Partners have had different levels of success in integrating services into their Contact Centres, due to the size of the Authority, the demographics and corporate commitment.</p> <p>Customer satisfaction is not measured in a consistent way across the partnership.</p> <p>There is not a consistent way of dealing with complaints across the Partnership.</p> <p>Some private companies provide excellent customer service, e.g. tracking on enquiries/deliveries.</p> <p>"The original Customer Relationship Management (CRM) system which provides the interface between the customer and back office systems has not functioned well enough to meet the needs of LCC and the District Partners. Since late summer LCC has been evaluating an alternative CRM also produced by Northgate. This product is a significant improvement over the original CRM. The new proposal has been extensively evaluated by LCC and the District Partners and at their meeting held on 13 February 2007 the Shared Customer Service Joint Committee agreed unanimously to a recommendation of</p>		
<p>Customers want their services and are not concerned who delivers them. The impact of the Partnership has included a change in organizational culture and the Partners have had different levels of success in integrating services into their Contact Centres, due to the size of the Authority, the demographics and corporate commitment.</p> <p>Customer satisfaction is not measured in a consistent way across the partnership.</p> <p>There is not a consistent way of dealing with complaints across the Partnership.</p> <p>Some private companies provide excellent customer service, e.g. tracking on enquiries/deliveries.</p> <p>"The original Customer Relationship Management (CRM) system which provides the interface between the customer and back office systems has not functioned well enough to meet the needs of LCC and the District Partners. Since late summer LCC has been evaluating an alternative CRM also produced by Northgate. This product is a significant improvement over the original CRM. The new proposal has been extensively evaluated by LCC and the District Partners and at their meeting held on 13 February 2007 the Shared Customer Service Joint Committee agreed unanimously to a recommendation of</p>	<p>5, d. To explore joint working on the measurement of customer satisfaction via the Customer Relationship Management System and to deal with complaints more effectively across the Partnership.</p> <p>5, e. To look at other areas of excellent contact centre public/private sector initiatives and implement these if appropriate across the Partnership.</p>	<p>No additional cost.</p> <p>No additional cost.</p>

Findings	Recommendation	Financial Implications
<p>the Partnership Board to accept this alternative proposal.</p> <p>“It is anticipated that the terms of the revised Agreement to be finalised with Northgate will be radically different from those which currently apply in relation to the network, the software and the governance arrangements between Northgate and LCC. The basis of the Agreement will change from it being a fully managed service to one of supply only. It is anticipated that there will be a substantial cost saving to LCC and the current contributions from District Partners will continue at the existing levels. The Project Plan for this implementation and its associated governance is already under development in anticipation of an implementation start in April 2007.” <i>LLC report</i></p>	<p>5, f. That any future Lancashire Gateways developments or public service partnerships, such as Housing Associations, for Chorley be based in the One Stop Shop.</p>	<p>A financial model will be developed that is acceptable to Lancashire County Council and Chorley Council.</p>
<p>“Three libraries in Accrington, Fleetwood and Rawtenstall were chosen to pilot Face to Face services and became operational in late 2006. An evaluation of these pilot “gateways” will be conducted over the next three months”. <i>LLC report</i></p>		

6. CONCLUSION

General observations

After taking account of all the documentary and verbal evidence presented and the Corporate and Customer Overview and Scrutiny Panel has identified a number of recommendations which, if implemented, the Members consider will enhance both the efficiencies that can be achieved through the Contact Centre and the Partnership with Lancashire County Council.

Efficiency Sub-Group

Chorley is as far ahead as other Lancashire Authorities with regards efficiencies and that the potential to achieve efficiencies by utilising technology should not be underestimated.

The Sub-Group's noted the cross over between the two sub-groups, such as the importance of training, info gateways, delivering services for each other

Due to the delays with the Customer Relationship Management system Chorley had to move forward and use a one step at a time approach to transfer each service into the Contact Centre. Lancashire County Council have taken the opposite approach. The Sub-Group feel that Chorley's approach has been more successful.

One of the reasons the Contact Centre has been so successful is the enthusiasm and willingness of the staff to embrace the new approach.

The Customer Relationship Management system is critical in achieving Chorley's aims as it provides a better understanding of customer's needs and contact and therefore information on how to provide a better and more efficient service.

Partnership Sub-Group

The Partnership was a groundbreaking project with the initial vision for customers to access all services from a single point. This included a virtual network between the County and the six districts.

The Customer Relationship Management system is key to the future of the Partnership and the cost to the Council would be significant to purchase the telephony, hardware and software outside the Partnership. The potential for additional opening hours, in the evenings and at weekend are significant benefits.

If Chorley had not gone with the Partnership we would have faced problems, but different ones.

Other Authorities in the Lancashire Shared Services Contact Centre Partnership will be contacted electronically with the findings and recommendations of the Inquiry.

Lessons learned for Scrutiny

As there were two definite streams to the Inquiry the Panel appointed two Sub-Groups with five members. The Chair of the Panel sat on both Sub-Groups, with each Sub having a different Chair. This ensured continuity through the Subs and the added benefit of the knowledge and skills of the two Sub-Group Chairs.

The three Chairs have driven forward each step of the Inquiry and, in particular, the writing of the Final Report.

7. APPENDICES

Appendix A Overview and Scrutiny Project Outline

Appendix B Shared Services Contact Centre Partnership Three Year Vision Statement



OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

<p>Review Topic: Contact Centre: Efficiencies and the Partnership with Lancashire County Council.</p>	<p>Investigation by: Corporate and Customer Overview and Scrutiny Panel</p> <p>Type: Inquiry</p>
<p>Objectives: <u>Efficiencies</u></p> <ol style="list-style-type: none"> 1. To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council's efficiencies agenda. <p><u>Partnership Working</u></p> <ol style="list-style-type: none"> 2. To assess the effectiveness of the Partnership arrangements for the Lancashire Shared Services Contact Centre of both officer and Member arrangements. 3. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing. 	<p>Desired Outcomes: <u>Efficiencies</u></p> <ol style="list-style-type: none"> 1. To maximise efficiencies from the Lancashire Shared Services Contact Centre partnership arrangements. <p><u>Partnership Working</u></p> <ol style="list-style-type: none"> 2. To establish that the partnership arrangements are working effectively, and, in situations were this is not the case, to propose actions to remedy the situation. 3. To ensure the partnership is delivering the highest quality customer experience.
<p>Terms of Reference:</p> <ol style="list-style-type: none"> 1. To conduct an investigation into the Lancashire Shared Services Contact Centre partnership arrangements. 2. To review the efficiency programme relating to the Lancashire Shared Services Contact Centre. 3. To identify possible improvements. 4. To report on the investigations findings and make recommendations to Overview and Scrutiny Committee consistent with the Inquiry's objectives and desired outcomes. 	
<p>Key Issues: <u>Efficiencies</u></p> <ol style="list-style-type: none"> 1. Migration of resources from back office services into the Contact Centre. 2. Integration to back office systems. 3. Streamlining contact telephone numbers and email points. 4. Managing migration of customers to more efficient methods of access to services. <p><u>Partnership Working</u></p> <ol style="list-style-type: none"> 5. Review contractual arrangements with Lancashire County Council. 6. Contractor performance and governance. 7. Differing approach of partners. 8. Customer Relationship Management system. 	<p>Risks:</p> <ol style="list-style-type: none"> 1. Damaging relationships with partnership organisations. 2. Possibility of negative publicity to the partnership. 3. Having desired outcomes beyond the capacity to deliver.

<p>9. Development of Lancashire County Council Customer Service strategy. 10. Delivery of Customer Focus and Access strategy.</p>	
<p>Venue(s): Town Hall, Market Street, Chorley.</p>	<p>Timescale: 9 months Start: July 2006 Finish: March 2007</p>

Information Requirements and Sources:

Documents/evidence: *(what/why?)*

1. Lancashire County Council Customer Service strategy.
2. Partnership Customer Contact strategy.
3. Terms of reference for the officer partnership board and Member joint committee.
4. Chorley Borough Council Customer Focus and Access strategy.
5. Approved Plan and migration dates.
6. Annual Efficiency Statement: 2005/2006 Backward looking and 2006/2007 Forward looking.

Witnesses: *(who, why?)*

1. Chair of the Joint Committee.
2. Chair of the Partnership Board.
3. Representative from the contractor (Northgate Information Systems NIS).
4. Representatives from District partners.
5. Councillor D Edgerley (Previous Member of the Partnership Joint Committee).
6. Councillor J Walker (Executive Member for Customer, Democratic and Legal Services and Member of the Partnership Joint Committee).
7. Officers of Chorley Borough Council.

Consultation/Research: *(what, why, who?)*

1. Customer satisfaction performance statistics.

Site Visits: *(where, why, when?)*

1. Shire District partners.
2. Lancashire County Council.

Officer Support:

Lead	Officer:
Asim Khan (Assistant Head of Customer Services).	
Democratic Services	Officer:
Ruth Hawes (Assistant Democratic Services Officer).	
Corporate Policy Officer: To be identified as required.	

Likely	Budget	Requirements:
<u>Purpose</u>		£
Site visit costs		200
Total		<u>200</u>

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, PCT)

Overview and Scrutiny Committee.

Appendix B**Shared Services Contact Centre Partnership
Three Year Vision Statement**

This three-year vision is seen as the foundation to enable the partners to achieve the long term objectives of the Partnership.

Each partner is seeking to provide customers with easy and convenient access to all their services through the development of modern Contact Centres. Each council will work in partnership to achieve significant efficiency gains and service improvements through effective and appropriate sharing of resources and information.

The shared objectives of the Partnership are that:

- Each Council will offer a single point of access for all their services through their Contact Centres
- A two-way signposting service will be available between Lancashire County Council and the District Councils
- Overflow and extended hour opening will be developed as a discretionary service to the partners by Lancashire County Council
- The partners will work towards shared Contact Centres with co-located District and County Council staff
- Lancashire Gateways will be developed in consultation with the partners, within appropriate locations to support the overall aims of the Partnership
- The partners will share common systems and processes including Customer Relationship Management (CRM), telephony and training
- The CRM system will be hosted by Lancashire County Council
- The partners will open up membership of the partnership to other districts
- The partners will further develop joint working into other projects

The partnership will work towards these objectives between 2007 and 2009 and will develop shared programmes for each together with a business plan against which progress will be monitored and reported.

This page is intentionally left blank



Report of	Meeting	Date
The Chief Executive (Introduced by the Leader of the Council)	Executive Cabinet	29 th March 2007

GETTING INVOLVED IN SHAPING THE FUTURE OF YOUR NEIGHBOURHOOD – RESPONSE TO LANCASHIRE COUNTY COUNCIL’S CONSULTATION PAPER

PURPOSE OF REPORT`

1. To agree a response to Lancashire County Council’s consultation on neighbourhood working by the deadline of 21st April 2007.

CORPORATE PRIORITIES

2. The consultation paper addresses a number of the Council’s strategic objectives including “Improving Equality of Opportunity and Life Chances”, “Involving People in Their Communities” and “Developing the Character and Feel of Chorley as a Good Place to Live”

RISK ISSUES

3. The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	√	Information	
Reputation	√	Regulatory/Legal	
Financial		Operational	
People		Other	

BACKGROUND

4. Lancashire County Council are undertaking a consultation exercise on future arrangements for neighbourhood working (see attached at appendix 1).

The Council’s Overview and Scrutiny Environment and Community Panel are also currently undertaking an inquiry into neighbourhood working which is due to report imminently. Lancashire County Council have given evidence as part of this enquiry on the attached consultation document.



COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

- 5. There are no Human Resources implications.

COMMENTS OF THE DIRECTOR OF FINANCE

- 6. There are no financial implications.

RECOMMENDATION(S)

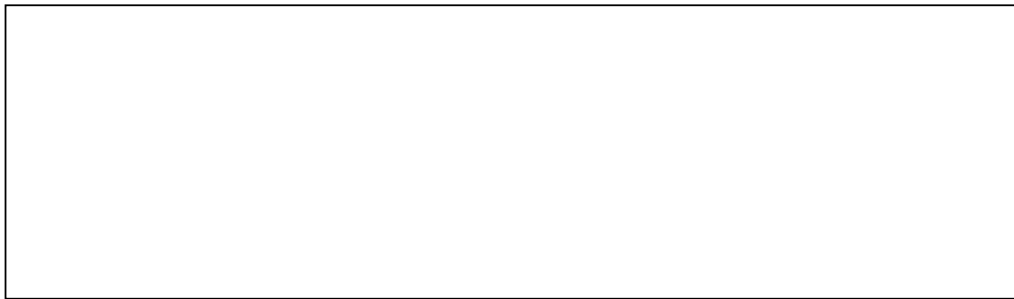
- 7. It is recommended that Executive Cabinet approve the attached response (at Appendix 2) to the consultation:

DONNA HALL
CHIEF EXECUTIVE

Background Papers			
Document	Date	File	Place of Inspection
Local Government White Paper	6 th Feb 2007		Members Room

Report Author	Ext	Date	Doc ID
Donna Hall	5104	6 February	EXECREP/LCCResponse-Neighbourhood consultation

GETTING INVOLVED IN SHAPING THE FUTURE OF YOUR NEIGHBOURHOOD



A CONSULTATION PAPER ON ENGAGING COMMUNITIES AND NEIGHBOURHOODS



Introduction

This consultation paper sets out the County Councils proposals for getting people at a local level involved in what we do and how we do it, and ultimately taking responsibility for owning and managing local services and facilities themselves. The people who know best about local issues, concerns and priorities are the

people living in those localities and Lancashire County Council (LCC) is committed to drawing on local knowledge and experience to influence and shape future decision making and service planning.

In 2002 LCC introduced its Locality Focus Programme (LFP). It set out a programme of activities designed to bring LCC “closer to the community”. As a result a number of successful initiatives have been introduced at a district level including:

- Having a District Partnership Officer and assistant located in each of the twelve Lancashire Districts.
- Establishing the Lancashire Local, a joint decision making meeting of an equal number of County and District Councillors, across all twelve districts of Lancashire.
- Locality Focus meetings which bring together county councillors and County Council managers based locally to encourage a more joined up response locally
- Regular one-to-one meetings between the Leader of the County Council and of each District Council to build better relationships
- A lead County Director for each district, who has a strategic overview of issues and provides a high profile point of contact for the districts.

We now need focus our attention below district level, and find ways to listen and respond at a neighbourhood level.

A recent refresh of the LFP has identified four key strands for future development:-

- To support members as community advocates
- To engage effectively at the local level
- To open ourselves up to the public
- To engage effectively with partners and stakeholders

We think that effective engagement at a neighbourhood level, with transparent mechanisms and structures in place for responding promptly and appropriately to neighbourhood concerns, is fundamental to delivering all four strands of the LFP.

LCC is also keen to promote the concept of “Place Shaping” introduced by the Lyons review. Place Shaping requires Local Government to take responsibility for the well-being of an area and the people who live there, promoting their interests and their future. This concept is further endorsed in the recently published Local Government White Paper. Sir Michael Lyons invites Local Government to ‘tackle the challenge of promoting effective local choice and energetic Place Shaping.’ LCC recognises its responsibility as Place Shaper and how fundamental, effective engagement with neighbourhoods will be to this.

A dedicated Policy Officer has been employed to develop a corporate Framework for Neighbourhood Engagement on behalf of the County Council but it is clear that effective engagement with people at a neighbourhood level will require the co-operation of a wide range of partner stakeholders. We now want these partners to help shape and influence our proposals.

What do we want to achieve?

We are developing a Corporate Framework for Neighbourhood Engagement to ensure that all citizens of Lancashire have the opportunity to influence LCC decision making, service planning and delivery, and that the engagement of citizens is consistent across the organisation and across the county.

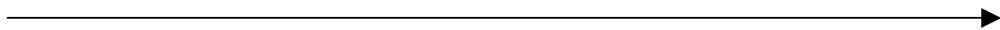
Through the Corporate Framework we want to ensure:-

- a corporate understanding of and commitment to neighbourhood engagement
- a co-ordinated and consistent approach to neighbourhood engagement across LCC
- that elected members are placed at the heart of any activity
- that neighbourhood engagement is meaningful and effective and of a good standard
- a consistent response to neighbourhood issues
- that neighbourhood engagement is used to plan and shape LCC services
- that neighbourhood engagement is accessible, inclusive and involves those people or groups who are sometimes excluded.
- that neighbourhood engagement is evidenced and shared and related policies and procedures are regularly monitored and reviewed

- that we work closely with partners, particularly District Councils, to engage with neighbourhoods together.

What do we mean by engagement?

Engagement can happen across a broad spectrum from providing quality information to empowering people to make decisions and manage budgets (see diagram below).



LCC have systems in place to engage at the lower levels of this spectrum. This consultation document therefore will consider how we involve people better and encourage participation in County Council activity.	Inform	Research	Consult	Involve	Collaborate	Empower
	Providing quality information to support public understanding of LCC services and activities	Obtaining the views of the public on a range of open issues	Obtaining public feedback on proposals to inform decision-making	Working with the public to ensure issues and concerns are addressed	Working in partnership with the public in decision-making	Public decision making and/or devolved budgets leading to service commissioning
	How e.g. Brochures and newsletters	How e.g. surveys and focus groups	How e.g. surveys and focus groups	How e.g. user panels	How e.g. neighbourhood needs analysis	How e.g. Referenda, User management of services

document therefore will consider how we involve people better and encourage participation in County Council activity.

Through good Neighbourhood Engagement at the upper levels of the spectrum we believe we can:-

- Improve our understanding of local issues and priorities
- Better represent constituents
- Improve understanding of what we do
- Improve service delivery and enhance efficiency
- Increase and improve partnership working
- Improve customer satisfaction through improved services
- Involve better those people with whom we often fail to engage
- Make a difference

What is a Neighbourhood?

There is no simple answer to this question. Neighbourhoods can be defined by geographical or structural boundaries or by issues of common interest. We have to keep an open mind in defining a 'neighbourhood.' However, whilst size may not be a barrier to shaping and influencing decision making etc, it needs to be considered in terms of practicality and efficiency when considering devolved budgets and service commissioning.

What are Neighbourhood Arrangements?

We define neighbourhood arrangements as structures/groups/committees etc. based locally, that have gained the trust and respect of local people and can facilitate and co-ordinate effective engagement and communication in their neighbourhood.

LCC believes that Neighbourhood Engagement at the upper end of the spectrum will require the involvement of such an arrangement if it is to be effective and inclusive.

If a Neighbourhood Arrangement wants to take on this role on behalf of their neighbourhood, LCC will expect them to prove their legitimacy i.e. that they have either political authority or a clear mandate to represent their neighbourhood.

Any Neighbourhood Arrangement that can demonstrate legitimacy will be recognised by LCC.

If, however a Neighbourhood arrangement wants to own and manage local services and facilities LCC will expect these arrangements to demonstrate four key dynamics:-

- Legitimacy – political authority or a clear mandate to represent a neighbourhood
- Identification – there must be a clear sense of belonging and commonality within the neighbourhood concerned
- Effectiveness – there must be mechanisms and structures and procedures in place
- Partnership – a variety of authorities, organisations and individuals must be working together to make a difference

A test, similar to that for quality Parishes, will be developed against these four dynamics. This test will not be exclusive of any existing test of quality and will be developed in partnership with District Councils and other public service providers

Examples of Neighbourhood Arrangements/structures include:-

- Parish and Town Councils
- Neighbourhood Management
- District Area Committees/Councils
- Market Town Partnerships
- VCFS

Wherever possible we will look to existing arrangements and structures in neighbourhoods, but where none exist or where those that do, do not have the capacity to fulfil this role, we will work with Neighbourhoods to build this capacity.

Listening and responding.

As community advocates all elected members have a pivotal role and will be the thread right through the listening and responding process.

The local councillor will be the first point of contact for any individual or neighbourhood group who want to be more involved in local governance.

If elected members are to be responsive to neighbourhood issues and concerns, and effective in their role as community advocates there will need to be systems in place for bringing these issues to the attention of decision makers.

The Lancashire Local will play a key role in this process. We will develop a structure and mechanisms for all recognised Neighbourhood Arrangements in a district, including Parish and Town Councils, to come together to discuss and prioritise neighbourhood issues and concerns and to get appropriate issues onto Lancashire Local agendas. This of course will not preclude individuals or community representatives from attending Lancashire Local meetings to talk to agenda items in the time allowed for public participation.

We will nominate a Neighbourhood Engagement Lead for each district from the Lancashire Local. This lead member will be the link between the district Neighbourhood Arrangements and the Lancashire Local, and

then between the Lancashire Local and the Cabinet member for Community Planning and Partnerships who will be our county wide member champion for Neighbourhood Engagement. The cabinet member will continue to be supported by a Parish champion to provide member leadership on Parish and Town Council issues.

By engaging in this way through structures that become familiar with everyone we can begin to identify opportunities for even greater empowerment to neighbourhoods through devolved budgets and services and the management of community facilities.

Working better together

Neighbourhood engagement and empowerment is a key priority across a number of central government departments. There will, therefore, be a requirement for all public service providers to improve the way they listen and respond to their service users and the general public at a local level. Doing this in a fragmented and disjointed fashion will result in:-

- Duplication of effort
- Wasted resources
- Consultation fatigue
- Missed opportunities

It is therefore our intention to work with our partners towards developing a multi-agency co-ordinated engagement strategy. Our first priority will be a co-ordinated and consistent approach across the County Council. We will then invite the twelve district councils across Lancashire to work with us to bring together our strategies, structures and mechanisms, giving the people of Lancashire easy access and opportunity to shape all Local Authority activity across the county. Then working through Local Strategic Partnerships (LSP) we will develop a way of working together systematically on Neighbourhood Engagement.

Triggering Neighbourhood Action.

As the government has developed its neighbourhood agenda, a number of practical tools/ actions have emerged. Some of these tools can be used proactively to ensure that an agreed level of service is maintained and neighbourhood aspirations are expressed and considered i.e.

- Neighbourhood Agreements
- Neighbourhood Charters
- Parish/Neighbourhood Plans

Communities can exercise other actions to resolve persistent neighbourhood problems i.e.

- Community Call for Action
- Neighbourhood Inquiries
- Neighbourhood Petitions

As these tools are more commonly exercised they will encourage and support more effective two-way neighbourhood engagement.

LCC will develop systems to respond to these community tools and actions in a co-ordinated and consistent manner across the organisation. However, this kind of community action should be a last resort. Ideally persistent issues will be resolved quickly and locally and we will look at ways to empower county councillors to do this.

What happens now?

The process and timetable for consultation are set out below:-

Milestones	Date
Formal consultation paper issued	22 January 2007
Presentation to range of partnership meetings	January/February/March
Presentation to Lancashire Locals	February/March 2007
Consultation period ends	21 st April 2007
Locality Focus Member Steering group considers the consultation responses and a proposed implementation plan	May 2007
Cabinet considers the responses to the consultation and the proposed implementation plan	7 th June 2007
Full council approves the amended framework	26 th July 2007
Public Launch of Neighbourhood Engagement Framework	September 2007

Consultees

All County Councillors
 LCCs Communities and Partnerships Overview and Scrutiny committee
 The Lancashire Locals
 District Council Lead Officers
 All District Councillors of all 12 District Councils
 Lancashire Association of Parish and Town Councils
 Society of Local Council Parish Clerks
 Parish and Town Councils
 Members of the Public
 Local Strategic Partnership Lead Officers
 Lancashire Partnership Chair
 Primary Care Trusts
 Lancashire Care Trust
 Hospital Trusts
 Strategic Health Authority
 Lancashire Constabulary
 Lancashire Police Authority
 Lancashire Combined Fire Authority
 Fire and Rescue Service
 VCFS Consortium
 Learning and Skills Council
 Business Link
 Job Centre Plus
 Chambers of Commerce
 LAA Partner Leads
 Environment Agency
 Community Futures
 Councils for Voluntary Service
 Community Empowerment Networks
 Neighbourhood Managers
 Market Town Partnerships

How can I make my views known?

You can write to: Adrienne Banks, Neighbourhood Engagement Policy Officer, Lancashire County Council, Policy Unit, Christchurch Precinct, Preston, Lancashire, PR1 8XJ. Alternatively you can email your views to adrienne.banks@css.lancsc.gov.uk . Please note the closing date for comments is 21st April 2007.

Please ask for: Donna Hall
Direct Dial:(01257) 515104
E-mail address: donna.hall@chorley.gov.uk
Your Ref:
Our Ref: DH/PL
Doc ID: Execlet/LCC-Neighbourhood
Date: 16 February 2007

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Chief Executive: Donna Hall

Adrienne Banks
Neighbourhood Engagement Policy Officer
Policy Unit
Lancashire County Council
Christchurch Precinct
Preston
PR1 8XJ

Dear Adrienne

GETTING INVOLVED IN SHAPING THE FUTURE OF YOUR NEIGHBOURHOOD

Thank you for the opportunity to comment on Lancashire County Council's consultation paper on engaging communities.

I am writing on behalf of Chorley Borough Council and Chorley's Local Strategic Partnership, to set out our response to the draft document.

The paper is welcomed in Chorley as a framework for future joint working within neighbourhoods. However, there are a number of key issues which do require resolution before this approach can be successfully implemented.

1. Chorley is undertaking an Overview & Scrutiny inquiry into Neighbourhood Working. We have worked closely with Partners in Change to develop a Neighbourhood Engagement Strategy and will be pleased to work with you on this. Thank you for the evidence you have personally provided as part of this inquiry.
2. The paper needs to cross-reference to "Transforming Local Government in Lancashire" proposal; aimed at improving the effectiveness of the two-tier system.
3. As part of this proposal, the clearly articulated "Locality Plan" would set out a shared set of district-level priorities for both Lancashire County Council and the district council. We would be very keen to pilot this approach in Chorley. The Locality Plan would represent local government's contribution to the delivery of the local Community Strategy and Ambition Lancashire. The Locality Plan would also set out how the three tiers of local government, including parish councils, could work together within local neighbourhoods.
4. The Consultation document states

"It is therefore our intention to work with our partners towards developing a multi-agency co-ordinated engagement strategy. Our first priority will be a co-ordinated and consistent approach across the County Council. We will then invite the twelve district councils across Lancashire to work with us to bring together our strategies, structures and mechanisms, giving the people of Lancashire easy access and opportunity to shape all local authority activity."

This last objective is to be particularly welcomed. However, we feel to impose a county-wide framework from the outset could be counter-productive in the long-term. We need to avoid, at all costs, a “one size fits all” solution. We would prefer unique mechanisms to be negotiated within each of the twelve districts, linked to the development of the Locality Plan and the establishment of relevant local governance arrangements as set out in “Transforming Local Government in Lancashire”.

5. The document refers to “councillors” meaning Lancashire County Councillors. We feel it is of critical importance to establish a clear division of labour between Lancashire County Councillors, district councillors and parish councillors. Without this strategic split there is real danger of confusion, duplication and gaps.
6. Similarly, at officer-level, we need to ensure a transparent division of labour. The document states local capacity building within neighbourhoods will be an LCC activity. Most district councils through their LSP’s are already undertaking this type of work in priority neighbourhoods. This activity needs to be enhanced and built on as a foundation rather than duplicated. There is a myriad of consultation/involvement mechanisms in place currently including Lancashire Locals, Community Forums etc., it is important that these partnerships are rationalised.
7. We welcome the idea of a member of Lancashire Locals being nominated as the neighbourhood engagement champion. However, Lancashire Locals is, in itself, not a meaningful way of reporting progress back to neighbourhoods or groups of local people as the structure does not lend itself to attracting ordinary residents.
8. We welcome the approach to neighbourhood engagement being developed across the LSP. This is something we are developing in Chorley through our Local Public Service Board.
9. The consultation document refers to ‘neighbourhood arrangements’ and attempts to define them. We feel that there should be a differentiation between neighbourhood engagement and neighbourhood management. At this point there is reference in the document to a ‘spectrum of community engagement; it would be useful to have this expanded. The “action/improved quality of life in their area” is the hook to get groups off the ground. Putting the process before the action could result in reduced opportunities to develop communities.

Finally, we would like to thank you for the opportunity to comment on the consultation paper and look forward to working with you on implementing a visionary, shared approach to neighbourhoods.

Yours sincerely,

CHIEF EXECUTIVE

Civic Events Working Group

Monday, 12 March 2007

Present: Councillor John Walker (Chair), Councillors Eric Bell and Daniel Gee

Officers Present: Donna Hall (Chief Executive), Steve Pearce (Assistant Head of Democratic Services), Carol Iddon (Civic Services Manager), Giordan Fong (Senior Legal Assistant), Dianne Scambler (Trainee Democratic Services Officer) and Louise McCall (Curator)

1. APPOINTMENT OF CHAIR

It was proposed by Councillor Eric Bell, seconded by Councillor Danny Gee, and subsequently **RESOLVED to appoint Councillor John Walker as Chair of the Civic Events Working Group.**

2. TERMS OF REFERENCE

RESOLVED - That it be noted that the terms and reference for this Working Group are to co-ordinate the arrangements for certain major civic events.

3. SZEKESFEHERVAR

(a) Visit by Delegation 2007

Members and Officers discussed the possibility of combining any local cultural events in the Borough with proposed dates during 2007 for a visit by a delegation from the Municipality of Szekesfehervar

RESOLVED 1. That the Civic Services Manager be requested to draw up possible dates for the visit during September/October 2007 and the Trainee Democratic Services Officer find out what events are on in the Borough around this time.

2. That a delegation of 6 people be invited from Szekesfehervar to visit the Borough of Chorley to include their Mayor and Mayoress or Consort and an Interpreter.

3. That the visit will be for a period of 3 days.

(b) Artist Camp

The Council had received correspondence from the Mayor of Szekesfehervar giving notification of their 18th Annual International Artist Camp that is organised for visiting painters from its twin cities. The painters would be the town's guests for a week in Agard, a nearby village by the fairy Lake Velencei and would be held between 24 September and 3 October 2007.

Louise McCall, Curator of Astley Hall explained to the group that she was presently in the process of organising a Local Art Competition that would be open to artists of all ages, and that the invitation would be an excellent first prize to offer the overall winner. The chosen paintings from the last camp now decorate the newly renovated historical Hiemer House in the core of Szekesfehervar. This would be a fantastic opportunity and a great way to entice local artists to get involved.

RESOLVED – That the Curator of Astley Hall explore the possibility of being able to offer the invitation of a Local Artist to attend the 18th Annual International Artist Camp being held at Agard in Szekesfehervar as the First Prize in our Local Art Competition.

(c) Cookery Project

The Assistant Head of Democratic Services circulated an email at the meeting that outlined a request from Councillor Eva Brajer, the President of the Cultural and Touristical Board of Szekesfehervar.

The district that she represents has a specialised vocational school for Cooks, Confectioners and Waiters, for children aged between 14 to 18 years of age. The school offers exchange programmes with other schools and restaurants abroad, mainly in Italy. They have been very successful and wanted to know if there would be any host Secondary Schools, Hotels or Restaurants in the Chorley area that would be interested in a similar student exchange programme.

RESOLVED 1. That the Trainee Democratic Services Officer write to all the schools in the area including Runshaw College giving them details of the exchange programme.

2. That a list of all the Hotels and Restaurants in the Chorley Borough be sent to Councillor Eva Brajer.

4. MAYORAL EVENING - 18 MAY 2007

At this years budget Council it was decided that the Mayoral Civic Dinner for 2007/2008 would not take place and would be replaced with a Mayoral Evening on a much smaller scale within an agreed budget.

The Chief Executive had spoken with the current Deputy Mayor about the change and he was happy with the proposed alternative arrangements.

RESOLVED 1. That the Mayoral Evening be held on Friday 18 May 2007 at Astley Hall, Chorley.

2. That the evening include buffet refreshment and a maximum of 65 guests be invited to include the Mayors family and friends and other Civic dignitaries at the Mayors discretion.

3. That the venue for the Mayoral Evening be determined each year by the new Mayor.

5. FREEDOM OF THE BOROUGH EVENT - 9 JUNE 2007

The Assistant Head of Democratic Services submitted a draft Programme and Action Plan for the Freedom of the Borough Ceremony for the 5 General Support Medical Regiment to be held on 9 June 2007.

The Members of the group discussed the arrangements in detail and it was **RESOLVED 1. That the programme and action plan be noted and details of the final arrangements be submitted to the next meeting of this working group.**

2. That the Civic Services Building Manager obtain quotes for a cold buffet lunch and the reduced floral arrangements that had been decided upon.

3. That the Event would be advertised extensively in due course especially in relation to any possible closure of car parks.

6. COMMEMORATION OF FALKLANDS 25TH ANNIVERSARY - 16/17 JUNE 2007

Thursday 14 June 2007 marks the 25^h Anniversary of the liberation of the Falkland Islands. Commemorative Events are taking place on the weekend of the 16 and 17 June 2007.

The Assistant Head of Democratic Services and Civic Services Manager had had a meeting with Reverend Cree and discussed the possibility of a Commemoration Service being held at St Laurence's Church, Chorley on Sunday 17 June 2007 at

10.00am. The Mayor and other Civic dignitaries will then walk across to the Cenotaph in Astley Park.

RESOLVED – 1. That further details of the arrangements be submitted to the next meeting of this Working Group.

2. That the Council provide the Order of Service.

3. That the Director of Streetscene, Neighbourhoods and Environment be requested to make arrangements for the Cenotaph to be cleaned.

7. FREQUENCY OF MEETINGS

It was **RESOLVED** to hold a further meeting after Easter to finalise arrangements of the events on this agenda and that thereafter, the group will meet as and when required.

Chair

This page is intentionally left blank

Report of	Meeting	Date
Director of Policy and Performance (Introduced by the Executive Member for Policy and Performance)	Executive Cabinet	29 March 2007

BEST VALUE RESIDENTS SURVEY 2006

PURPOSE OF REPORT

- To outline the key messages of the Best Value Survey of residents and to suggest a series of actions to address the issues arising from the survey.

CORPORATE PRIORITIES

- Ensure Chorley Borough Council is a performing Council.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	✓	Information	✓
Reputation	✓	Regulatory/Legal	
Financial		Operational	✓
People		Other	

- The best value survey is a high profile exercise which seeks to gauge the levels of satisfaction of residents of the Borough and to understand what informs residents perceptions and what value residents place upon various aspects of quality of life. The information provided by the survey should be used as a key driver of strategy and service delivery for the authority. The results of the survey will be published nationally, along with the results of all other district Council's in June 2007 and we will need to manage the impact the survey may have on our reputation, both positive and negative. We will need to ensure that we communicate the results of the survey to the wider community reassuring them that we will be acting upon the messages contained within the report and emphasising the positive messages received. The survey will have an impact upon us operationally as the survey results will be used to inform service design and delivery and our interactions with customers.

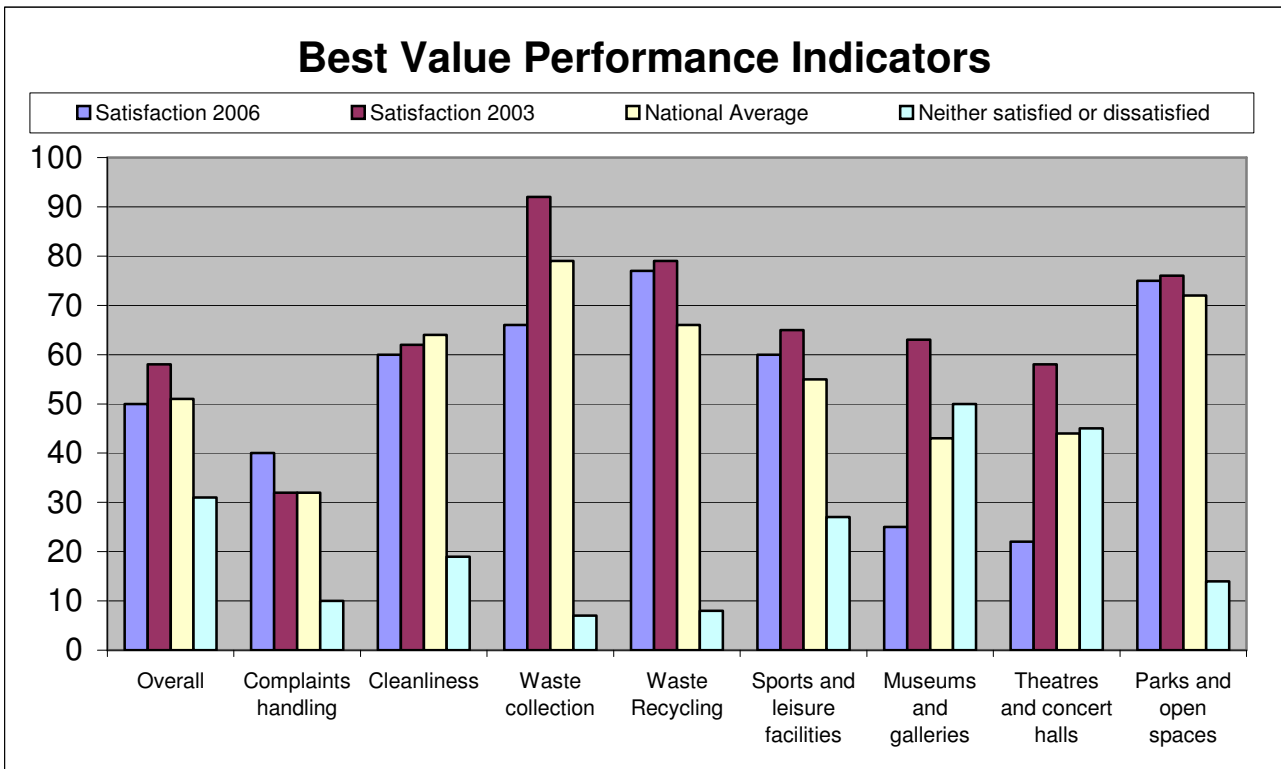
BACKGROUND

- The Best Value Survey, introduced in 2001 as part of the best value regime is undertaken nationally triennially (the last having taken place in 2003). All authorities in England are required to conduct a survey, the results of which inform inspection, public perception, visioning and service design and delivery.

6. The survey was undertaken between September and October, 2006. The survey does not, in the main, ask customers to consider a specified time period when responding therefore it is not clear what timeframe the results cover, but in performance management terms the survey is taken to cover the period which has elapsed since the last survey (October 2003). Some questions, such as those around improvement do ask customers to consider the last three years.
7. The content, style and methodology of the survey were in accordance with the government's guidelines. The questions fall into three main categorisations. The first of these are best value performance indicators, which seeks to gauge the public perception of the Council's performance in a number of areas and which are used to make comparisons with other authorities nationally, and against which progress over time can be assessed. The survey also assesses customer's perceptions of the quality of local services (which do not make up best value performance indicators). The third categorisation of information is quality of life indicators, which seek to help Council's develop an understanding of the perceived quality of life of within communities and those elements which people value most highly and feel are in the greatest need of improvement.
8. The survey allows us to identify any gaps between current service levels and customer expectations. The information proved by the survey is particularly useful in that it allows us to assess differences in perceptions, experiences and expectations by various demographic variables and by geographical area.
9. The survey was conducted on behalf of the Council by MORI IPSOS North as a postal survey, inline with the requirements set out by the audit commission. The survey is complimented by separate surveys which look in detail at customers experiences of the delivery of the planning, benefits and tenants services, these results will be analysed under a separate cover.
10. At this stage the data is analysed in small area categorisations (6). A report will follow at Executive Cabinet in May which sets out the picture in each ward of the Borough and can be used to inform member's work within their wards and service design and delivery within directorates. Further work will also be done to analyse the data mirroring the footprints of the area forums to inform the work done within these localities and to ensure that the area forums can be used as a vehicle to understand the perceptions being expressed on a geographical basis and as a tool for delivering improvements.
11. The small areas are
 - a. Central (Chorley East, Chorley North East, Chorley North West, Chorley South East, Chorley South West).
 - b. West (Chisnall, Eccleston and Mawdesley, Lostock).
 - c. South (Adlington and Anderton, Coppull, Heath Charnock and Rivington).
 - d. North East (Brindle and Hoghton, Pennine, Wheelton and Withnell).
 - e. North West (Astley and Buckshaw, Euxton North, Euxton South).
 - f. North (Clayton le Woods and Whittle le Woods, Clayton le Wood North, Clayton le Woods West and Cuerdon).
12. The data is also analysed by the key demographic variables of gender, age, ethnicity, dis/ability, property tenure, working status and the length of time the respondent has been resident in the borough. This detailed breakdown allows us to identify where particular groups feel that they have received a differential level of service or outcome, or value services and quality of life factors differently to the majority. This information will begin to allow us to tailor our services to meet the needs of these specific groups where appropriate.
13. The information contained within the survey will be used to:
 - Inform the key themes of work and projects of the Chorley Partnership,
 - Inform work to baseline customer experiences and requirements,

- Inform a future refresh of the Community and Corporate Strategies which will act as the key strategic drivers for the authority and the Chorley Partnership and will set out the key deliverables we as an authority are committed to,
 - Inform target setting to ensure that we are fully accounting for the expectations of our customers when agreeing our level of ambition and where we will align our resources to deliver our priorities,
 - To inform the next round of budget setting,
 - To inform the consultation strategy,
14. Currently national comparative data is only available for Single Tier and County Council authorities. We have used this comparative data in the report where possible in order to give a relative picture of performance for Chorley, however, this needs to be regarded with some caution given that our relative position when compared to other districts is likely to change. The Audit Commission have indicated that we can expect comparator data for district councils to be made available nationally in June 2007, at which stage we will undertake further comparative and best practice sharing activity. We will also work with Chorley council's CIPFA benchmarking group to obtain benchmarking data for those authorities with broadly similar demographic characteristics to ours.
15. There are some clear key messages emerging from the survey which will allow us to target our resources at those geographical and service areas which people feel are of the most importance and or most in need of improvement.
16. There are also some mixed messages coming from the survey, in particular, whilst residents feel most services have improved in the last three years satisfaction in some of these services have declined and we will need to undertake further in-depth analysis in order to understand the reasons why, in order to improve public satisfaction. This situation is not unique to Chorley as this lack of correlation within the results has also occurred within the findings from many of the Single Tier and County Council authorities, which MORI have publicly stated they too are having difficulty in understanding such a response.

17. BVPIs Key Messages Summary



In determining the results for the best value performance indicators residents are asked how satisfied they are with the way the authority runs things and with various elements of our service delivery. Generally, eight BVPIs have seen a decline from 2003, of which five are deemed to be statistically significant in accordance with the methodology employed by the audit commission. Satisfaction with complaints handling has improved from 32% to 40% and is significantly better than the single tier and upper tier average at 32%.

In addition to being asked to state how satisfied they were with the Council, residents were asked whether they felt that the way the authority runs things and individual services had improved over the last three years. In contrast to a general decline in overall satisfaction, residents indicated that they felt that the majority of services had improved over the last three years. Only waste collection, museums and galleries and theatres and concert halls showed a minus net change, with even these changes being in no way as dramatic as the changes to levels of overall satisfaction (-1, -8 and -10 respectively). Local recycling facilities and doorstep collection of items for recycling showed large net gains in terms of the percentage of residents stating that these services had improved (+49 and +41) despite an overall decline of 2 percentage points in satisfaction with the recycling service. This may suggest that customer expectations are rising rapidly and although residents feel that our services have improved this is not at the same pace as their expectations have raised or been raised. If this is found to be the case, through more detailed examination, we may need to do some work around redesigning services to meet customer expectations or alternatively managing expectations given our limited capacity and focus on priority areas.

Key Message

In contrast to a general decline in overall satisfaction residents indicated that they thought that the majority of services had improved over the last three years

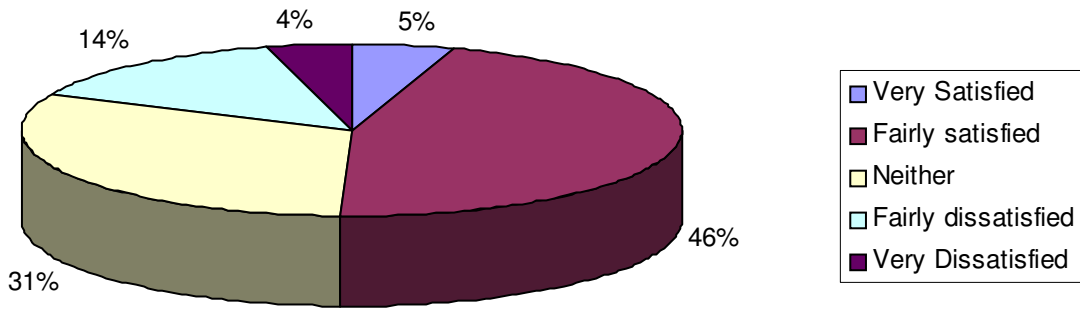
Those residents failing to express an opinion one way or another as to whether they are satisfied with the Council and its services ('neither') are not accounted for with in the headline % satisfied statistic. For the best value performance indicators the percentage of residents not expressing an opinion one way or another varies from 31% (satisfaction with the way the authority runs things), to 19% keeping public land free of litter, 7% general waste collection overall, provision of local recycling facilities overall 14%, sports and leisure facilities, museums and galleries 49% and theatres and concert halls 45%. Clearly, for museums and galleries and theatres and concert halls apparent low levels of satisfaction do not correlate with high levels of dissatisfaction (26% and 32% respectively) but rather relatively high levels of apathy. This may be the result of residents having not used or not being aware of the facilities and so feeling unable to express an opinion about the quality of the service. It is possible that this is also reflected in the results for the question regarding how satisfied people are with the way in which the authority runs things as they do not feel confident or qualified to comment upon this or feel that they have not encountered the authority in such a way that motivates them to express an opinion, which may perhaps be taken as a positive.

Action- Identify and work with those authorities with the best satisfaction results to establish what activity has been undertaken to address residents satisfaction levels and meet their needs and expectations. Feed any identified actions into action plans to drive up levels of satisfaction with the authority and with individual services.

Impact upon Comprehensive Performance Assessment

7 of the satisfaction best value performance indicators are included in the CPA basket of indicators which will be used by the audit commission as a tool for determining whether or not we will be accepted for reassessment and in determining the result of any reassessment – cleanliness, waste collection, waste recycling, sports and leisure facilities, museums and galleries, theatres and concert halls, parks and open spaces. As all of these indicators have deteriorated (4 significantly). We will need to carefully manage the rest of the basket of indicators and may wish to replicate the survey, and do further work with focus groups once the actions identified in this report have had time to embed and have an impact on resident's satisfaction levels.

BV3 Satisfaction with the way the authority runs things



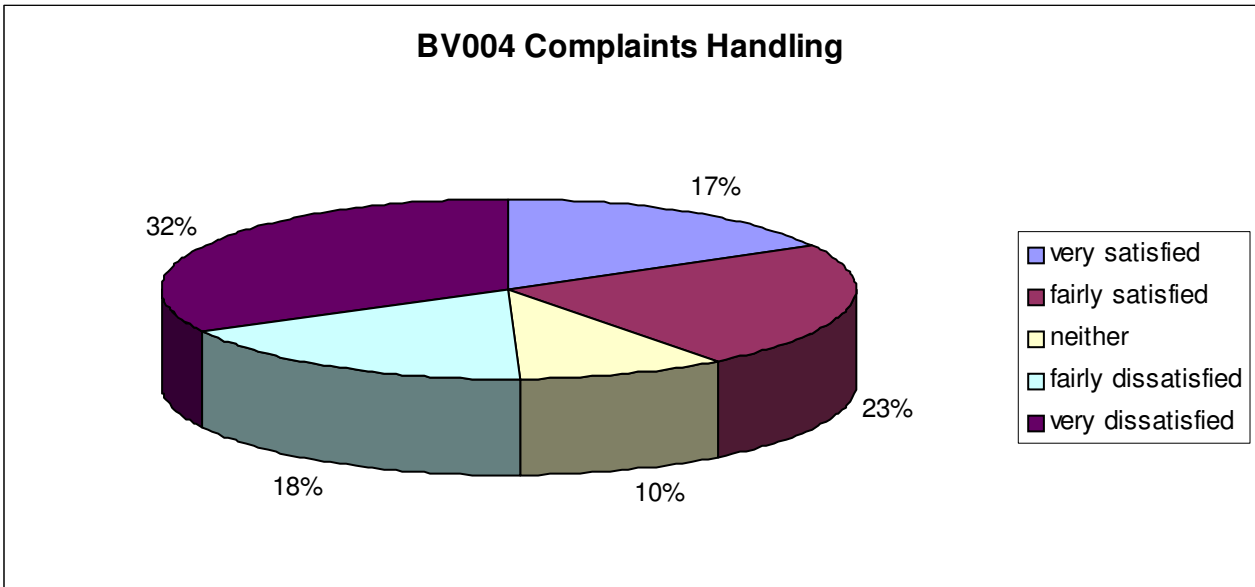
50% of residents were either very or fairly satisfied with the way in which the authority runs things in 2006, a deterioration from the 2003 result of 58%.

Of those responding 31% were neither satisfied nor dissatisfied, this is broadly in line with the percentage not expressing an opinion either way in 2003.

Older residents (57%), social tenants (67%) and those who have lived in the borough for less than three years (57%) are the groups expressing the highest levels of satisfaction. Males (48%), those aged 18-24 (42%) and 25-44 (48%), along with owner-occupiers (48%) and those who have lived in the borough for 11 years or more (48%) express the lowest overall levels of satisfaction.

In contrast to a decline in the overall level of satisfaction with the Borough, 62% of residents feel that the way the Council runs things has not changed where as 19% feel that it has got better and 18% feel that it has got worse.

Action – Analyse national trends of dissatisfaction within these groups to identify whether this profile of dissatisfaction mirrors a national trend or is specific to Chorley.
 Action- Work with other authorities to understand whether the percentage expressing neither satisfaction or dissatisfaction is generally high and the reasons behind this.
 Action- Identify and work with those authorities with the best overall satisfaction results to establish what activity has been undertaken to address residents satisfaction levels and meet their needs and expectations. Feed any identified actions into action plans to drive up levels of satisfaction with the authority.



Key Message
 The result for satisfaction with complaints handling would put us in the top five nationally at 40% (in comparison with single tier and County Council's only at this stage).

How satisfied are you with the way in which your complaint (s) was (were) handled?

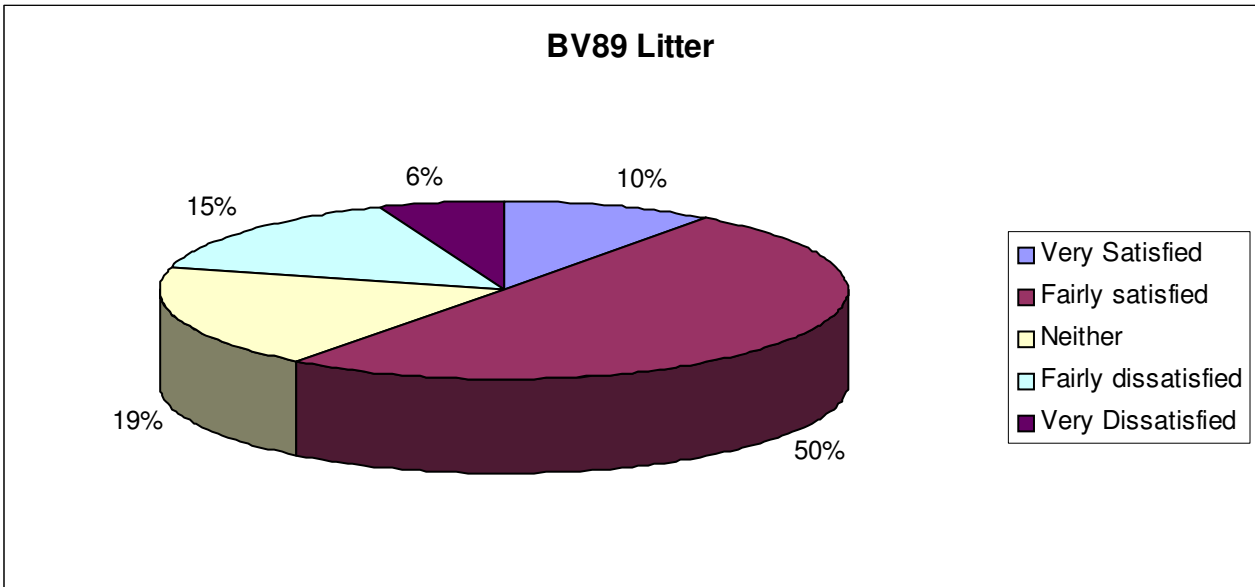
Levels of satisfaction with the Council's complaints handling have improved from 32% in 2003 to 40% in 2006.

The main areas of complaint are emptying of bins/ recycling of rubbish (26% of those complaining cite this), recycling issues (16%), street cleansing (12%) and lack of information on planning and development (12%).

As the survey question does not provide any guidance in distinguishing between a complaint and a service request it is difficult to gauge how many of those stating that they have complained have actually registered a service request with the Council.

Action- Work with those directorates receiving the highest volumes of complaints as identified in the survey to identify key areas of complaint and implement actions to address these areas.

Action- Using the 'you said we did' brand, publicise the message of Chorley as a listening Council improving satisfaction with complaints handling.



BVPI 89 How satisfied or dissatisfied are you that Chorley Borough Council has kept land clear of litter and refuse?

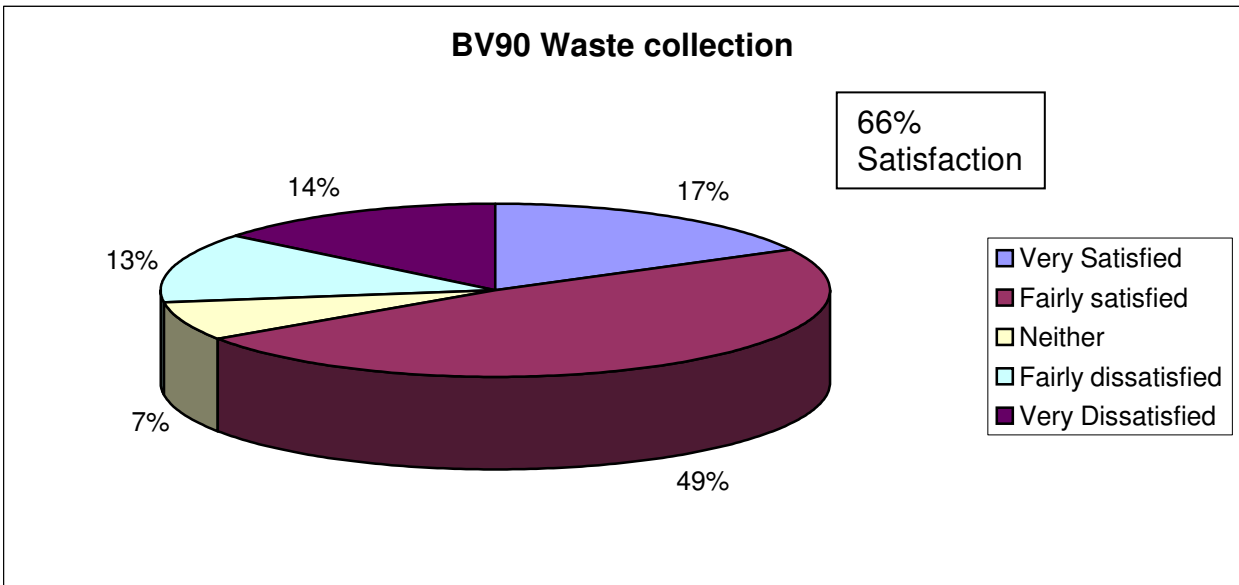
60% of respondents state that they are satisfied that we have kept land free of litter and refuse this represents a decline of 2% on 2003, not considered to be statistically significant.

Our current performance for the other best value performance indicator which assesses our performance in keeping land free of detritus (BV199a % of sites from which unacceptable levels of litter and detritus can be seen) has shown significant improvement from 2003/04 giving us the best results in Lancashire 5.3%. Where as the satisfaction for corresponding years have seen a slight drop (from 62% in 2003). More work needs to be undertaken to understand these seemingly anomalous results.

Keeping land free of refuse is a key driver of overall satisfaction with the authority.

Satisfaction is significant higher in the west (75%) and north (70%) small areas. Satisfaction is significantly lower in the central part of the Borough (51%).

- Action- Undertake more publicity activity getting the cleanest streets in Lancashire message out more strongly to the public.
- Action - focus on any identified grot spots to address high levels of litter and detritus (particularly focusing on Chorley central small area).



BV90a Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service we provide: The waste collection service overall.

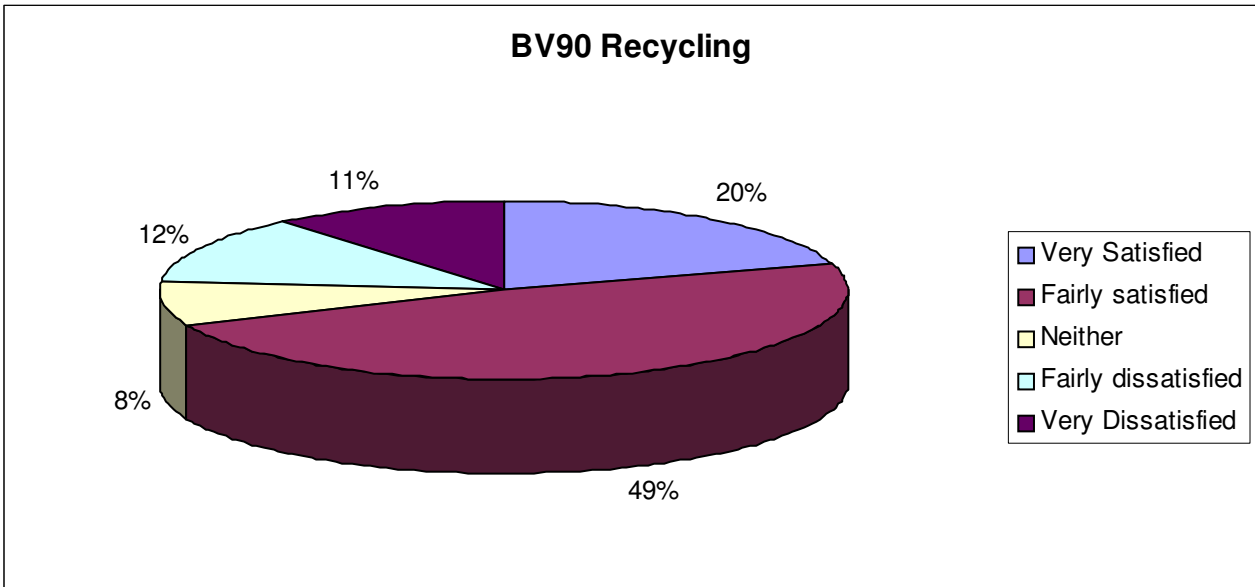
Overall satisfaction for this indicator is 66% (a drop from 92% in 2003). Nationally satisfaction with this service dropped by two percentage points to 79% on average in 2006. The survey was sent out in October 2006 and this corresponded with a high profile anti-alternate weekly collection campaign, which may have had a significant impact upon satisfaction levels with the service. Some measures were put in place in 2006 to address issues with the waste collection service (for example introduction of weighted sacks) which may not have had time to embed properly and have any significant impact upon turning around levels of satisfaction.

Those least satisfied with the household waste collection were residents of the central small area (60%), men (62) and those under 45 years old (58%).

Underlying the overall satisfaction with the waste service it is possible to identify some areas which have experienced more dramatic drops in levels of satisfaction and which may inform any activity planned to address overall satisfaction. Satisfaction with the cleanliness of the streets after waste collection is 56% with dissatisfaction at 33%. Satisfaction with the collection of bulky waste is disproportionately lower than other elements of the waste collection service at 46% (a drop of 9% from 2003) and may require some focused attention to understand the reasons behind this and to identify action to address dissatisfaction.

Action – Identify and work with other authorities, which have switched to alternate weekly collections of waste and experienced similar levels of improvement in recycling but not experienced similar drops in satisfaction with the waste collection service to identify means of addressing this drop.

Action. Undertake a communications campaign to increase, levels of support for, and satisfaction with, the approach taken to waste collection in Chorley emphasising our role as custodians of the environment and the increasing cost of landfill.



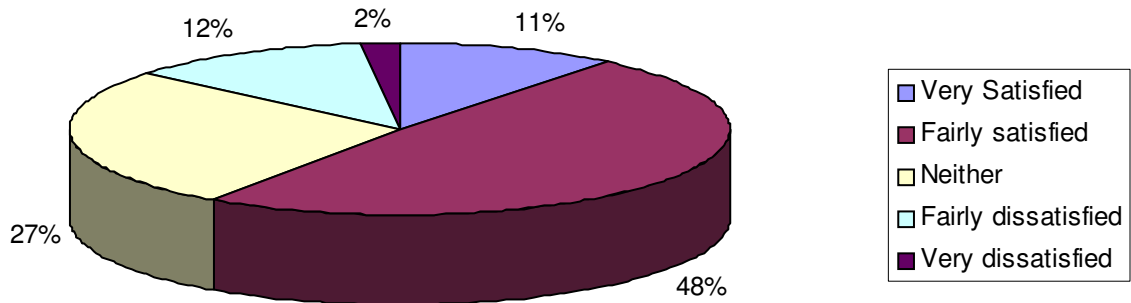
BV90b Please Indicate whether you are satisfied or dissatisfied with each of the following elements of service we provide: The provision of local recycling facilities overall.

77% of residents are satisfied with the provision of recycling facilities, this compares well to an average of 66% nationally, despite a 2% drop in satisfaction levels in Chorley and 5% improvement nationally.

Those least satisfied with the recycling service were men (64%) and those under 45 (61%). This mirrors similar levels of disproportionate levels of satisfaction for these groups when asked about the waste collection and may indicate a requirement to work with these groups to identify and address their needs and expectations. Overall 54% of the population is satisfied with the cleanliness of the streets after recycling collection and 37% dissatisfied, this is a relatively high level of dissatisfaction, and satisfaction with this element of the service is even lower in the central small area (49%) which may indicate a need to work with our waste collection contractors to identify ways of addressing this issue which would appear to have an impact on overall satisfaction with waste collection. As one of our highest profile services and a key driver to overall satisfaction with the Council the provision of local recycling facilities is critical to the authority. The cleanliness of the streets after collection would appear to present more of an issue than dissatisfaction with the receptacles provided for recycling where satisfaction is running at 66% and dissatisfaction at 36%.

Action- Medway Council have scored highly for this particular element of service delivery but 26% on complaints handling- arrange a mutual learning exchange?
 Action- Identify and work with those authorities which have implemented alternate weekly collections and have high levels of recycling but have maintain high levels of satisfaction with this service

BVPI 119a Sports and Leisure

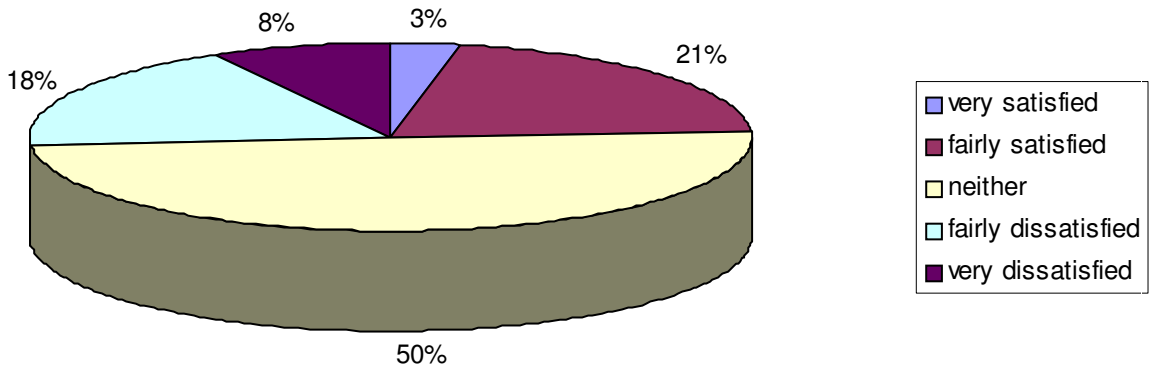


BV119a Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Chorley Council: Sports and leisure facilities

60% of residents state that they are satisfied with sports and leisure facilities. This represents a decline of 5% from 2003, but still compares well with the national average of 55%. The figure of 60% covers both users and non-users of the facilities, when this is broken down, users (70%) are significantly more satisfied than non-users (54%). Men (54%) and residents of the south (49%) and West (50%) small areas are significantly less satisfied than the average respondent.

Action- Work in conjunction with CLS to publicise the recent investment in leisure facilities in Chorley to devise a publications campaign to address the levels of satisfaction expressed by non-users of leisure facilities to promote the provisions in the borough and to add value to the ongoing work around the take-up of leisure facilities and physical activity

BV119c Museums and Galleries



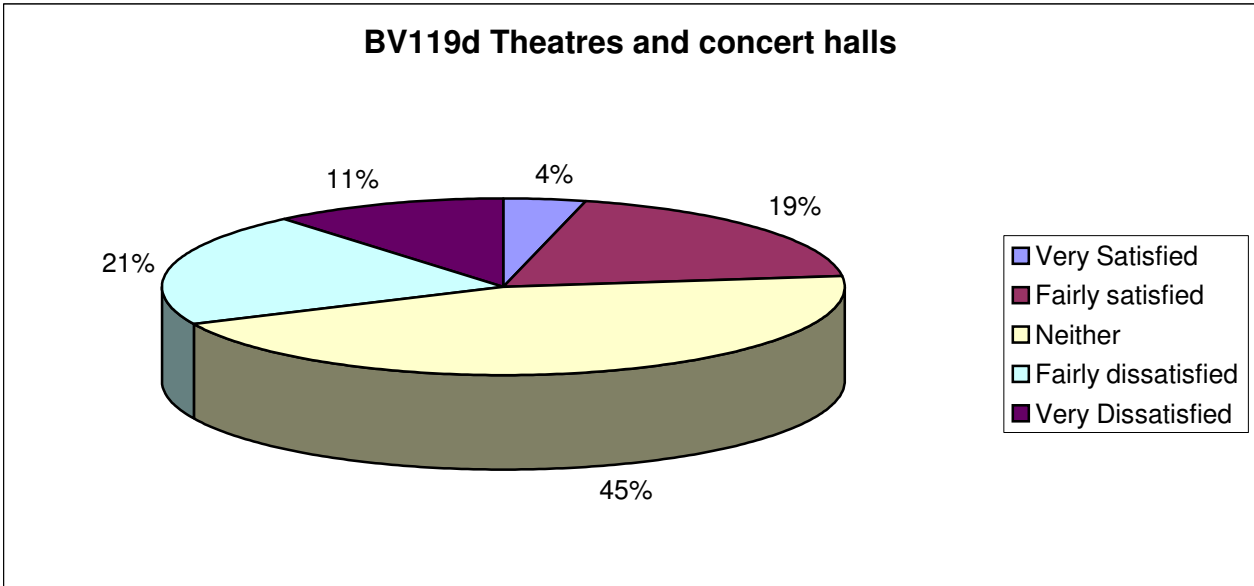
BV119c Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Chorley Council: Museums and galleries

Key Message

24% of respondents are satisfied with museums and galleries. This is a significant reduction on the 2003 result of 66%, however the percentage of residents not expressing an opinion has also increased significantly for 2006 (50% versus 12% 2003) meaning that levels of dissatisfaction in 2006 have only increased from 12% to 26%.

There are a couple of possible contributors to this low level of satisfaction. Firstly, the questionnaire did not make specific reference to Astley Hall which we understand was the case in 2003 when satisfaction was much higher. Secondly, the low percentage of respondents stating that they use these facilities at least once a month which at 4% is lower than those stating that they use sports and leisure facilities regularly (32% using at least once a month) and parks and open spaces (64% using at least once a month) with satisfaction levels of 60% and 75% respectively. This is further strengthened by the fact that users (51%) are more than twice as likely to be satisfied than non-users (19%). Those aged under 45 are significantly less likely to be satisfied 17 % but there are no significant differences in levels of satisfaction by geographical area.

- Action- In conjunction with activity to publicise and encourage usage of Astley Hall devise a publications campaign to promote the facility to the Borough population.
- Action- Work with other authorities with high levels of satisfaction in this area and similar levels of provision to identify how high levels of satisfaction have been realised.
- Action- In future surveys refer explicitly to Astley Hall to ensure that residents identify the question with the Borough's provision in this area.



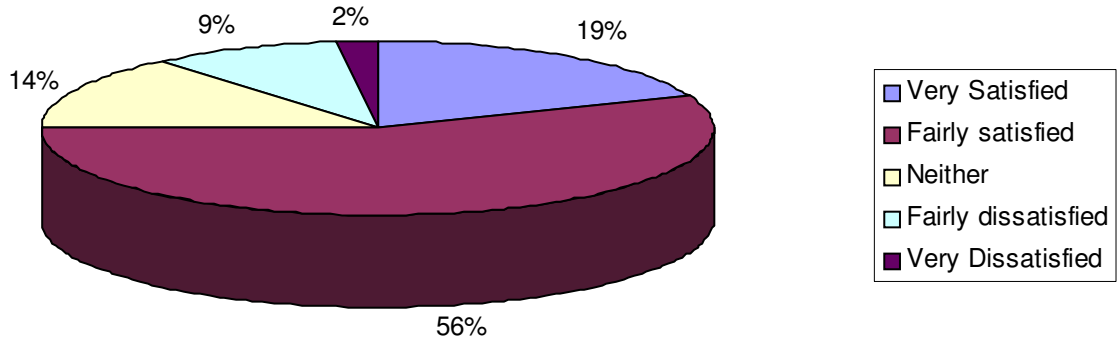
BV119d Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Chorley Council: Theatres and concert halls

Key message
 22% of the population is satisfied with theatres and concert halls. This is a significant drop from the 44% result for 2003, however the percentage of residents not expressing an opinion either way has increased from 26% to 45%.

Similarly to Museums and Galleries, one possible contributor to this low level of satisfaction is the lack of reference to the Lancastrian facility and Chorley Theatre in the questionnaire as examples of facilities in Chorley and again the percentage of respondents stating that they use these facilities at least month which at 3% is lower than sports and leisure facilities (32% using at least once a month) and Parks and open spaces (64% using at least once a month) with satisfaction levels of 60 and 75% respectively. Those who use facilities (40%) are more than twice as likely to be satisfied than non-users (18%). Men (17%) and those living in the central small area (19%) are significantly less likely to be satisfied with theatres and concert halls.

Action- Actively promote the Lancastrian facility to the public and gauge feedback regarding customer experiences
 Action- Work with Chorley little theatre to increase usage and improve public perception

BV119e Parks and open spaces



Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Chorley Council: Parks and open spaces

Satisfaction with parks and open spaces at 75% has declined by 1% from 2003 and remains comparatively high at 75%, compared to a national average of 72% for single and upper tier authorities, despite a 2% improvement nationally. Satisfaction is lower among those living in the south small area of the borough. The percentage of residents using parks and open spaces at least once a month has increased from 39.4% in 2003 to 64% in 2006.

Action – Work with Knowsley Council, who generally have good satisfaction results but are comparatively low on satisfaction with parks and open spaces to exchange mutual learning.

18. Other indicators key messages summary.**Main drivers of satisfaction**

From the results of the survey it is possible to identify a number of key drivers of satisfaction with the way the authority runs things upon which we can focus attention to drive up overall satisfaction.

- Value for money- with only 43% of residents feeling that we provide value for money we have some work to do to counter this perceptions.

Key Message Value for money is the number one driver of overall satisfaction with the Council

Action- The recent confirmation of a score of four for value for money will need to be communicated to residents in a way with which residents can identify.

- Doorstep recycling and cleanliness of the Borough
- Perceived performance of housing services
- Information provision
- Belief that the local area is good and the Council is improving the local area as a place to live.

Action- Publicise the key drivers of satisfaction internally and ensure that in dealing with the public and informing service design and delivery staff and members are focussed on what are seen to be critical elements of our performance for residents. Investigate incorporating these factors into a vision for the Borough, principles for the way we operate or a refresh of the Corporate and Community Strategies.

Action- Utilise future editions of the Borough news to focus on identified drivers of satisfaction and run human interest stories.

Only 56% of residents feel that the Council promotes the interests of local residents. It is unclear what residents consider to be 'local' interests and on what level they are basing their perception of 'locality' issues whether this be ward level or borough wide or any other definition of local, this may in part depend on the issue being addressed.

Action- Improve liaison with parish and town Councils and promote the activity ongoing on a locality basis at area forums.

19. Quality of life

Some clear themes emerge from the questions around quality of life and those elements which residents feel are most important in determining their quality of life and their satisfaction with the Borough as a place to live. In contrast to the best value performance indicators these are not issues which we as a Council, in the main, have direct control over. In order to address these issues it will be necessary to bring a variety of partners and stakeholders together to focus upon tackling the key issues for residents of the borough. The Local Strategic Partnership, and in particular the local public service board, along with the crime and disorder reduction partnership will be key vehicles for addressing these issues and we as an authority will have to bring our community leadership and place shaping roles to bear in ensuring that partners work with us to address those issues highlighted by the survey. The issues of young people, anti social behaviour and parental responsibility is highest on the agenda for residents of the borough, followed by crime and street cleanliness as evidenced by the data below.

Key Message The most important factors in making a Chorley a good place to live are:

- Level of crime (65%)
- Clean streets (51%)
- Health Services (49%)

These are the same issues which made up the top three in terms of making somewhere a good place to live in 2003, clearly residents priorities have not changed. All three of these issues are explicitly addressed in the Community and corporate strategies under healthier communities and reduced health inequalities (long term outcome 2.4), an improved local environment (long term outcome 5.3) and safer communities (long term outcome 5.4) with specific actions programmed into address these issues including pilot innovative ways of reassuring our communities, reconfiguring current service delivery arrangements to improve the provision of street scene services and prepare a Chorley 'Choosing Health' action plan.

Key Message Areas for improvement

- Activity for teenagers (57% feel that this needs improving)
- Level of crime (37% feel that this needs improving)
- Clean Streets (35%) feel that this needs improving
- Road and pavement repairs (35%)

Antisocial behaviour- priorities for intervention

- Parents not taking responsibility for the behaviour of their children
- Teenagers on the streets (61%)

Action- Bring critical partners and stakeholders together to agree a joint action plan to address the priorities of the residents of the Borough and a short to medium term action plan.

Action- Ensure that the results of the survey feed into a forthcoming refresh of the Community Strategy, with buy in from all partners agencies and bodies to focus on delivering the required improvements.

20. Communications and engagement

Overall 43% of the population feel fairly or very well informed. There is an extremely strong correlation between those who feel well informed and those who are satisfied with the Council (62% of those satisfied with the Council feel well informed compared to 14% of those who are not). Those aged 18 to 24 feel significantly less well informed about the Council at 18% in comparison to 62% for over 65 year olds. The revised Council website may impact upon this once launched as responses to the survey shows that 18-44 year olds are more likely to use the website than over 65 year olds (17% verses 2%).

People feel very well informed about how to register to vote and how to pay their bills with the Council. Residents feel less well informed about what the Council is doing to tackle anti-social behaviour (24%), this correlates with the general high value given to antisocial behaviour issues across the borough and the importance residents clearly afford to feeling that action is being taken in this area. People also feel less well informed about how well the Council is performing and whether the Council is delivering on its promises.

The most popular sources of information about the Council are the Council itself (Borough news, leaflets and posters) and the local media (newspapers, television and radio).

28% of residents are satisfied with opportunities to participate in local decisions and 34% of residents feel that they are able to influence decisions. Almost half (49%) of the population expressed no satisfaction or dissatisfaction with opportunities to participate which may suggest that this is not of critical importance for a significant percentage of the population. This correlates with the fact that 27% of the population stated that they would be interested in getting more involved, with 60% saying that they would possibly get involved in specific issues.

Action- Undertake a publicity campaign around and social behaviour and what is being done to tackle it.

Action – Continue to promote the work and achievements of the Council in the delivery of our services and the priorities etc within the Corporate Strategy.

21. Chorley- A good place to live?

Overall 63% of people feel that their local area is a place where people get on well together. With 15% disagreeing this makes a net agreement of +48%, this is significantly lower in the Central (+37%) and South (+39%) small areas of the borough, Chorley central has the highest minority ethnic population in the Borough. The percentage of people who feel that race relations are a problem although still low in these areas is double the average for the Borough at 4%. The net percentage of people aged under 25 who feel that their local area is a place where people get on well together is significantly lower at 24 +%. The net percentage of those in rented property (both social and private) who agree that their local area is a place where people get on well together is also significantly lower than the average respondent at +25%.

Action- Identify children's and young people's social cohesion as specific element in Community Cohesion Strategy (incorporating 18-24 year olds)

Action- Work with partners through Multi Agency Community Cohesion Diversity Incidents Panel and Ethnic Minorities consultative committee to identify issues underlying significantly lower results and action to address this.

Action- Work with registered social landlords across the borough to address low levels of people in social housing agreeing that their local area is a place where people get on well together, through the Multi Agency community cohesion and diversity Incidents panel.

22. Feeling safe?

Generally 86% of the population feel safe in the Borough during the day- this compares well to 76% in the last survey. This drops significantly after dark where only 49% feel safe (although this is a significant improvement upon the results for the 2003 survey at 31%). These feelings of relative and improved safety are not consistent across all demographic groups in the borough with females (45%), those aged 65 (43%) and over and those with a disability (41%) stating that they feel less safe, particularly after dark.

Key message

These feelings of safety indicators are contained within the corporate strategy and these results mean that we have already met our target of improving feelings of safety by 10% by March 2009 and will need to review our level of ambition in this area.

Action- Communicate the improved feelings of safety as part of our broader work to address and communicate around community safety.

Action- Work with the disability liaison group and community cohesion and multi agency incidents panel to address the causes of those with a disability feeling less safe than the majority of respondents.

Action- Identify consultation mechanisms and work with identified groups (e.g. Asian Women's forum, soroptomists) and the community cohesion and multi agency incidents panel to address the causes of women feeling less safe than men after dark.

Action- Work with the older people's forum and community cohesion and multi agency incidents panel to identify and address the causes of older people feeling less safe than the majority of respondents.

23. The way forward

A ward level analysis of the results will be available at the end of May 2007, this information will be used to inform a second report examining the results of the best value survey 2006/07 at ward level and some more detailed examination of the results of the quality of life elements of the survey. The information contained in this report and supporting maps and profiling information will be presented to ward members and those leading on service design and delivery to inform activity within individual wards. A full action plan with SMART actions and target will be drawn up to accompany the second report which will identify those responsible for implementing actions in response to this survey and the timescales for doing so incorporating any feedback from this report.

Action - Feed the results of the survey into members and strategy group/ directors team away days and portfolio holders performance round tables.

Action - Feed into business planning for 2007/08

Action- Hold a visioning event examining the results of the survey and the impact upon our vision as an organisation.

Action -Actively communicate the results of the survey to partner agencies and organisations.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

24 There are no direct implications from this report.

COMMENTS OF THE DIRECTOR OF FINANCE

25 There are no direct financial implications associated with this report, although some of the actions will require resources from existing budgets. Should any additional action be needed that require further resourcing, a separate report will be brought before Members.

RECOMMENDATION(S)

26. That the report be noted and actions detailed above be approved.

REASONS FOR RECOMMENDATION

27. To allow the information contained in the results of the best value survey to be put to effective use in beginning to understand and address the issues raised by the survey and where appropriate using the results to inform service design and delivery and our interactions with residents and customers.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

28. None

LESLEY-ANN FENTON
DIRECTOR OF POLICY AND PERFORMANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Sarah Dobson	5325	14 th March 2007	

Demographic and geographical variations

Where clear differences in the level of satisfaction, or the factors considered most important or most in need of improvement, according to geographic or demographic factors, can be identified from the results this is indicated on the matrix below. This provides a quick reference guide to those with interests in particular areas (demographic or geographic) as to where attention may be focused on identifying reasons for differential results and addressing these.

		Demographics																			
		Disability	Resident 11 years +	Resident 3-10 years	Resident less than 3 years	North	Central	South	North West	North East	West	Rented - Private Landlord	Rented Social	Owner occupied	Age 65+	Age 45-64	Age 25-44	Age 18-24	Female	Male	
Problems in Area																					
Parental responsibility (61%)																					
Teenagers hanging around on the streets (61%)																					
Respect and consideration (46%)																					
Rubbish and litter (45%)																					
People using or dealing drugs (43%)																					
Vandalism and graffiti (30%)																					
Drunken and rowdy behaviour																					
Noisy neighbours																					
Abandoned or burnt out cars																					
Improvements needed to... (overall percentage)																					
Levels of crime (37%)																					
Clean Streets (35%)																					
Health Services (12)																					
Affordable decent housing (21%)																					
Education provision (4%)																					
Shopping Facilities (23%)																					
Access to nature (4%)																					
Activities for teenagers (57%)																					
Parks and open spaces (11%)																					
Public Transport (21%)																					



This page is intentionally left blank

Report of	Meeting	Date
Director of Development and Regeneration (Introduced by the Executive Member for Economic Development and Regeneration)	Chorley Partnership Board	20/03/07
	Executive Cabinet	29/03/07

TRANSPORT AND SERVICES ACCESSIBILITY PLAN OF CHORLEY BOROUGH

PURPOSE OF REPORT`

- To introduce the Transport and Services Accessibility Plan, recommend that it be approved and out of it an action plan be produced to guide implementation of the Plan's recommendations.

CORPORATE PRIORITIES

- The Plan relates directly to the Chorley Community Strategy Priority of 'Improving access to and take-up of public services' and the Council's Strategic Objective to 'Improve access to public services'. A commitment to produce a Plan is itself an Action in the Community Strategy and a Key Project in the Council's Corporate Strategy.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	X	Information	X
Reputation		Regulatory/Legal	
Financial	X	Operational	X
People		Other	

- The Plan is primarily about the operation of transport and key services provision. The overall aim is to improve the match between these; if this is not properly achieved there is a risk that operational difficulties could arise. The Plan is clearly of strategic importance and could lead to financial commitments through subsequent action planning. Much of the Plan is about improving information.

BACKGROUND

- The Government is committed to improving accessibility to key services as part of its social inclusion agenda. The County Council in the Lancashire Local Transport Plan 2006-2010 has picked up this opportunity and the authority chose Chorley as a pathfinder location involving the Chorley Partnership and the Borough Council. It therefore represents a good opportunity to pursue enhanced two-tier working. In actual fact

because of the involvement of parish councils/parish plans it amounts to three-tier working.

ACCESSIBILITY PLAN

6. The Plan concentrates on non-car modes of transport and what key services can be accessed by these means. The percentage of the Borough's population that is within 1 kilometre of 5 basic services (bus stops, GPs surgeries, food shops, post offices and primary schools) is less than 55%. This is one of the lowest figures in the County. It is mainly due to the rural nature of much of Chorley but it underlines the spatial issues involved. Car ownership in the Borough is high but there are many single car households. So together with households without a car there are many people, who on a daily basis, are reliant for their travel on public transport, cycling and walking.
7. The key services that the Plan considers are as follows:
 - The essential services of education, employment, healthcare and shopping for food as well as post offices and pharmacies
 - Social and leisure activities
 - Town centre services

Particular emphasis is given to the essential services and the Plan draws upon many existing initiatives but aims to identify new ways of taking these forward, often through partnership working.

8. The physical difficulties in travelling to these key services is a barrier for people without access to a car, particularly if the alternative modes of transport are poor in terms of service frequency and facilities, information availability and high costs. People who lack confidence in using public transport, have mobility disabilities, learning difficulties or carer responsibilities can experience particular problems. The Plan aims to take account of these and other barriers.
9. One side of the answer to these problems is to improve transport services and facilities so as to make it easier for people to get about. There are however limitations with this approach. The County Council is the transport authority but its ability to influence bus and train operators is limited and funding for enhanced provision is in short supply. Similarly resources for physical infrastructure works can only be justified on a strict priority basis considered Countywide. The Borough Council's capacity to fund minor transport schemes is similarly limited although both authorities are able to seek monies from nearby new developments. However such financial contributions related to planning permissions can only be secured when the new development would create extra transport demands.
10. The other side of the answer to improving accessibility is to take services to the people that most need them and are least independently mobile. Computer analysis has been done to reveal locations in the Borough where residents have poor accessibility to essential services taking account of public transport routes in particular and how they relate to where services are provided. Consideration has also been given to residents surveys and the perceptions people have of transport and service accessibility. These perceptions can of course be a false understanding of the actual situation but poor perceptions are themselves barriers that need to be overcome through better access to information etc.
11. Representatives of service providers have been involved in the Plan's preparation to explain how they currently operate and suggest how this might be improved. One of the difficulties they have is not knowing where all the people in need live. This can be tackled by more joint working and detailed analysis of spatial data.

12. There have also been inputs from parish councils and account taken of parish plans in terms of both local transport and service availability. This has been backed-up further by raising the issue at a wide range of forum and other meetings from which useful comments and suggestions have been made.
13. The Plan recommends a series of improvements which can be implemented through a targeted action plan covering the following:

Transport

- Pedestrian priority measures such as footway improvements and road crossings
- Cycling network completion and links off, as well as further priority improvements on roads
- Bus service enhancements taking account of current deficiencies and likely future demand, better service coordination and access to timetable information
- Community transport improvements through more flexible joined up operation
- Railway station provision and parking improvements
- Road link completion, motorway junction improvements and better parking provision

Services

- Better use and coordination of information of where people in need live
- More targeted localised provision of essential services
- More flexible use of existing community premises for all types of services
- Greater use of voluntary activities and self help initiatives

14. The Plan also provides a commentary on the joint working achieved during its preparation and the learning points arising from this pathfinder approach – generally these are positive.

CONCLUSION

15. Essentially the Plan brings together a comprehensive analysis of accessibility and an understanding of key service provision in the Borough. Out of this arises the ability to spatially target people in need with greater accuracy and an opportunity for service providers to work together to better reach local communities. The Plan sets out a series of recommendations that can best be taken forward through an action plan approach.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

16. There are no apparent Human Resource implications associated with this report.

COMMENTS OF THE DIRECTOR OF FINANCE

17. There are no immediate financial implications associated with this report.

RECOMMENDATION

18. That the Plan is approved, subject to minor textual amendments being delegated to the Director of Development and Regeneration, and its recommendations are taken forward in an action plan to guide implementation.

**REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)**

19. The Plan alone is insufficient to ensure its recommendations are carried out.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

20. Having committed to preparing a Plan no other options have been considered.

JANE E MEEK
DIRECTOR OF DEVELOPMENT AND REGENERATION

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Julian Jackson	5280	28 February 2007	PLAREP/94074LM



Transport and Services Accessibility Plan of Chorley Borough March 2007



The Chorley Partnership has provided the incentive for the Service Provider Partner organisations listed below to be involved in this study. The Partnership's Board meeting on 20 March 2007 considered the Plan. The Plan was then presented to the Borough Council's Executive Cabinet on 29 March 2007.

Service Provider Partners:

Central Lancashire Primary Care Trust
Council for Voluntary Service
Dial a Ride
Job Centre Plus
Lancashire College
Lancashire Constabulary
Lancashire Sport Partnership
Learning and Skills Council
Runshaw College

CONTENTS	PAGE
1. Introduction	
2. National Context	
3. Local Plans and Strategies	
4. How Key Local Services are Delivered	
5. The Local Transport Network	
6. Methodology	
7. Evidence Gathering	
8. How Accessible are Services in Chorley Borough?	
9. What Transport Improvements are Feasible?	
10. What Service Improvements are Feasible?	
11. Pathfinder Learning Points	
12. Conclusions and Recommendations	
Appendix A - Analysis of Accessibility Mapping	
Appendix B - MORI Best Value Survey Questions on Local Services and Public Transport	

1. INTRODUCTION

This Plan is primarily focused on finding ways of tackling the accessibility problems local people have who lack the use of a car, or are at risk of exclusion for other reasons, have in accessing important services. It particularly examines public transport provision and where key services are provided. Reducing dependence on cars is a benefit to everyone and also has environmental advantages.

2. NATIONAL CONTEXT

2.1 In February 2003, the Government's Social Exclusion Unit published its report, entitled 'Making the Connections: Final Report on Transport and Social Exclusion'. The report examined the links between social exclusion, transport and the location of services. It is particularly focused on access to those opportunities that have the greatest impact on life-chances, such as work, learning and healthcare. The Government has placed reducing social exclusion at the heart of its policies.

2.2 The Social Exclusion Unit identified five types of barrier that people, especially those on low incomes, need to overcome when travelling. They relate to:

- The availability of transport and its physical accessibility.
- The safety or security of transport users
- Cost
- Limited travel horizons
- The location of services

2.3 The Social Exclusion Unit identified Accessibility Planning as the best way to manage a strategy to bring real improvement to access to services.

2.4 The Department for Transport has been given the responsibility of delivering this agenda nationally. Locally it is the responsibility of the transport authority to produce an Accessibility Strategy. Lancashire County Council submitted its Accessibility Strategy as part of the Local Transport Plan 2006 – 2010.

2.5 Whilst it is acknowledged that enhancements to transport provision will promote social inclusion, improvements in the way that services are provided may, on many occasions, provide a better and more financially sustainable approach. Partnership working is therefore considered to be critical to the accessibility planning process and government guidance has been issued from the key departments.

2.6 An effective Accessibility Strategy can only be delivered through a partnership approach, as good accessibility is dependent upon the relationship between transport, location, service delivery and design that is suited to peoples' needs.

2.7 The accessibility of key services also drives the Government's expectations that local authorities will work more effectively at the neighbourhood scale of provision.

2.8 A headline statistic is the percentage of the Borough's population that is within 1 kilometre of 5 basic services (bus stops, GPs surgeries, food shops, post offices and primary schools). The figure is less than 55%. This is one of the lowest in the County. It is mainly due to the rural nature of much of Chorley but it underlines the spatial issues involved.

3. LOCAL PLANS AND STRATEGIES

3.1 Lancashire Local Transport Plan 2006-2010

The reference to accessibility planning in Chorley Borough as set out in the Lancashire Local Transport Plan is as follows:

4.4.38 Accessibility Study of Chorley Borough

The Borough of Chorley will play an important role in the Northwest Regional Spatial Strategy and Regional Economic Strategy. A study, jointly undertaken with South Ribble and Preston, sets out a Core Central Lancashire Sub Regional Strategy. An accessibility study for Chorley Borough will complement this, the Preston City Centre Access Strategy and the South Ribble Accessibility Study.

The study will identify the problems of accessibility to services within Chorley Borough and, where necessary, the need to travel outside the Borough, it will propose partnerships with service providers to provide solutions to the problems. It will set out the transport infrastructure needed in the long term to allow efficient local and long distance travel for people and for goods. Topics will include access to:

- essential services; education, employment, healthcare and shopping for food
- social and leisure activities
- town centre services
- residential areas, and
- bus services and railway stations

It will also examine:

- the local bus network
- the network of pedestrian and cycling routes
- parking for cars, coaches and trucks including secure overnight parking
- inter-urban links, and
- links to the motorway network

This is a wide ranging brief more akin to the remit of a full transport strategy, this Accessibility Plan will need to concentrate on the first set of the above bullet points.

The partnership theme of this Accessibility Plan is emphasised by a further reference in the Local Transport Plan.

7.6.11 Chorley Pathfinder

The Chorley Local Strategic Partnership has been chosen to act as the Pathfinder Partnership for delivering improvements to service accessibility. The Pathfinder will aim to identify the following:

- Places where there are accessibility problems in key areas of service delivery on an evidence based approach
- Any barriers to the understanding by service providers of the relationship between the spatial organisation or services, transport provision and the accessibility needs of different sections of the population and how those barriers might be removed
- The priority areas within Chorley Borough for action
- Solutions for overcoming the identified accessibility problems and any barriers to implementing those solutions, including the ability to fund solutions from partners' mainstream budgets.

3.2 **Ambition Lancashire – the County Community Strategy**

This picks up the theme of service accessibility in the following ways:

- Easily accessed travel infrastructure
- Address skills shortages
- Invest in transport improvements

3.3 **Chorley Borough’s Community Strategy 2005-2025**

This has a Strategy Priority of ‘Improving access to and take-up of public services’ and includes an Action to ‘develop a Transport Accessibility Plan for the Borough’ with the aims to determine urban and rural locations for action; identify solutions with Partners; determine resources and actions for implementation.

3.4 **Chorley Borough Council’s Corporate Strategy**

This has a Strategic Objective of ‘Improved access to public services’ and a Key Project to produce a Transport Accessibility Plan.

3.5 **Chorley Borough Local Plan Review**

This contains a range of transport policies that aim to achieve improvements in public transport, in pedestrian and cycling facilities and access thereto.

3.6 **Chorley Town Centre Strategy**

This has an Accessibility and Movement theme aimed at improving parking provision and access to and within the town centre by bus, on cycle and foot. It also aims to improve cultural and leisure services in the town centre.

3.7 **Chorley Cycling Strategy**

This identifies a range of initiatives to improve the opportunities to use cycling as a mode of travel through work by the Borough Council and in partnership with the County Council.

3.8 **Accessibility of Cycling as a Leisure Pursuit**

This report of the Borough Council’s Environment Overview and Scrutiny Panel is, as the title suggests, more concerned about the leisure use of cycling than accessing services. However increased cycle use will clearly have health benefits and the recommended improvements in cycle route provision would be of benefit to all cyclists.

3.9 **Account has also been taken of the following Parish Plans:**

- Adlington
- Coppull
- Croston
- Eccleston*
- Heapey and Wheelton
- Mawdesley
- Ulnes Walton
- Whittle-le-Woods
- Withnell

* Village Design Settlement

4. HOW KEY LOCAL SERVICES ARE DELIVERED

4.1 The Plan concentrates on the following essential services:

- education – particularly for adults
- employment
- healthcare
- shopping for food
- post offices and pharmacies

4.2 The Plan also considers:

- social and leisure activities
- town centre services

Education and Employment

4.3 These are inextricably linked and can usefully be considered together. Transport access to schools is a multi-faceted issue raising a number of problems not least of which are the high levels of car use particularly in the morning peak hour and associated localised road congestion. However these are outside the scope of this Plan. Fortunately many school and sixth form college learners do still travel by public transport (mostly on specially chartered buses), cycle or go on foot.

4.4 Adult education is a key matter for this Plan because it poses particular accessibility issues and is closely related to employment either in terms of getting into work or as on-going job training. Apart from employer sponsored courses, funding for this depends very much on tailoring provision to the latest Government resourced initiative. There are two key local providers in this sector:

- Runshaw College
- Lancashire College

4.5 Lancashire College particularly aims to provide localised community based provision. The college have learning organisers who go out to meet community groups, partnership organisations, carers etc to assess the need for neighbourhood level provision of courses. This targeted provision is not widely publicised. It is often aimed at assisting people into employment. In this regard there is liaison with Job Centre Plus. The courses concentrate on basic literacy and numeracy abilities ('Skills for Life') that can assist job applications and employment requirements. A range of NVQ courses are also available. Each adult learner in the future is likely to have an 'individual learning account' to buy training on a self selection basis. This can include Learn Direct web based courses but these are not appropriate for people with poor IT skills.

4.6 Runshaw College concentrates on 16-18 year old 'sixth formers' at its Langdale Road, Leyland campus but offers more vocational courses at Market Street, Chorley with adult and business provision at Euxton Lane. The Langdale Road campus is well served by chartered buses, at Euxton Lane a moped/cycle rental scheme operates.

4.7 Aside from this centralised provision Runshaw operates a number of outreach services. There is an IT bus which travels to numerous venues to offer taster sessions. The College also runs courses within employers' premises and at local hotels.

4.8 A recent College initiative has been to meet the vocational training needs of 14-16 year olds in secondary schools through the use of mobile units offering courses in hair and beauty, engineering and construction.

- 4.9 The CVS seek to enable voluntary work in many ways but particularly by providing publicity and information. Volunteering is a good way of getting into or back into work providing people with the confidence and experience to go on to 'regular' employment. Voluntary work is also helpful for older people who although may not be looking for a stepping stone to paid employment want to achieve the satisfaction of providing a service whilst at the same time helping themselves to remain active and healthy.
- 4.10 The Learning and Skills Council initiatives are also geared to: community based learning; 'job clubs', young people not in education or training; single parents; the over 50's; and are running pilot programmes for these target groups working with Job Centre Plus. An initiative that could be taken forward is one that involves local communities helping themselves. This involves doing an audit of skills that people have in a neighbourhood, this often reveals skills and other abilities that are not being used or are under used. This can reveal people with driving skills suitable for community car schemes and caring skills freeing up other people for employment.
- 4.11 Job Centre Plus has a local office in Hamilton Street, Chorley and is keen to foster partnership working in helping people into work and employers fill job vacancies.
- 4.12 However the difficulty with all these initiatives is the full extent of the reach being achieved is not known, many people in need could well be missed. The other aspect is it is difficult for employers as well as potential employees to appreciate the full range of courses available. A way forward would be to create a web-based training portal.

Healthcare

- 4.13 Largest single health care facility in the Borough is of course the Chorley and South Ribble District General Hospital off Euxton Lane, Chorley. This provision is part of the acute care provided by the Lancashire Teaching Hospitals Trust with the other main facility being the Preston Royal Hospital at Fulwood.
- 4.14 Each hospital specialises in particular operations and other procedures. Together the two hospitals serve the whole Preston, South Ribble and Chorley area. The Euxton Lane facility is well served by bus services and there is a patient transport service between the two hospitals.
- 4.15 At present primary health care and prevention is provided elsewhere at GP surgeries and associated clinics. A major new facility of this kind is planned at Friday Street, Chorley. This is close to Chorley town centre but it is not directly served by public transport and pedestrian access from the Interchange relies on subway/underpass routes. A new GP surgery/clinic is also planned at Buckshaw Village.
- 4.16 There is considerable public interest at the moment in proposals for a new CATS (Clinical Assessment Treatment and Support service facility). It has recently been announced that this will be based at the hospital. The reasoning behind pursuing CATS is that far too many people are being treated in acute care facilities for minor procedures that can be provided more economically at a special (CATS) unit for this purpose.
- 4.17 There is an out of hours GP cover service based at Euxton that provides a walk in service and home visits.
- 4.18 The newly set up Central Lancashire Primary Care Trust is keen to pursue a more dispersed model of healthcare which can go out into the community to deal with minor complaints and prevention – such as in schools, sports facilities and community centres. There is also scope to be innovative in co-ordinating transport between the ambulance services, Travel Care, Dial-a-Ride etc. Other professionals such as the Fire Service can be used to provide health

care information and carry out minor interventions when they visit vulnerable people to give advice.

Social and Leisure activities

- 4.19 Regular access to these activities can have a significant positive impact on people's physical and mental well being. This is particularly so for older people. The emphasis is moving away from 'sedentary care' where people sit around all day either at home, with domiciliary care, in residential care or day care centres to more active pursuits both mentally and physically. Travelling to facilities even if they are in the local community can be a particular problem especially with mobility handicapped people and those in remoter rural areas.
- 4.20 In terms of the over 50's these activities can be combined with 'job clubs' for those people intending to return to work.
- 4.21 The Lancashire Sport Partnership is keen to increase physical activity through sports and leisure pursuits amongst people of all ages so as to gain health improvements. After leaving school many people cease doing sports and this can have particular health care issues especially later in life.
- 4.22 However it is also a problem for young people of school age where a lack of exercise can contribute to overweight problems. The programme of extended hours at school for sports activities can help but it raises transport issues after the school buses have left the premises.
- 4.23 Self-help groups of parents can overcome some of this but community car schemes do not target young people. More use of school and community mini-buses and joined up activity with local sports clubs can help. Taxis and private hire cars can act as buses for shared journeys.
- 4.24 Lancashire Police are particularly keen to encourage young people into 'diversionary' activities such as using skate parks, boxing clubs etc to reduce criminal and nuisance problems. Some police officers locally are directly involved in such initiatives. The Youth and Community Service has a part to play in this as well.
- 4.25 Part of people's overall perception of well-being is how they view their local neighbourhood and policing is an aspect of this. Lancashire Constabulary is committed to neighbourhood based policing and the Police and Communities Together (PACT) initiative is proving a useful way of providing information and reassurances to local neighbourhoods. It is assisting the way the Police aim to provide community beat coverage.
- 4.26 There are of course a wide range of social leisure activities provided in the Borough by private operators and the public authorities. Some community centre type facilities, particularly in smaller villages are under threat from greater income generating alternative uses. This also applies to large scale facilities such as the Camelot theme park.
- 4.27 In terms of sports pitches and play areas the level of provision and distribution across the Borough varies with some sites difficult to access due to being in isolated locations.

Shopping for Food

- 4.28 Eating properly clearly has an important affect on health. There is much emphasis now on the consumption of fresh fruit and vegetables. Retailers, as well as health care professionals, are publicising this fact.
- 4.29 Britain has seen a big concentration of food retailing into a few large companies and Chorley Borough is no different. Generally these major retailers operate from large stores although some have also bought up chains of smaller shops. Markets continue to play an important

role but are also subject to this competition. Overall there has been a significant reduction in small independent food shops typically located in the more accessible town and local centres. Town planning powers cannot be used to stifle competition between retailers but can be invoked to resist pressures for out of centre stores as well as help protect the loss of small shops. Superstores tend to be in more peripheral locations that can raise transport accessibility issues. The County Council and bus operators aim to serve these stores with regular services, some retailers have operated their own free buses.

Town Centre Services

- 4.30 Chorley town centre has a concentration of essential services and is generally well served by public transport. It is the location for important social and leisure facilities although performance venues are limited and there is no cinema. These are issues which the Town Centre Strategy aims to address. All of the Borough Council's service provision functions are based in the town centre.

5. THE LOCAL TRANSPORT NETWORK

Pedestrian Facilities

- 5.1 Pedestrian facilities are normally only important in the highly localised context to enable access to nearby services or to bus stops and railway stations, but in some instances footway connections between nearby villages are particularly important and cause problems if they are incomplete. This is particularly true between Croston and Bretherton. Many children of families living in Croston attend school in Bretherton and the footway link is incomplete leaving no option but for trips to be taken by car. Parish Plans also note a lack of roadside footways in Eccleston, Mawdesley and Ulnes Walton. There is currently only one minor scheme to resolve a problem of this type proposed in the Borough.
- 5.2 Across the Borough there has been for some time a programme of providing drop kerbs on footway corners at road junctions to assist invalid carriage, wheelchair and pram/pushchair users – this provision is continuing to be implemented and is noted as an on-going issue in the Adlington Parish Plan. Several zebra and traffic signal assisted pedestrian road crossings have recently been provided along with other pedestrian refuge schemes and there is an on-going programme of providing these mainly as pedestrian refuges, some being associated with bus stops. The Mawdesley Parish Plan refers to a need for pedestrian road crossing improvements at New Street and there are similar aspirations in Coppull and Eccleston.
- 5.3 Pedestrian access to and within Chorley town centre is particularly important in enhancing the visitor attraction of the town. Further paving and pedestrian priority measures are planned here including a Town Hall square. Pedestrian access to and from town centre car parks including sign posting will continued to be improved.

Cycling Facilities

- 5.4 The cycle route network in Chorley has improved in recent years but there are still links to complete. There is a National Cycle Route through the Borough from Cuerden in the north (starting in fact at Preston) to Adlington in the south. The route is complete through Cuerden Valley Park and from Exuton/Astley Village to Chorley town centre.
- 5.5 Roadside cycle lanes have also been provided along the A6 in Whittle-le-Woods (although the Parish Plan refers to safety issues) through the Hartwood roundabouts and in to Chorley town (although within the town the route needs further improvement) and south out to Adlington. The A6 is also a barrier to West/East movements. In this direction cycle links in the Borough are poorly developed. This is a point picked up in the Eccleston Village Design Statement regarding linking the village with Chorley town.
- 5.6 The Buckshaw Village and Gillibrand developments do make provision for good cycle facilities as does the Gillibrand Link Road with onward connections to Eaves Green.

Local bus network

- 5.7 Nearly all bus services covering the Borough run on routes in and out of Chorley town centre, seven operators are involved. The A6 carries a very frequent (10 minute) daytime weekday service using low floor vehicles between Bolton and Preston via Chorley town centre and the hospital. A less frequent service (every 30 minutes daytime) connects Chorley to Preston via Leyland and Buckshaw Village. The frequency of services to Buckshaw Village will soon increase to every 15 minutes day time as the development grows. Regular buses link Chorley to Wigan via Coppull (every 15 minutes daytime) and Chorley to Blackburn via Withnell (every 30 minutes daytime).

- 5.8 In 2006 Lancashire County Council won DfT Kickstart funding to improve the 'Chorley town' services. The enhanced provision branded 'Network Chorley' started in July 2006 using new low floor mid-size vehicles mostly operating on circular routes at frequencies of up to 15 minutes. In addition to covering Chorley town, services extend out to Astley Village, Coppull, Charnock Richard, Croston, Eccleston and Euxton. Ridership grew from the outset and has now increased by 50% since the services started.
- 5.9 Separate from Network Chorley more limited rural services operate to other communities including Bretherton, Coppull Moor Lane/'Old Parish', Heapey, Heskin, Limbrick, Lower Adlington, Mawdesley, Wheelton and Withnell Fold. Some notable leisure attractions are poorly served by service buses – these include Botany Bay Villages. The Camelot theme park only has an hourly service. Adlington, Coppull, Croston, Eccleston, Heapey & Wheelton, and Whittle-le-Wood Parish Plans all report some concerns about bus local services although it should be noted that Lower and Higher Wheelton are served by the regular Chorley to Blackburn route.
- 5.10 Ridership figures for other than the Network Chorley services are confidential as this is commercially valuable information to the bus operators. However following major investment by Stagecoach 'Dayrider' and 'Megarider' tickets offer significant discounts for regular travellers. Children generally travel at half fare up to the age of 16. Senior Citizens travel free within the Borough and 50p on cross-boundary journeys after 9.30am Monday to Friday and all day Saturday, Sunday and Bank Holidays. Before 9.30am or elsewhere in Lancashire they can travel at half fare. From April 2008, off-peak travel for Senior Citizens will be free throughout England.

Community, Specialist and Personalised Transport

- 5.11 There are a variety of other mini-bus and car based services that provide more individual and specialist transport in the Borough.
- 5.12 The Dial-a-Ride service covers most of the Borough utilising 5 mini-buses one of which operates in the evening. Three quarters of trips run to a timetable but passengers can telephone for service at other times and given a few days notice can receive a door to door service.
- 5.13 The service is only available for those people in particular need of such transport and where alternative provision is not available. It generally serves elderly and/or mobility handicapped people. Concessionary fare passes are accepted in lieu of payment otherwise fares are slightly above service bus rates.
- 5.14 The service is supported by grants and is currently operating at near capacity. This level of usage justifies extending the provision or at least finding additional ways of achieving this type of service.
- 5.15 The Red Rose Runner service uses two mini-buses and is aimed at providing transport for medical appointments – return hospital trips. Some non-medical very rural trips are also made. The service is also grant aided and operated at very nearly full capacity.
- 5.16 The separate voluntary car scheme is available for individuals with particular transport difficulties to use on a once per week basis provided 48 hours notice is given. Passengers need to be a member, bus passes are eligible although in any event services are free after 9.30am. The scheme is a not for profit initiative funded by the County Council with volunteer drivers receiving a mileage rate. Most drivers are elderly and only willing to do daytime trips, generally they do not wish to carry youths.

- 5.17 None of these above mentioned schemes are widely advertised but information is given out at talks and other events as well as at libraries and GP surgeries. However most people find out about the services by word of mouth and through seeing the vehicles.
- 5.18 In addition the County Council runs the Travel Care specialist mini-buses for elderly and disabled people to enable trips to be made to daycare and other specialist centres.
- 5.19 The Ambulance Service, aside from the paramedic emergency provision, also provides hospital patient transport for those people unable to travel by other means.
- 5.20 In Chorley Borough there are 30 Hackney Carriage taxi licences (and there will be 7 more from April 2007) and 126 Private Hire licences. The fares they charge are capped at a maximum level, lower fares can be levied. Some of the cars are multi-person vehicles and a few have mobility accessible features.

Local Rail Network

- 5.21 There are currently four railway stations in the Borough. Two of these – at Chorley and Adlington are on the Manchester-Preston line with through services to Blackpool, Barrow in Furness, Windermere, Manchester Airport and Buxton. The services are operated by two companies – First Transpennine and Northern Trains. Chorley has a weekday daytime frequency of 3 trains per hour in each direction. Adlington has now only an hourly service, although with additional trains at peak commuting periods; the station has basic facilities.
- 5.22 Euxton Balshaw Lane railway station is on the west coast mainline and has an hourly trains on the Preston/Wigan/Liverpool service. Coppull once had a railway station, reinstating this was supported by 91% of respondents to the Parish Plan. The station at Croston is on the Preston - Ormskirk line with onward connections to Liverpool. The peak service frequency at Croston is 75 minutes and the Parish Plan refers to a campaign for improvements as well as better integration of rail and bus timetables.
- 5.23 The Preston-Manchester services are particularly well used by commuters with some overcrowding on evening peak hour services from Manchester although some longer trains are now being used and First Transpennine have recently introduced new rolling stock with some separate first class accommodation. The usable length of the platforms at Chorley station has recently been increased. Most but not all trains stop at Chorley.
- 5.24 Second class day return tickets Chorley to Manchester are stepped down in price through the day from the early morning peak price of around £8. However they are significantly dearer than those available from Horwich Parkway (two stops nearer Manchester) in the Greater Manchester Passenger Transport Executive area.
- 5.25 There is potential to promote more combined cycle and rail journeys but to encourage this there is a need to improve cycle parking at railway stations. This would have the benefit of increasing the non-motorised catchment area of stations from about 1 mile for walking to 3 miles.

Roads – including inter-urban and motorway links

- 5.26 The central urbanised area of the Borough from Clayton-le-Woods in the north to Adlington and Coppull in the south is 'contained' within the M6 and M61 motorways and is reasonably well served by junctions although the unauthorised use of Charnock Richard Services in this respect points to a demand for full access here. Recent improvements have been made to Junction 29 (Leyland) of the M6 and enhancements are planned to Junction 8 (Chorley) of the M61 both funded by the Buckshaw Village development. The M65 provides good access to East Lancashire.

- 5.27 In terms of A roads the A6 is the main north-south route converging on Chorley town with recent improvements at the Hartwood roundabouts. Nearby is a new junction off the A6 into the regional strategic employment site ('The Revolution') at Buckshaw Village.
- 5.28 Currently the Eaves Green Link Road is under construction and on opening (in 2008) it will complete the southern and western bypass of Chorley town.
- 5.29 The other main north-south A road is the A49 linking Coppull to Wigan and Euxton to Preston. The A581 connects Chorley town to the western parishes of the Borough including Croston directly. The A674 performs a similar role serving north eastern parishes and on to Blackburn.

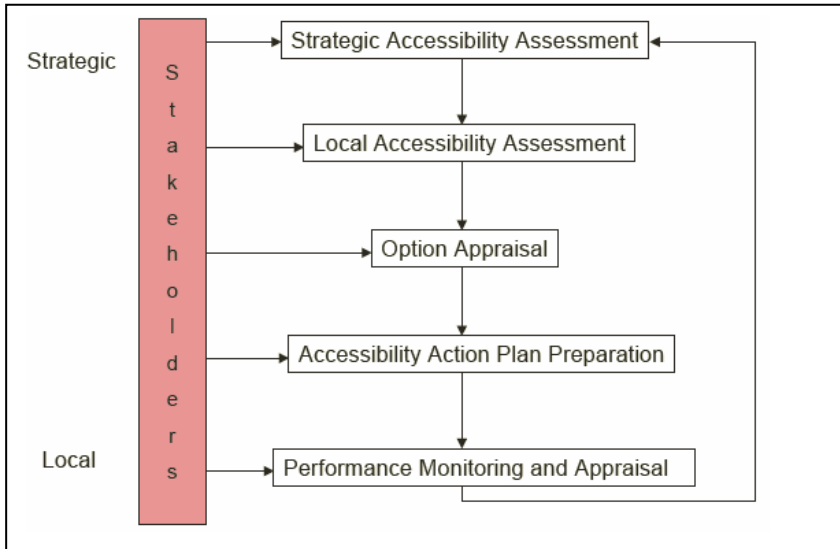
Parking

- 5.30 Although there are localised issues associated with (residents) car parking in almost every town and village in the Borough it is also referred to in an access to services context in the Adlington, Coppull, Croston and Mawdesley Parish Plans. In Chorley town centre this is a matter of major significance in terms of access to key services.
- 5.31 Nearly all Chorley town centre car parks are secure awarded pay and display surface level facilities enforced by Parkwise wardens who also administer on-street time limited and residents only parking restrictions. Most of the provision is aimed at short stay shopper visits, the scope for long stay parking has been reduced causing some spread of this use to unrestricted streets peripheral to the town centre.
- 5.32 Car parking space is less fully used at the southern end of the town centre where there is scope for alternative uses – such as retail and/or leisure developments. An extension is proposed to the Market Walk shopping scheme at the north end of the town centre onto part of the 'Flat Iron' car park. However it is envisaged this new retail space will be supplemented by a multi-storey pay on exit car park resulting in a net increase in parking provision.
- 5.33 The Borough Council has committed to reviewing the provision and operation of the town centre car parks. This includes the ways in which people pay for use and the charges levied. Current costs are typically 50p per hour for short stay provision which makes the charges amongst the lowest in Lancashire.
- 5.34 Chorley railway station has 70 long stay marked out car parking spaces and use is free to train passengers but demand is high and usually the provision is fully occupied by 8.00am on weekdays. Adlington station has only very limited provision. The number of spaces at Croston and Euxton Balshaw Lane railway stations is sufficient to meet demand. The new station proposed for Buckshaw Village (opening late 2008) will have 300 car spaces and so act as a parkway facility.
- 5.35 The Chorley and South Ribble Hospital now operates pay and display provision for patients and visitors. This has eased the availability of spaces but caused some spread of parking to unrestricted streets nearby.
- 5.36 All pay car parks have free concessions for mobility handicapped car users.
- 5.37 The only publicity provided lorry park in the Borough is off Friday Street on the eastern edge of Chorley town centre. This provides free overnight provision and appears sufficient to meet demand and has adequate security.
- 5.38 There is no dedicated coach park in the Borough although day visitor provision is available at major leisure attractions such as Botany Bay Villages and the Camelot theme park. In Chorley town centre there are coach drop off and pick up lay-bys. The Chorley Bus Interchange has two stop/layover bays for service buses.

6. METHODOLOGY

6.1 This Accessibility Plan has been developed in accordance with the five-stage process recommended by the Department for Transport in their Guidance on Accessibility Planning in Local Transport Plans.

Figure 1 - The Accessibility Planning Process



6.2 Stage 1 - Strategic Accessibility Assessment

The strategic assessment began with an initial mapping analysis using the Department for Transport’s (DfT’s) Accession software to study public transport and walking journey time accessibility to key services. Areas of poor accessibility were identified and compared to car ownership and deprivation levels to identify those areas most at risk of exclusion. At the same time, in order to reality check the mapping exercise, all the parish councils in Chorley Borough were invited to contribute their observations of those areas where accessibility problems were most acute. The Chorley Council Best Value General Residents Survey 2006 was also analysed to provide further information about perceived problems.

6.3 Stage 2 - Local Accessibility Assessment

Following the Strategic Assessment and determination of priorities, partners were identified to engage in more detailed discussions about issues raised and highlight key accessibility issues at a local level. As a part of the local accessibility assessment, meetings were held with service providers to identify where partners' own strategies have implications for accessibility levels. These issues have also been aired at arrange of forum and other meetings to gain users views.

6.4 Local assessments are a continuous process to be further developed as issues come to light in ongoing strategic accessibility monitoring.

6.5 Stages 3 and 4 - Option Appraisal and Action Planning

As the issues in a Local Accessibility Assessment become evident, then effective intervention, especially for groups at risk of exclusion, can be discussed with partners and action plans developed. Further options may need to be considered within each Local Accessibility Assessment as the action plans take effect and accessibility changes within the area.

6.6 Stage 5 - Monitoring

In order to gauge the effectiveness of the interventions made by this Pathfinder project, a programme of monitoring will be established. This is likely to be a combination of specific targets relevant to individual action plans and a regular review of the strategic assessments.

7. EVIDENCE GATHERING

Strategic Accessibility Assessment

Demographic background

Car Ownership

- 7.1 The Social Exclusion Unit recognised that the need to travel has become greater and more complex over the last 50 years, driven by the dramatic increase in car ownership over that period. Average travelling distances to key destinations such as work, learning, hospitals, shops and leisure have increased substantially. Furthermore, private cars have given people the opportunity to make complex linked journeys and the freedom to travel at a time of their own choice.
- 7.2 Many people now see private cars as a crucial component of modern life. The majority of people have successfully adapted to complex lifestyle changes through greater car use. Many families own several cars and this has tended to accelerate the process. Unfortunately those people who do not have the ability to travel by car will not be able to take advantage of the new opportunities as easily, as other transport provision has generally failed to keep pace in a number of respects.
- 7.3 Low car ownership tends to be concentrated in the principal urban areas. However, there will be other areas, with higher car ownership levels but poorer public transport provision, where members of a household are unable to travel whenever they need to. This may be because there is no car in the household, other household members may be using available cars or no-one is available to drive them. Particularly in rural areas, the isolation that this causes can be acute. Illness and disability can also reduce the ability to use a car particularly later in life.
- 7.4 Whilst Chorley Borough as a whole has fairly high levels of car ownership compared to the rest of Lancashire, 20% of households do not have a car and fewer than 40% have access to 2 or more cars. The figures below show the distribution of car ownership across the district.

Figure 2 – Households with no car

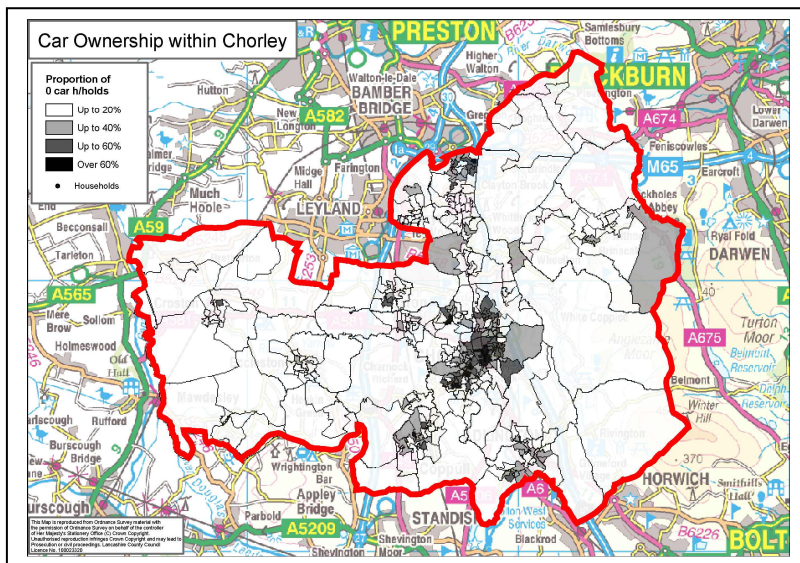
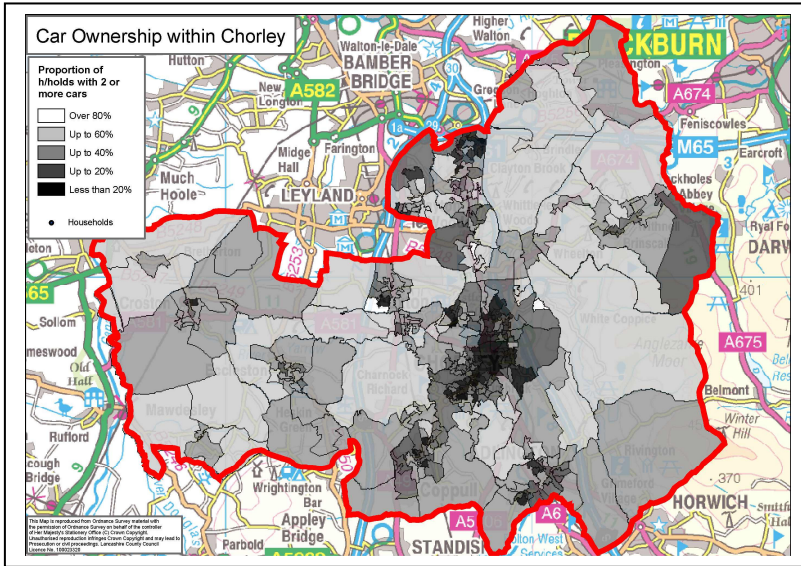


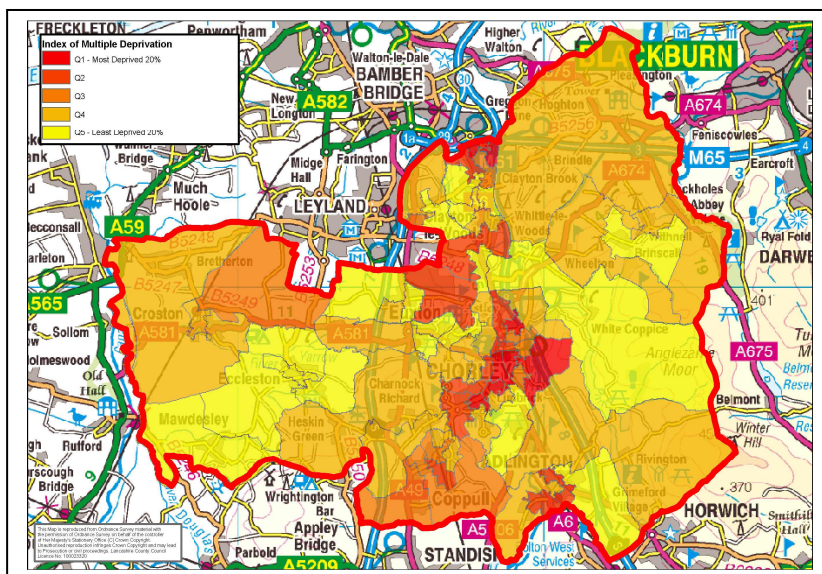
Figure 3 – Households with 2 or more cars



Indices of Deprivation

- 7.5 The Index of Multiple Deprivation (IMD) is shown at the Lower Level of Super Output Areas (SOAs) based on zones used in the 2001 Census of Population. The IMD for each SOA in England has been ranked between 1 (most deprived) and 32,482. The ranking of SOAs has been divided into five quintiles, with the 20% most deprived SOAs in England in Quintile 1 and the 20% least deprived in Quintile 5.
- 7.6 Plotting the indices on a map of Chorley by quintile clearly shows the most deprived parts of the district located in the urban areas. It is important to recognise that analysis by SOA will not reveal small numbers of people who may suffer serious levels of social exclusion through poor accessibility to key services and amenities.
- 7.7 Chorley is one of only three districts in Lancashire that does not have any SOAs in the worst 10% in the country. Of its 66 SOAs, however, 8 (12%) are in the worst 10 to 20%, as shown in the figure below.

Figure 4 – Index of Multiple Deprivation



7.8 The component indices of the Index of Multiple Deprivation all show a similar pattern. The greatest deprivation is generally within the urban area, although as has been said, this does not mean that there is no deprivation in other areas.

Accession modelling

7.9 The DfT Accession software has been used to carry out the strategic accessibility mapping exercise. Journey times to key services, as defined by the DfT, by public transport and walking have been calculated, for the key times of day judged to be relevant to each service. The strategic services assessed in this exercise are:

- Primary schools
- Secondary Schools
- Further Education establishments
- Major employment opportunities
- Hospitals
- GPs' surgeries
- Supermarkets.

7.10 The DfT has also specified travel time thresholds that represent the journey times it is reasonable to expect a person to undertake, based on the National Travel Survey. As a part of the Local Transport Plan, travel time thresholds for Lancashire were defined which were thought to be more appropriate for this area.

Table 1- Travel Time Thresholds

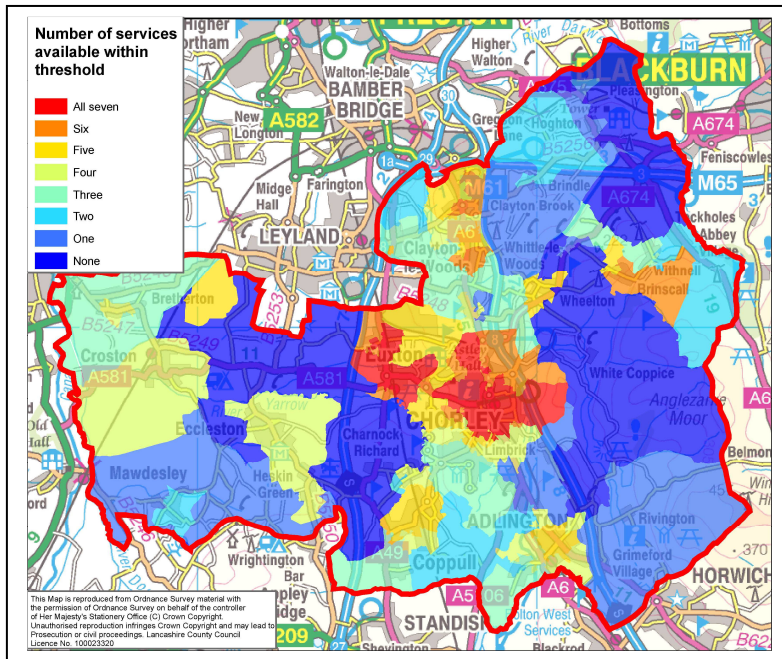
Minutes

Primary School	15
Secondary school	30
Further Education	30
Employment opportunity	30
Hospital	30
GP	15
Supermarket	30

7.11 It is considered that these thresholds are desirable but recognised that, in practice, it may not be possible to achieve these levels in many rural areas in Lancashire.

7.12 A composite threshold map, showing how many services are accessible to an area was produced for the Local Transport Plan. The Chorley Borough area of this map is reproduced below and gives an overview of accessibility within the district.

Figure 5 – Services available within threshold times



7.13 The principal results of the Accession mapping are that:

- The central urban area of Chorley itself is generally well served by public transport. Problems tend to be in the rural areas, although Clayton-le-Woods and Adlington have areas that are less well served.
- Some residents of areas within the following areas have difficulty accessing healthcare by public transport, particularly where car ownership is low:
 - Abbey Village
 - Adlington/Anderton/Heath Charnock
 - Charnock Richard
 - Clayton-le-Woods
 - Croston
 - Eccleston
 - Wheelton

Adlington/Anderton/Heath Charnock appear to have the greatest problems.

- There is not enough information on adult Further Education (FE) provision across the district to allow a proper accessibility assessment. Further work with Runshaw and Lancashire Colleges as well as the Learning and Skills Council and Job Centre Plus is needed to establish current levels of provision.
- Areas that have problems accessing employment, or where there are employers who have staff recruitment and retention problems, must be identified. In particular, access to employment from Adlington appears poor.

The detailed analysis of the Accession modelling is provided in Appendix A.

7.14 In October 2006 all parish councils in Chorley Borough were invited to comment on transport issues and service accessibility in their areas. The responses received together with an examination of Parish Plans revealed a number of issues in different parts of the Borough. Particular accessibility problems were identified in the Adlington, Anderton and Heath Charnock area. Other comments made by parish councils at the event or later in the process were concerns about public transport between Brindle and Chorley as well as along Coppull Moor Lane/Chapel Lane. Information about the Accessibility Study was given out at and responses received from a range of organisations and individuals at meetings of the following:

- Lancashire Local
- Chorley Borough Parish Councils Liaison
- Choosing Health in Chorley and South Ribble
- Chorley Partnership Board and Economic Regeneration Sub-Group
- Chorley Community Forum South
- Older People's Forum

7.15 Meetings were held with the Service Provider Partners in January and early February 2007 and a draft of this Plan was sent to these organisations for comment. Many useful suggestions were made and have been incorporated in this finalised Plan.

7.16 Although the main assessment of accessibility is derived from the public transport and service provision facilities location data held by the County Council and analysed using the DfT Accession software this has been supplemented by perception information has been drawn from the following residents surveys carried out in 2006:

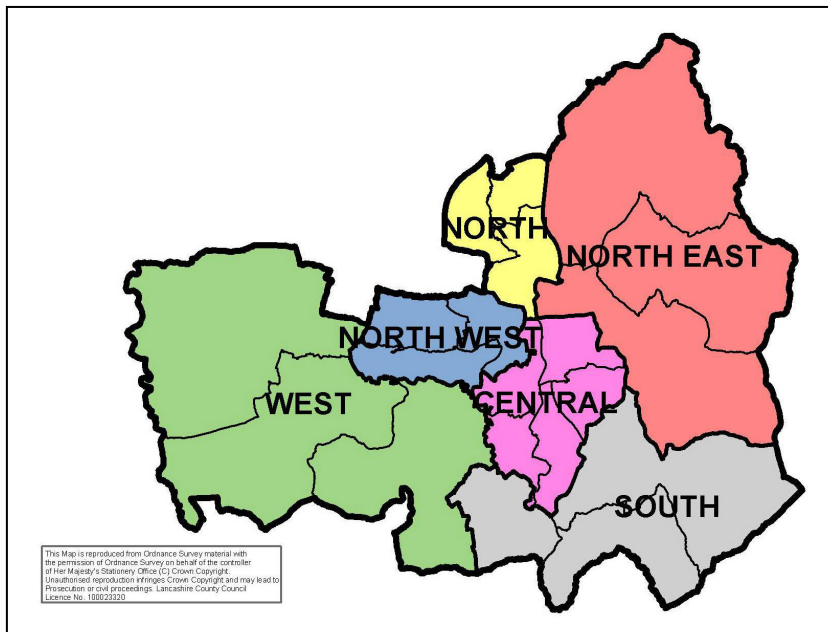
- MORI Best Value General Residents Survey – see Appendix B
- Life in Lancashire Residents Survey– Chorley results

Best Value General Residents Survey 2006

7.17 In 2006, all local authorities were required to undertake a statutory survey of residents about the quality of the services the local council provides. Ipsos MORI North undertook this survey for Chorley Council. Among the objectives of the survey was the desire to identify accessibility issues faced by residents. The analysis therefore provides a perceptual overview of service provision in the district. These perceptions will sometimes not correlate with the actual situation. However it is nevertheless important to be aware of these perceptions as these in themselves can be a barrier to accessing services.

7.18 The full survey methodology is given in the Ipsos MORI North report that is available separately. For the purposes of the analysis, the Borough was subdivided into 6 'small' areas as shown below.

Figure 6 – Ipsos MORI North Chorley Small Areas.



7.19 MORI's own analysis includes a number of points of direct relevance to this accessibility study. Compared to the district as a whole, the key services seen as needing improvement in each area are:

- Central - Cultural facilities, shopping facilities, job prospects, education provision
- South - Sports and Leisure facilities
- West - Public transport
- North East - Public transport
- North West - Health services, sports and leisure facilities
- North - Public transport, community activities

7.20 Over the district as a whole, level of crime and clean streets are the two things that are seen as both important to quality of life and in need of improvement. These are both important factors in the perception of accessibility of services.

7.21 The data collected by MORI has been made available to this accessibility study. Some demographic information about respondents to the survey is available as well as their home postcode.

7.22 One of the questions in the survey concerned ease of access to facilities. The answers to this question, by area, show the following services and facilities where more than 10% of the respondents found access very or fairly difficult:

- Central – A shop selling fresh fruit and vegetables, the hospital
- South – The hospital, a sports facility
- West – The hospital, a sports facility
- North East – The local shops, a shopping centre/supermarket, a shop selling fresh fruit/vegetables, the hospital, the local town centre, a sports facility,
- North West – A shop selling fresh fruit/vegetables.
- North – A shop selling fresh fruit/vegetables.

7.23 Mapping the responses by service/facility using the home postcode of the respondent gave further indications of accessibility problems. The areas affected seem to be:

- GP/Pharmacy – Clayton-le-Woods, Weld Bank and Burgh Hall areas of Chorley. Access to a pharmacy is a particular problem
- Post Office – Clayton-le-Woods, Clayton Green, Burgh Hall/Weld Bank/Gillibrand areas of Chorley. All these areas lack a Post Office.
- Hospital – Coppull, Croston, Eccleston, Clayton-le-Woods, Weld Bank and Gilibrand areas of Chorley
- Sports facility – Croston, Eccleston, Adlington
- A town centre – Clayton-le-Woods
- A shop selling fresh fruit/vegetables – Croston, South Euxton, Chorley

7.24 Although the Chorley Borough sample size is too small to be significant, the results of a recent Lancashire County Council Life in Lancashire survey appear to bear out the findings above.

8. HOW ACCESSIBLE ARE SERVICES IN CHORLEY BOROUGH?

Summary of findings

8.1 Drawing together the results from all the elements of the strategic study, including residents' perceptions, the accessibility issues across the Borough can be summarised as follows:

- Whilst the central urban area of Chorley itself is generally well served by public transport, there are areas of deprivation and low car ownership that make it essential that key services are genuinely easy and cheap to access. Ability to get to employment, education, shopping and cultural facilities are all seen as in need of improvement, whilst access to the hospital is felt to be difficult. In a number of more outlying parts of the urban area, access to post offices and pharmacies is regarded as a problem.
- Problems are also found in other urban areas of the district, with Clayton-le-Woods and Adlington and Coppull in particular having areas of deprivation and also problems accessing services. The hospital, sports facilities and shops selling fresh fruit and vegetables are perceived as difficult to access in these areas. Accession mapping suggests that GP access may also be an issue for those without cars. Access to employment from areas of Adlington appears poor, a view confirmed by the parish plan, whilst pharmacy and post office access is seen as lacking in Clayton-le-Woods. Post office access is reported as difficult in several urban areas and this is supported by the Accession modelling work.
- Residents in the more rural areas to the West and North East of Chorley regard public transport as the service most in need of improvement and identify access to most services as difficult. This corroborates the Accession analysis which suggests that healthcare access in particular is an issue in many of the villages in the district, especially:
 - Abbey Village
 - Adlington/Anderton/Heath Charnock
 - Charnock Richard
 - Clayton-le-Woods
 - Croston
 - Eccleston
 - Wheelton
 - Brinscall

The initial focus of this strand should be Adlington/Anderton/Heath Charnock where problems appear to be greatest

8.2 Some discussions with partners have taken place to establish the validity of the strategic audit. From these discussions, further points emerge related to the strategic analysis:

- Other than in the central area, education provision is not seen to be an issue. However, further data provided by Runshaw and Lancashire Colleges will be analysed to assess adult Further Education (FE) provision across the district. There is a feeling from both colleges that access to basic skills education could be broadened.
- Areas that have problems accessing employment, or where there are employers who have staff recruitment and retention problems, must be identified. In particular, access to employment from Adlington should be investigated.

9. WHAT TRANSPORT IMPROVEMENTS ARE FEASIBLE?

9.1 Pedestrian

- Further measures to help pedestrians, including the mobility handicapped, safely cross busy roads
- Minor improvements to improving footway provision such as short missing links using existing verges – highway widening schemes to provide footways which are reliant on acquiring adjoining land are unlikely to be feasible due to cost and ownership issues
- Improving access to and within Chorley town centre

9.2 Cycling

- Completion of the main network cycleway network and links off
- Minor priority improvements and on-going proficiency training to reduce conflicts with other road users
- Measures to improve access to key service centres and to enable combined journeys with rail

9.3 Bus

- Some limited bus service enhancements where current problems exist and developer contributions are available to serve new employment and housing sites
- Better coordination of services
- Improved access to timetables to enable people to plan their journeys more easily
- Greater help for the most vulnerable people in terms of concessionary travel

9.4 Community, Specialist and Personalised Transport

- Greater coordination between different operators in the use of vehicles and drivers
- A more unified approach in responding to use requests

9.5 Rail

- Promote and enable new station provision
- Improve parking provision
- Improve rail capacity

9.6 Road

It is not considered feasible to promote new road schemes or improvements as part of this Plan although opportunities for improve pedestrian, cycling and public transport facilities as part of road schemes will be taken.

9.7 Parking

Parking in Chorley in Chorley town centre is being addressed through a number of initiatives arising out of the Town Centre Strategy. Improvements at railway stations have been mentioned above. Addressing parking issues in the centres of Adlington, Coppull, Croston and Mawdesley pose a number of difficult to resolve issues associated with land availability, capital costs of provision and on-going maintenance/operation.

10. WHAT SERVICE PROVISION IMPROVEMENTS ARE FEASIBLE?

10.1 Education and Employment

- Greater coordination of information about people in need of adult education and training
- Improve access to information about training programmes
- Respond quickly to the latest government initiatives such as 'Train to Gain' to maximise grant funding for training programmes
- Make more use of community locations for education and training provision
- Promote self-help schemes and neighbourhood based initiatives to enable people to get into work
- Promote voluntary work as a means of acquiring job skills

10.2 Healthcare

- Reduce the use of acute care services through the implementation of a CATS service in an accessible location
- Make greater use of proposed and existing GP surgeries for minor procedures and assessments provided these are well located in terms of access

10.3 Social and Leisure Activities

- Promote and enable the extended and dual use of schools and other facilities
- Make more use of community centres, day care facilities for active leisure pursuits
- Aim to improve the distribution of sports pitches and play areas to provide a better match with the distribution of need

10.4 Shopping for Food

- Aim to protect local shops from alternative uses
- Promote the use of markets
- Restrict the expansion of peripheral large stores

10.5 Post Offices and Pharmacies

- Aim to protect local outlets from alternative uses
- Allow expansions of local shops to incorporate these uses

10.6 Town Centre Services

- Consider how these services can also be provided elsewhere or on an out-reach basis

11. PATHFINDER LEARNING POINTS

11.1 The following are main points arising from producing this Plan that can guide the roll out of this approach to other areas:

- To ensure a full accessibility study is achieved within one year an early start is needed
- Regular joint meetings between the County and Borough Councils are vital
- Member involvement in the working group provides useful buy in and context
- Early briefing of the LSP is helpful as it ties in commitments from the service provider partners
- Joint meetings with the service providers is useful because it facilitates the brainstorming of ideas and hopefully sets the seeds for future joint working
- Publicising the initiative at fora and other meetings usefully adds to the stock of knowledge
- Involving parish councils and examining Parish Plans helps fill in local details
- Up to date residents survey data provide a useful overview of perceptions

12. CONCLUSIONS AND RECOMMENDATIONS

12.1 The outcomes of the Plan are set out below as a series of specific recommendations, however these will need to be worked up further through an action plan to enable implementation. The recommendations are wide ranging and cross cutting. They represent a combination of existing, emerging and new proposals. Successful implementation of the action plan will be reliant on the involvement of the relevant Chorley Partnership sub-groups and service providers.

12.2 Pedestrian

- Aim to coordinate road crossing measures with access to public transport and key services
- Investigate the scope for targeted provision of new roadside footways particularly in rural areas
- Inform implementation of the Chorley Town Strategy with further pedestrian priority requirements

12.3 Cycling

- Improve links from Buckshaw Village and other new developments to the surrounding trip attractors, such as the town centre, hospital and schools
- Complete the National Cycle Route from Preston to Adlington, including Buckshaw Village to Cuerden Valley Park and the canal towpath from Chorley to Adlington.
- Develop links onto the National Cycle Route
- Improve cycle access to Chorley town centre and the railway station thus promoting combined rail and cycle journeys
- Improve links to employment areas in surrounding districts, eg Walton Summit, South Rings, Lancashire Business Park.
- Promote cycling at schools

12.4 Bus

- Extend Network Chorley to provide a regular service to Adlington including Lower Adlington with early morning start and evening finishing to enable employment commuting
- Pursue the improvement of bus service provision in the Botany area of Chorley using developer financial contributions from this expanding employment location and investigate how this can combine with visitor trips to Botany Bay Villages
- Improve the coordination of bus and train services to enable easier connections to be made
- Investigate more effective ways of providing timetable information including a project that would enable personal travel planning
- Explore the scope of using Smart cards to provide concessionary travel for accompanying carers

12.5 Community, Specialist and Personalised Transport

- Investigate the coordinated use of Dail a Ride, Red Rose Runner, community cars, Ambulance Service, school minibus and taxi/private hire vehicles to provide more flexible services
- Pursue a joint booking system for such a service
- Pursue personal travel planning via a web portal for those with learning difficulties and their carers

12.6 Rail

- Continue to enable the provision of Buckshaw railway station
- Pursue additional car parking to serve Adlington railway station
- Renew efforts to achieve a new station at Coppull
- Lobby Network Rail to include more trains stopping at Chorley in the revised timetable
- Support Network Rail in their bid to increase train lengths

12.7 Parking

- Investigate to scope to improve parking provision in the centres of Adlington, Coppull, Croston and Mawdesley
- Inform the implementation of car parking improvements through the Chorley Town Centre Strategy
- Provide more cycle parking at railway stations

12.8 Education and Employment

- Pursue Lancashire and Runshaw Colleges adult education initiatives that can adapt to the latest funding sources available – such as ‘Train to Gain’ that is emerging for NVQ Level 2 to Level 3 learning programmes
- Assist adult learners to self select their training and provide access to information about training programmes to employers through a web portal
- Assist initiatives for 14-16 year olds at secondary schools that combine academic learning with vocational training and work placements with a scheme to enable the more flexible use of minibuses
- Investigate the scope to set up a pilot neighbourhood-based self help scheme that will identify existing skills and carer opportunities

12.9 Healthcare

- Inform the provision of a CATS service in terms of needs and accessibility
- Assist with assessing the accessibility of the proposed GP/clinic unit at Friday Street, Chorley and at Buckshaw Village
- Provide accessibility information to inform the feasibility of providing more services at existing GP surgeries

12.10 Social and Leisure

- Assist with the provision of more community-based provision by identifying potential venues and transport solutions
- Re-assess the existing provision and location of sports pitches and play areas in terms of their accessibility and bring forward proposals to remedy deficiencies

12.11 Shopping for Food

- Inform the determination of planning applications for new food retailing and loss of local shops in terms of need (through conducting an audit) and by providing accessibility data
- Contribute to efforts to promote Chorley's markets in terms of their accessibility

12.12 Post Offices and Pharmacies

- Use accessibility information to inform proposals to lose and relocate post offices
- Inform the determination of planning applications for pharmacies in terms of need and accessibility data

12.13 Town Centre Services

- Help to inform ways in which County and Borough Council services can be provided more locally

Appendix A

ANALYSIS OF ACCESSIBILITY MAPPING

The urban area is well served by public transport. Problems generally tend to be in the rural areas. A number of important destination types have been considered in this analysis. The time period chosen for any given destination is intended to be appropriate to the journey type. This type of analysis does not include the cost of the journey. Particularly in deprived areas, the journey may appear perfectly acceptable but in fact be beyond the means of the would-be traveller. It should also be noted that those at risk of exclusion are also less likely to own a car, creating a vicious circle.

The Accession software assumes that all journeys are made by walking and public transport.

Health Access

GP Access:

Analysis was carried out for 4 time periods representing 3 typical weekday appointment times and an emergency Saturday appointment.

Bretherton, Mawdesley, Charnock Richard, Wheelton, Higher Wheelton, Brindle and Hoghton, as well as many smaller settlements, all lack access to a GP by Public Transport at 0930hrs. Not surprisingly, the rural areas of Chorley generally have high car ownership levels, although this does not mean that there are not residents who struggle to access services. However, Charnock Richard and Wheelton have areas of low car ownership where it is likely that a significant number of residents are reliant on public transport.

At 1400hrs, the area without public transport access has expanded to include Heskin Green, Heath Charnock, Clayton-le-Woods, Abbey Village and, in the urban area of Chorley, parts of Astley Village and Burgh Hall. Whilst Heskin Green, Heath Charnock and Burgh Hall have high levels of car ownership, the other areas have pockets of low car ownership where access issues may need to be addressed.

Access to a GP surgery in the late afternoon (1600hrs) is generally good. Bretherton, Mawdesley, Heskin Green, Abbey Village, Brindle and Hoghton all have poor public transport access, but only Abbey Village has low levels of car ownership.

Saturday morning access to surgeries is good in the urban areas of Chorley. Bretherton, Mawdesley, Heskin Green, Charnock Richard, Higher Wheelton, Brindle and Hoghton all have poor public transport access, but with the exception of part of Charnock Richard, car ownership levels are high.

Looking at levels of deprivation, both the indices of health deprivation and multiple deprivation, the areas of poor public transport access that could be of concern are the urban areas of Chorley and Clayton-le-Woods.

Priority recommendation:

- 1) Consider access in Wheelton, Charnock Richard and Clayton-le-Woods.
- 2) Consider access in the outlying urban areas of Chorley and Abbey Village
- 3) Consider access to other rural areas

Hospital Access:

Access to hospital was considered for 3 groups – patients, visitors and staff.

Patient access:

Hospital access is generally very good in the urban areas of the Borough and in the rural areas to the east of the town. However, access at 0930hrs from Bretherton, Croston, Eccleston, Mawdesley, Heskin Green, Charnock Richard, Abbey Village, Brindle and parts of Accrington is very poor. At 1430hrs, virtually the same areas have public transport issues, although Adlington has good access, whilst Withnell, Brinscall and Higher Wheelton now have poor access. When car ownership is considered, parts of Croston, Eccleston, Brinscall, Abbey Village and Adlington are likely to have residents with particular difficulty in accessing the hospital at these times. Investigation of the indices of deprivation indicates that parts of Adlington are a particular priority.

Visitor access:

Whilst patients generally access the hospital during the day, further evening and weekend access to the hospital was considered for visitors and staff.

At 1830hrs, Bretherton, Croston, Mawdesley, Brindle, Hoghton, Abbey Village, Clayton-le-Woods and parts of Euxton and Adlington all have poor public transport access. By 2000hrs, when visitors could expect to be returning home, access by public transport has reduces further and Eccleston, Heskin Green, Charnock Richard and large parts of Coppull and Adlington are without public transport provision.

On Saturdays, at 1400hrs and 1800hrs, public transport access is generally good in the urban areas and poor in the rural areas, although parts of Euxton and Adlington have poor access, whilst the Wheelton/ Brinscall/ Abbey Village corridor has good accessibility. Sunday access at 1400hrs is more curtailed, with the virtually no public transport access from the rural areas.

When car ownership is considered, parts of Croston, Eccleston, Brinscall, Abbey Village, Clayton-le-Woods, Euxton, Charnock Richard and Adlington are all likely to have residents with problems visiting friends and relatives in hospital.

Staff access:

A final Accession run was carried out for 0800hrs weekday to add to the picture for staff access. Bretherton, Croston, Mawdesley and parts of Charnock Richard to the west of Chorley have poor access, as do Higher Wheelton, Brinscall, Withnell and Abbey Village to the east. In the urban area, parts of Clayton-le-Woods have poor access, but the most glaring access problem is Adlington, which has no public transport access to hospital.

In terms of car ownership, all the areas highlighted as of concern for patient and visitor access are also of concern for staff access. Where employment deprivation is considered, however, there is a potentially big problem for residents of Adlington.

Priority Recommendations:

For the Health theme:

- 1) Access to Croston and Eccleston to the west and Brinscall and Abbey Village to the east of Chorley.
- 2) Address concerns about ease of visiting from Clayton-le-Woods, Euxton and Charnock Richard.

For the Health and Employment themes:

- 1) Investigate access problems from the western parts of Adlington and
- 2) From Adlington outside peak hours.
- 3) Investigate issues in parts of Croston and Brinscall

Healthy affordable food

The analysis so far has concentrated on access to supermarkets only. There are a number of smaller food shops throughout the district that offer healthy affordable food. However, data collection at this scale is difficult and so will not be attempted unless problems are indicated.

In general, access is very good across the district. On a weekday or Saturday morning (1000hrs) only residents in Bretherton are without adequate public transport access. Even at 2000hrs on a weekday or on a Sunday afternoon, public transport coverage is good, although Bretherton, Mawdesley, Brindle and Hoghton now lack access.

No areas of low car ownership are outside access thresholds for supermarket access. It must also be remembered that all parts of the Borough are covered by supermarket home delivery services. There are therefore no recommendations at this stage for further analysis of access to healthy affordable food. At a later date, further work may be undertaken in conjunction with the PCT to assess in detail access to food from areas thought to be at risk and suffering health deprivation.

Education

Access to primary schools is generally good, even in the rural areas. Access to secondary schools is likewise good, although Mawdesley has poor access in the evening (1800hrs).

Further Education access is difficult to monitor. Access for 16-19 year olds is generally good, since the colleges compete for students and provide transport. Access for adult learners, particularly in the evening appears very poor, but this does not take account of provision in the community. However, education deprivation is an issue in the urban areas of Chorley.

Recommendation:

A data collection exercise to assess the extent of adult learning provision across the Borough.

Employment

This is a difficult area to use Accession to analyse. Employment is distributed across the Borough, but of more interest are job vacancies. Although an issue of access from Adlington has been identified, it is suggested that Accession is not an appropriate tool for strategic analysis and that feedback from communities and Job Centre Plus will be more valuable. There is a known issue with access to employment around Charnock Richard, for example.

Post Offices

Access to a post office is not one of the key services for which a journey time threshold has been set. However, post offices are a valuable community resource and in the light of the current consultation on the future of the post office network, Accession mapping was carried out to illustrate how the Borough meets the suggested access criteria.

There are two purely distance-based criteria:

- 90% of the population to be within 1 mile

- 99% of the population to be within 3 miles

Chorley Borough overall only meets the second criteria.

There are also further criteria based on the nature of the area. Only 2 are relevant to the Borough:

- In urban areas, 95% of the population to be within 1 mile of a post office:
- In rural areas, 95% of the total rural population to be within 3 miles of a post office

Whilst the rural criterion is met, the urban is not as there are significant gaps in provision particularly in Clayton Green, Clayton-le-Woods and the most southwestern areas of Chorley itself.

Appendix B

MORI BEST VALUE GENERAL RESIDENTS SURVEY QUESTIONS ON LOCAL SERVICES AND PUBLIC TRANSPORT

Q33. How easy or difficult is it for you to get to the following places? Please tick ✓ one box per row

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Not relevant
Local shops	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A shopping centre/supermarket	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A Post Office	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A church, mosque or place of worship	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A GP's surgery	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A Chemist/Pharmacy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A shop selling fresh fruit and vegetables	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The local hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Public open green spaces e.g. a park	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A bus stop	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A train station	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Your local town centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A library	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A local community centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A children's play area	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A sports/leisure centre/gym	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Theatre or cinema	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A Bank/cash point	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Council/neighbourhood office	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
A Police Station	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

SECTION 8 : PUBLIC TRANSPORT

Q34. Thinking about your local area, do you think the following have got better or worse over the last three years, or have they stayed the same? Please tick ✓ one box per row

	Better	Stayed the same	Worse	Don't know
The local train service overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
The local bus service overall	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Q35. How frequently, if at all, do you use the local train service? Please tick ✓ one box only

Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

Q36. How frequently, if at all, do you use the local bus service? Please tick ✓ one box only

Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

Report of	Meeting	Date
Director of Development and Regeneration (Introduced by the Executive Member for Economic, Development and Regeneration)	Local Development Framework and Community Strategy Working Group Executive Cabinet	15 March 2007 29 March 2007

REVISED LOCAL DEVELOPMENT SCHEME 2007- 2010

PURPOSE OF REPORT

- To seek Members approval for the proposed timetable to accompany the revised Local Development Scheme for the Local Development Framework to run from 2007 –2010, and to seek delegated powers to amend the existing Local Development Scheme to reflect changes set out below.

CORPORATE PRIORITIES

- The implementation of the policies and guidance contained within the Local Development Scheme (LDS) will support the Strategic Objectives of the Corporate Strategy. In particular, objectives one to five as planning policies impact on equality of opportunity, economic growth and the environmental quality of the Borough.

RISK ISSUES

- The issues raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	■	Regulatory/Legal	
Financial	■	Operational	■
People		Other	

- The reputation of the Council is at risk if the milestones are not met and this will have operational and financial implications such as delays in bringing in policies and possible loss of Planning Delivery Grant.

BACKGROUND

- Since the enactment of the Planning and Compulsory Purchase 2004 Councils are required to produce a Local Development Scheme every year. This sets out what planning documents are to be produced and includes a timetable of significant dates known as “milestones” to which the Council should commit. Unless a planning document is contained within a LDS its contents are considered “unsound” and would therefore be given little weight by an Inspector at appeal.

6. The previous year's milestones (2005/ 2006) were completed on time and since then the Statement of Community Involvement was adopted in July 2006. The Householder Supplementary Planning Document was approved for adoption in February 2007.
7. However, due to the problems encountered at the Preferred Options stage of the Sustainable Resources Development Plan, and the Preferred Options stage of the Town Centre Action Area and Retail and Leisure Policies, the subsequent milestones were not met last year (2006/7).
8. Most of the policies that will make up the Local Development Framework for Chorley derive from its Core Strategy. This in turn is dependent on the Regional Spatial Strategy for the North West which has yet to be finalised. This will set out how much growth is envisaged in the Central Lancashire City area, and how much should take place in Chorley Borough. This unfortunately means, in combination with the cumbersome statutory procedures, that many of the development plan documents will not be adopted until 2012. The Planning Inspectorate and Central Government have stressed the importance of setting realistic milestones. Failure to meet these targets is likely to have financial implications for Councils.
9. The timetables set out in the Local Development Schemes for Chorley, South Ribble and Preston will continue to be aligned. This provides the opportunity for joint working leading to economies of scale (for example, in the production of an evidence base). It does not commit any Council to producing a joint policy document.

PROPOSED REVISIONS TO LOCAL DEVELOPMENT SCHEME

10. The delayed Sustainable Resources Development Plan Document (DPD) is to be consulted upon again in respect of Preferred Options in March 2007, submitted in October, and with proposed adoption in November 2008. The Sustainable Resources Supplementary Planning Document will be adopted at the same time.
11. Members may recall that following the problems at the Preferred Options stage it was initially agreed to postpone the Town Centre Action Area and Retail and Leisure Development Plan Document policies. Following government advice it is now appropriate to cover these policy areas within the Core Strategy (to be adopted December 2010) and the Site Specific Allocations (2012). The White Young Green Study, the Town Centre Strategy, Planning Policy Statement 6, the adopted Regional Spatial Strategy for the North West and the Joint Lancashire Structure Plan will provide adequate policy guidance in the interim period.
12. The Preferred Options stage of the Core Strategy is to be delayed until September 2008. This is because of further slippage with the production of the new Regional Spatial Strategy. This then has knock on effects on the proposed adoption date which is now likely to be in December 2010.
13. The Site Specific Allocations Development Plan Document is in turn based on the Core Strategy. Therefore, it is not intended to consult on Preferred Options until November 2009 by which time the levels of growth envisaged in the Core Strategy should be clearer.
14. It is no longer intended to produce a specific Planning Contributions DPD, nor a SPD. This is partly because of the uncertainty of the future of Planning Contributions given the proposal for the introduction of the Planning Gain Supplement. It is also because it would be possible to integrate the required policies within the Core Strategy, and depending on the scale of growth, within the Site Allocations Development Plan Document.

15. The Generic Development Control Policies DPD will be produced in tandem with the Site Allocations DPD.
16. It is still intended to produce Supplementary Planning Documents on Affordable Housing and Open Space. These will be linked to the policies in the Core Strategy. These will then be consulted on at the same time as the Site Specific and Generic Development Control policies in November 2009. Prior to then interim policies for affordable housing and open space may be produced.
17. The proposed timetable for the revised Scheme is set out in Appendix 1 to this report.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

18. There are no apparent Human Resource implications associated with this report.

COMMENTS OF THE DIRECTOR OF FINANCE

19. There are no immediate financial implications associated with this report.

RECOMMENDATION

20. That Executive Cabinet approve the timetable for the draft Scheme to be submitted to the Government Office for the North West for approval and that the Director of Development and Regeneration be granted delegated powers to finalise the detailed draft Local Development Scheme and if the Government Office for the North West or the Planning Inspectorate recommend changes that these can be made without further reference to the Executive Cabinet.

REASONS FOR RECOMMENDATION

21. The Council must set a realistic timetable. Adequate time must be given to allow the statutory consultation requirements. It is also important to ensure that if there is delay by other agencies over which the Council has no control, such as the Government Office for the North West, that this does not result in missed milestones.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

22. A more ambitious timetable but this would risk the milestones being lost and grants lost.

JANE E MEEK
DIRECTOR OF DEVELOPMENT AND REGENERATION

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Louise Nurser	5281	02 March 2007	Tdrive/louise/reports/LDS revision 07

APPENDIX 1 - SCHEDULE OF PROPOSED LOCAL DEVELOPMENT DOCUMENTS (shaded parts refer to actions completed)

Document Title	Status	Brief Description	Chain of Conformity	Prepare Issues and alternative options in consultation	Public participation on preferred options (DPD), draft SCI (SPD) and sustainability appraisal report	Submission to SoS	Formal Examination	Adoption
Statement of Community Involvement	LDD	Document setting out standards and approach to involving stakeholders and the community in the production of the LDF and also consulting on planning applications.	N/A	N/A (first draft published in June 2004)	Second draft published for consultation March/April 2005	September 2005	March 2006	July 2006
Proposals Map	DPD	This will be required to accompany and illustrate any DPD that results in changes where policies apply on the ground.	N/A	N/A	At the same time as the DPD or SPD it supports	At the same time as the DPD it supports	At the same time as the DPD it supports	At the same time as the DPD it supports
Sustainable Resources	DPD	Criteria based policies for the efficient and sustainable use of, inter alia, energy, construction materials and water.	General conformity with Regional Spatial Strategy	October 2004- Issues and Options consultation Further informal consultation March 2005	March/April 2007	October/ November 2007	April 2008	November 2008
Sustainable Resources SPD	SPD	To give detailed advice to support above.	N/A	March 2005	March/April 2006	N/A	N/A	November 2008
Core Strategy	DPD	Sets out the vision, objectives and the strategy for the spatial development of the area to include a key diagram.	General conformity with Regional Spatial Strategy	.	September 2008	September 2009	March 2010	December 2010
Householder	SPD	To provide design guidance on all development associated with householders.	Conformity with Chorley Borough Local Plan Review	N/A	September 2006	N/A	N/A	January 2007 (March 2007)



Document Title	Status	Brief Description	Chain of Conformity	Prepare Issues and alternative options in consultation	Public participation on preferred options (DPD), draft SCI (SPD) and sustainability appraisal report	Submission to SoS	Formal Examination	Adoption
Site Allocations	DPD	Housing, and employment allocations plus associated infrastructure and facilities to support Core Strategy.	General conformity with Regional Spatial Strategy and Core Strategy	NB have already undertaken Issues and Options Report in 2004. Further informal consultation may be necessary	November 2009	November 2010	September 2011	May 2012
Affordable Housing	SPD	Document relating to affordable housing provision.	General conformity with Regional Spatial Strategy and Core Strategy	Further informal consultation may be necessary	November 2009	N/A	N/A	May 2012
Open Space	SPD	Document relating to open space provision and standards.	General conformity with Regional Spatial Strategy and Core Strategy	Further informal consultation may be necessary	November 2009	N/A	N/A	May 2012
Generic Development Control Policies	DPD	Generic topic based Development Control policies that set out to achieve the vision set out in the Core Strategy. Fundamentally based on impact of development.	Regional Spatial Strategy and Core Strategy	October 2004- Issues and Options consultation Further informal consultation may be necessary	November 2009	November 2010	September 2011	May 2012

LDD- Local Development Document
 DPD- Development Plan Document
 SPD- Supplementary Planning Document

This page is intentionally left blank



Report of	Meeting	Date
Director of Development and Regeneration (Introduced by the Executive Member for Economic Development and Regeneration)	Local Development Framework and Community Strategy Working Group Executive Cabinet	15 March 2007 29 March 2007

PLANNING AND COMPULSORY PURCHASE ACT 2004: EXTENSION OF “SAVED” POLICIES BEYOND THREE YEARS.

PURPOSE OF REPORT

1. To ask for delegated powers to formally request the Secretary of State for the Communities to extend the use of existing adopted planning policies beyond September 2007.

CORPORATE PRIORITIES

2. Planning applications will have to be judged solely against higher tier planning policies (Joint Lancashire Structure Plan and Regional Spatial Strategy) unless its local planning policies are able to be “saved” beyond September. These broad regional policies are not tailored to suit Chorley’s special economic, social and environmental circumstances. Therefore if the Council was unable to save the policies this would have both a direct and indirect impact on Strategic Objectives 1-5.

RISK ISSUES

3. The issues raised and recommendations made in this report involve no risk considerations.

BACKGROUND

4. The Planning and Compulsory Purchase Act 2004: provides for the saving of policies in adopted development plans for a period of three years from the commencement date of the Act, which was September 2004. This means the policies in the Council’s adopted planning policy documents (ie the Local Plan) will expire on 27 September 2007 unless the Secretary of State extends such policies beyond that date. It had been envisaged that the new planning system would have been quicker than has proved to be the case, and that the three year period in which to replace existing policies would have been adequate. Unfortunately, the experience of Chorley has been shared nationwide with very few authorities having successfully adopted new planning policies.
5. The end of March 2007 is the deadline by which any request to extend the life of the policies must be made. However, the receipt of detailed advice was delayed from the Government Office for the North West

6. Unfortunately, given the timing of the Council meetings and the requirement to submit the request to save policies before 31 March, it will be impossible to present a detailed report to Members. Therefore, it is requested that the Director of Development and Regeneration be given delegated powers to make a formal request to the Secretary of State.

PROPOSED SAVED POLICIES

7. It is proposed that as many policies are saved as possible. There are a number of criteria that these policies must satisfy. Appendix A taken from the Council's Annual Monitoring Report sets out what is proposed for the existing policies contained in the Chorley Borough Local Plan Review adopted 2003. This will inform the submission document to the Secretary of State.
8. However, some of the Council's policies are considered to be out of conformity with the Joint Lancashire Structure Plan. (See Appendix B.) This will remain as part of the development plan for Chorley until March 2008 or the adoption of the new Regional Spatial Strategy, whichever is the sooner. Broadly, the saved policies must be:
 - In general conformity with the Regional Spatial Strategy. The existing Regional Spatial Strategy for the North West is due to be replaced in 2008. However, before this takes place the policies that are proposed to be saved must be in general conformity with the current Regional Spatial Strategy (previously known as the Regional Planning Guidance for the North West).
 - Necessary- ie do not repeat what is already set out in national or regional planning policy including Planning Policy Statements.
9. The Government also wishes to ensure that policies relating to green belt boundaries are kept and specifically the retention of policies that support the delivery of housing, economic development and regeneration, retailing and policies that promote renewable energy.

CONCLUSION

10. The Council must ensure, following the difficulties in implementing the new planning system, that Chorley is covered by policies that will result in applications being considered against policies that are appropriate to the needs of Chorley. Therefore, it is the Director of Development and Regeneration's intention that a case be made to the Government Office for the North West that the majority of the policies contained within the Chorley Borough Local Plan Review be saved beyond September 2007.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

11. There are no human resources implications to this report.

COMMENTS OF THE DIRECTOR OF FINANCE

12. There are no immediate financial implications associated with this report.

RECOMMENDATION

13. To note the report and to give delegated powers for the Director of Development and Regeneration to submit a request to the Secretary of State to save the majority of the policies contained within the Chorley Borough Local Plan Review.

REASONS FOR RECOMMENDATION

14. To enable that there are adequate planning policies available to your officers to ensure that development within the Borough contributes positively to the future of Chorley Borough.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

15. The Council could decline to make a submission. In which case the Government Office for the North West could still decide which policies should be saved. However, this risks some up to date policies being missed.

JANE E MEEK
DIRECTOR OF DEVELOPMENT AND REGENERATION

Background Papers- NOne			
Document	Date	File	Place of Inspection
Protocol for handling proposals to save adopted Local Plan, Unitary Development Plan and Structure Plan policies beyond the 3 year saved period	August 2006		Gillibrand Street Offices
Report Author	Ext	Date	Doc ID
Louise Nurser	5281	2 March 2007	

APPENDIX A- Local Plan Review Policies – Use, conformity and future intentions monitoring

Policy Number	Title	Frequency of Use [∞]	Conforms With Structure Plan ^π	Future Intentions ^Ø
GN1	Settlement Policy - Main Settlements	High	No	Replace - Core Strategy DPD
GN2	Royal Ordnance Site, Euxton	Low	Yes	Replace - Core Strategy DPD
GN3	Settlement Policy - Eccleston	Low	Yes	Replace - Core Strategy DPD
GN4	Settlement Policy - Other Rural Settlements	Medium	Yes	Replace - Core Strategy DPD
GN5	Building Design	High	Yes	Merge Within Generic DC Policies DPD
GN6	Priority Urban Fringe Areas	Low	Yes	Not To Replace
GN7	Advertisements	Low	Yes	Not To Replace
GN8	High Density Development	Low	Yes	Integrate Into Core Strategy DPD
GN9	Transport Accessibility	Low	Yes	Merge Within Core Strategy DPD
GN10	Mixed Uses	Not Used	Yes	Not To Replace
DC1	Development in the Green Belt	High	Yes	Integrate Within Core Strategy DPD
DC2	Development in the Area of Other Open Countryside	Low	No	Integrate Within Core Strategy DPD
DC3	Safeguarded Land	Low	Yes	Integrate Within Core Strategy DPD
DC4	Infill Development in the Green Belt and Area of Other Open Countryside	Low	Yes	Replace - Generic DC Policies DPD
DC5	Affordable Housing in the Green Belt and Area of Other Open Countryside	Low	Yes	Merge With Other Policy Within Planning Obligations DPD
DC6	Major Developed Sites in the Green Belt	Low	Yes	Replace - Generic DC Policies DPD
DC7A & B	Conversion of Rural Buildings in the Green Belt and Area of Other Open Countryside	Medium	Yes	Replace - Generic DC Policies DPD
DC8A & B	Replacement Dwellings and Extensions in the Countryside	Medium	Yes	Replace - Generic DC Policies DPD
DC9	Landscape Character Areas	Medium	Yes	Merge With Other Policy Within Generic DC Policies DPD
DC10	Community Facilities in Rural Areas	Low	Yes	Merge With Other Policy Within Generic DC Policies DPD

Policy Number	Title	Frequency of Use [∞]	Conforms With Structure Plan ^π	Future Intentions ^Ø
EP1	Sites of Special Scientific Interest	Not Used	Yes	Replace - Generic DC Policies DPD
EP2	County Heritage Sites and Local Nature Reserves	Low	No	Replace - Generic DC Policies DPD
EP3	Nature and Geological Sites of Local Importance	Low	Yes	Replace - Generic DC Policies DPD
EP4	Species Protection	Medium	Yes	Replace - Generic DC Policies DPD
EP5	Wildlife Corridors	Low	Yes	Replace - Generic DC Policies DPD
EP6	Agricultural Land	Low	Yes	Replace - Generic DC Policies DPD
EP7	Agricultural Development	High	Yes	Replace - Generic DC Policies DPD
EP8	Development Involving Horses	Medium	Yes	Replace - Generic DC Policies DPD
EP9	Trees and Woodlands	High	Yes	Replace - Generic DC Policies DPD
EP10	Landscape Assessment	Low	Yes	Replace - Generic DC Policies DPD
EP11	Structural Landscaping Belts	Low	Yes	Merge Within Generic DC Policies DPD
EP12	Environmental Improvements	Low	Yes	Replace - Site Allocations DPD
EP13	Underused, Unightly and Derelict Land	Low	Yes	Not To Replace
EP14	Mineral Resources	Not Used	Yes	Not To Replace
EP15	Unstable Land	Low	Yes	Replace - Generic DC Policies DPD
EP16	Contaminated Land	Low	Yes	Replace - Generic DC Policies DPD
EP17	Water Resources and Quality	Low	Yes	Replace - Generic DC Policies DPD
EP18	Surface Water Run-Off	Low	Yes	Replace - Sustainable Resources DPD
EP19	Development and Flood Risk	Medium	Yes	Replace - Generic DC Policies DPD
EP20	Noise	Medium	Yes	Replace - Generic DC Policies DPD
EP21 & 21A	Air/Light Pollution	Medium	Yes	Replace - Generic DC Policies DPD
EP22	Energy Conservation	Low	Yes	Replace - Sustainable Resources DPD
EP23	Energy from Renewable Resources	Not Used	No	Replace - Sustainable Resources DPD
EP24	Wind Farms	Not Used	No	Replace - Sustainable Resources DPD

Policy Number	Title	Frequency of Use [∞]	Conforms With Structure Plan ^α	Future Intentions ^Ø
HT1	Demolition of Listed Buildings	Low	Yes	Replace - Generic DC Policies DPD
HT2	Alterations and Extensions to Listed Buildings	Medium	Yes	Replace - Generic DC Policies DPD
HT3	The Setting of Listed Buildings	Medium	Yes	Replace - Generic DC Policies DPD
HT4	Buildings at Risk	Low	Yes	Replace - Generic DC Policies DPD
HT5	Advertisements and Listed Buildings	Low	Yes	Not To Replace
HT6	The Recording of Listed Buildings	Not Used	Yes	Replace - Generic DC Policies DPD
HT7	New Development in Conservation Areas	Medium	Yes	Replace - Generic DC Policies DPD
HT8	Control of Demolition in Conservation Areas	Low	Yes	Replace - Generic DC Policies DPD
HT9	Trees in Conservation Areas	Low	Yes	Replace - Generic DC Policies DPD
HT10	Locally Important Buildings	Low	Yes	Replace - Generic DC Policies DPD
HT11	Archaeological Sites of National Importance	Low	Yes	Replace - Generic DC Policies DPD
HT12	Sites of Regional and Local Archaeological Importance	Low	Yes	Replace - Generic DC Policies DPD
HT13	Historic Parks and Gardens	Not Used	Yes	Merge Within Generic DC Policies DPD
HS1	Housing Allocations	Medium	No	Replace - Site Allocations DPD
HS2	Highway Improvements	Low	Yes	Replace - Site Allocations DPD
HS3	Dwelling Density	Medium	Yes	Not To Replace
HS3A	Dwelling Mix	Low	Yes	Not To Replace
HS4	Design and Layout of Residential Developments	High	Yes	Merge Within Generic DC Policies DPD
HS5	Affordable Housing	Low	Yes	Replace - Planning Obligations DPD
HS6	Unallocated Sites Suitable for Housing	High	Yes	Replace - Core Strategy DPD & Generic DC Policies DPD
HS7	Redevelopment for Housing	Low	Yes	Replace - Site Allocations DPD
HS8	Local Needs Housing in Rural Settlements Excluded from the Green Belt	Low	Yes	Replace - Planning Obligations DPD
HS9	Residential Extensions in Settlements Excluded from the Green Belt	High	Yes	Replace - Generic DC Policies DPD
HS10	Multiple Occupancy	Low	Yes	Replace - Generic DC Policies DPD

Policy Number	Title	Frequency of Use ∞	Conforms With Structure Plan π	Future Intentions Ø
HS11	Flats Above Retail and Commercial Premises	Low	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
HS12	The Inclusion of Flats in Retail and Commercial Schemes	Not Used	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
HS13	The Protection of Existing Flats and the Potential for Flats	Low	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
HS14	Agricultural Workers' Dwellings and Agricultural Occupancy	Low	Yes	Not To Replace
HS15	Agricultural Occupancy with Temporary Permissions	Low	Yes	Not To Replace
HS16	Removal of Agricultural Occupancy Conditions	Low	Yes	Replace - Generic DC Policies DPD
HS17	Sheltered Housing, Rest Homes, Nursing Homes and Other	Low	Yes	Replace - Generic DC Policies DPD
HS19	Public Open Space Requirements in Housing Developments	Low	Yes	Replace - Planning Obligations DPD
HS20	Ornamental Open Space Requirements	Low	Yes	Replace - Planning Obligations DPD
HS21	Playing Space Requirements	Low	Yes	Replace - Planning Obligations DPD
HS22	Established Residential Areas in Chorley Town Centre	Low	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
EM1	Employment Land Allocations	Low	No	Replace - Site Allocations DPD
EM1A	Regional Investment Site at Royal Ordnance, Euxton	Low	No	Replace - Generic DC Policies DPD
EM2	Development Criteria for Industrial/Business Development	Medium	Yes	Merge Within Generic DC Policies DPD
EM3	Farm Diversification	Low	Yes	Merge Within Generic DC Policies DPD
EM4	Protection of Employment Sites in Rural Settlements	Low	Yes	Replace - Generic DC Policies DPD
EM4A	Additional Employment Opportunities in Rural Settlements Excluded from the Green Belt	Low	Yes	Replace - Generic DC Policies DPD

Policy Number	Title	Frequency of Use ∞	Conforms With Structure Plan π	Future Intentions Ø
EM5	Extension of an Employment Use in the Green Belt and Area of Other Open Countryside	Low	Yes	Replace - Generic DC Policies DPD
EM6	Financial and Professional Services	Low	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
EM7	Employment Development in Residential Areas	Low	Yes	Replace - Generic DC Policies DPD
EM8	Redevelopment of Identified Employment Sites	Low	Yes	Replace - Generic DC Policies DPD
EM9	Redevelopment of Existing Employment Sites for Non-Residential Uses	Low	Yes	Replace - Generic DC Policies DPD
TR1	Major Development - Tests for Accessibility and Sustainability	Low	Yes	Replace - Core Strategy DPD
TR2	Road Hierarchy	Low	Yes	Not To Replace
TR3	Road Schemes	Not Used	Yes	Replace - Site Allocations DPD
TR4	Highway Development Control Criteria	High	Yes	Merge Within Generic DC Policies DPD
TR6	Road Safety, Small Improvement Schemes and Traffic Management	Low	Yes	Not To Replace
TR7	Rear Servicing	Low	Yes	Not To Replace
TR8	Parking Provision Levels	Medium	No	Possibly Sub-Regional Policy
TR10	Reduction of On-Street Non-Residential Parking	Not Used	Yes	Not To Replace
TR11	Bus Services	Low	Yes	Not To Replace
TR12	Bus Facilities	Not Used	Yes	Not To Replace
TR13	Rail Facilities	Low	Yes	Replace - Site Allocations DPD
TR14	Electrification and Improvement of Railway Lines	Not Used	Yes	Replace - Generic DC Policies DPD
TR15	Pedestrian Facilities	Low	Yes	Not To Replace
TR16	Cycle Facilities	Low	No	Not To Replace
TR17	New Cycle Routes	Not Used	Yes	Replace - Site Allocations DPD
TR18	Provision for Pedestrians and Cyclists in New Developments	Low	No	Merge With Other Policy Within Generic DC Policies DPD

Policy Number	Title	Frequency of Use ∞	Conforms With Structure Plan π	Future Intentions Ø
TR19	Footpath, Cycleway and Bridleway Networks	Low	Yes	Replace - Generic DC Policies DPD
TR20	Provision for the Mobility Impaired in Public Buildings	Low	Yes	Not To Replace
TR21	Provision for the Mobility Impaired in New Developments	Low	Yes	Merge With Other Policy Within Generic DC Policies DPD
TR22	Development Access Points	Low	Yes	Replace - Site Allocations DPD
SP1	Locations for Major Retail Developments	Low	No	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
SP2	Retail Allocations	Low	No	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
SP3	Pedestrianised Developments	Not Used	Yes	Not To Replace
SP4	Primary Shopping Area	Low	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
SP5	Secondary Shopping Area	Low	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
SP6	District, Neighbourhood and Local Shopping Centres	Medium	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
SP7	Shopping Improvement Area	Low	Yes	Not To Replace
SP8	Small Scale Retail Developments	Low	Yes	Not To Replace
SP9	Local Shops on Housing Development	Low	Yes	Not To Replace
SP10	Shopfronts	Low	Yes	Replace - Generic DC Policies DPD

Policy Number	Title	Frequency of Use [∞]	Conforms With Structure Plan [±]	Future Intentions ^Ø
LT1	Major Leisure Developments	Low	No	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
LT2	Leisure Allocations	Not Used	No	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
LT3	Small Scale Tourism and Visitor Facilities	Low	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
LT4	Caravan and Camping Sites	Low	Yes	Replace - Generic DC Policies DPD
LT5	Farm-Based Visitor Facilities	Not Used	Yes	Merge Within Generic DC Policies DPD
LT6	Visitor Facilities at Historic Buildings	Not Used	Yes	Not To Replace
LT7	Historic Parks and Gardens	Not Used	Yes	Merge Within Generic DC Policies DPD
LT8	Valley Parks	Low	Yes	Replace - Generic DC Policies DPD & Site Allocations DPD
LT9	The Leeds and Liverpool Canal	Low	Yes	Replace - Generic DC Policies DPD
LT10	Public Rights of Way	Low	Yes	Merge Within Generic DC Policies DPD
LT11	Allotments	Not Used	Yes	Merge Within Generic DC Policies DPD
LT12	Golf, Other Outdoor Sport and Related Developments	Low	Yes	Replace - Generic DC Policies DPD
LT13	Playspace Allocations	Low	Yes	Replace - Site Allocations DPD
LT14	Public, Private, Educational and Institutional Playing Fields, Parks etc.	Low	Yes	Merge Within Generic DC Policies DPD
LT15	Amenity Open Space	Low	Yes	Merge Within Generic DC Policies DPD
LT16	Dual Use of Education Facilities	Low	Yes	Merge Within Generic DC Policies DPD

Policy Number	Title	Frequency of Use [∞]	Conforms With Structure Plan [⌘]	Future Intentions [∅]
PS1	Health and Welfare	Low	Yes	Replace - Site Allocations DPD
PS2	Provision and Improvement of Community Centres and Village Halls	Low	Yes	Merge Within Generic DC Policies DPD
PS3	Protection of Community Centres and Villages Halls	Not Used	Yes	Merge Within Generic DC Policies DPD
PS4	Pre-School Playgroups and Day Nurseries	Low	Yes	Merge Within Generic DC Policies DPD
PS5	Nursery Education Facilities	Low	Yes	Merge Within Generic DC Policies DPD
PS6	Primary School Allocations	Low	Yes	Replace - Site Allocations DPD
PS7	Further and Higher Education Facilities	Low	Yes	Replace - Site Allocations DPD
PS8	School and Playing Fields Allocations	Not Used	Yes	Not To Replace
PS9	Social and Community Use Allocations	Not Used	Yes	Not To Replace
PS10	Chorley Town Hall Extension	Not Used	Yes	Replace - Town Centre Action Area and Retail and Leisure Policies DPD
PS11	Cemeteries	Low	Yes	Replace - Site Allocations DPD
PS12	Utility Services Developments	Medium	Yes	Replace - Generic DC Policies DPD
PS12A	Hazardous Installations	Not Used	Yes	Replace - Generic DC Policies DPD
PS12B	Development Located Near Hazardous Installations	Not Used	Yes	Replace - Generic DC Policies DPD
PS13	Travelling Showpeople	Not Used	Yes	Replace - Generic DC Policies DPD
PS14	Gypsies and Other Travellers	Not Used	Yes	Replace - Generic DC Policies DPD & Site Allocations DPD (if a site or sites are allocated)
PS15	Churches and Related Uses	Not Used	Yes	Replace - Site Allocations DPD (if required)

Notes

[∞] Policy use in determining planning applications reported to Development Control Committee, April 2002 - March 2006 (High = 50 and above, Medium = 20-49 and Low = 1-19)

[⌘] Where Local Plan Policies are not in conformity with the adopted Joint Lancashire Structure Plan Policies in the latter document are being used instead

[∅] Current intentions of whether & how to incorporate policy in Local Development Framework Development Plan Document (may be subject to change)

APPENDIX B

LANCASHIRE COUNTY COUNCIL

ADOPTED CHORLEY BOROUGH LOCAL PLAN

STATEMENT OF NON-CONFORMITY WITH THE ADOPTED JOINT LANCASHIRE STRUCTURE PLAN 2001-2016

In accordance with the requirements of Section 35(c) of the Town and Country Planning Act 1990, Lancashire County Council has considered the Adopted Chorley Borough Local Plan, August 2003, in relation to the policies of the Adopted Joint Lancashire Structure Plan 2001-2016. It is considered that certain policies of the Adopted Chorley Borough Local Plan are not in general conformity with the Replacement Joint Lancashire Structure Plan 2001-2016.

Clive Grimshaw
Director of Planning
Lancashire County Council
PO Box 9
Guild House
Cross Street
PRESTON

POLICIES THAT ARE NOT IN GENERAL CONFORMITY WITH THE ADOPTED JOINT LANCASHIRE STRUCTURE PLAN 2001 – 2016 (JLSP)

<p>Adopted Chorley Borough Local Plan Policy Reference</p>	
<p>GN1 – Settlement Policy – Main Settlements</p>	<p>Policy 2 of the JLSP identifies Principal Urban Areas and Main Towns. Chorley is defined as a ‘Main Town’. Policy 4 of the JLSP identifies Adlington as a Key Service Centre/Market Town. Other settlements in Chorley are subject to the provisions of Policy 5.</p> <p>GN1 refers to Adlington, Chorley Town, Clayton Brook/Green, Clayton-le-Woods, Coppull, Euxton, Whittle-le-Woods, Feniscowles and Horwich as being ‘Main Settlements’.</p> <p>GN1 is not considered to conform to Policies 2, 4 and 5 of the JLSP because it does not differentiate the scale of development that would be appropriate in each settlement.</p>
<p>DC2 – Development in the Area of Other Open Countryside</p>	<p>JLSP Policy 5 allows limited development of new buildings for employment generating uses in the countryside outside villages and other settlements.</p> <p>C2 makes no reference to this and consequently does not conform to the JLSP.</p>
<p>EP2 – County Heritage and Local Nature Reserves.</p>	<p>Policy 21 of the JLSP states that where in exceptional circumstances unavoidable loss or damage to a site or feature or its setting is likely as a result of a proposed development, measures of mitigation and compensation will be required to ensure that there is as a minimum, no net loss.</p> <p>EP2 states “...planning conditions or agreements may be used...” rather than ‘will’. As a result it does not conform to the JLSP.</p>
<p>EP23 – Energy from Renewable Resources</p>	<p>Policy 25 of the JLSP provides a balanced approach to renewable energy development that facilitates the development of renewable energy whilst ensuring the protection of Lancashire’s landscapes and other environmental interests.</p> <p>EP23 fails to provide a balanced approach to development weighing up the wider benefits of development in terms of contribution to targets and also the wider environmental, social and economic benefits. EP23 does not therefore conform to the JLSP in respect to this Policy.</p>
<p>EP24 – Wind Farms</p>	<p>Policy 25 of the JLSP provides a balanced approach to renewable energy development that facilitates the development of renewable energy whilst ensuring the protection of Lancashire’s landscapes and other environmental interests.</p> <p>EP24 fails to provide a balanced approach to development weighing up the wider benefits of development in terms of contribution to targets and also the wider environmental, social and economic benefits. EP24 does not therefore conform to the JLSP in respect to this Policy.</p>

<p>HS1 – Housing Allocations</p>	<p>Policy 12 of the JLSP establishes a housing requirement for Chorley 2001-2016 of 4,710 dwellings. Policy 12 requires an annual housing provision 2001-2006 of 485 dwellings and 2006-2016 of 230 dwellings. These levels, which provide for household change and exclude provision for clearance replacement dwellings, should be regarded as maximum requirements.</p> <p>JLSP Policy 12 also gives priority to the re-use of brownfield sites for housing in preference to greenfield sites. Table 1 of JLSP Policy 12 indicates that no additional greenfield sites are required to provide for household change.</p> <p>The Local Plan makes a total provision of 6857 dwellings that is based on the previous structure plan provision of 6300 dwellings. HS1 allocates 1,592 dwellings, which contributes towards meeting the provision. These allocations include greenfield sites.</p> <p>HS1 does not conform to the JLSP in these respects.</p>
<p>EM1 - Employment Land Allocations</p>	<p>JLSP Policy 14 identifies a provision of 60 hectares of business and industrial land for the period 2001-2016 (30 hectares of which is outside of the Royal Ordnance site, Euxton Strategic Location for Development). JLSP Policy 17 states that the local authorities will need to assess the proportion of land, set out in JLSP Policy 14, which is should be allocated to office development (Use Class B1a).</p> <p>EM1 allocates 42.46 hectares of employment land to meet a requirement identified in the previous structure plan of about 80 hectares. This represents an over supply of land in relation to the JLSP provision. Furthermore, EMP1 does not quantify the amount of land allocated specifically for office development.</p> <p>In respect of site EM1.9, Policy 16 of the JLSP establishes a hierarchy for town centres in relation to retail, entertainment and leisure development. Outside of those centres retail development must be located in accordance with the sequential approach and it must not significantly harm, alone or in combination with other proposed development, the vitality and viability of any town centres, district centres, local centres or the overall shopping and leisure provision in small towns and rural areas within or adjoining Lancashire.</p> <p>EM1.9 is located outwith a defined town centre and is not therefore considered in the context of the retail, entertainment and leisure hierarchy.</p> <p>Also in respect of site EM1.9, JLSP Policy 18 operates so as to direct major hotel development most appropriately within town centres or coastal resorts. Policy 18 does however state that exceptionally major new hotels may be located elsewhere where a need can be demonstrated, and the site is accessible by public transport. In demonstrating a need it is necessary to indicate that</p>

	<p>it cannot be met in i) town centres or, if a town centre site is not available, on the edge of town centres; or ii) in coastal resorts.</p> <p>EM1.9 is located outwith both a town centre and a coastal resort. Furthermore, EM1.9 is not accessible by public transport. There is no evidence of need.</p> <p>The Policy does not therefore conform to the JLSP.</p>
EM1A - Regional Investment Site at Royal Ordnance	<p>JLSP Policy 15 allocates land at Royal Ordnance Euxton primarily for high quality generic manufacturing uses and knowledge based industry.</p> <p>EM1A does not specifically include this requirement.</p>
TR8 – Parking Provision Levels	<p>The adopted Parking Standards are maximum standards that should be met. TR8 operates parking standards adopted by the Council, via Appendix 3, which are now obsolete.</p>
TR16 – Cycle Facilities	<p>The adopted parking standards require developments to provide 1 space per 10 car spaces and for developments employing 30 or more full or part time staff long stay covered secure cycle parking.</p> <p>TR16 states that cycle parking facilities are to be provided in town centres, shopping centres, at railway stations and public buildings. The adopted parking standards, which are not referred to in TR16 relate to all development.</p> <p>This does not conform with the JLSP which sets a minimum level that should be met.</p>
TR18 – Provision for pedestrians and Cyclists in New Development	<p>The adopted parking standards require developments to provide 1 space per 10 car spaces and for developments employing 30 or more full or part time staff long stay covered secure cycle parking.</p> <p>TR18 operates parking standards adopted by the Council, via Appendix 3, which are now obsolete.</p>
SP1 – Locations for Major Retail Development	<p>JLSP Policy 16 defines Chorley as a Tier 2 centre. Development therein is required to be consistent with the scale and function of the centre. Furthermore, it states that retail, entertainment and leisure development must not significantly harm, alone or in combination with other proposed development, the vitality and viability of any town centres, district centres, local centres or the overall shopping and leisure provision in small towns and rural areas within or adjoining Lancashire.</p> <p>SP1 only considers vitality and viability of other centres in relation to sites that are not in, or on the edge of Chorley Town Shopping Centre, District or Local Centres as shown on the proposals map. It should relate to these centres also. SP1 does not therefore conform to the JLSP.</p>
SP2 – Retail Allocations	<p>JLSP Policy 16 establishes a retail hierarchy. It states that retail, entertainment and leisure development must not significantly harm, alone or in combination with other proposed development, the vitality and viability of any town centres, district centres, local centres or the overall shopping and leisure provision in small towns and rural areas within or adjoining Lancashire.</p>

	<p>SP2 does not state that development at the two identified sites will take account of these various factors. SP2 does not therefore conform to the JLSP.</p>
<p>LT1 – Major Tourism and Leisure Development</p>	<p>JLSP Policy 16 defines Chorley as a Tier 2 centre. Development therein is required to be consistent with the scale and function of the centre. Furthermore, it states that retail, entertainment and leisure development must not significantly harm, alone or in combination with other proposed development, the vitality and viability of any town centres, district centres, local centres or the overall shopping and leisure provision in small towns and rural areas within or adjoining Lancashire.</p> <p>LT1 only considers vitality and viability of other centres in relation to sites that are not in, or on the edge of Chorley Town Shopping Centre. It should relate to these centres also. LT1 does not therefore conform to the JLSP.</p>
<p>LT2 – Leisure Allocations</p>	<p>JLSP Policy 16 defines Chorley as a Tier 2 centre. Development therein is required to be consistent with the scale and function of the centre. Furthermore, it states that retail, entertainment and leisure development must not significantly harm, alone or in combination with other proposed development, the vitality and viability of any town centres, district centres, local centres or the overall shopping and leisure provision in small towns and rural areas within or adjoining Lancashire. In respect of LT4 refer to the commentary above that relates to EM1. Site LT4/EM1.9 does not conform to the JLSP.</p>

Report of	Meeting	Date
Director of Leisure and Cultural Services (Introduced by the Executive Member for Health, Leisure and Well Being, Councillor Mark Perks)	Executive Cabinet	29/03/2007

ACTION PLANS FOR EVERY CHILD MATTERS, CHOOSING HEALTH AND IMPROVING THE QUALITY OF LIFE FOR OLDER PEOPLE

PURPOSE OF REPORT`

1. The purpose of this report is for Executive Cabinet to approve Action Plans that outline the Council's work on progressing the Every Child Matters, Choosing Health and Improving the Quality of Life for Older People agendas.

CORPORATE PRIORITIES

2. All three Action Plans contribute to the successful delivery of all of the Council's strategic objectives. However, the principal strategic objective delivered by the Action Plans is the objective to improve equality of opportunity and life chances.

RISK ISSUES

3. The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	✓	Information	
Reputation		Regulatory/Legal	
Financial	✓	Operational	✓
People	✓	Other	

4. The key risk issues in all three work areas covered by this report relate to strategy, financial, people and operation.
5. The production of Action Plans for these three work areas are all listed as key projects within the Corporate Strategy.
6. The production of the Action Plans, with the resulting ability to be able to better prioritise and co-ordinate the Council's activity, is in itself intended to mitigate the risks in these areas.

BACKGROUND

7. The Every Child Matters, Choosing Health and Improving Quality of Life for Older People work areas were identified as priority areas within Chorley's Community Strategy. These areas of work are replicated within the Council's Corporate Strategy and the key projects for 2006/2007 are the production of the Action Plans for each area. The Action Plans are attached in the Appendices to this report
 - Appendix A - Every Child Matters
 - Appendix B - Choosing Health
 - Appendix C - Improving the Quality of Life for Older People
8. The Council has traditionally provided services for children and young people and their families, services that improve health and services that improve the quality of life for older people. Recent legislation covering these work areas, along with other initiatives such as the development of Local Strategic Partnerships and Local Area Agreements, take our involvement in these areas beyond our traditional role. Progressing these work areas with our partners is a part of the Council's important community leadership role. As with any developing area of work, it is important that what is expected of the Council is understood, both by the Council and its partners. The production of the three Action Plans will assist us in prioritising requests for further investment and involvement in these areas.

EVERY CHILD MATTERS

9. The Children Act 2004 placed a statutory duty on District Councils to co-operate with the principal children's services authority, in our case Lancashire County Council. It would be fair to say that there is no precise understanding between ourselves and Lancashire County Council as to which areas we need to be co-operating in. Discussions are ongoing to provide clarity in this area. Chorley Local Strategic Partnership's Children and Young People's Thematic Group has identified three key work areas to be tackled over the next few years. The three work areas centre around;
 - Developing opportunities for young people through the Chorley Youth offer
 - Consulting and engaging with young people
 - Reducing teenage pregnancies.
10. The Children Act also places a statutory duty on the Council to engage with the local Safeguarding Children's Board. Arrangements for engagement have been agreed but more work needs to be done to embed the systems.
11. Every Child Matters is all about improving the life chances of all children and young people, reducing inequalities and helping them achieve what they want out of life. Five outcomes from the basis of the Every Child Matters programme:
 - Be healthy
 - Stay safe
 - Enjoy and achieve
 - Make a positive contribution
 - achieve economic well-being.

CHOOSING HEALTH

12. 'Choosing Health: Making Healthier Choices Easier' sets out how the Government will make it easier for people to make healthier choices by offering them practical help to adopt healthier lifestyles.
13. Choosing Health sets out steps to prevent unnecessary deaths and help people who want to be healthier. It is underpinned by three key principles:
 - Informed choice for all;
 - Personalisation of support to make healthy choices; and
 - Working in partnership to make health everyone's business.
14. Choosing Health highlights action over six key priorities for delivery based upon more people making more healthy choices:
 - tackling health inequalities;
 - reducing the numbers of people who smoke;
 - tackling obesity;
 - improving sexual health;
 - improving mental health and well-being; and
 - reducing harm and encouraging sensible drinking.
15. There is a clear expectation that local authorities are key in the delivery of Choosing Health. Not just in their own right, but through their role as community leaders.

IMPROVING THE QUALITY OF LIFE FOR OLDER PEOPLE

16. Similar to Every Child Matters, there is an expectation from Government that public sector agencies will work together better to improve the quality of life for older people. The department of Health's 'Our health, our care, our say: a new direction for community services' sets out the following priorities:
 - Tackling inequalities in health
 - Addressing social inclusion
 - Improving opportunities for older people to lead active and productive lives within their own communities
 - Older people taking responsibility for their own health and long-term economic security
 - Older people making decisions about their own health care and having better access to community based services which meet their individual needs
 - Improving employment prospects and access to learning
 - Ensuring older people have a clear voice and influence the planning and delivery of services and decisions which affect their lives and independence.
17. Members will recall commenting on the Lancashire Partnerships Strategy entitled 'Lancashire Older People Strategy – A Strategy for an Aging Population'. A final draft document has been produced by the Lancashire Partnership. It should be noted that this version of the document is not for consultation simply for information. The document can be accessed using the following web link:

<http://www.lancashire.gov.uk/corporate/consultation/past/index.asp>

18. The strategy has the following vision for older people:

‘Lancashire is a County where older people are empowered to live their lives in the way they choose and where their skills and expertise are valued.’

19. The outcomes listed in the strategy are that older people in Lancashire should be:

- Financially secure to maintain quality of life and well-being
- Accessing mainstream services
- Healthy and well
- Safe and supported
- Making a positive contribution.

TAKING THE ACTION PLANS FORWARD

20. As mentioned earlier in the report, the Action Plans are intended to assist the Council in prioritising requests for further investment and involvement in these areas. The Action Plans, as they stand, are a list of actions at a point in time. Due to the development of these work areas they will change with time and it is the intention to update them regularly throughout the year. Clearly, there has been some involvement of external partners in the production of the Action Plans. Once approved, the Action Plans will allow us to consult with our partners to ensure that the actions we are contributing to have the greatest impact for the resources we are allocating to these areas.
21. The Action Plans make it clear that progress will be monitored on a quarterly basis by the Executive Member for Health, Leisure and Well-Being and the Director of Leisure and Cultural Services. An annual monitoring and review report will be presented to Executive Cabinet.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

22. There are no specific human resource issues arising from the approval of the action plans. However, as the specific projects are delivered, any human resource issues will be reported, as appropriate.

COMMENTS OF THE DIRECTOR OF FINANCE

23. As with the Director of Human Resources' comments, there are no specific funding issues arising from the Action Plans. The intention is to improve the co-ordination of existing resources. There are some new initiatives but these have resources allocated. For example, developing work through the Local Strategic Partnership. As and when financial issues come to light members will receive reports on specific projects.

RECOMMENDATION(S)

24. Executive Cabinet asked to approve the three Action Plans for Every Child Matters, Choosing Health and Improving the Quality of Life for Older People, as attached in Appendices A – C.

REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)

25. The Action Plans attached to this report will allow the Council to better co-ordinate and prioritise its work in these three important areas.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

26. Not to produce the Action Plans. This would not have addressed the risk issues associated with not producing the Action Plans and could have resulted in us under performing in this area or not being able to prioritise resources effectively.

JAMIE CARSON
DIRECTOR OF LEISURE AND CULTURAL SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Jamie Carson	5815	12/03/2007	LCSREP/ACTION PLANS

This page is intentionally left blank



Chorley Council's Action Plan to contribute towards delivering the Every Child Matters Outcomes

March 2007



Foreword

Every Child Matters is a holistic approach to the well-being of all children and young people from birth to age 19. This anticipates that all organisations providing services to children will work together to protect children and young people from harm and help them achieve what they want from life.

Chorley Council has been proactive in developing positive opportunities for children and young people. In a recent Audit Commission review of partnership working around children and young people's services, the Council was highlighted as an example of good practice for placing children and young people at the heart of our strategic thinking.

We are committed to improving the life chances of children and young people and take our responsibilities arising from the Children Act 2004 very seriously. This Action Plan outlines the actions we will take over the next 3 years.



Councillor Peter Goldsworthy
Council Leader



Donna Hall
Chief Executive



Councillor Mark Perks
Executive Member
for Health, Leisure
And Well-Being



Jamie Carson
Director of Leisure
and Cultural
Services

Introduction

Chorley Council has traditionally provided services for children and young people and their families. Every Child Matters, along with other initiatives such as the development of Local Strategic Partnerships and Local Area Agreements, take our involvement in this area beyond our traditional role. This is a part of the Council's important community leadership role. As with any developing area of work, it is important that what is expected of the Council is understood both by the Council and its partners. The production of the Action Plan will assist us in prioritising requests for further investment in this area.

Every Child Matters and Every Youth Matters in Chorley

The Children Act 2004 placed a statutory duty on District Councils to co-operate with the principal children's services authority, in our case Lancashire County Council. It would be fair to say that there is no precise understanding between ourselves and Lancashire County Council as to which areas we need to be co-operating in. Chorley Local Strategic Partnership's Children and Young People's Thematic Group has identified three key work areas to be tackled over the next few years. These three work areas centre around:

- Developing opportunities for young people through the Chorley Youth offer
- Consulting and engaging with young people
- Reducing teenage pregnancies.

The Act also places a statutory duty on the Council to engage with the local Safeguarding Children's Board. Arrangements for engagement have been agreed but more work needs to be done to embed the systems.

Every Child Matters is all about improving the life chances of all children and young people, reducing inequalities and helping them achieve what they want out of life. Five outcomes from the basis of the Every Child Matters programme:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being.

Where are we now and how do we move forward?

As mentioned above, the Council, through the Local Strategic Partnership has agreed three priority work areas. The Council has been pro-active in responding to various consultations around Every Child Matters 'footprints', Lancashire's Children and Young People's Plan and Children's Trust Arrangements. We have also been active within the Local Area Agreement process – championing projects to address the problems of the young and old in society who are at greater risk – and, more recently, in developing improved Two Tier Working in the County. That said, we are at the beginning of a journey with Every Child Matters, there is a lot to do.

Positive activities for children and young people has been a key area of work for us in recent years. We have been successful in involving partners in this work. Parish Councils and neighbourhood groups are working with us to expand opportunities; we have projects to improve the well-being of young people with mental health problems in our leisure centres; and we work closely with the police to make sure the activities provided help reduce juvenile nuisance, for example. This will continue to be a flagship project for the Council.

The following pages outline the actions the Council will undertake to fulfil its statutory duties.

Action Plan

Action	Who is responsible for delivery	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
<p>Appoint an Every Child Matters Member and officer 'Champion'</p>	<p>The Council, at the Annual meeting will appoint the Member Champion and the Chief Executive will appoint the officer Champion</p>	<p>N/A</p>	<p>Appointments reviewed and made in May, each year.</p>	<p>Appointment of Member and officer Champions for Every Child Matters. Currently the Executive Member for Health, Leisure and Well-Being and the Director of Leisure and Cultural Services.</p>	<p>A Member and officer overseeing and driving the Every Child Matters Agenda.</p>
<p>Children and young people to be consulted and engaged in strategy, policy and service development.</p>	<p>Director of Policy and Performance to ensure this action features in the consultation strategy. Individual Directors to ensure this is actioned.</p>	<p>All Directorates and partners we work with on specific projects.</p>	<p>Ongoing, reviewed in Annual Report to Executive Cabinet.</p>	<p>Evidence of engagement with children and young people in the development of strategy, policy and the delivery of services.</p>	<p>Strategies, policies and services that are tailored to meet the needs of children and young people.</p>
<p>Develop children and young people's services through the Local Strategic Partnership.</p>	<p>Director of Leisure and Cultural Services</p>	<p>A range of partners principally Lancashire County Council and Central Lancashire Primary Care Trust</p>	<p>Ongoing, reviewed in the Annual Report to Executive Cabinet.</p>	<p>Based on the three priority projects there will be:</p> <ul style="list-style-type: none"> • Increase in activity levels • Reduction in teenage conceptions • Increased involvement/engagement with children and young people. 	<p>Based on the three priority projects there will be:</p> <ul style="list-style-type: none"> • Increased activity levels with resulting improvements in health and community safety. • Reduction in the number of teenage pregnancies. • Services that are focused on the needs of children and young people.

Action	Who is responsible for delivery	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
Contribute to the improvement of two tier working in Lancashire to improve the outcomes for children and young people in Chorley.	Chief Executive	Other Directors particularly Director of Policy and Performance	Ongoing, to be reviewed in the Annual Report to Executive Cabinet and specific reports on the budget.	Clarity on the way forward, action points, timescale and to take improved two tier working forward by 30 September 2007.	Improved partnership working with Lancashire County Council that results in enhanced access and services for local people.
Contribute to the delivery of Lancashire's Local Area Agreement and, specifically, targets relating to children and young people.	Co-ordinated by Director of Policy and Performance.	Directors involved in the delivery of individual targets.	Current Local Area Agreement finishes on 31 March 2009.	Targets are reviewed on a quarterly basis. The agreement is refreshed on an annual basis.	The delivery of the Local Area Agreement will result in improved outcomes for children and young people in Chorley. The delivery of the stretch targets will determine the financial reward received by Chorley Council.
Finalise and embed management arrangements for work regarding the Safeguarding Children Board	Director of Leisure and Cultural Services.	Director of Human Resources to prepare our Child Protection Policy. All Directorates and Lancashire Safeguard Children Board for implementation.	Ongoing to be reviewed in the Annual Report to Executive Cabinet.	Child Protection Policy approved by 30 September 2007. Arrangements around Safeguarding Children to be reviewed on an annual basis and reported to Executive Cabinet.	Chorley's children and young people will be safer as a result of the Council's involvement in the Safeguarding Children Board.

Action	Who is responsible for delivery	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
<p>Consider the implications of the introduction of Children's Trust Arrangements, pending the outcome of Lancashire County Council's deliberations, and to introduce them.</p>	<p>Direct or Leisure and Cultural Services</p>	<p>Various external partners, principally Lancashire County Council and Central Lancashire Primary Care Trust</p>	<p>Children's Trust Arrangements are to become operational on 1 April 2008</p>	<p>Finalise Chorley's input to Children's Trust Arrangements by 30 October 2007.</p>	<p>More effective and efficient use of resources spent by partner organisations to improve outcomes for children and young people.</p>
<p>Continue to develop positive activities for children and young people.</p>	<p>Director of Leisure and Cultural Services.</p>	<p>Various external partners, principally Lancashire County Council's Youth and Community Services and voluntary, community and faith sector groups.</p>	<p>Ongoing, to be reviewed in the Annual Report to Executive Cabinet.</p>	<p>Increase in number of children and young people taking part in Get Up and Go activities. Agree with Lancashire County Council, how to implement the Chorley Youth Offer by 31 December 2007. Increase in number of Parish Councils, Cultural Champions and Neighbourhood Groups who are developing positive activities.</p>	<p>More active children and young people with a resulting increase in health, well-being and community safety benefits for the individuals and the wider community.</p>

Action	Who is responsible for delivery	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
Continue to safeguard children and young people through effective licensing.	Director of Customer, Legal and Democratic Services.	Directors with responsibility for licensed premises and events.	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	The welfare of children and young people to be considered as part of all applications considered.	Licensed premises and events will safeguard children and young people.
Develop play opportunities by delivering the Borough's Play Strategy.	Director of Leisure and Cultural Services.	Director of Streetscene, Neighbourhoods and Environment and Chorley Play Partnership.	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	Outcome of £185,000 Big Lottery play bid known by 30 June 2007. Play Ranger, Development Officer and Coronation Rec lighting project to start by 31 March 2008, if Big Lottery bid is successful.	Children and young people will feel safer when playing in Chorley.
Contribute to the implementation of the LSP/LAA Teenage Pregnancy Project.	Director of Leisure and Cultural Services.	Chorley Local Strategic Partnership Children and Young People's Thematic Group.	Start 1 April 2007, if funding approved. Project complete by 31 March 2009.	Reduction in the number of teenage conceptions. Chorley's Local Area Agreement stretch target achieved.	Young people given better sexual health and contraceptive advice with a resulting reduction in teenage pregnancies in Chorley.
With partners, explore the potential to deliver a project that addresses the multi-dimensional problems that impact on vulnerable families facing the greatest risk of exclusion.	Deputy Chief Executive	Chorley Local Strategic Partnership's Public Sector Partnership Board.	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	Agreement on the way forward with this project.	Provide a multi-agency intervention to vulnerable families with a resulting positive impact, in terms of community safety, in the areas they live.

Action	Who is responsible for delivery	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
With partners, implement the multi-agency project to reduce the harmful effects of excessive alcohol consumption.	Deputy Chief Executive	Chorley Local Strategic Partnership's Public Sector Partnership Board, Individual directorates, as required.	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	To be determined.	A reduction in the harmful effects of excessive alcohol consumption.
Further develop joint working with Lancashire County Council, in advance of improved two tier working and Children's Trust arrangements being agreed.	Director of Leisure and Cultural Services.	Lancashire County Council	<ul style="list-style-type: none"> Children and Young People's Plan refresh by 30 June 2007. Joint Area Review, 31 May 2008. 	<ul style="list-style-type: none"> Input to the refresh of the County's Children and Young People's Plan. Input to Lancashire's Joint Area Review of partnership working around the Every Child Matters agenda. 	Improved joint working between the Council, Lancashire County Council and a range of partners, to improve outcomes for children and young people
Support the roll out and development of Children's Centres and extended schools/services	Director of Leisure and Cultural Services.	Lancashire County Council and the Local Strategic Partnership.	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	Full delivery of 4 new Children Centres by 30 September 2007. Remaining areas not covered by existing centres to be catered for by 2010. Number of schools providing extended services	Improved outcomes for children, young people and their families.

Action	Who is responsible for delivery	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
Increase opportunities for children and young people to volunteer.	Director of Leisure and Cultural Services.	Lancashire County Council, schools, voluntary, community and faith sector groups.	Ongoing, reviewed in Annual Report to Executive Cabinet.	Increase in the number of young people volunteering. Delivery of On the Ladder project. Increased membership of Chorley Youth Council.	Children and Young People will be more actively involved in community life.
Be an active participant in the County Every Child Matters Lead Officers Group.	Director of Leisure and Cultural Services.	Lancashire County Council and all other districts in Lancashire.	Ongoing, reviewed in Annual Report to Executive Cabinet.	Attendance at meetings of the Group.	More efficient use of officer time as joint areas of work are agreed, avoiding unnecessary duplication.
Effective scrutiny of work around the Every Child Matters agenda.	Director of Customer, Legal and Democratic Services, supporting the Overview and Scrutiny Committee.	Overview and Scrutiny Committee.	Ongoing, reviewed in Annual Report to Executive Cabinet.	Evidence of consideration of whether to look at this work area in the Overview and Scrutiny programme of work.	Effective overview and scrutiny of this work area.

Monitoring and Review

As mentioned earlier, the Action Plan is principally an internal Chorley Council document to document the scale of our involvement in the Every Child Matters agenda and to track the progress of actions we are committed to delivering. Some of the specific actions will be monitored and reviewed in other places, for example, through the Local Strategic Partnership and its thematic groups, and the Local Area Agreement. The Plan will be monitored on a quarterly basis by the Executive Member for Health, Leisure and Well-Being and Director of Leisure and Cultural Services. An annual monitoring and review report will be presented to Executive Cabinet.

The Action Plan, as it stands, is a list of actions at a point in time. Due to the development of these work areas they will change with time and it is the intention to update it regularly through the year. Clearly, there has been some involvement of external partners in the production of the Action Plan. Once approved, the Action Plan will allow us to consult with our partners to ensure that the actions we are contributing to have the greatest impact for the resources we are allocating to this area.

In addition, performance indicators will be included in the 2007/08 Business Improvement Planning process to track progress in this area. The indicators have been selected to reflect Corporate, Local Strategic Partnership and Local Area Agreement priorities. The performance indicators will cover:

- Teenage pregnancies
- Physical activity amongst children and young people
- Schools achieving 'Healthy Schools' accreditation.

Contacts

The Council's Member and Officer 'Champions' for Every Child Matters are:

Member 'Champion'

Councillor Mark Perks
Executive Member for Health,
Leisure and Well-Being
Town Hall
Chorley
PR7 1DP

mark.perks@chorley.gov.uk

Officer 'Champion'

Jamie Carson
Director of Leisure and Cultural Services
Civic Offices
Union Street
Chorley
PR7 1AL

(01257) 515815

jamie.carson@chorley.gov.uk

Chorley Council

Chorley Council's Action Plan to contribute towards delivering the Choosing Health Outcomes

March 2007



www.chorley.gov.uk



Foreword

Helping people make more healthy choices is at the core of mainstream activity by Government, the NHS and local authorities, including Chorley Council. Together we need to create an environment that touches and enthuses the lives of every individual and the community so that sustained improvement will happen. This will be achieved by delivering practical solutions that connect with real lives.

We are committed to improving the health of local people and take our responsibilities arising from Choosing Health very seriously. This Action Plan outlines the actions we will take over the next 3 years.



Councillor Peter Goldsworthy
Council Leader



Donna Hall
Chief Executive



Councillor Mark Perks
Executive Member
for Health, Leisure
And Well-Being



Jamie Carson
Director of Leisure
and Cultural
Services

Introduction

The majority of the Council's services contribute towards improving the health of local people; be it refuse collection, leisure facilities, providing green spaces and creating an environment within which businesses can prosper and employ people. All important factors which contribute towards the health of individuals. Choosing Health, along with other initiatives such as the development of the Local Strategic Partnership and Local Area Agreements, take our involvement in this area beyond our traditional role. This is a part of the Council's important community leadership role. As with any developing area of work, it is important that what is expected of the Council is understood, both by the Council and its partners. The production of the Action Plan will assist us in prioritising requests for further investment in this area.

Choosing Health in Chorley

The Government's White Paper 'Choosing Health: Making Healthier Choices Easier' sets out how the Government will make it easier for people to make healthier choices by offering them practical help to adopt healthier lifestyles.

Choosing Health sets out steps to prevent unnecessary deaths and help people who want to be healthier. It is underpinned by three key principles:

- Informed choice for all;
- Personalisation of support to make healthy choices; and
- Working in partnership to make health everyone's business.

Choosing Health highlights action over six key priorities for delivery based upon more people making more healthy choices:

- tackling health inequalities;
- reducing the numbers of people who smoke;
- tackling obesity;
- improving sexual health;
- improving mental health and well-being; and
- reducing harm and encourage sensible drinking.

There is a clear expectation that local authorities are key in the delivery of Choosing Health. Not just in their own right, but through their role as community leaders.

Where are we now and how do we move forward?

Through its work with the Local Strategic Partnership and the development of the Local Area Agreement, the Council has been proactive in moving the Choosing Health agenda forward. Over recent months, the reconfiguration of the Primary Care Trusts in Lancashire has resulted in a reduction in momentum. However, now that the top tiers of management are in place at Central Lancashire Primary Care Trust there is a renewed enthusiasm to take this work area forward.

The work to date in this areas has already made a difference. We are working with partners to increase physical activity; we are being proactive with local business to help them get ready for 1 July 2007 smoking ban; we are working collaboratively to organise events such as Disability Awareness Day; and tackle the issues caused by alcohol misuse. However, there is more we can do.

The following pages outline the actions the Council will undertake to drive Choosing Health forward.

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
<p>Appoint a Choosing Health Member and officer 'Champion'</p>	<p>The Council at the Annual Council meeting will appoint the Member Champion. The Chief Executive will appoint the officer Champion.</p>	<p>N/A</p>	<p>Appointments reviewed and made in May each year.</p>	<p>Appointment of Member and officer Champions for Choosing Health. Currently the Executive Member for Health, Leisure and Well Being and the Director of Leisure and Cultural Services.</p>	<p>A Member and officer overseeing and driving the Choosing Health agenda.</p>
<p>Health outcomes to be considered in strategy, policy and service development.</p>	<p>Director of Policy and Performance to ensure health outcomes feature in the Consultation Strategy. Individual directors to ensure this is actioned.</p>	<p>All directorates and partners we work with on specific projects.</p>	<p>Ongoing, reviewed in the annual report to Executive Cabinet.</p>	<p>Evidence of health outcomes being incorporated in the development of strategy, policy and the delivery of services.</p>	<p>Strategies, policies and services that are tailored to health outcomes and reducing health inequalities.</p>
<p>Develop health initiatives through the Local Strategic Partnership.</p>	<p>Director of Leisure and Cultural Services.</p>	<p>A range of partners, principally central Lancashire Primary Care Trust and Lancashire County Council</p>	<p>Ongoing, reviewed in the Annual Report to Executive Cabinet.</p>	<p>The thematic group dealing with health is yet to meet. However, projects tackling the problems caused by alcohol and teenage conceptions are being tackled in other parts of the Partnership</p>	<p>Based on the two projects identified, to date, there will be a reduction in the harm caused by excessive alcohol consumption and a reduction in the number of teenage pregnancies.</p>

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
<p>Contribute to the improvement of two tier working in Lancashire to improve the health outcomes of people in Chorley.</p>	<p>Chief Executive.</p>	<p>Other Directors, particularly Director of Policy and Performance.</p>	<p>Ongoing, to be reviewed in the Annual Report to Executive Cabinet and specific reports on the subject.</p>	<p>Clarity on the way forward, actions and timescale to take improved two tier working forward – by 30 September 2007.</p>	<p>Improved working with Lancashire County Council and Central Lancashire Primary Care Trust that leads to enhanced access and services which improve health outcomes for local people</p>
<p>Contribute to the delivery of Lancashire's Local Area Agreement and, specifically, targets relating to health in Chorley.</p>	<p>Co-ordinated by Director of Policy and Performance.</p>	<p>Directors are involved in the delivery of individual targets.</p>	<p>Current Local Area Agreement finishes on 31 March 2007.</p>	<p>Targets are reviewed on a quarterly basis. The agreement is refreshed on an annual basis.</p>	<p>The delivery of the Local Area Agreement will result in improved health outcomes for people in Chorley. The delivery of the stretch targets will determine the financial reward received by Chorley Council.</p>
<p>Contribute to the implementation of the LSP/LAA Teenage Pregnancy Project.</p>	<p>Director of Leisure and Cultural Services.</p>	<p>Chorley Local Strategic Partnership, Children and Young People's Thematic Group.</p>	<p>Start 1 April 2007, if funding approved. Project complete by 31 March 2009.</p>	<p>Reduction in the number of teenage conceptions. Chorley's Local Area Agreement stretch target achieved.</p>	<p>Young people given better sexual health and contraceptive advice with a resulting reduction in teenage pregnancies in Chorley.</p>

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
<p>With partners, explore the potential to deliver a project that addresses the multi-dimensional problems that impact on vulnerable families facing the greatest risk of exclusion.</p>	<p>Deputy Chief Executive</p>	<p>Chorley Local Strategic Partnership's, Public Sector Partnership Board.</p>	<p>Ongoing, to be reviewed in the Annual Report to Executive Cabinet.</p>	<p>Agreement on the way forward with this project.</p>	<p>Provide a multi-agency intervention to vulnerable families with a resulting positive impact, in terms of community safety, in the areas they live.</p>
<p>With partners, implement the multi agency project to reduce the harmful effects of excessive alcohol consumption.</p>	<p>Deputy Chief Executive</p>	<p>Chorley Local Strategic Partnership, Public Sector Partnership Board, individual directorates, as required.</p>	<p>Ongoing, to be reviewed in the Annual Report to Executive Cabinet.</p>	<p>To be determined.</p>	<p>A reduction in the harmful effects of excessive alcohol consumption.</p>
<p>Implement the Healthy Workplace awards.</p>	<p>Director of Streetscene, Neighbourhoods and Environment</p>	<p>Central Lancashire Primary Care Trust and Chorley Local Strategic Partnership.</p>	<p>Ongoing, to be reviewed in the Annual Report to the Executive Cabinet.</p>	<p>The number of businesses achieving the various levels of award.</p>	<p>Workplaces that promote health and well-being with a resulting positive impact on the health and well-being of local people.</p>

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
Encourage physical activity by all and particularly those with health risks, through the activity on referral scheme.	Director of Leisure and Cultural Services	Community Leisure Services and Central Lancashire Primary Care Trust. Various partners, including voluntary, community and faith sector.	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	Number of people using leisure facilities. Number of referrals from GPs to leisure facilities.	Increased physical activity levels with resulting health benefits.
Contribute to the local Tobacco Alliance.	Director of Streetscene, Neighbourhoods and Environment	Central Lancashire Primary Care Trust and Lancashire County Council.	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	Delivery of Local Area Agreement targets. Reduction in the number of smokers. Local implementation of smoking ban on 1 July 2007.	Reduction in the number of people smoking, with resulting health benefits.
Work in partnership to facilitate the development of new primary care health facilities in the Borough.	Director of Leisure and Cultural Services and Director of Development and Regeneration	Central Lancashire Primary Care Trust	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	Delivery of Friday Street Health Centre. Delivery of health facilities as part of the Buckshaw development.	Improved access to primary care health facilities.

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
Carry out inspections of local businesses to ensure they are complying with their statutory obligations.	Director of Streetscene, Neighbourhoods and Environment		Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	Number of local businesses inspected.	Businesses functioning in a manner that does not pose a risk to the health of the public.
Continue to develop positive activities for children and young people to contribute to tackling the childhood obesity issue.	Director of Leisure and Cultural Services.	Various external partners, principally Lancashire County Council's Youth and Community Services and voluntary, community and faith sector groups.	Ongoing, to be reviewed in the Annual Report to Executive Cabinet.	Increase in number of children and young people taking part in Get Up and Go activities. Agree with Lancashire County Council, how to implement the Chorley Youth Offer by 31 December 2007. Increase in number of Parish Councils, Cultural Champions and Neighbourhood Groups who are developing positive activities.	Increased activity levels amongst children and young people, with resulting reduction childhood obesity.

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
Effective scrutiny of work around the Choosing Health agenda.	Director of Customer, Legal and Democratic Services, supporting the Overview and Scrutiny Committee.	Overview and Scrutiny Committee.	Ongoing, reviewed in Annual Report to Executive Cabinet.	Evidence of consideration of whether to look at this work area in the Overview and Scrutiny programme of work.	Effective overview and scrutiny of this work area.

Monitoring and Review

As mentioned earlier, the Action Plan is principally an internal Chorley Council document to document the scale of our involvement in the Choosing Health agenda and to track the progress of actions we are committed to delivering. Some of the specific actions will be monitored and reviewed in other places, for example, through the Local Strategic Partnership and its thematic groups, the Local Area Agreement. The Plan will be monitored on a quarterly basis by the Executive Member for Health, Leisure and Well-Being and Director of Leisure and Cultural Services. An annual monitoring and review report will be presented to Executive Cabinet.

The Action Plan, as it stands, is a list of actions at the appoint in time. Due to the development of this work area, they will change with time and it is the intention to update it regularly throughout the year. Clearly, there has been some involvement of external partners in the production of the Action Plans. Once approved, the Action Plan will allow us to consult with our partners to ensure that the actions we are contributing to have the greatest impact for the resources we are allocating to these areas.

In addition, performance indicators will be included in the 2007/08 Business Improvement Planning process to track progress in this area. The indicators have been selected to reflect Corporate, Local Strategic Partnership, and Local Area Agreement priorities. The performance indicators will cover:

- Deaths from coronary heart disease
- Physical activity levels
- Smoking cessation.

Contacts

The Council's Member and officer 'champions' for Choosing Health are:

Member 'Champion'

Councillor Mark Perks
Executive Member for Health,
Leisure and Well-Being
Town Hall
Market Street
Chorley PR7 1DP

mark.perks@chorley.gov.uk

Officer 'Champion'

Jamie Carson
Director of Leisure and Cultural Services
Leisure and Well-Being
Union Street
Chorley
PR7 1DP

(01257) 515815

jamie.carson@chorley.gov.uk

Chorley Council

Chorley Council's Action Plan to Improve the Quality of Life for Older People

March 2007



Foreword

Chorley's total population is projected to increase by 11,900 between 2005 and 2020. Within the same time period the population aged 50+ will increase by 11,500. We also know that 13.9% of people over 65 years old are income deprived and that 38.9% of people aged 50+ have a limiting long term illness. We also know that 70% of older people feel that they will play an increasingly important role in society in the future.

This selection of statistics is intended to give you a flavour of the issues the Council and its partners, including older people, have to address.

We are committed to improving outcomes for older people and take our responsibilities seriously. This Action Plan outlines the actions we will take over the next three years.



Councillor Peter Goldsworthy
Council Leader



Donna Hall
Chief Executive



Councillor Mark Perks
Executive Member
for Health, Leisure
And Well-Being



Jamie Carson
Director of Leisure
and Cultural
Services

Introduction

Chorley Council has traditionally provided services for older people. As society ages with people increasingly living longer and the percentage of the population who are aged 50+ growing – it is crucial that a strategic perspective is taken to ensure older people's issues are catered for. These strategic issues, along with other initiatives such as the development of Local Strategic Partnerships and Local Area Agreements, take our involvement in this area beyond our traditional role. This is a part of the Council's important community leadership role. As with any developing area of work, it is important that what is expected of the Council is understood, both by the Council and its partners. The production of the Action Plan will assist us in prioritising requests for further investment in this area.

Improving the Quality of Life for Older People in Chorley

Similar to Every Child Matters, there is an expectation from Government that public sector agencies will work together better to improve the quality of life for older people. The Department of Health's 'Our health, our care, our say: a new direction for community services' sets out the following priorities:

- Tackling inequalities in health
- Addressing social inclusion
- Improving opportunities for older people to lead active and productive lives within their own communities
- Older people taking responsibility for their own health and long-term economic security
- Older people making decisions about their own health care and having better access to community based services which meet their individual needs
- Improving employment prospects and access to learning
- Ensuring older people have a clear voice and influence the planning and delivery of services and decisions which affect their lives and independence.

The strategy has the following vision for older people:

'Lancashire is a County where older people are empowered to live their lives in the way they choose and where their skills and expertise are valued.'

The outcomes listed in the strategy are that older people should be:

- Financially secure to maintain quality of life and well-being
- Accessing mainstream services
- Healthy and well
- Safe and supported
- Making a positive contribution.

Where are we now and how do we move forward?

The Council has been pro-active in this area over recent years. The Council has supported the development of Chorley Older People's Forum and continues to do so. The Council has actively engaged with the Lancashire Partnership on the production of their strategy for older people. Chorley Council championed a project through the Local Area Agreement that aimed to address the multi-faceted problems of older people who are at risk. The Council, in the past 12 months, has been a key partner in a bid to attract Government monies to pilot innovative partnership working to improve outcomes for older people. However, this is just the beginning of the journey. There is still much to do.

The following pages outline the actions the Council will undertake to move this area of work forward.

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
<p>Appoint a Member and officer 'Champion' for Older People's Issues</p>	<p>The Council, at the Annual Council meeting will appoint the Member Champion. The Chief Executive will appoint the officer Champion.</p>	<p>N/A</p>	<p>Appointments reviewed and made in May, each year.</p>	<p>Appointment of Member and Officer Champions for Older People's Issues. Currently the Executive Member for Health, Leisure and Well-Being and the Director of Leisure and Cultural Services.</p>	<p>A member and officer overseeing and driving the Older People's Issues agenda.</p>
<p>Older People's Issues to be considered in strategy, policy and service development.</p>	<p>Director of Policy and Performance to ensure older people's issues feature in the Consultation Strategy. Individual Directors to ensure this is actioned.</p>	<p>All directorates and partners we work with on specific projects.</p>	<p>Ongoing, reviewed in the annual report to Executive Cabinet.</p>	<p>Evidence of Older People's issues being incorporated in the development of strategy, policy and the delivery of services.</p>	<p>Strategies, policies and services that meet the needs of older people.</p>
<p>Develop initiatives that address older people's issues through the Local Strategic Partnership.</p>	<p>Director of Leisure and Cultural Services.</p>	<p>A range of partners, principally Lancashire County Council and Central Lancashire Primary Care Trust.</p>	<p>Ongoing, reviewed in the annual report to Executive Cabinet.</p>	<p>The thematic group dealing with older peoples issues has not met yet. Key projects to be agreed by 31 July 2007</p>	<p>To be determined when key projects are agreed.</p>

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
<p>Contribute to the improvement of two tier working in Lancashire to improve outcomes for older people in Chorley.</p>	<p>Chief Executive</p>	<p>Other Directors, particularly Director for Policy and Performance.</p>	<p>Ongoing, to be reviewed in the Annual Report to Executive Cabinet and specific reports on the subject.</p>	<p>Clarity on the way forward, actions and timescale to take improved two tier working forward – by 30 September 2007.</p>	<p>Improved working with Lancashire County Council that leads to enhanced access and services which improve outcomes for older people in Chorley.</p>
<p>Contribute to the delivery of Lancashire's Local Area Agreement and, specifically, targets relating to older people in Chorley.</p>	<p>Co-ordinated by director of Policy and Performance.</p>	<p>Directors are involved in the delivery of individual targets.</p>	<p>Current Local Area Agreement finishes on 31 March 2009.</p>	<p>Targets are reviewed on a quarterly basis. The agreement is refreshed on an annual basis.</p>	<p>The delivery of the Local Area Agreement will result in improved outcomes for older people in Chorley. The delivery of the stretch targets will determine the financial reward received by Chorley Council.</p>
<p>Continue to encourage physical activity amongst older people by, for example offering reduced admissions to leisure facilities.</p>	<p>Director of Leisure and Cultural Services.</p>	<p>Director of Streetscene, Neighbourhoods and Environment Chorley Local Strategic Partnership</p>	<p>Ongoing, to be reviewed in the Annual Report to Executive Cabinet and specific reports on the subject.</p>	<p>Number of older people using leisure facilities.</p>	<p>Increased physical activity amongst older people, with resulting health benefits.</p>

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
<p>With partners, consider the implications and benefits of establishing an Older People's Partnership Board for Chorley.</p>	<p>Director of Leisure and Cultural Services.</p>	<p>Lancashire County Council, Central Lancashire Primary Care Trust and Older People's groups.</p>	<p>Implications and benefits to be assessed by 30 September 2007. Decision on way forward by 31 December 2007.</p>	<p>Implications and benefits assessed. Decision reached.</p>	<p>A decision taken as to whether we should establish an Older People's Partnership Board for Chorley.</p>
<p>Continue to support the development of our Older People's Forum in Chorley.</p>	<p>Director of Leisure and Cultural Services.</p>	<p>Various external partners.</p>	<p>Ongoing, to be reviewed in the Annual Report to Executive Cabinet and specific reports on the subject.</p>	<p>Number of people involved in the Forum. Number of events held.</p>	<p>Ensuring that older people – collectively – have a voice and are engaged in decision making.</p>
<p>Continue to promote Concessionary Travel for people aged 60 and over.</p>	<p>Director of Finance</p>	<p>Lancashire County Council</p>	<p>Ongoing, to be reviewed in the Annual Report to Executive Cabinet and specific reports on the subject.</p>	<p>Number of older people using the Concessionary Travel scheme.</p>	<p>Increased accessibility to public transport for older people.</p>

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
Ensure the Council complies with the new Age Discrimination legislation.	Director of Human Resources	All Directorates	Ongoing, reviewed during periodic reports on Human Resource issues to Overview and Scrutiny and Executive Cabinet.	No failures to comply with the legislative requirements.	Full compliance with legislation.
Increase opportunities for older people to volunteer	Director of Leisure and Cultural Services.	Voluntary, community and faith sector partners.	Ongoing, reviewed during Annual Report to Executive Cabinet.	Percentage of older people actively volunteering.	Older people continuing to be active within their communities. Increased capacity within the voluntary, community and faith sector.
Promote the take of benefits amongst Chorley's Older People.	Director of Finance	Director of Customer, Legal and Democratic Services Lancashire County Welfare Rights and Citizens Advice Bureau.	Ongoing, reviewed during Annual Report to Executive Cabinet.	Number of older people claiming the correct benefit.	Increased economic well-being amongst older people.

Action	Who is responsible for delivery?	Who else is involved in delivery?	Start and end date	Key milestones and targets/success measures	What the outcome will be as a result of delivering the action
Effective scrutiny of work around the Choosing Health agenda.	Director of Customer, Legal and Democratic Services, supporting the Overview and Scrutiny Committee.	Overview and Scrutiny Committee.	Ongoing, reviewed in Annual Report to Executive Cabinet.	Evidence of consideration of whether to look at this work area in the Overview and Scrutiny programme of work.	Effective overview and scrutiny of this work area.

Monitoring and Review

As mentioned earlier, the Action Plan is principally an internal Chorley Council document to document the scale of our involvement in the Improving the Quality of Life for Older People agenda and to track the progress of actions we are committed to delivering. Some of the specific actions will be monitored and reviewed in other places, for example, through the Local Strategic Partnership and its thematic groups, and the Local Area Agreement. The Plan will be monitored on a quarterly basis by the Executive Member for Health, Leisure and Well-Being and Director of Leisure and Cultural Services. An annual monitoring and review report will be presented to Executive Cabinet.

The Action Plan, as it stands, is a list of actions at a point in time. Due to the development of this work area, they will change with time and it is the intention to update it regularly throughout the year. Clearly, there has been some involvement of external partners in the production of the Action Plans. Once approved, the Action Plan will allow us to consult with our partners to ensure that the actions we are contributing to have the greatest impact for the resources we are allocating to these areas.

In addition, performance indicators will be included in the 2007/08 Business Improvement Planning process to track progress in this area. The indicators have been selected to reflect Corporate, Local Strategic Partnership and Local Area Agreement priorities.

The performance indicators will cover:

- Physical activity amongst older people
- Older people volunteering
- Awards of attendance allowance, disability allowance, pension credit, housing benefit, council tax benefit and carers allowance for people aged over 65.

Contacts

The Council's Member and Officer 'Champions' for Older People's issues are:

Member 'Champion'

Councillor Mark Perks
Executive Member for Health,
Leisure and Well-Being
Town Hall
Market Street
Chorley PR7 1DP

mark.perks@chorley.gov.uk

Officer 'Champion'

Jamie Carson
Director of Leisure and Cultural Services
Civic Offices
Union Street
Chorley PR7 1AL

(01257) 515815

jamie.carson@chorley.gov.uk

This page is intentionally left blank

Report of	Meeting	Date
Director of Leisure and Cultural Services (Introduced by the Executive Member for Health, Leisure and Well-Being, Cllr Mark Perks)	Executive Cabinet	29/03/07

ASTLEY PARK PROJECT - UPDATE

PURPOSE OF REPORT

- The purpose of this report is to update Members on progress with the Astley Park Project and to agree the way forward with the Pets Corner element of the project.

CORPORATE PRIORITIES

- The project contributes to all of the Council's strategic objectives in some way. But, particularly the strategic objectives to improve equality of opportunity and life chances, improve access to public services and develop the character and feel of Chorley as a good place to live.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	4	Regulatory/Legal	
Financial	4	Operational	4
People		Other	

- The key risk areas associated with this project relate to reputation, financial and operational matters. As you will read, the project has been split into a number of discrete elements and risks are assessed and mitigated at each stage. Further in this report Members will note specific actions that are being undertaken to address these risk issues further.

BACKGROUND

- Following notification of the successful Heritage Lottery fund award in 2005, work began on site in February 2006. The Astley Park Project is a high profile project which has a valuable role to play in maintaining and enhancing the quality of life of local people. The regeneration of the park along with a proactive management regime has the potential to offer a hugely enhanced asset to the people of Chorley and visitors.
- The project has been implemented to a number of individual contracts and the purpose of this report is to update Members on the various aspects of these contracts and the overall project.

WOODLAND AND TREE CLEARANCE CONTRACT

7. This contract has been completed and all outstanding snagging issues have been resolved.

LAKE CONTRACT

8. The de-silting works have been completed and the dam wall made good. The grading of the silt and the restoration works are planned to be completed by May 2007, as programmed. Overflow works are now being carried out for the woodland water feature. Members who have visited the park recently will notice that the resurfacing of the road across the dam and the installation of the new railings is now complete, as part of the contingency works previously reported.

DEMOLITION CONTRACT

9. The demolition work has been completed along with the health and safety plan.
10. During the demolition work a stone void was revealed within the walled garden. The stone void has been examined by Derbyshire Caving Club and a report of the findings has been provided. The void has been identified as an underground cistern for holding water, possibly for run-off water for watering the gardens. The tank has stone sides with the top constructed of stone slabs. All appear to be in excellent condition. The voids were being maintained, the roof will be reinstated and a manhole incorporated for future access. The extent of the void is to be plotted onto the layout plan and adjustments made from the use of the space to allow for the manoeuvring of vehicles.

LANDSCAPE CONTRACT

11. The landscape tender came in over budget, however, after some amendments the contract figure has been reduced to a more manageable figure of £8,000 above initial budget. The project consultants are confident that further savings can be made within the project to balance this overspend. Alternatively, the £8,000 could be used from within the contingency budget built into the overall project. However, this is not the favoured option at present, so early in the project.
12. The landscape contract has been awarded to Barton Grange Landscapes and work has just started on site. There has been a delay in the start of the works, in part due to a wedding at Astley Hall and the contractors completing another project in the intervening period. The delay will not impact on the overall programme and works are still programmed to be completed within the previously agreed timescale.

BUILDING CONTRACT

13. The building work tenders returned at the end of the January and all tenders were in excess of the available budget. An initial tender report has been provided by the project Quantity Surveyor and in addition a value engineering exercise was undertaken to generate a list of proposed tender economies for the scheme. A list of approximate savings for consideration were also compiled. Further options are currently being considered and an updated tender report is expected in March.

PETS CORNER

14. Public consultation in relation to pets corner is now complete. The consultation included telephone survey conducted by external consultants Beacon Research and 6 hours of on-site surveys over a 3 day period. The results have been collated and are attached as an Appendix to this report. As Members will see, the results show significant support for the inclusion of a pets corner within the project. A decision on the way forward is essential in

order not to delay other elements of the project, for example, the landscape contract. The delay in reaching a decision on this element of the project has been an area of concern for the Heritage Lottery Fund monitors assigned to the project. Indeed, one of the Heritage Lottery Funding monitors has pointed out that further delays with this element of the project would result in us falling short of our contract with Heritage Lottery Fund and we could face the risk of payment claims being put on hold until the issue is resolved. In any capital scheme of this nature, it is important to maintain positive relationships with funding bodies but at the same time not compromise on matters that will have a material impact on the future success of the park.

15. Given the findings of the public consultation exercise, it is recommended that the pets corner element of the project be retained.

PLAY AREA AND KIOSK

16. New locations for the play areas have been approved in principle by Heritage Lottery Fund. Formal approval will be sought when a decision has been reached regarding pets corner. The reason for this is that pets corner will have an impact on the detailed design of the play area facilities. Once this has been done planning approval will then be sought.

LIGHTING

17. A planning application has recently been submitted for the lighting scheme and full details of the wall adjoining Astley Hall and the boiler house.

MANAGEMENT AND MAINTENANCE PLAN

18. Work has just started on the preparation of the management and maintenance plan for the project. Scott Wilson have teamed up with Community First Partnership consultants to assist us in this task. The production of such a plan is a condition of the Heritage Lottery Fund grant. Further details of the plan, and any areas requiring Member decisions, will be brought for approval in due course.

MANAGEMENT OF THE PROJECT

19. Since the last report, the Leader of the Council has transferred responsibility for the delivery of the project from the Development and Regeneration Directorate to the Leisure and Cultural Services Directorate. The Executive Member responsibility has transferred between the respective portfolio folders with the member lead now being taken by the Executive Member for Health, Leisure and Well-Being, Councillor Mark Perks.

PUBLICITY

20. In the coming weeks, it is planned to increase the amount of information and publicity for the project. Initiatives that are planned include regularly updated information boards at the three main entrances to the park; contractors positioning A boards close to their work areas for members of the public to read about what is going on and collect leaflets; and moving the project display from the space at the end of the coach-house into the Great Hall in Astley Hall.

FINANCIAL MONITORING

21. As mentioned previously, a review of the cost of the capital works is currently ongoing. In addition a wider review of the financial position of all of the capital and revenue implications of the project is underway. The detailed financial position will be reported to Members in due course.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

21. There are no Human Resource issues arising from this update report.

COMMENTS OF THE DIRECTOR OF FINANCE

22. The project is within budget.

RECOMMENDATION(S)

23. Members are asked to note progress with the project and approve the recommendation to proceed with the pets corner element of the project.

**REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)**

24. To monitor progress with the project and ensure that it is delivered to time and within budget.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

24. None.

JAMIE CARSON
DIRECTOR OF LEISURE AND CULTURAL SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Jamie Carson	5815	13 March 2007	LCSREP/94113LM



BEACON RESEARCH

Suite 3, The Resource Centre,
Bridge Street, Garstang,
Lancs. PR3 1YB.
Tel: 01995 606330
Fax: 01995 605336
Email: gurth@beaconresearch.fsnet.co.uk
VAT Reg No: 712347851

Chorley Borough Council

Astley Park Survey

Summary Report

Prepared for: Chorley Borough Council
Suzanne Cox

Date: February 6th 2007

1. Introduction / Methodology

The approved HLF funded Astley Park restoration project, in Chorley includes the provision of new play facilities for toddler and junior play, a new refreshment kiosk and a new pets' corner, all located near to the sports pavilion.

The new facilities will replace and upgrade the existing play area and the existing pets' corner.

The new pets' corner is to be created within a secure enclosure and will be designed in consultation with RSPCA. It is likely to include well-designed arks, hutches and structures, housing domesticated/farm animals such as guinea pigs, ducks, rabbits, hens and other birds.

Previous public consultation demonstrated support for the retention of a pets' corner in the park and the Council now wishes to establish whether or not this view remains unchanged.

Chorley Borough Council has therefore commissioned Beacon Research to undertake a telephone survey amongst a random sample of Borough residents.

A total of 400 interviews were conducted during the w/c January 22nd 2007 and the following document represents our summary report on the survey results.

2. Summary of Findings

The following summarises the responses to each of the three main questions.

Q1: Do you or do you not think the Council should replace pets' corner in Astley Park, as planned?

	%
Yes	79.0
No	5.6
DK	15.4

Almost 80% of all residents and 93.3% of those expressing an opinion said that the Council should replace the pets' corner in Astley Park, as planned. Only 5.6% of residents disagreed.

There was very little significant difference in response between different age and social groups.

Q2: Do you or do you not think the public would benefit from having a new pets' corner in Astley Park?

	%
Yes	84.6
No	6.4
DK	9.0

Almost 85% of all residents and 92.9% of those expressing an opinion think the public would benefit from having a new pets' corner in Astley Park. Only 6.4% of residents disagreed.

Younger residents were marginally more likely to hold this opinion.

Q3: Would you or would you not, personally, like to see a new pets' corner in Astley Park?

	%
Yes	74.6
No	13.1
DK	12.3

Almost 75% of all residents and 85.1% of those expressing an opinion would, personally, like to see a new pets' corner in Astley Park. In this case, 13.1% of residents disagreed.

Younger, female residents and those in the higher social groups were more likely to hold this opinion.

Q4: Further Comments

When asked, over 52% of residents were prepared to offer further comments on the proposal

	%
No / nothing / no reply	47.7
Good idea / nice for children	13.8
Good idea / much needed improvement	13.6
Need to take better care of animals / protect animals/control vandalism	14.6
Need better security	7.4
Previous pets corner was a disgrace / animals in poor condition / got really horrible	2.8
Too much dog dirt / litter in park	1.8
Other	20.0

Whilst, 27.4% commented that the improvements were a good idea, there was significant criticism of the previous pet’s corner, particularly the condition of the animals and the vandalism. These comments were particularly strong from older, female residents and should be noted.

There were no adverse comments about the relocation of pet’s corner.

CONCLUSIONS

There continues to be almost universal approval for this project amongst all groups of residents, although there are concerns that better care will need to be taken of the animals, with better security against vandalism.

Report of	Meeting	Date
Director of Leisure and Cultural Services (Introduced by the Executive Member for Health, Leisure and Well-Being, Councillor Mark Perks	Executive Cabinet	29/03/07

CORE FUNDING 2007/08 - AWARDS IN EXCESS OF £5,000

PURPOSE OF REPORT

- To consider Core Funding applications in excess of £5,000 for 2007/2008.

CORPORATE PRIORITIES

- The organisations supported with Core Funding directly support the Council's corporate priorities and the priorities set out in the Community Strategy for the Borough.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	✓	Regulatory/Legal	
Financial	✓	Operational	
People		Other	

- The risks relate to the loss of reputation and misappropriation of funds if the awards are seen to be made in an inappropriate way.

BACKGROUND

- Core Funding is revenue grant aid to organisations that provide non-profit making services in the Borough that further the Council's strategic objectives and the strategic themes in the Borough's Community Plan.
- A condition of grant aid to all organisations that receive Core Funding is that they agree and sign a Core Funding Agreement. The Agreement specifies the services to be provided, the beneficiaries, the times the service is to be provided, performance measures etc.

APPLICATION PROCESS

7. A letter and an application form were sent to previous recipients of Core Funding, plus those organisations that have enquired about Core Funding during the past 12 months. Details of the funding and the decision making process were included in the Council's Forward Plan.

POWERS

8. The Executive Member for Health, Leisure and Well-Being has delegated power to deal with awards of Core Funding of £5,000 or less. Core Funding awards, in excess of £5,000 need to be decided by the Executive Cabinet.

BUDGET

9. The total available Core Funding budget for 2007/08 is £137,280. The total value of requests amounts to £189,988 - £52,708 above budget.
10. If all of the recommendations to the Executive Cabinet and Executive Member for Health, Leisure and Well-Being are accepted, the value of the awards are within the available budget.

AWARDS FOR £5,000 OR LESS

11. Under his delegated powers the Executive Member for Health, Leisure and Well-Being will be recommended to approve the following Core Funding awards for 2007/2008:
- | | |
|--|--------|
| • Victim Support, Lancashire (Chorley Branch) | £2,280 |
| • Preston & Western Lancashire Racial Equality Council | £1,000 |
| • Chorley Women's Centre | £4,350 |
| • Chorley & South Ribble Council for Voluntary Service | £4,250 |
| • Help the Homeless (Chorley) | £650 |
| • Central Lancs Dial A Ride | £2,030 |
| • Chorley & South Ribble Homestart | £5,000 |
| • Lancashire Sport | £4,220 |
| • Preston and Lancashire Survivors | £400 |
12. The Executive Member will be recommended to refuse two applications - £5,000 from Cuerden Valley Park Trust and £350 from Chorley Pensioners Association. Both organisations are one of a number who provide greenspace and promote pensioners issues, respectively. To approve either application would set a precedent that the budget could not meet in future years.
13. Several of the awards to be approved by the Executive Member for Life and Leisure are subject to specific conditions.

Applications to be Approved by the Executive Cabinet.

14. **Chorley and South Ribble Shopmobility:** Shopmobility have requested £10,500 funding for 2007/08. This is a £350 increase on their funding in 2006/07 to cover inflationary increases. The applicant contributes towards making Chorley a thriving town centre, reducing pockets of inequality and improving access to public services.

Recommendation: A Core Funding grant of £10,150 be awarded.

15. **The Lifestyle Centre, Chorley:** Formerly Age Concern, Chorley have requested £2,385 funding for 2007/08. This is a £35 increase on their 2006/07 funding. They have also asked, as in previous years, for a contribution towards their accommodation costs, this is estimated to be £3,700 for 2007/08. The applicant contributes towards the Council's long term outcomes of improving the quality of life for the Borough's older people and healthier communities. Although they provide support and development services similar to other groups, the 'drop-in' social functions are different from other services and meet a specific demand.

Recommendation: A Core Funding grant of £2,385 be awarded plus £3,700 towards their accommodation costs, the latter via internal transfer.

16. **South Lancashire Arts Partnership (SLAP):** SLAP has requested £12,000 funding for 2007/08. This is a £5,205 increase on their grant for 2006/07. The request for additional funding is to support the additional work the Partnership has become involved in, for example, the Town Centre music cafe project. The Partnership covers Chorley, South Ribble and West Lancashire and has been formed to provide economies of scale that working across the three districts provides. This makes projects more attractive for Lottery funding. The applicant contributes towards positive activities for children and young people, increasing volunteering opportunities, getting people involved in their communities and developing the character of the Borough.

Recommendation: A Core Funding grant of £6,795 be awarded, subject to SLAP providing analysis of activity across Chorley, South Ribble and West Lancashire districts and funding from each district.

17. **Chorley & District Sports Forum:** The Forum have requested £8,000 funding for 2007/08. This is a £2,565 increase on their grant for 2006/07. £1,500 of their award is for the Talented Individuals grant scheme which the Forum administers on the Council's behalf. The increased request is based on current demand for their services. Since taking on the administration of the talented individuals grant scheme, awareness, and as a result applications, have risen. Any grant offer should be conditional upon the Forum continuing to operate robust methodology for appraising applications and a fixed budget for the year. The applicant argues that they contribute towards all of the Council's strategic objectives, and, specifically, positive activities for children and young people, reducing inequalities, involving people in their communities and improving health. Sport England are encouraging the formation of local Sport and Physical Activity Alliances as part of their single system for sport; there is funding in the region of £150,000 to be tapped into. There is potential duplication between a SPAA and Sports Forum.

Recommendation: A Core Funding grant of £5,435 be awarded; subject to the Forum agreeing an appropriate methodology for assessing talented individuals applications and a fixed budget for the year with the Director of Leisure and Cultural Services and meeting with the Executive Member for Health, Leisure and Well-Being and the Director of Leisure and Cultural Services to review the remit of the Forum giving the development of the Sport and Physical Activity Alliance.

18. **Chorley, South Ribble & Districts Citizens Advice Bureaux (CAB):** The CAB has requested £95,677 funding for 2007/08. This is an increase of £30,077 on their grant for 2006/07 of £64,632. In addition, the CAB have requested that the Council continue to meet their accommodation costs. This is estimated to be £17,250 during 2007/08. The additional costs represent the full cost of operating the service. They point out that the Council's funding allows them to attract other funding to the bureaux.

In recent years South Ribble Borough Council have reduced their funding of the Leyland bureaux, which resulted in a reduction in the service in Leyland. The CAB have assured me that this has not impacted on the Chorley bureaux as South Ribble residents have been referred back to Leyland; this will continue to be the practice.

The CAB currently offer, in Chorley, six drop-in sessions per week, which include drop-in and appointments, and six telephone sessions run in tandem with the drop-in sessions. The CAB, in their application, state that other services provided in the Borough such as home visits for people with disabilities, outreach services delivered at the point of access and specialist services are paid for by other funding sources, which the security of the Council's financial support allow them to access.

The applicant has provided significant evidence to show how they contribute towards all of the Council's strategic objectives, most notably reducing pockets of inequality.

The services provided by the CAB were reviewed during the year and were found to be very well used with high levels of satisfaction. The Council's financial support to the local CAB is above average for Lancashire districts, but is not at the top of the range. However, without a more detailed analysis of what is being delivered for the grant, financial comparisons alone should be treated with caution.

Recommendation: A Core Funding grant of £65,600 (to be paid in two six monthly payments, in advance) be awarded, plus £17,250 to cover accommodation costs; subject to CAB providing the same level of service during 2007/08 as they have in 2006/07, as a minimum, and maintaining the Community Legal Service Quality Mark.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

19. There are no Human Resource implications in this report.

COMMENTS OF THE DIRECTOR OF FINANCE

20. The grants, if approved, are within the agreed budget.

RECOMMENDATION(S)

21. That the recommendations in Sections 14 to 18 be approved, subject to the Director of Leisure and Cultural Services agreeing, and signing off, a Core Funding Agreement with each organisation.

REASONS FOR RECOMMENDATION(S)

22. To provide key local organisations with Core Funding for 2007/08 to enable them to continue with their work, which contributes towards the Council's strategic objectives.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

23. Not to award Core Funding grants in 2007/08.

JAMIE CARSON
DIRECTOR OF LEISURE AND CULTURAL SERVICES

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Jamie Carson	5815	27 February 2006	ADMINREP/REPORT

This page is intentionally left blank



Report of	Meeting	Date
Executive Director – Corporate & Customer and the Director of Finance (Introduced by the Executive Member for Resources, Councillor A Cullens)	Executive Cabinet	29 th March 2007

CAPITAL PROGRAMME MONITORING 2006/07

PURPOSE OF REPORT

- To update members on the progress of the 2006/07 Capital Programme, and to seek member support and approval for a number of recommendations from the Corporate Improvement Board.

CORPORATE PRIORITIES

- The schemes within the Capital Programme contribute to the achievement of each of the Council's corporate priorities.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy	✓	Information	
Reputation	✓	Regulatory/Legal	
Financial	✓	Operational	
People		Other	

- The Capital Programme sets out the Council's strategic investment plans and if these are not delivered it will not fully achieve its strategic objectives, running the risk of damaging the Council's reputation.
- The Capital Programme also carries a significant financial risk. This is in terms of ensuring value for money, maximising resources available, and managing the performance to ensure the least possible impact on the revenue account. Should changes be made to the work programme of grant-funded schemes, there is a risk that the grant awarding bodies will not provide grant funding for such changes.
- The estimated financing of the programme in 2006/07 takes into account capital receipts from the sales of assets that have not yet been received. Should they not be received by 31st March 2007 the level of external borrowing would probably be increased to make up the shortfall.



7. In addition, increased borrowing may be required should any project exceed the approved budgets. Overspending may be outside of the control of the project managers in some circumstances. In particular, the basis for settling compensation for the land assembly required for the Gillibrand Link Road may lead to a final payment that exceeds the Council's budget for the scheme. The financing of the budgeted sum has been amended to use a S106 commuted sum available for transport improvement purposes, but there is a risk that the final compensation total will exceed the sum available.

BACKGROUND

8. This report details the performance of the Capital Programme followed by recommendations from the Corporate Improvement Board.
9. On the 22nd February 2007 Executive Cabinet approved the 2006/07 capital programme budget of £13,767,340.

HOW ARE WE PERFORMING?

10. The Corporate Improvement Board is continuing to make good progress ensuring a more controlled and successful delivery of the programme.

Key Performance Indicators

11. High level monitoring of the Capital Programme is carried out through 4 Performance Indicators, which have been described in previous Executive Cabinet reports. Table 1 lists these and shows current performance against the targets.

Performance Indicator	Target 06/07	Jan 2007	Feb 2007	-/+
	%	%	%	%
1. The % of the Capital Programme budget actually spent.	90	73	77	+4
2. The % of projects using the toolkit.	70	66	66	-
3. The % of successful projects.	90	0	14	+14
4. The % of capital schemes intended to be completed during the year actually completed.	85	21	38	+17

Table 1 - Capital Programme 2006/07 - Key Performance Indicators

12. To achieve the target for the percentage of projects using the toolkit only two further capital schemes need to use it. To achieve this the projects not using the toolkit will be reviewed, and the two largest, and most high-risk projects suitable for using it will be targeted, and given the help and support they need to start using the toolkit.
13. In addition, a campaign to ensure all project managers responsible for capital projects complete the internal training on project management is currently underway.
14. This follows an internal audit of project management where one of the recommendations was that 'everyone who is either undertaking a project manager role or is a member of a project board should attend a project management training session run by the Project

Support Officer'. At the time of the audit at the end of 2006 it was found that out of 27 capital projects in category A, 13 of those were being managed by staff that had not attended the training. Training is now underway for these project managers.

15. The percentage of successful projects can only be measured on schemes that both use the toolkit, and that have been completed. As schemes are now starting to complete, project managers need to ensure they complete end project report, to review how well the project has performed, particularly assessing the critical success factors identified in the business case, which then feeds into this performance indicator.
16. Although the percentage of projects completed continues to be low, there are a number of schemes, which are near completion. All schemes are being closely monitored to ensure that projects will complete on time as intended, or to identify slippage as early as possible.

Capital Monitoring 2006/07

17. The latest Capital Programme forecast for 2006/07 shows a reduction in the programme of £1,442,770 to £12,324,570. Table 2 below summarises the changes.

Executive Cabinet Date	Details	£	Note
22/02/07	Approved Capital Programme	13,767,340	
	<u>Less</u>		
	Slippage to 2007/08	1,623,890	A
	<u>Plus</u>		
	Other change	<u>181,120</u>	B
29/03/07	Revised Capital Programme	12,324,570	

Table 2 - Capital Programme 2006/07 - Total Capital Spending

Note A: A scheme-by-scheme analysis of the capital sums slipping to/from 2007/08 is shown in appendix 1.

Note B: The other change of £181,120 represents an increase in the budget for capitalised restructuring to agree with the sum approved by CLG.

Capital Receipts Monitoring

18. Appendix 3 gives a high level summary of the capital receipts expected and achieved to date this year. As detailed in the risks above, the financing of the programme depends on these receipts being achieved.
19. Right to Buy (RTB) sales of Council dwellings to tenants are on target. The result of the stock transfer ballot does not seem to have had a significant impact on sales this year. Progress in achieving capital receipts other than RTB sales has been slow. One disposal is outstanding at present: the King Street premises. Should this sale not complete by 31st March there would be a shortfall of budgeted capital resources that would probably have to be met by incurring unbudgeted borrowing. It is now known that the sale of the former Friday Street depot will not complete during 2006/07. The financing of the programme has been amended to show the £400,000 shortfall in capital receipts being met by additional borrowing. There would be an increase in the Minimum Revenue provision by £16,000 in 2007/08 as a consequence, which was not anticipated in setting the revenue budget for that year.

20. In his report on the Capital Programme 2007/08 to 2009/10 to Executive Cabinet of 7th December 2007, the Director of Finance proposed that the Council develops a programme of disposal of surplus assets that earn a low rate of return in order to ensure the availability of capital resources to finance future capital investment.

PROGRAMME BOARD RECOMMENDATIONS

21. Set out below are a summary of reports received at the last meeting of the Corporate Improvement Board on the 1st March, and the Boards recommendations where appropriate.

Exception Reports

22. (A) Astley Park

The Astley Park scheme is the subject of a separate report on this agenda. In future there will be a regular separate report to Executive Cabinet, updating members on the progress of this project.

- (B) Town Centre Paving Project

There have been a number of issues with Phase 3 of the Town Centre Paving Project relating to drainage and the fit of the pattern to the alignment of the street. The cost of work for both Phases 3 and 4 is expected to be contained within the total budget available.

- (C) Music Café Project

The Director of Policy and Performance has reported that the £20,000 budget allocated for a music café at the interchange has been used by the South Lancashire Arts Partnership to deliver this project at another venue. A music studio and a juice bar have now been created at the community centre very close to the interchange. The café at the interchange is to be let as a retail unit.

Board Recommendation – to note the change of venue.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

23. There are no direct human resource implications of this report.

RECOMMENDATION(S)

24. That the revised Capital Programme for 2006/07 in the sum of £12,324,570 be approved.
25. That the following recommendations of the Capital and Efficiency Programme Board be approved:

Exception Reports

- a. To note the change of venue for the Music Café project.

REASONS FOR RECOMMENDATION(S)
(If the recommendations are accepted)

26. To revise the 2006/07 Capital Programme.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

27. None.

PAUL MORRIS
EXECUTIVE DIRECTOR – CORPORATE & CUSTOMER

GARY HALL
DIRECTOR OF FINANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Barbara Charnock	5457	06 March	CPB Cabinet Report Mar 07

Appendix 1

Capital Programme 2006/2007**Slippage – Report To Cabinet 29 March 2007**

	£
<u>Play and Recreational Facilities (S106 funded)</u> This budget has been earmarked as part of a bigger scheme for a potential neighbourhood park in the Eaves Green area. The £22,880 is made up of three individual sums, one of which we've now had for nearly seven years, and the other two for five years.	22,880
<u>Ulnes Walton Play Scheme (S106) funded</u> This sum has been awarded to the parish council but is being withheld until they secure additional funding. This is very recent S106 money	10,630
<u>Highway Improvements – Gillibrand Estate/Southlands</u> Contribution to an LCC scheme, which is funded by developer's contribution.	90,000
<u>Thin Client</u> The desktop refresh has been delayed as a result of the delay in the thin client evaluation. As the Council's desktop equipment must be replaced during the next financial year, appropriate funding must be made available. In order to achieve this, it is recommended that the capital funding allocation for the project is slipped from 2006/7 to 2007/8.	500,000
<u>Chorley Strategic Regional site</u> No further payments to be made until mid year 2007	576,530
<u>Brinscall FC Football Pitch Improvements</u> The original business case estimated that the pitches drainage work would be completed and ready for use during the 2006/07-football season however the project is currently behind schedule by 6 months. The delay in the project has been caused by a failure of the school to supply the supplementary information to the Football Foundation. This has been the result of a number of staff departures, and changes in the lead project officer at the school. As the match funder, rather than project applicant we have had little control over this issue. We have offered both practical advice and support, and issued letters stating that the school risks losing its offer of section 106 funding. This carrot and stick approach has resulted in the paperwork being completed, albeit at the absolute deadline. It is therefore recommended that the budget be slipped to 2007/2008.	4,000
<u>Various traffic calming/local road safety schemes</u> Contributions to LCC schemes <ul style="list-style-type: none"> • Brown St, Stump Lane Area Chorley £6,000 • Park Rd Area, Adlington £8,000 • Devonport Way Area, Chorley £4,000 	18,000
<u>Leisure Centre Capital Grant for Investment</u> Value of work to be completed in 2007/08. The budget profiling for this scheme was incorrect as the scheme was always intended to span two financial years.	450,000
<u>Vacant dwellings</u> Balance of budget taking into account virement of £10,000 to Cemetery Lodge repairs	21,660
<u>Town Centre Paving Project</u> Effect of combining Phase 3 and 4 of the project.	(69,810)
TOTAL	1,623,890

Capital Programme - 2006/07

Scheme

Strategy Group

Policy & Performance

Project Management Support Capitalisation
 External Funding Pot
 - Euxton Villa Football Club
 - Music Café Project
 - Brinscall FC Football Pitch Improvements
 Website Refresh
 Contribution to Pitch Drainage Bishop Rawsthorne School

Policy & Performance Total

Strategy Group Total

Corporate & Customer Challenge Group

Finance

Capitalised Restructuring Costs

Finance Total

ICT Services

IT Support (incl. salary capitalisation)
 PDG Scheme - Migration to OS Master Map
 Integration Software
 Telephony
 Thin Client Pilot/Full Integration

ICT Services Total

	2006/07 Current Estimate £	Slippage to/from 2007/08 £	Other Changes £	2006/07 Revised Estimate £	External Funding £	CBC Funding £
A	40,000			40,000		40,000
A	10,000			10,000		10,000
A	20,000			20,000		20,000
B	4,000	(4,000)		0		0
A	66,550			66,550		66,550
B	19,950			19,950	19,950	0
	160,500	(4,000)	0	156,500	19,950	136,550
	160,500	(4,000)	0	156,500	19,950	136,550
A	533,700		181,120	714,820		714,820
	533,700	0	181,120	714,820	0	714,820
A	30,000			30,000		30,000
A	29,260			29,260	29,260	0
A	20,250			20,250		20,250
B	15,000			15,000		15,000
B	500,000	(500,000)		0		0
	594,510	(500,000)	0	94,510	29,260	65,250

Capital Programme - 2006/07

Scheme

Property Services

- Town Hall Access/Improvements
- Bengal Street Depot Improvements
- Market Toilets (completion of 2005/06 scheme)
- Union Street Offices Accommodation Improvements
- Invest in Success - Gillibrand Scheme

Property Services Total

Corporate & Customer Challenge Group Total

Environment & Community Challenge Group

Development & Regeneration

- Astley Park Improvements - Construction
- Disabled Facilities Grants
- Housing Renewal
- Home Repair Grants
- Energy Grants
- Handyperson Scheme
- Eaves Green Link Road (S106 funded)
- Town Centre Paving Project
- Planning Delivery Grant-funded capital schemes
- eDevelopment and Building Control Project
- Development of S106 Database
- Regeneration Projects - Design Fees
- Chorley Strategic Regional Site
- Groundwork Projects
- Adlington Rail Station Improvements (S106 funded)

Development & Regeneration Total

	2006/07 Current Estimate £	Slippage to/from 2007/08 £	Other Changes £	2006/07 Revised Estimate £	External Funding £	CBC Funding £
A	148,800			148,800		148,800
A	10,000			10,000		10,000
A	1,200			1,200		1,200
A	50,000			50,000		50,000
B	757,300			757,300	757,300	0
	967,300	0	0	967,300	757,300	210,000
	2,095,510	(500,000)	181,120	1,776,630	786,560	990,070
A	434,020			434,020	309,620	124,400
A	300,000			300,000	180,000	120,000
A	145,000			145,000		145,000
A	125,000			125,000		125,000
A	10,000			10,000		10,000
A	4,519,650			4,519,650	4,519,650	0
A	20,000	69,810		89,810	69,810	20,000
A	212,160			212,160	159,090	53,070
A	6,000			6,000	6,000	0
A	103,220			103,220		103,220
A	1,369,570	(576,530)		793,040		793,040
B	15,000			15,000		15,000
B	7,500			7,500	7,500	0
	7,267,120	(506,720)	0	6,760,400	5,251,670	1,508,730

Capital Programme - 2006/07

Scheme

Housing Services

- Housing Investment Programme (Council Dwellings)
- Heating Systems
- Replacement Windows & Doors
- Community Safety - Lifeline Alarms
- Estate Improvements - Hillside Crescent
- Adaptations for Disabled
- Major Void Works
- Miscellaneous Renewal Works
- Fascias and Soffits
- Cotswold House CCTV
- Capitalised Salaries - to reallocate to schemes

Housing Services Total

Leisure & Cultural Services

- Leisure Centres Capital Investment
- Duxbury Park Golf Course capital investment
- YVP Extension Flood Alleviation

Leisure & Cultural Services Total

	2006/07 Current Estimate £	Slippage to/from 2007/08 £	Other Changes £	2006/07 Revised Estimate £	External Funding £	CBC Funding £
A	253,170			253,170	253,170	0
A	840,000			840,000	615,150	224,850
A	21,500			21,500	21,500	0
A	800			800	800	0
A	270,000			270,000	270,000	0
A	350,140			350,140	350,140	0
A	15,950			15,950	15,950	0
A	81,110			81,110	81,110	0
A	28,730			28,730		28,730
A	113,000			113,000		113,000
	1,974,400	0	0	1,974,400	1,607,820	366,580
A	1,529,790	(450,000)		1,079,790		1,079,790
A	92,920			92,920		92,920
B	2,500			2,500		2,500
	1,625,210	(450,000)	0	1,175,210	0	1,175,210

Capital Programme - 2006/07

Scheme

Streetscene, Neighbourhoods & Environment

- Extension to Chorley Cemetery (new burial area)
- Kerbside Recycling Schemes
- Litter/Dog Waste/On-street recycling bins
- Fleet Management System
- Tesco superstore cycle path (S106 funded)
- Traffic Calming
- Pedestrian improvements Southport Rd/St Thomas's Rd
- Various traffic calming/local road safety schemes
- Euxton Play Facilities (S106 funded) - Mile Stone Meadow
- Euxton Play Facilities (S106 funded) - Balshaw Lane
- Adlington Play Development (S106 funded)
- Capitalised Salaries re private sector housing
- CPO Unfit Dwellings
- Vacant Dwellings
- Chorley Cemetery Lodge Refurbishment
- Highway improvements - Gillibrand estate/Southlands
- Clayton Brook Village Green Development
- Harpers Lane Recreation Ground Imps (S106 funded)
- Ulines Walton Play/Leisure Schemes (S106 funded)
- Play & recreational Facilities (S106 funded)
- Planting Schemes IT System

	2006/07 Current Estimate £	Slippage to/from 2007/08 £	Other Changes £	2006/07 Revised Estimate £	External Funding £	CBC Funding £
A	4,620			4,620		4,620
A	125,400			125,400	2,770	122,630
A	40,170			40,170	40,170	0
A	3,970			3,970		3,970
A	13,920			13,920	13,920	0
A	30,000			30,000		30,000
B	18,000	(18,000)		0		0
A	50,780			50,780	50,780	0
A	1,100			1,100	1,100	0
A	25,000			25,000	25,000	0
A	2,000			2,000		2,000
A	87,500			87,500		87,500
B	31,660	(21,660)	(10,000)	0		0
B	0		10,000	10,000		10,000
B	100,000	(90,000)		10,000	10,000	0
B	43,470			43,470		43,470
B	30,000			30,000	30,000	0
B	10,630	(10,630)		0	0	0
B	22,880	(22,880)		0	0	0
B	3,500			3,500		3,500
	644,600	(163,170)	0	481,430	173,740	307,690
	11,511,330	(1,119,890)	0	10,391,440	7,033,230	3,358,210
	13,767,340	(1,623,890)	181,120	12,324,570	7,839,740	4,484,830

Streetscene, Neighbourhoods & Environment Total

Environment & Community Challenge Group Total

Capital Programme Total

Capital Programme - 2006/07

Scheme

Financing the Capital Programme

- Prudential Borrowing
- Unrestricted Capital Receipts
- Housing Investment Programme Restricted Capital Receipts
- Capital Receipt earmarked for Strategic Regional Site
- Revenue Budget - Specific Revenue Reserves or Budgets
- Revenue Savings
- Ext. Contributions - Developers
- Ext. Contributions - Lottery Bodies
- Government Grants - Planning Delivery Grant
- Government Grants - Disabled Facilities Grants
- Government Grants - Major Repairs Allowance
- Government Grants - DEFRA
- Government Grants - Housing Capital Grant

2006/07 Current Estimate £	Slippage to/from 2007/08 £	Other Changes £	2006/07 Revised Estimate £	External Funding £	CBC Funding £
1,023,950	(468,000)	654,090	1,210,040		1,210,040
1,982,870		(400,000)	1,582,870		1,582,870
800,240	(21,660)		778,580		778,580
1,369,570	(576,530)		793,040		793,040
124,300	(4,000)		120,300		120,300
519,900	(500,000)	(19,900)	0		0
5,558,710	(53,700)		5,505,010	5,505,010	
309,620			309,620	309,620	
247,420		(53,070)	194,350	194,350	
180,000			180,000	180,000	
1,457,820			1,457,820	1,457,820	
42,940			42,940	42,940	
150,000			150,000	150,000	
13,767,340	(1,623,890)	181,120	12,324,570	7,839,740	4,484,830

TOTAL CAPITAL FINANCING

Monitoring of Usable Capital Receipts 2006/07

	Unrestricted Receipts £	HIP Restricted Receipts £	Strategic Regional Site £	Total Usable Receipts £
Balance brought forward 1 April 2006	101,866	1,035,910	1,369,570	2,507,346
Received to date	1,108,737	390,000		1,498,737
Total Usable Receipts in hand	1,210,603	1,425,910	1,369,570	4,006,083
Required for capital financing	(1,582,870)	(778,580)	(793,040)	(3,154,490)
Sub total	(372,267)	647,330	576,530	851,593
Usable Receipts due in remainder of year	372,267	0	0	372,267
Estimated balance 31 March 2007	0	647,330	576,530	1,223,860

Note:

The 'HIP Restricted Receipts' are available for capital expenditure in respect of the housing function of the authority only. They are a proportion of RTB sales available under the transitional arrangements for the pooling of housing capital receipts, which apply from 2004/05 to 2006/07. Such restricted receipts can be carried forward for use in later years. The use of these restricted receipts has already been taken account of in the 2006/07 to 2008/09 capital programme.

Report of	Meeting	Date
Director Streetscene Neighbourhood and Environment (Introduced by the Executive Member for Community Safety)	Executive Cabinet	29 March 2007

SMOKEFREE IMPLEMENTATION

PURPOSE OF REPORT`

- To inform Members of the impact of the new Smokefree Legislation and seek approval to appoint a temporary officer to assist in enforcement action during the initial implementation phase.

CORPORATE PRIORITIES

- Place – Smokefree implementation will be a significant contributor to improving the local environment.
Performance – Smokefree implementation and enforcement is essential to ensuring Chorley Council is a performing organisation.

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	✓	Regulatory/Legal	✓
Financial		Operational	✓
People		Other	

- Reputation – failure to successfully implement smokefree legislation and to address internal issues with regard to smoking in the work place could have an adverse effect on our reputation as a performing organisation.

Regulatory/Legal – The smokefree legislation provides powers for the Council to take enforcement action, therefore properly and duly authorised officers are necessary to prevent enforcement action being undertaken ultra vires.

Operational – Failing to utilise the Department of Health funding for the implementation of this legislation will mean resources are stretched and overburdened in other areas of the Directorates work.

BACKGROUND

5. The health effects of direct smoking have been well documented and make a significant contribution to the number of deaths caused by heart, circulatory and lung disease. In recent years studies have shown that indirect or second hand smoke has very similar health effects to that of direct smoking and in particular affects workers who are exposed to lengthy periods of secondary smoke.
6. The Health Act 2006 introduced the legal framework to make enclosed workplaces and public spaces smoke free from the 1 July 2007. Several statutory instruments have been or are currently before Parliament to define the extent of the smoke free requirements and to fix the penalties for contraventions.

These are : The Smokefree (Premises and Enforcement) Regulations 2006
 The Smokefree (Exemptions and Vehicles) Regulations 2007
 The Smokefree (Signs) Regulations 2007
 The Smokefree (Penalties and Discounted Amounts) Regulations 2007
7. Similar legislation has been operational in Ireland since 2005 and introduced in Scotland in June 2006. Feedback from enforcement agencies indicates that provided the new legislation is effectively communicated to employers and public and that properly resourced enforcement is available then in general there has been compliance with the requirements.
8. A direct effect of the legislation will be the desire for significant numbers of people to give up smoking and it is essential that partnership work with other health professionals is supported to signpost potential 'quitters' to the smoking cessation services available as well as having trained officers within Chorley Council to provide 'brief interventions'.

ENFORCEMENT

9. In order to provide effective and legitimate enforcement of the new smoke free legislation the Council will need to include the Health Act 2006 within the delegated powers provisions of the Constitution. This will enable the Director of Streetscene Neighbourhood and Environment to authorise officers within the Directorate to undertake enforcement work. The legislation creates three new offences:
 - a) Failing to display the correct signs on a building which indicates it is a no smoking premises – this offence can be dealt with initially by way of a fixed penalty notice.
 - b) Smoking in a prohibited building or place – this offence can be dealt with by way of a fixed penalty notice.
 - c) Allowing smoking to take place in prohibited buildings or places under your control – there is no fixed penalty provision here and the offender would be subject to summary action in a Magistrates Court.
10. Members will be aware that similar legislation has been operating in Ireland and Scotland over the past 18 months and the experience in respect of enforcement there has been the need for dedicated officers to handle the volume of enquiries about the effect of the legislation and investigate complaints and allegations of offences. It is proposed to appoint a Smokefree Enforcement Officer to undertake enforcement work and to ensure that the buildings and places affected by the legislation are compliant.

COMMUNICATION

11. The effective communication of the new legislation and its implications are essential to ensure smokers, employers, employees and persons having control of affected buildings and premises are fully aware of their rights and responsibilities. This activity has already commenced in Chorley, with the use of local media and business newsletters. In addition we have organised and run a seminar and workshop on the new legislation for local business and working in partnership with the Central Lancashire Primary Care Trust have provided signposting to their 'Stop Smoking' services.

FUNDING

12. Central Government have provided funding for the implementation phase and first year of enforcement activity in recognition of the fact that there will be a hiatus of activity during this time and that existing resources would not be sufficient to manage this period. Chorley Borough Council have been allocated £42, 000 in 2007/8 and it is proposed that this funding is utilised to create a temporary post of Smokefree Enforcement Officer. This post will be assigned to the Councils Public Health Team where the existing work and contact with business will be augmented. Due to the nature of the enforcement work and the type of premises where enforcement is likely, it is anticipated that a significant amount of time will need to be resourced in the evenings and weekends. In addition the funding will be utilised to provide information and additional workshops for business to enable them to fully understand their responsibilities under the new legislation.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

8. The forthcoming legislation will affect the Council as a service provider, an enforcer and as an employer. Under the Health and Safety at Work Act 1974 an employer must 'provide and maintain a safe working environment, without risk to health'. By eliminating exposure to second hand smoke we are actively protecting the health and safety of staff, which will result in a healthier workforce. The Council's Smoking Policy is currently being reviewed in light of the new legislation.

In order that we can comply with the legislation additional resources will be required initially.

COMMENTS OF THE DIRECTOR OF FINANCE

9. The grant allocation of £42,000 is presently not factored into the Council's 2007/08 budget. However, the impact will be cost neutral to the Council as the grant will be spent on creating the additional post and ancillary costs of implementing enforcement.

RECOMMENDATIONS

13. It is recommended that the Council's Constitution be amended to include reference to the Health Act 2006 in order that the Director of Streetscene Neighbourhood and Environment has delegated powers under the Act and can appoint duly authorised officers to undertake enforcement activity.
14. It is recommended that approval be given to create a temporary post of Smokefree Enforcement Officer on salary scale SO1 effective up to 31 March 2008.

REASONS FOR RECOMMENDATIONS

15. To ensure that the Council is properly equipped and effectively resourced to deliver the implementation of the new smoke free legislation.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

16. None

JOHN LECHMERE
DIRECTOR OF STREETSCENE NEIGHBOURHOOD AND ENVIRONMENT

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Simon Clark	5732	12 March 2007	ADMINREP/REPORT



Report of	Meeting	Date
Director of Streetscene Neighbourhood and Environment (Introduced by the Executive Member for Streetscene Neighbourhood and Environment)	Executive Cabinet	29 March 2007

**CLEAN NEIGHBOURHOODS AND ENVIRONMENT ACT 2005
 THE DOG CONTROL ORDERS (PROCEDURES) REGULATIONS
 2006
 THE FOULING OF LAND BY DOGS ORDER (CHORLEY
 COUNCIL AREA) 2007**

PURPOSE OF REPORT`

1. To seek Member approval for the making of a Fouling of Land By Dogs Order, to replace the current Order which was made under The Dogs (Fouling of Land) Act 1996 and to set the payment level for fixed penalty notices issued under the new Order. In addition the necessary delegations and authorisations are sought to enable enforcement of the new proposed Order.

CORPORATE PRIORITIES

2. Place – the continuation of the control of dog fouling will contribute to an improved local environment

RISK ISSUES

3. The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation		Regulatory/Legal	✓
Financial		Operational	✓
People		Other	

4. The risks associated with not making this Order are that the existing Dog Control Order provisions will lapse in time preventing any enforcement of dog fouling legislation. This will remove an effective operational deterrent which currently contributes to the Councils environmental aspirations and credentials.



BACKGROUND

5. Members considered a report on 24 August 2006 detailing the adoption of powers created by the Clean Neighbourhoods and Environment Act 2005 relating to environmental crime issues such as littering, graffiti, vehicle sales and repair on roads and fly posting amongst others. The Government have now prescribed regulations to deal with dog fouling in order to replace The Dogs (Fouling of Land) Act 1996 which is repealed by the introduction of the Clean Neighbourhoods and Environment Act 2005. The new Order effectively replaces the existing Borough of Chorley Dogs (Fouling of Land) Order 1998, but must be introduced in accordance with the Dog Control Orders (Procedures) Regulations 2006.

CONSULTATION

6. It is a requirement of the above mention procedural regulations that prior to the making of the Order, a period of consultation has to take place following the advertising of the proposed Order in a local newspaper.
7. The proposed Order was advertised in the Chorley Guardian on 1 February 2007 inviting comments to be returned to the Director of Streetscene Neighbourhood and Environment within 28 days. At the close of the consultation period a total of 20 responses had been received. These are listed as Appendix A to the report and in general, support the making of the Order.

DELEGATIONS AND AUTHORISATIONS

8. The Clean Neighbourhood and Environment Act 2005 makes provision under section 59(2) for the power to serve fixed penalty notices for Dog Control Order offences and under section 61 the power for authorised officers to require persons suspected of committing an offence under a Dog Control Order to supply their name and address.

PENALTIES

9. The effect of the new Order will be to introduce flexibility for the Council to set the level of a fixed penalty notice payment for the offence of failing to clean up after your dog. It is proposed to set the level of payment to £75.00 with a discounted level of £50.00 if paid within 10 days of issue of the fixed penalty notice. The existing provision of taking summary action through a magistrates court remains and the fine upon conviction is set at level 3 (currently £1000.00).

EXTENT OF THE ORDER

10. It is proposed that the new Order will have the same effect and extent of the existing Order insofar as the designated areas to which the Order applies. In effect the new Order specifies the same descriptions of land where it will be an offence to fail to clean up after your dog. A copy of the proposed Order is at Appendix B.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

11. There are no direct Human Resources implications from the report.

COMMENTS OF THE DIRECTOR OF FINANCE

12. The Council has previously agreed the scale of charges and the expected income flows are already built into the Council's budget.

RECOMMENDATIONS

13. It is recommended that approval be given to the making of an Order titled The Fouling of Land By Dogs (Chorley Council Area) Order 2007.
Subject to Council approval it is proposed that the Order comes into effect on 1 May 2007.
14. It is recommended that the necessary delegated powers and authorisations be given to the Director of Streetscene Neighbourhood and Environment to allow the proper authorisation of officers to undertake enforcement work against persons suspected of committing offences under the terms of the Order and relevant sections of the Clean Neighbourhoods and Environment Act 2005 and that the Constitution be amended accordingly.
15. It is recommended that the default fixed penalty notice charge be set at £75.00 with an early payment charge of £50.00 within 10 days of receipt of the fixed penalty notice.

REASONS FOR RECOMMENDATIONS (If the recommendations are accepted)

16. To enable the continuation of dog waste control measures and ensure that officers are appropriately authorised.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

17. No alternatives were considered as this would not meet the Councils corporate priorities.

JOHN LECHMERE
DIRECTOR OF STREETSCENE NEIGHBOURHOOD AND ENVIRONMENT

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Simon Clark	5732	12 March 2007	ADMINREP/REPORT

Appendix A – Responses to Consultation
Appendix B – Draft Order

APPENDIX A**Clean Neighbourhood and Environment Act 2005****Dog Control Order****Parish Council****1 Anderton**

Response: The Parish Council support the general proposals and are interested in any joint initiatives to reduce fouling from their land. Emphasis for ample provision of bins throughout the Borough to deter “doggy bags” being left hanging in trees and hedges.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

2 Astley Village

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

3 Brindle

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

4 Croston Parish Council

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

5 Houghton Parish Council

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

6 Eccleston Parish Council

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

7 Eccleston Parish Councillor Rosina Monks

Cllr Monks supports the proposals generally but has identified Private land i.e front gardens, adjacent to a public pavement . Advice requested on how to dispose of mess on football fields.

Comments of the Director of SNED: contact will be made to provide the advice requested.

8 Euxton Parish Council

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of the Director of SNED: support accepted

9 Heapey Parish Council

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

10 Houghton Parish Council

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

11 Mawdesley Parish Council

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

They would welcome a greater number of bins to reduce dog bags being left in hedges etc.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

12 Ulnes Walton Parish Council

The Parish Council support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

13 British Waterways

British Waterways support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of ...**14 Contour Homes – Preston**

Contour Homes support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

15 Cuerden Valley Park Trust - Bamber Bridge

Cuerden Valley Park Trust support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land. They would like the rangers to be authorised to issue Fixed Penalty Notices.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility. We will look into the legal and operational implications of authorising employed by the Trust.

16 Lancashire CC, Engineering Services, Cuerden

Lay -by not mentioned, but feels that the description are so comprehensive to cover this.

Lancashire CC support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility. Noted that lay bys not specifically mention but will be included as part of highway and land referenced in the Schedule

17 Places for People Mr David Rigby

Places for people support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land. Press material requested.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

18 Morrisons, Brooke Street Chorley

Morrisons support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

19 Leisure Services Manager Chorley Council

Morrisons support generally the proposals and are interested in any joint initiatives to reduce dog fouling on their land.

Comments of Director of SNED: Dog waste bins will be provided on Council owned Land and on land which is privately owned, subject to a 50% contribution to the emptying costs by the Land owner, and providing the area needs the facility.

20 Mr A Staveley – Resident

General support for principle of dog waste control but concerned that provision of dog waste bins in rural areas, particularly Rvington area maybe counter productive.

Comments of Director of SNED: Support noted and will carry out an assessment of the likely effect of dog waste bins prior to installation.

APPENDIX B

The Clean Neighbourhoods and Environment Act 2005

The Dog Control Orders (Prescribed Offences and Penalties, etc.)
Regulations 2006 (S.I.2006 No. 1059)

The Fouling of Land by Dogs (Chorley Council Area) Order 2007

The Chorley Borough Council hereby makes the following Order:

1. This Order comes into force on 1 May 2007
2. This Order applies to the land specified in the Schedule.

Offence

3. (1) If a dog defecates at any time on land to which this Order applies and a person who is in charge of the dog at that time fails to remove the faeces from the land forthwith, that person shall be guilty of an offence unless -
 - (a) he has a reasonable excuse for failing to do so; or
 - (b) the owner, occupier or other person or authority having control of the land has consented (generally or specifically) to his failing to do so.
- (2) Nothing in this article applies to a person who -
 - (a) is registered as a blind person in a register compiled under section 29 of the National Assistance Act 1948; or
 - (b) has a disability which affects his mobility, manual dexterity, physical co-ordination or ability to lift, carry or otherwise move everyday objects, in respect of a dog trained by a prescribed charity and upon which he relies for assistance.
- (3) For the purposes of this article -
 - (a) a person who habitually has a dog in his possession shall be taken to be in charge of the dog at any time unless at that time some other person is in charge of the dog;
 - (b) placing the faeces in a receptacle on the land which is provided for the purpose, or for the disposal of waste, shall be a sufficient removal from the land;
 - (c) being unaware of the defecation (whether by reason of not being in the vicinity or otherwise), or not having a device for or other suitable means of removing the faeces shall not be a reasonable excuse for failing to remove the faeces;
 - (d) each of the following is a "prescribed charity" -
 - (i) Dogs for the Disabled (registered charity number 700454);

(ii) Support Dogs (registered charity number 1088281);

(iii) Canine Partners for Independence (registered charity number 803680).

Penalty

4. A person who is guilty of an offence under article 3 shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

[Date] *to be inserted*

[Attestation clause] *to be inserted*

SCHEDULE

Description of Land affected by the Order

1. Carriageways with a speed limit of 40 mph or less and adjoining footpaths and verges.
2. Adopted, publicly maintained footways, footway links and adjoining verges.
3. Privately maintained footpaths, footways, footway links, access ways, passages, back streets, roads, or carriageways and adjoining verges.
4. Land, which is a private footpath or bridleway and adjoining verges.
5. Land which is used as a car park, parking bay, vehicle turning, waiting or stopping space, cycle or motorcycle parking space and adjoining footpaths, footways and verges.
6. Parks and open space maintained by Chorley Council
7. Land provided or used for public enjoyment, recreation and sporting or educational purposes.
8. Land, which is used as a market or fair or for the sale of goods.
9. Land which is a nature reserve, site of biological heritage or County Park.
10. Lever Park, Rivington.
11. The Cuerden Valley Park, Clayton-le-Woods.
12. Yarrow Valley Park, Coppull/Chorley.
13. Land, which is wooded public open space.
14. Land adjacent to any inland waterway or enclosed body of water, which is a footpath, footway, towpath, boat mooring or launching site or adjoining verges.
15. Land, which is a site for the deposit by the public of materials to be recycled or a household waste disposal site and its adjoining footways, access-ways and car parking/waiting area.
16. Land used for the consumption of food or drink in connection with any trade, business or undertaking supplying food or drink.

17. Land which is any forecourt, terrace, yard or walkway providing access to or adjoining any building to which the public resort or have access to.
18. Land, which is any platform, forecourt, waiting area, walkway or shelter at any bus, or rail station, hackney carriage rank or designated hackney carriage waiting place.
19. Land, which is used as memorial, burial ground, cemetery, garden or remembrance and adjoining footpaths and verges.
20. All land which is open to the air and to which the public are entitled or permitted to have access (with or without payment) within the Borough of Chorley including but not limited to parks, public open spaces and highways in the area.

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank