

Report of	Meeting	Date
Deputy Chief Executive (Introduced by Executive Member (Resources))	Executive Cabinet  Overview and Scrutiny Performance Panel	Thursday, 10 November 2022  Thursday, 15 December 2022

## Quarter Two Performance Monitoring Report 2022/23

Is this report confidential?	No
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Is this decision key?	No
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### Purpose of the Report

1. This monitoring report sets out the performance against the delivery of the Corporate Strategy and key performance indicators during the second quarter of 2022/23, covering 1st July 2022 to 30th September 2022.

### Recommendations to Executive Cabinet

2. That the report be noted.

### Reasons for recommendations

3. To ensure the effective performance monitoring of the Corporate Strategy and safeguard its delivery across 2022/23.

### Other options considered and rejected

4. No other options have been considered or rejected. This is because the report does not present any items for decision.

### Executive summary

5. This report sets out the performance against the Corporate Strategy and key service delivery measures for the second quarter of 2022/23. Performance is assessed based on the delivery of the 2021 Corporate Strategy along with the key service delivery measures for individual services.
6. The overall performance of key projects is good with 11 (79%) rated as complete or green, two (14%) rated as amber, and one (7%) rated as red. Action plans for those projects rated amber and red are set out within this report.

7. Performance of the Corporate Strategy indicators and key service delivery measures continues to be closely monitored, with 75% of Corporate Strategy measures and 83% of key service delivery measures performing on or above target or within the 5% threshold.

### **Corporate priorities**

8. The report relates to the following corporate priorities:

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

### **Background to the report**

9. The Corporate Strategy is the key strategic document for the authority and includes performance indicators and projects that focus in delivering the Council's four priorities.
10. The Corporate Strategy was approved by the Council in November 2021 and identifies fourteen corporate projects. This includes projects with a focus on the delivery of large-scale ambitious schemes that will have a significant impact on local outcomes.
11. Key performance measures for each service have been set so that targets remain challenging and reflective of the Council's ambitions. These are reviewed annually as part of the service level business planning process.

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



## The long-term outcomes for this priority are:

- Residents who take pride in where they live and their achievements,
- Residents who are all able to take an active part in their local and wider community,
- Easy access to high quality public services, both face to face and online.

## ACHIEVING THE LONG-TERM OUTCOMES IN QUARTER TWO

12. Astley Hall provided a stunning backdrop to the incredible three-day Chorley Flower Show event, following its extensive two-year restoration preserving the Grade II listed building for future generations. As of quarter two, there have been 4,694 tickets sold, generating over £10k in revenue that will secure the building's long-term future and financial sustainability. The project to launch Astley Hall and visitor attraction has now been successfully completed with the next phases to focus on further improvement to other areas of the complex.
13. To support the aim of making it easier for everyone to access services online, two local training providers have commenced delivery of digital skills sessions across the borough. Age UK and UDevelop have supported 43 people with essential computer skills, such as filling out online forms, registering for housing, online shopping, and registering on the My GP app. The sessions provided by UDevelop will be advertised through local community networks, internal customer facing teams, as well as through social media with weekly sessions planned at both Chorley and Eccleston libraries during October. Investment of £7,500 has also been made with Age UK for the procurement of tablets and pre-loaded sim cards. These will be distributed to our most vulnerable residents through referrals, ensuring that those groups who are traditionally digitally excluded can access essential online services and support.
14. Tree planting in the borough is on schedule with another opportunity for residents to get involved in helping biodiversity through a tree giveaway in November. So far, the tree giveaways have helped to plant more than 60,000 trees over the last 2 years, towards the target of 116,000 by 2025. Residents are being invited to sign up now to receive a free tree for collection on the day of the event, which will see the distribution of native trees and hedgerows. The outcomes from the Climate Change Public Consultation and a Climate Change Handbook will be published in quarter three. The handbook will provide tips and guidance for individuals and households to support climate change objectives along with information on waste and recycling, energy saving tips tailored to different rooms in a typical house, as well as guidance on travelling sustainably.

## Performance of key projects



15. There are three key projects included in the 2021 Corporate Strategy under this priority and at the end of quarter two, overall performance is good.
16. One project has been classified as completed indicating that it has delivered milestones planned for this year:
  - Launch Astley Hall attraction and visitor experience.
17. Two projects are rated as green, meaning they are progressing according to timescales and plan:
  - Deliver actions to increase digital skills across the borough.
  - Lead activity to address climate change including tree planting.

### Performance of corporate strategy measures



18. At the end of quarter two, it is possible to report on two of the seven corporate performance indicators under this priority.
19. One indicator is performing on or better than target:
  - The number of claimants as a proportion of resident population of the area aged 16-64.
20. One indicator is performing below target and outside the 5% threshold:

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/23	Symbol	Trend
Number of people who have successfully completed basic digital skills training	Bigger is better	150	122	73	▲	<b>Worse than Q2 2021/22</b>
<b>Reason below target:</b>	Following the roll out of digital inclusion support with appointed partners (UDevelop and Age UK Lancashire), the uptake is increasing but is still lower than anticipated.					
<b>Action required:</b>	Advertising of these schemes have now begun through local community networks, internal customer facing teams, and area representatives such as elected members and parish councillors. The sessions provided by UDevelop, which will help residents to learn how to create documents, register for housing, do online shopping and register on the My GP app, are planned at both Chorley and Ecclestone libraries during October, with further events due to be agreed and advertised.					
<b>Trend:</b>	The indicator has consistently seen an upward trend following disruption caused by the Covid-19 pandemic. The indicator has improved from the 30 reported in quarter one 2022/23 to 73 in quarter two 2022/23.					

## Clean, safe, and healthy homes and communities



### ACHIEVING THE LONG-TERM OUTCOMES IN QUARTER TWO

#### The long-term outcomes for this priority are:

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

21. As part of the project to work with partners and residents to improve local play and community facilities across the borough, several improvement schemes have been completed. This includes Carr Brook Natural Flood Management Scheme, which created a wetland basin and wildflower meadow as well as planting additional trees to increase the woodland cover and installing new surfaced paths. The Astley lighting scheme has also been completed, which has been designed around the needs of residents and wildlife to provide a lit route to make the park usable in the winter evenings for events and safety. Improvement works have been completed at Cripplegate Lane Pond, enhancing biodiversity and creating a new wetland habitat, hedgerow, wildflower meadow and a community orchard, as well as installing a notice board and seating. The Wigan Lane Playing Pitch scheme has created a well-drained, level playing field for use both for football and archery, whilst improvement works to Riverside Crescent in Croston has enhanced the open space with the planting of an avenue of semi mature trees and hedgerow. Together, all of these improvements delivered through the project promote clean, safe and healthy communities in both rural and urban locations and ensure residents can access high quality park, play areas and open spaces.
22. Access to affordable and safe housing remains a key priority. Over the last quarter, the council has been focused on continuing to stimulate an increase in additional housing units to support vulnerable members of the community. Seven properties have so far been sourced to support the housing of refugees. Three are ready for occupation with a family identified for one of them, and the remaining four are either undergoing preparation or subject to discussions with providers. Progress against the Registered Provider framework and its effectiveness will continue to be monitored over the coming months to ensure those in need of social housing can easily access high quality properties through the central Select Move system.
23. The show apartment for Tatton Gardens was open for four weeks between August and September and attracted 75 viewings by potential residents. This has in turn helped to generate 78 applications for the 62 apartments within the development. Externally, the areas surrounding the development are progressing well with kerb edgings and paving being installed, and the recreation ground landscaping continuing to take shape with planting now taking place. When completed, the development will provide fantastic on-site amenities such as a courtyard garden, GP surgery, pharmacy, community café, new community centre, hair salon, mobility scooter hire and much more. This will allow residents to live as independently as they like and integrate into the local community.



## Performance of key projects



24. There are three key projects included in the 2021 Corporate Strategy under this priority.
25. One project is rated as green, meaning it is progressing according to timescales and plan:
- Work with partners and residents to improve local play and community facilities across the borough.
26. One project is rated as amber, which is an early warning sign of delays within the project's delivery:
- Deliver affordable housing within the borough.

Project title:		Project status:
Deliver affordable housing within the borough		Amber
<b>Explanation:</b>	<p>Reported in previous quarters, the council is in discussions with a local developer to acquire up to 24 properties as part of a bulk purchase. The negotiations were set to conclude, however due to delays on the side of the provider as a result of staff changes, this has set back the original intended deadlines.</p> <p>The delays on the development of Tatton Gardens, has also contributed to the supply of available affordable housing units. Further information on this delay is available in the proceeding action plan under the corporate project to open the Tatton Gardens Extra Care development and community facilities.</p>	
<b>Action required:</b>	<p>In the next quarter, the negotiations for the bulk purchase are expected to conclude, and a formal commercial agreement will be established. The purchase is still subject to budget approval, and the proposed costings and budget is scheduled to be presented to Council in September 2022.</p> <p>A forward look on wider developments across the borough forecasts that there are 538 affordable houses to be delivered over the next two years, of which 111 are expected to be brought forward for development over 2022/23. This estimate is based on the schemes approved through planning applications.</p>	

27. One project is rated as red and is considered off track for delivery:
- Open the Tatton Gardens Extra Care development and community facilities.

<b>Project title:</b>		<b>Project status:</b>
Open the Tatton Gardens Extra Care development and community facilities		<b>Red</b>
<b>Explanation:</b>	<p>Due to ongoing delays and increasing costs the project has been rated off track with a 'red' status.</p> <p>Delays to the overall timescales of the project have been impacted over the course of the project due to an earlier delay at the site and most recently due to the delays of programming power to the site as a result of the testing and commissioning programme.</p> <p>Some significant progress has been made over the last quarter in particular with progressing the internal elements and some exterior landscaping works, and the show apartment opened for viewings.</p>	
<b>Action required:</b>	<p>To address the delays a revised programme of works has been approved and the project is now scheduled for completion in February 2023.</p> <p>Countdown to completion meetings have also commenced to ensure all activities and crucial information is picked up and in hand well in advance of the completion date.</p>	

### Performance of corporate strategy measures



28. At the end of quarter two, it is possible to report on five of the nine corporate performance indicators under this priority.
29. Four indicators are performing on or better than target:
- The number of visits to Council's leisure centres,
  - Number of volunteer community groups supported to improve by the Council,
  - Number of long-term empty properties within the borough,
  - Percentage of household waste sent for reuse, recycling or composting,
30. One indicator is performing below target and outside the 5% threshold:

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/23	Symbol	Trend
Number of affordable homes delivered	Bigger is better	50	11	10	▲	<b>Worse than Q2 2021/22</b>
<b>Reason below target:</b>	As previously reported, the period of operation for the local plan is close to its expiration. Under the plan there are few allocated housing sites remaining for development for new affordable homes, therefore, reducing the number of affordable homes being delivered.					

<p><b>Action required:</b></p>	<p>The Central Lancashire local plan will propose housing land supply for the next 15 years and beyond and will also continue to secure on-site delivery on affordable housing as developer contributions.</p> <p>As part of the 2021 Corporate Strategy, the project to deliver more affordable housing in the borough will address some supply and the shortfall in provision, which will involve two elements. Firstly, working with registered providers to increase the number of social housing available through choice-based lettings and strengthening pathways to affordable homes. Secondly, in the short/medium term, the council are in the process of seeking additional housing stock as a registered provider. Currently, there are a number of properties identified which may be suitable for purchase from developers, however this is subject to negotiations and meeting the required housing needs.</p>
<p><b>Trend:</b></p>	<p>Performance remains consistent with that reported at the end of quarter two 2021/22.</p>

## A strong local economy



### The long-term outcomes for this priority are:

- A vibrant town centre and villages,
- A strong and expanding business sector across the whole of the borough,
- Access to high quality employment and education opportunities across the borough.

### ACHIEVING THE LONG-TERM OUTCOMES IN QUARTER TWO

31. In quarter Two, the Economic Development Strategy was finalised and approved by Council and an action plan to deliver the priorities has been developed. The Economic Strategy aims to set out a clear ambition and vision for Chorley, considering the local, regional and national context. Four priorities are identified: space for business, jobs and skills, employability and business support. Each priority is accompanied by a number of objectives and supporting actions set out in the strategy, along with a summary of delivery options such as business support, employability services and investment. Success measures have been identified to monitor the effectiveness of the strategy and help to provide a strong local economy within Chorley.
32. During the last quarter we have continued to deliver business support workshops and webinars to respond to the needs of businesses post Covid, with a total of 226 business engagements and 94 businesses referred for further support. To further build a dialogue with local businesses, two more round table sessions have been held with high profile business representatives from 19 companies. The sessions aimed to understand the challenges facing the construction sector and the cost of doing business in the current environment, as well as providing direct access to support and advice from the Business Engagement Team.
33. There have been further works to the Covered Market as part of the project to deliver town centre improvements and provide a vibrant town centre. During quarter two, 1498@The Markets seating area was completed and opened ahead of Chorley Live, with all the cabin upgrades completed, the communal seating, and heating and lighting installed, and work will now start on letting the newly created food and beverage cabins. In other areas, works continued to install height barriers at ten car parks in and around the town centre, which will complete in October and improve safety and prevent misuse. Consultation on the proposed designs for the redevelopment of Queens Road car park took place to provide local people the opportunity to provide their feedback and shape the plans, and a program of works for delivery is now being developed.
34. The project to deliver Strawberry Meadows employment site has continued in quarter two. Blocks A-F are now more or less complete aside from snagging, testing and commissioning works which are underway. Practical completion is now set to take place at the beginning of quarter three including the transfer of all final plans, manuals and building information to the councils project teams and asset management team. The Strawberry Meadows employment site will provide a mixture of light industrial units, hybrid units containing workshop and office space, and larger units capable of being expanded, helping to provide a strong and expanding business sector across the borough. Marketing and interest in the facility is extremely positive with offers accepted from prospective tenants and a small number of units remaining available.

## Performance of key projects



35. There are four key projects included in the 2021 Corporate Strategy under this priority and at the end of quarter two, overall performance is good.
36. One project has been classified as completed, indicating that it has delivered its milestones:
- Refresh the Economic Development Strategy.
37. Two projects are rated as green, meaning they are progressing according to timescales and plan:
- Complete the town centre projects including market renovations,
  - Provide support for enterprise across the borough post Covid.
38. One project is rated as amber, which is an early warning sign of delays within the project's delivery:
- Deliver Strawberry Meadows employment site.

Project title:		Project status:
Deliver Strawberry Meadows employment site		Amber
<b>Explanation:</b>	<p>The programme is nearing completion, however has faced a number of delays which has impacted on achieving the contractual completion date. Practical completion/handover is set to take place on 6th October 2022.</p> <p>The main reasons for the delays have been as a result of unidentified water main diversionary works, delays faced with statutory service connections, legal agreements and general contractor delays due to resourcing/labour shortages.</p>	
<b>Action required:</b>	<p>Practical completion is set to take place on the 6th October including the transfer of all final plans, manuals and building information to the council's project teams and asset management team.</p>	

## Performance of corporate strategy measures



39. At the end of quarter two, it is possible to report on two of the seven corporate performance indicators under this priority.
40. One indicator is performing on or better than target:
- The number of projected jobs created through Chorley Council support or intervention
41. One indicator is performing worse than target and outside the 5% threshold:

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/23	Symbol	Trend
Overall employment rate	Bigger is better	80%	74.7%	75.1%	▲	Better than Q2 2021/22
<b>Reason below target:</b>	The employment rate is below the target of 80% set locally, however it remains above the regional average (73.3%) and is in line with the national average (75.5%). The rate has seen a steady increase over the past twelve months.					
<b>Action required:</b>	<p>The council will continue to monitor the national and local trend. Work with be undertaken with local support agencies and stakeholders to ensure businesses receive the best available recovery and growth support. New plans will be developed under UKSPF to help to safeguard and create jobs where possible.</p> <p>Support measures continue to be undertaken as a result of the impact of the Covid pandemic upon employment including Job Matching in partnership with Job Centre Plus and facilitating referrals to providers of the Kickstart scheme, which supports unemployed 16 to 24 year olds into work.</p>					
<b>Trend:</b>	The overall employment rate is steadily improving, performance is better than the 74.7% previously reported in quarter two 2021/22, as well as the 74.1% reported in 2020/21.					

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



### The long-term outcomes for this priority are:

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

### ACHIEVING THE LONG-TERM OUTCOMES IN QUARTER TWO

42. The council has an ambitious transformation programme which includes delivering an even better customer experience. The new telephony system is due to be implemented in quarter three and will provide better routing functionality to move customers more quickly through to officers who can provide specialist support. The draft Customer Access Charter is now complete and will be presented to Cabinet in October 2022 for final sign off, which takes into account best practice from other local authorities and the private sector, reflecting the shift in customer expectations and behaviour as a result of the Covid pandemic, and the efficiencies of automated and digitised services. Following approval, duty officers will be available for all front facing services and corporate training will be delivered to embed the new culture across all teams.
43. Application of technologies to tackle grot spots is one of the ways the council is taking forward its priorities on cleaner and greener streets and neighbourhoods. Within the town centre and Astley Park, ten dual waste bins have been installed that accommodate both mixed and recyclable waste, with the collections now being monitored for contamination. Wildlife corridors have been managed through the quarter, removing large weeds where appropriate and cutting them back if impacting on sight lines. During the next quarter, planting of wildflower bulbs in agreed locations will take place. To address weed growth, hand applicators have been deployed to increase the levels of weed treatment using Nomix Dual and Duplex herbicides that contain lower levels of glyphosate and kinder to the wider environment. This contributes towards the council's objectives for addressing climate change and supports communities to take part in sustainable practises and recycling whilst out in the town centre.
44. The Chorley and South Ribble partnership has moved forward with health partners arrangements for developing a place based intelligence dashboard. Progress has been focused on developing the data governance and work will now concentrate on designing a single interactive and visual dashboard with area profiles and maps to be demonstrated at the next partnership meeting. Planning is underway for the annual Chorley and South Ribble Partnership Summit which will take place in early November and focus on the cost of living crisis. The Summit will bring together key strategic partners to develop collective a collective response and solutions.

## Performance of key projects



45. There are four key projects included in the 2021 Corporate Strategy under this priority and at the end of quarter two overall performance is good.
46. All four projects are rated as green, meaning they are progressing according to timescales and plan:
- Deliver an even better customer experience and increase access to services for everyone,
  - Deliver the Future Workplace Strategy,
  - Join up public services by working with our partners through the Chorley and South Ribble partnership,
  - Deliver street level improvements to ensure cleaner and greener streets and neighbours across the borough.

## Performance of corporate strategy measures



47. At the end of quarter two, it is possible to report on three of the six corporate performance indicators under this priority.
48. All three indicators are performing on or above target:
- Percentage of service requests received online,
  - Percentage of customers dissatisfied with the service they received from the Council,
  - Number of referrals to Social Prescribing service.

## PERFORMANCE OF KEY SERVICE MEASURES

49. There are some important indicators that are not included within the Corporate Strategy but are measured locally as indicators of service performance. Of these, six can be reported at the end of the second quarter. The full outturn information for this is available at Appendix B.



50. Five of the key service measures are performing on or above target:
- % Council Tax collected,
  - % Business Rates (NNDR) collected,
  - % major planning applications decided within 13 (16 for EIA) weeks or agreed time extension,
  - % minor planning applications decided within 8 weeks or agreed time extension,
  - Time taken to process all new claims and change events for Housing Benefit and Council Tax Benefit.
51. One indicator is performing below target and outside the 5% threshold:

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/23	Symbol	Trend
Town Centre Vacancy Rate	Smaller is better	8%	10.6%	9.4%	▲	Better than Q2 2021/22
<b>Reason below target:</b>	<p>The vacancy rate remains below target at 9.4% but has improved further compared with last quarter when it was reported at 9.6%.</p> <p>There has been a further three new businesses opening in the town centre during quarter two. This includes business such as a clothing store, an electrical shop, and an international store.</p> <p>The figure has continued to see constant improvement from its height of 11.9% in quarter one 2021/22.</p>					
<b>Action required:</b>	<p>There have been further new openings during quarter three assisting in further recovery, and we will continue to promote Chorley proactively as a good place to do business, investing in the market and Market Walk to keep a vibrant town centre. The redevelopment of the Market @1498 area should also assist when it becomes fully operational.</p> <p>A Town Centre Action Plan continues to be developed, which identifies vacant properties in need of improvement. This will inform the Shop Front Enhancement Scheme on Chapel Street and focus on driving improvements to vacant shop fronts in order to make them more attractive for perspective business tenants, which will also directly influence the figure.</p>					
<b>Trend:</b>	<p>The figure is better than the 10.6% reported in quarter two 2021/22 as well as the 10.5% recorded in quarter two 2020/21, and is now almost at its lowest pre-Covid rate of 8.3% (quarter two 2019/20)</p> <p>It should also be noted that town centre vacancy rates remain better than the current average national vacancy rate of 11.2% and the regional rate of 12.4%.</p>					

## Climate change and air quality

52. The work noted in this report impacts on the following areas of climate change and sustainability targets of the Councils Green Agenda: net carbon zero by 2030, reducing waste production, limiting non sustainable forms of transport, working with sustainable and green accredited companies, limiting or improving air quality, limiting water waste and flooding risks, improving green areas and biodiversity.

## Equality and diversity

53. An Integrated Impact Assessment (IIA) was completed in November 2021 as part of the approval process for the Corporate Strategy 2021. This has insured that the impact that the corporate projects have on equality, our communities, and the environment is fully considered and addressed. The completed IIA is available under background documents within this report.

## Risk

54. Each Corporate project has a risk register established on the GRACE risk management system to ensure the effective identification, monitoring, and mitigation of risks to the Corporate Strategy and its delivery. These will inform the wider risk assessment for the Corporate Strategy on an ongoing basis.

## Comments of the Statutory Finance Officer

55. The performance detailed in this report informs the financial position and is reflected within the budget reporting and MTFS.

## Comments of the Monitoring Officer

56. There are no concerns with this report from a Monitoring Officer perspective. The report is part of our commitment to act in an open and transparent fashion and to allow monitoring of progress against the Corporate Strategy.

## Background documents

57. The following documents are background items to this report
- [Corporate Strategy 2021](#),
  - [Corporate Strategy Refresh 2021/22 – 2023/24 Report](#),
  - [Corporate Strategy 2021 Integrated Impact Assessment](#).

## Appendices

58. The following appendixes are included with the report:
- Appendix A – Performance of Corporate Strategy key measures,
  - Appendix B – Performance of key service delivery measures.

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## Appendix A: Performance of Corporate Strategy key measures

 Performance is better than target

 Worse than target but within threshold

 Worse than target, outside threshold

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/33	Symbol	Trend
<b>Involving residents in improving their local area and equality of access for all</b>						
Number of people who have successfully completed basic digital skills training	Bigger is better	150	122	<b>73</b>		<b>Worse than Q2 2021/22</b>
The number of claimants as a proportion of resident population of the area aged 16-64	Smaller is better	4.2%	N/A	<b>2.5%</b>		New for 2022/23
<b>Clean, safe, and healthy homes and communities</b>						
Number of visits to Council leisure centres	Bigger is better	Baseline	134,248	<b>219,643</b>		<b>Better than Q2 2021/22</b>
Number of affordable homes delivered	Bigger is better	50	11	<b>10</b>		<b>Worse than Q2 2021/22</b>
Number of volunteer community groups supported to improve by the Council	Bigger is better	50	61	<b>115</b>		<b>Better than Q2 2021/22</b>
Number of long-term empty properties within the borough	Smaller is better	150	148	<b>105</b>		<b>Better than Q2 2021/22</b>
Percentage of household waste sent for reuse, recycling or composting	Bigger is better	46.3%	46.3% <sup>1</sup>	<b>46.9%</b> <sup>2</sup>		<b>Better than Q1 2021/22<sup>1</sup></b>
<b>A strong local economy</b>						
Overall employment rate	Bigger is better	80%	74.7%	75.1%		<b>Better than Q2 2021/22</b>
Number of projected jobs created through Chorley Council support or intervention	Bigger is better	100	48	127		<b>Better than Q2 2021/22</b>

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/33	Symbol	Trend
<b>An ambitious council that does more to meet the needs of residents and the local area</b>						
Percentage of service requests received online	Bigger is better	40%	53.17%	<b>52.80%</b>	★	<b>Worse than Q2 2021/22</b>
Percentage of customers dissatisfied with the service they received from the Council	Smaller is better	20%	14.60%	<b>15.76%</b>	★	<b>Worse than Q2 2021/22</b>
Number of people referred to social prescribing, including Population Health Management	Bigger is better	350	407	<b>1043</b>	★	<b>Better than Q2 2021/22</b>

<sup>1</sup>Performance is for quarter one 2021/22.

<sup>2</sup>This is the confirmed quarter one 2022/23 data as there is always a delay in the reporting of this indicator due to receipt of third-party information. Therefore, due to the timescales for this report a provisional figure for quarter two 2022/23 is not available at this time.

## Appendix B: Performance of key service delivery measures

★ Performance is better than target

● Worse than target but within threshold

▲ Worse than target, outside threshold

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/33	Symbol	Trend
% Council Tax collected	Bigger is better	55.10%	55.10%	<b>55.34%</b>	★	Better than Q2 2021/22
% Business Rates (NNDR) collected	Bigger is better	50.66%	50.66%	<b>51.97%</b>	★	Better than Q2 2021/22
Time taken to process all new claims and change events for Housing Benefit and Council Tax Benefit	Smaller is better	3.72 days	3.72 Days	<b>3.40 days</b>	★	Better than Q2 2021/22
% minor planning applications decided within 8 weeks or agreed time extension	Bigger is better	85%	100%	<b>100%</b>	★	Same as Q2 2021/22
% major planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is better	80%	100%	<b>80%</b>	★	Worse than Q2 2021/22
Town Centre Vacancy Rate	Smaller is better	8%	10.6%	<b>9.4%</b>	▲	Better than Q2 2021/22