

Report of	Meeting	Date
Chief Executive (Introduced by the Leader)	Council	18 July 2023

Chorley Council Annual Performance 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. To provide a summary of the Council's achievements during 2022/23 as well as highlighting the challenges and opportunities facing the Council in 2023/24 and beyond.

Recommendations

2. That the report be noted

Reasons for recommendations

3. To ensure the effective monitoring of Council performance and delivery across the year.

Other options considered and rejected

4. No other options have been considered or rejected.

Executive summary

5. Overall performance against the Corporate Strategy in 2022/23 was excellent, with significant progress achieved across the Council's key priorities. These include:
 - Involving residents in improving their local area and equality of access for all
 - Clean safe and healthy communities
 - A strong local economy
 - An ambitious council that does more to meet the needs of residents and the local area
6. Despite the challenging period due to the cost of living crisis and inflation affecting the economy, the Council has continued to deliver against its priorities and provided support to local residents and businesses that have been most impacted.
7. Looking ahead, challenges for the Council include continuing to support residents and businesses to recover from unprecedented challenges within the economy, including the cost of living crisis and managing the increase demand on services that the

Council provides. The Corporate Strategy for 2023/24 has been fully refreshed with new priorities and action, building on the work undertaken in 2022/23.

8. The annual report for 2022/23 is available at Appendix A, which includes the Trade Union Facilities time for 2022/23, as required by regulation from 2017.

Corporate priorities

9. The report relates to the following corporate priorities:

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

Background to the report

10. The annual report is a key mechanism for presenting information about the Council's performance for residents, partners, and key stakeholders. The report provides information regarding key activities that have been delivered over the past 12 months to meet our vision and corporate priorities.

Summary of the report

11. The annual report for 2022/23 is available at Appendix A. The key headlines from the report include:

Delivering Corporate Strategy Priorities

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

12. Throughout the year, the Council has hosted a series of highly anticipated events across the borough to foster a sense of pride and encourage visitors to Chorley including Chorley Live which returned in October 2022, attracting over 9,000 visitors. The Chorley Winter Wonderland returned over the Christmas period, which included the popular ice-skating ring and other festive family activities. These popular well attended events promote Chorley as a great place to live, work, and visit as well as encouraging residents to get involved in their local community.
13. There have been actions to improve the uptake of digital skills training across the borough. We have updated existing sessions to include socialisation which included refreshments and friendship making with other people on the training. Across Chorley we have helped 359 residents' access digital skills focused sessions through training focused on developing the skill levels of participants so that they understand the online opportunities available for local services.
14. The Council has remained committed to addressing climate change, accomplishing our goal of planting 116,000 trees (a tree for every resident) by 2025. This milestone has been achieved two years ahead of schedule, with 117,142 trees now planted. In

2022/23, the council planted 55,870 trees, which includes giving away 21,500 trees and hedgerows to our communities.

15. The newly renovated Astley Hall provided a stunning backdrop for this year's Chorley Flower Show event. In total, there were 4,694 tickets sold which generated revenue to support the grade two listed buildings long-term financial sustainability. The project to launch Astley Hall and visitor attraction has now been successfully completed which make Astley Hall an even bigger asset to Chorley and what it has to offer for visitors. The next phases will focus on further improvement to other areas of the complex.

Clean safe and healthy communities

16. In February 2023, the Tatton Gardens Extra Care Facility opened its doors to the public, presenting a cutting-edge establishment dedicated to providing specialist housing and care facilities to individuals aged 55 and above. The facility boasts 62 modern and comfortable extra care apartments, along with amenities like a communal lounge, mobility scooter hire and onsite support. To ensure the wellbeing of residents, the development also includes a GP surgery, community centre available for hire, a children's nursery, hair salon and community café. The local recreation ground has also been upgraded for the benefit of local residents with new play equipment catering to different ages groups.
17. We have made enhancements to 13 different parks and open spaces across the borough including investment works to Milestone Meadows and Foxcote Lane Play Area. Following a design consultation with our communities, Milestone Meadow now features a brand new £90k play area for children ages two and above in Euxton. Additionally, the Council allocated £50k to refurbish Foxcote Play Area in Astley Village, offering brand new play equipment for children. New facilities for families and visitors have been developed at Duxbury Park with a new 12-hole adventure golf course modelled on Chorley's links to the Myles Standish's voyage across the Atlantic Ocean on the Mayflower Ship, offering an enjoyable experience for explorers of all ages.
18. We spent over £800k on properties for refugees and the purchasing of affordable housing across the borough in 2022/23. The Council has been focused on continuing to stimulate an increase in additional housing units to support vulnerable members of the community. The Registered Provider Framework was monitored this year to ensure that those in need of social housing were able to access high quality properties through the central Select Move System. Nine properties in total have been sourced to support the housing of refugees and are at various stages of renovation, purchase, and occupation.

A strong local economy

19. As a Council we are committed to listening to the business community and ensuring that Chorley remains a great place to do business. Throughout 2022 we held a series of business roundtables where local enterprises told us what they needed to continue to be successful in the borough.
20. We have used the feedback along with wider evidence to inform a new economic development strategy for the next three years which will support access to skills and support job creation, as well as assisting businesses to become more sustainable. This economic strategy aims set out a clear ambition and vision for Chorley,

considering the local, regional, and national context. Four priorities have been identified and include:

- Space for business,
- Jobs and skills,
- Employability
- 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.

21. A key requirement highlighted by businesses through our local engagement is space to develop and grow. The new business and industrial hub, Strawberry Meadows, has been successfully delivered on Euxton Lane in Chorley. The site boasts 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. The business park has a mix of office and light industrial space with a range of options for let ranging from small 500 sqft units providing a multitude of uses through to larger 5,000 sqft units.
22. Our town centre has recovered strongly post pandemic and to support further success, we spent over £150k on market improvements this year which included the completion of the '1498 Markets' seating areas as part of our commitment to making the town a more vibrant place to visit. The new leisure areas within the covered market feature communal seating and a contemporary industrial design. It also includes new lighting, heating and a selection of newly created food and beverage cabins with a variety of different cuisines on offer. This year we have also invested in our local businesses with over £37k being given between six businesses through grant schemes such as the BIG Grant and Shop Front Grants.

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

23. A new Customer Access Charter has been adopted to make sure we have a modern, fit for purpose approach to meeting the needs of all of our customers. The Customer Access Charter sets out our approach to customer services and outlines what customers can expect from us when accessing our services. The charter ensures that customers can have their enquiries resolved at the first point of contact, enabling customers to be directed more quickly through to officers who can provide specialist support.
24. Supporting the Council's commitment to continued improvement, as part of the Mini Meadows and Wildlife Corridor programme, we have successfully planted 8,000 wildflower bulbs across the borough as part of a more sustainable approach to land management. New technology has also been adopted for weed control and sowing methods across the programme. New dual waste bins have been installed in key areas of the town centre and Astley park to improve recycling and efficiency.
25. This year saw the launch of our new Future Workplace Strategy, which has brought significant enhancements to the working environment and business models within the Council. By aligning with the future needs of the Council and its employees, the Workplace Strategy has advanced a positive organisational culture while maximising

the utilisation of technology and our assets with new kit and improved workspaces. In addition, we have placed a strong emphasis in employee development and wellbeing through the launch of the people strategy. This comprehensive strategy has included a range of staff engagement events such as Christmas bake off, attracting the enthusiastic participation of 90 employees. Staff also have access to 'development days' as an opportunity to work on individual or team professional development. We also had encouraging results back from our staff satisfaction survey with 95% of staff feeling they understand their role in the council and there was a 10% increase in staff happiness at work from the previous survey last year.

Council Spending

26. The Council has invested in improvements across the borough, which have helped to secure better long-term outcomes for residents in 2022/23. Investments that respond to resident priorities include:
- £16m was spent on the completion of Tatton Gardens Extra Care Facility.
 - £10.3 was spent delivering the Strawberry Meadows business and industrial hub.
 - £2.7m invested on improving local play and community facilities across the borough.
 - £3m invested to support the delivery of affordable housing

Future Challenges 2023/24

27. Looking ahead to 2023/24 we have a number of challenges that we will face as a local authority. As the cost of living crisis and inflation continues to rise it is essential that the Council has a clear plan in place to deliver and support relief for those who are most in need of help while maintaining high quality public services.
28. To ensure that the Council is positioned to meet the challenges ahead, the Corporate Strategy has been fully reviewed and refreshed with new priorities and projects for 2023. The vision for the new strategy is to be a Council that is 'Enabling strong communities, a resilient economy, excellent services, a greener future and successful people'. Key activity includes support for families, skills and training interventions and improvements to local village centres across the borough.
- Housing where residents can live well,
 - A green and sustainable borough,
 - An enterprising economy with vibrant local centres in urban and rural areas,
 - Healthy, safe, and engaged communities.

Climate change and air quality

29. The work noted in this report impacts on the following areas of climate change and sustainability targets of the Council's 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

30. There are several projects over 2022/23 that have contributed towards improving equality outcomes for residents across the borough, which are presented in the annual report. Examples include improving the uptake in digital skills across the borough supporting residents to access services digitally, improving resident's wellbeing through the Integrated Care Board (ICB) and the Customer Access Charter providing greater access to council services for customers.

Risk

31. Each corporate project delivered in 2022/23 had 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. Risks to service level projects were also captured through service and business plan risk registers.

Comments of the Statutory Finance Officer

32. The report is for noting and as such are no direct financial implications arising. Performance reflected in this report does impact however on the financial performance of the Council, which is reported to Executive Cabinet each quarter in the Corporate Revenue and Corporate Capital Monitoring reports.

Comments of the Monitoring Officer

33. This report is for information and noting. It is part of our general commitment to act in an open and transparent way. It enables an assessment of the council's performance. There are no legal implications arising.

Background documents

Relevant background documents are linked below:

- [Chorley Council Annual Report 2021/22](#)
- [Quarter One Performance Monitoring Report 2022/23](#)
- [Quarter Two Performance Monitoring Report 2022/23](#)
- [Quarter Three Performance Monitoring Report 2022/23](#)
- [Quarter Four Performance Monitoring Report 2022/23](#)

Appendices

34. The following documents are included as appendices:
- Appendix A – Annual Report 2022/23

Report Author:	Email:	Telephone:	Date:
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