

Report of	Meeting	Date
Director (Change and Delivery) (Introduced by Executive Member (Resources))	Executive Cabinet	Thursday 22 February 2024

Chorley Quarter Three Performance Monitoring Report 2023/24

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 third quarter of 2023/24, covering 1 October 2023 to 31 December 2023.

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 2023/24.

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 third quarter of 2023/24. The report provides for the final time, assessment of the performance based on the 2022/2023 Corporate Strategy along with the key service delivery measures and indicators. From quarter four we will report on the 2023/2024 Corporate Strategy.
6. Overall performance of the Corporate Strategy projects is excellent with 16 (84%) rated as complete or green, meaning they are progressing according to schedule. Three projects (16%) have been rated amber, which provides an early warning sign of potential delays. Action plans for the amber projects are contained within this report.

7. Performance of the Corporate Strategy indicators and key service delivery measures continue to be closely monitored, with 69% of Corporate Strategy measures and 100% 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:

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

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 2022 and includes 19 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 and ensuring that Chorley is in the best possible position for the future.
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.
12. A refreshed Corporate Strategy was approved by Council in November 2023. The refreshed strategy includes a new suite of projects and updated performance indicators. Those projects are in the process of commencing delivery, and arrangements are being put in place for the reporting of those and updated performance indicators. The reporting against the refreshed strategy will commence from the next quarter.

Housing where residents can live well



Our commitments:

- Deliver affordable and energy efficient housing,
- Strive for good quality housing for all,
- Work with partners supporting new ways to prevent homelessness,
- Support our most vulnerable residents.

Delivering our Commitments in Quarter Three

13. The council has committed to develop further options for the delivery of solutions for high quality, affordable and green housing. Work on this project has included gathering data and intelligence around housing need and delivering a housing workshop to enable effective discussions with stakeholders to shape future plans.
14. As part of the council's commitment to support residents with the high cost of energy and to promote positive action on climate change, progress has been made this quarter on the implementation of a home energy support scheme. Home visits commenced in September and a resident information pack was developed to support home visits and events. The information packs include information about home energy efficiency and wider forms of health and wellbeing support available. There have been over 1,200 small energy efficiency measures (i.e. hot water bottles, blankets, dehumidifiers) procured to support residents at home assessments. The council have attended a range of community events including food clubs, a Chorley Council parent engagement event, Adlington Friendship Group, winter warmth events, Chorley Dementia Action Group, Children and Families Wellbeing Service and family hubs. Work will continue during the next quarter, as colleagues will be distributing the information packs, attending council and community events and conducting home visits.
15. The project to deliver the Local Plan continued during the quarter with significant delivery progress made, including the production of a draft Local Development Scheme (LDS). The LDS will set out the high-level timeframe for the plan making process, commencement of policy reviews and commissioning of evidence updates. Despite some delays, site assessment work has been ongoing with partners to progress the programme. The Local Plan delivery programme has been reviewed and reprofiled to ensure that sufficient progress is achieved. The revised programme including the LDS will be presented to the Joint Advisory Committee (JAC) and to all three councils for agreement in quarter four 2023/24.

Performance of key projects

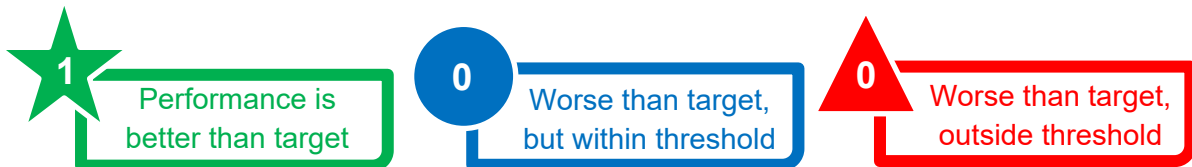


16. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter three, overall performance is good.

17. One project was classified as completed in quarter four 2022/23 indicating that it has delivered all milestones planned for this year:
 - Open the extra care scheme at Tatton Gardens.
18. Three projects are rated as green, meaning they are progressing according to timescales and plan:
 - Deliver affordable housing,
 - Deliver flexible housing solutions,
 - Implement the home energy support scheme.
19. One project is rated as Amber
 - Deliver the local plan.

Project Title:		Project Status:
Deliver the Local Plan		Amber
Explanation:	<p>This project has been rated as amber to highlight the potential risk to elements within the site assessment and key decisions required to progress the programme.</p> <p>As has been previously reported, despite delays against the original programme, progress continues to be made in developing a new local plan. This has recently included site assessment work. A new Local Development Scheme has also been drafted to set out a revised timeline for the Local Plan.</p>	
Action required:	<p>The update Local Development Scheme is due to be presented to the Joint Advisory Committee and then to each of the three councils for agreement in quarter four. This will set a new delivery timeline for the local plan and enable it to be brought back on track.</p> <p>In addition to the revised timescale, a new post has been created and is out for recruitment. The new post, combined with additional input from existing teams, will mitigate any potential risk caused by capacity issues and will provide dedicated project management support to the project over the next 12-month period.</p>	

Performance of corporate strategy measures



20. At the end of quarter three, one of the three corporate performance indicators under this priority is due to be reported.
21. One indicator is performing on or better than target:
 - The number of long-term empty properties in the borough

A green and sustainable borough



Our commitments:

- Work towards our commitment to be carbon neutral by 2030,
- Support waste reduction, reuse, and recycling,
- Work with partners to retain natural habitats and improve air quality,
- Promote sustainable transport and infrastructure.

Delivering our Commitments in Quarter Three

22. The implementation of natural green initiatives has continued over the quarter as part of the council's commitment to establishing an environmentally friendly and sustainable borough. Focus this quarter has been on creating and enhancing biodiversity, including the completion of the enhancement works to Westway Ponds Nature Reserve. Wildflower meadows have been thriving in a number of locations following the sowing and planting of wildflower bulbs. The creation of a new pond on council owned land has been explored. Successful tree and biodiversity giveaways were held in November 2023, with a further giveaway planned to take place in February 2024.
23. Over the quarter, progress has been made in advancing a sustainable energy package to support businesses to thrive amid the current economic climate. The new Business Energy Support grant was launched to businesses operating across the borough at an event in November 2023, along with the council's Climate Change Accreditation Scheme. The Business Energy Support grant can be used to fund equipment that has been identified by an Energy Audit as reducing energy use and costs and that will in turn deliver a contribution towards carbon reduction. To support the process the council has agreed to fund the energy audits which are required as part of the grant application process. Additionally, the website has been updated with further information on the grants and the process to apply for an energy audit. The council will now engage with businesses that have enquired, book in energy audits and commence the processing of grants.
24. The project to explore the feasibility of green energy in Chorley has progressed with the completion of a low carbon technology options report in September 2023. The options paper provided senior management and elected members with an overview of the available low carbon and renewable technologies to the council. Progress has also been made on the Electric Vehicle (EV) Charge Point feasibility study across the council's assets and is expected to be completed in January 2024.
25. The programme of bus shelter upgrades across the borough as part of the commitment to improving public transport networks has progressed with agreement on the design of the bus shelters. The contractor has undertaken in-depth surveys of all the identified locations, and the production of the bus shelters has commenced. These works will enable the 19 bus shelters to be installed this year as part of a five year programme. Following the decision to install five living roof bus shelters next year (2024/25), all five sites for implementation have been agreed. Over the next quarter, a communication plan will be developed to promote the shelter replacement programme and the five living roof shelters. All 19-shelters included in year one of the replacement programme will be installed by the end of March 2024.

Performance of key projects



26. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter three overall performance is good.
27. Three projects are rated as green, meaning they are progressing according to timescale and plan:
- Deliver natural green initiatives,
 - Launch sustainable energy package for business,
 - Develop the use of green energy in the borough.
28. Two projects are rated as amber, which is an early warning sign of delays with the project:
- Improve our Council buildings,
 - Deliver improvements to public transport networks.

Project Title:		Project Status:
Improve our Council buildings		Amber
Explanation:	This project has been rated as amber because its scope and timescales have changed from the originally anticipated project. The project had planned to make significant changes to the Town Hall and surrounding area. However, with the planned move of the council's depot from Bengal Street and announcement around the Levelling Up Fund, the focus of this project has changed to fit with those priorities. The changed focus is set out below.	
Action required:	The scope of the project has changed to focus on the development of plans for the future use and maintenance of the main office buildings including the Town Hall and Union Street offices. It will seek to ensure that the buildings are well maintained, well used and also explore the potential for renting out spaces to other organisations.	
Project Title:		Project Status:
Deliver improvements to public transport networks		Amber
Explanation:	Good progress has been made over the last quarter. However, the project has been rated as amber to highlight the potential risk due to potential delays in the delivery of new shelters to the contractor.	
Action required:	Work has progressed in preparation to ensure that there is minimal disruption to the programme. Designs of the shelters have been agreed and in-depth surveys of all the agreed locations have been undertaken. Planning permission has also been submitted where required for the living roof installations.	

Performance of corporate strategy measures



29. At the end of quarter three, two of the four corporate performance indicators under this priority are due to be reported.
30. One indicator is performing on or better than target:
 - The percentage of household waste sent for reuse, recycling, or composting.
31. One indicator is performing below target and outside the 5% threshold.
 - The number of bus shelters improved.

Indicator	Polarity	Target	Q3 2022/23	Q3 2023/24	Symbol	Trend
Number of bus shelters improved	Bigger is Better	4	N/A	0	▲	NEW for 2023/24
Reason below target:	This indicator has been rated as off track this quarter due to logistical delays outside the control of the contractor.					
Action required:	Work has progressed in preparation to ensure that there is minimal disruption to the programme. Designs of the shelters have been agreed and in-depth surveys of all the agreed locations have been undertaken. Planning permission has also been submitted where required for the living roof installations.					
Trend:	This is a new indicator for 2023/24 therefore no previous performance data is available.					

An enterprising economy with vibrant local centres in urban and rural areas



Our commitments:

- Support business growth and expansion across the borough,
- Work with partners to support skills, development, and innovation,
- Work with partners to promote the district as a visitor destination and attract investment in our local service centres,
- Promote the green economy.

Delivering our Commitments in Quarter Three:

32. As part of the council's commitment to preserving Astley Hall as a valuable community asset and promoting it as a visitor destination and attraction, during the quarter, preparatory work for the remainder of the renovations to the Hall commenced. This included agreeing the colour scheme, applying for Listed Building consent and the clearing of the art gallery and servant's bedroom. Looking ahead, work will continue to turn the conference room back into a useable conference and activity room open to the public.
33. The project to launch a skills and job programme to promote future career pathways and provide a local skills pipeline to meet the needs of local enterprise continued over the quarter with the development of plans for National Apprentice Week in February 2024. National Apprentice Week will see the launch of a new apprenticeship grant and a series of events aimed towards businesses and residents of any age considering an apprenticeship. Work to develop relationships with partners such as Department of Work (DWP), Chorley Job Centre Plus and local training providers has continued to ensure a collaborative and holistic approach is taken to further support skills, development, and innovation across the borough. Looking to quarter four 2023/24, a liaison meeting will take place with schools and other stakeholders. There will also be the launch of the apprenticeship grant and a series of apprenticeship events will be delivered.
34. Before the government announced that Chorley would receive funding from its Levelling Up Fund bid, the council committed to improving local service centres and the town centre. Over quarter three, further site investigations have been undertaken to identify and cost a programme of works for the potential improvements that can be undertaken by the council. A report including the identified improvement works and options will be presented to Executive Cabinet in February 2024 for decision.

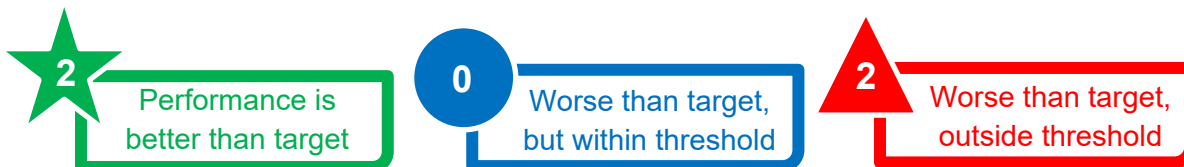
Performance of key projects



35. There are four projects included in the 2022 Corporate Strategy under this priority and at the end of quarter three, overall performance is excellent.

36. One project was classified as completed previously in quarter four 2022/23, indicating that it has delivered its milestones:
 - Open Strawberry Meadows.
37. Three projects are rated as green, meaning they are progressing according to timescales and plan:
 - Continue development of Astley Hall,
 - Launch a skills and jobs programme,
 - Deliver improvements to local service centres.

Performance of corporate strategy measures



38. At the end of quarter three, four of the five corporate performance indicators under this priority are due to be reported.
39. Two indicators are performing on or better than target:
 - The number of projected jobs created through Chorley Council support or intervention,
 - Number of business engagements by the Council.
40. Two indicators are performing below target and outside the 5% threshold:
 - The number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)
 - The % of 16-17 year olds who are not in education, employment, or training (NEET)

Indicator	Polarity	Target	Q3 2022/23	Q3 2023/24	Symbol	Trend
The number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	54	13	48	▲	Better than Q3 2022/23
Reason below target:	Central Government funding has led to a significant increase in employment sector resource and as such, while the Council's employment service offer remains the same, engagement is largely signposting and referring individuals and partners into this existing provision.					
Action required:	<p>Alongside the revised Volunteering Policy, the Community Volunteering Referral Partnership formalises the support offered to the VCFSE sector and volunteer organisations to recruit volunteers and supports them in offering a high-quality volunteering experience.</p> <p>Where funding for this support is now drawing to a close, a scoping exercise is proposed to establish the current level of resource available for Chorley's residents and define a way to support these residents to move closer to employment. UKSPF funding exists in 2024/25 to support this function.</p>					
Trend:	The indicator is performing better than the 13 reported in Q3 2022/23, which was also worse than target.					

Indicator	Polarity	Target	Q3 2022/23	Q3 2023/24	Symbol	Trend
The percentage of 16-17 year olds who are not in education, employment, or training (NEET)	Smaller is better	3.0%	2.4%	3.7%	▲	Worse than Q3 2022/23
Reason below target:	<p>The 3.7% reflects that there are 101 known NEET's at the end of quarter three (December 2023). This is an increase compared to the figure of 2.4% (63) at the same time last year (Q3 2022/23). The trend across other districts in the county suggests that this is not unique to Chorley and other districts are experiencing similar increases. There has been a significant increase in economic inactivity and a rise in mental health issues which could be contributing factors.</p> <p>Examining the detailed breakdown of the full 16 and 17 year cohort, the numbers in part time education and moving into employment without training as a destination have increased slightly when compared to the same time last year. The numbers in apprenticeships as a destination has declined, with 54 less than the same time last year.</p>					
Action required:	<p>Chorley Council will deliver events over Apprenticeship week (5th – 14th Feb) to support businesses and encourage residents of all ages to consider apprenticeships at all levels.</p> <p>The council works with local partners to support young people into work and training opportunities. This includes delivering programmes of work that support families and young people to address factors that contribute to young people at risk of being NEET. Examples include:</p> <ul style="list-style-type: none"> • Commissioning Inspire Youth Zone to deliver targeted support which includes a mentoring programme for children with identified vulnerabilities including NEET young people. • Support the Voluntary, Community and Faith Sector (VCFS) sector in Chorley to offer high quality volunteering opportunities and refer residents into these opportunities. • Deliver a range of support through the social prescribing service such as confidence courses to develop confidence and employability skills with those furthest away from employment. • The school speakers programme and a parenting programme which support parents with the tools to guide their families towards better outcomes. <p>Lancashire County Council (LCC) continue to work with the 16 and 17 year olds who are not in education, employment or training and signpost them to other partner agencies.</p>					
Trend:	This indicator is performing worse than the 2.4% reported in Q3 2022/23.					

Healthy, safe, and engaged communities



Our commitments:

- Support and encourage active lifestyles and health and wellbeing,
- Support development of leisure services and facilities meeting the needs of residents,
- Deliver events and places to go for everyone,
- Ensure all residents of all ages can access the services they need physically and digitally,
- Promote resilient, cohesive neighbourhoods by listening and responding,
- Work with partners to join up public services so that they make sense for everyone.

Delivering our Commitments in Quarter Three

41. The project to provide support for families and young people to start and live well continued with the strengthening of referral pathways and more community outreach from the new social prescribing role for families. Homestart have continued to expand the parenting programme delivering face to face sessions at Clayton Brook and Tatton. Following on from the success of the School Speaker's events, partners have committed to work towards developing an online resource for parents. Delivery of a Train the Trainer Money Management Programme has commenced with sessions being delivered to Homestart staff and volunteers. Over the next quarter, the parenting programme will be delivered in Coppull and Buttermere, alongside an online resource library and a social media peer support group. The Train the Trainer Money Management programme will continue and be delivered to social prescribing staff.
42. The Cost of Living Action Plan continues to deliver a range of activities that will support residents with the pressures of increasing food and energy prices. Over the quarter, significant progress has been made to deliver the Household Support Fund phase four (HSF4). The fund distributed a total of £511,882 which has supported 12,425 households with essential items such as, food, utilities and advice services. The winter warmth grant has seen an increase in referrals following audits from the home energy support programme. The grant has supported residents over the winter months with items such as boiler repairs and replacements, glazing improvements, loft insulation and other energy efficiency measures. All residents engaging with the service receive a comprehensive information pack signposting into a range of health, wellbeing, and energy support services. Over the next quarter, the council will continue to deliver HSF4 and distribute the affordable warmth grant over the winter months.
43. The project to deliver a health and wellbeing programme continued in the quarter delivering a number of activities to support and encourage active lifestyles and health and wellbeing. The adult health and wellbeing programme has engaged a diverse range of delivery providers across the borough to support residents to be more active. Activities include seated yoga, walking netball, walking football, boxing, arts and crafts, activity buddies, badminton, cheerleading, woodwork, photography, and drama. The

Weight Management and PASTA programmes have now been amalgamated into an LCC 'Healthy Weight' programme, with the most recent adult weight management programme attendance increasing compared to the same time last year. The Holiday Activities and Food (HAF) winter programme has been successfully delivered. Over the next quarter, the adult weight management programme will continue to be delivered and a report evaluating the scheme will be completed.

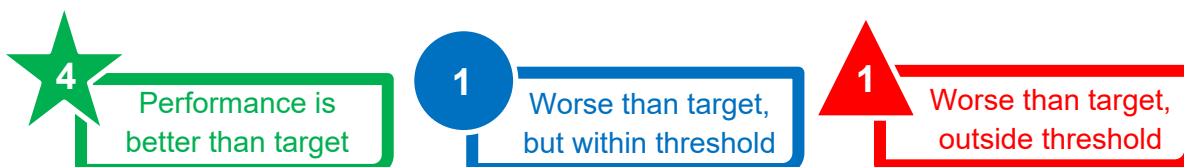
44. The council's ambitious transformation programme to support the delivery of high-quality services has made progress with continued work on the Property and Development plan. This quarter, the focus has been on agreeing templates and uploading them to a new property management system. The new system will drive efficiency within the service through automation and ensure there is a single source of information. The council has procured a new Customer Relationship Management system (CRM) and developed a payment strategy to simplify online payments and provide more payment options. Additionally, a print strategy has been developed to reduce paper usage and allow residents to sign up for paperless billing, supporting the council's commitment to becoming carbon net zero by 2030. Over the next quarter, the council will undertake work to implement the new CRM system, print and payment strategies.
45. Following the launch of the Rural England Prosperity Fund grant scheme in September 2023 to support rural businesses to make capital improvements to their operations, a review of expressions of interest has been undertaken and eligible businesses have been invited to submit a full grant application. A business planning workshop was undertaken in October 2023, where one to one business support was provided to all applicants. The closing date for applications was 12 January 2024, followed by a robust appraisal process with the aim to recommend grant approvals to a designated grant panel by March 2024.

Performance of key projects



46. There are five key projects included in the 2022 Corporate Strategy under this priority and at the end of quarter three overall performance is excellent.
47. All five projects are rated as green, meaning they are progressing according to timescales and plan:
 - Increase digital connectivity in rural areas,
 - Provide support for families and young people to start and live well,
 - Deliver the Cost of Living Action Plan,
 - Deliver the health and wellbeing programme,
 - Deliver high quality, responsive council services.

Performance of corporate strategy measures

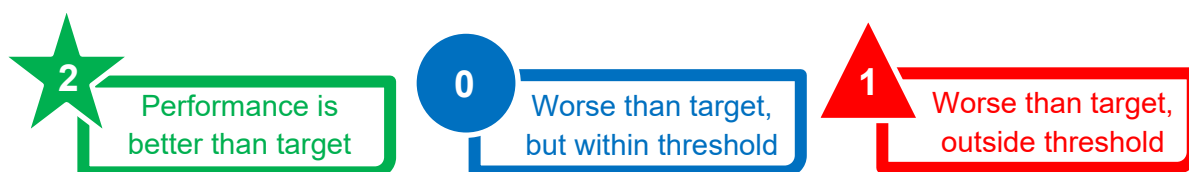


48. At the end of quarter three, all six of the corporate performance indicators under this priority are due to be reported.
49. Five indicators are performing on or above target or within the 5% threshold:
- The number of referrals to the Social Prescribing service,
 - The percentage of service requests received online,
 - The percentage of customers dissatisfied with the service they received from the Council.
 - No. of volunteer community groups supported to improve by the Council,
 - The percentage increase in visitor numbers to Chorley
50. One indicator is performing below target and outside the 5% threshold:
- Number of visits to council leisure centres

Indicator	Polarity	Target	Q3 2022/23	Q3 2023/24	Symbol	Trend
The number of visits to Council leisure centres	Bigger is better	351,000	243,149	255,446	▲	Better than Q3 2022/23
Reason below target:	Participation for quarter three has increased year on year based on the data from 2022-23, showing the leisure company's actions are having a positive impact on the levels of participation across the leisure centres. Quarter three has seen an increase in usage with particular improvements in group exercise, and a 54% growth in the swim programme. The target for 2023/24 was based on data from the previous operator, and so within the refresh of the corporate strategy in November 2023, the target has been changed to reflect current visits with a target to increase the usage of the centres by 15,000 per year.					
Action required:	The following actions have been identified to improve the number of visitors to the Council's leisure facilities: <ul style="list-style-type: none"> • The Commercial Activity Manager is in post and is having a positive impact as reflected in these figures. Work will continue to improve participation over the coming months. • A range of new classes was launched from September 2023 and includes Yoga at West Way Hub, and Spin Shred at Clayton Green which have all been well attended. • From January, All Seasons Leisure Centre is opening later at weekends, with the slide and inflatable swim sessions taking place. • Extra capacity for swimming lessons has been created, which has resulted in swim lesson participation increasing by 28% between quarter two and quarter three. • One studio refurbishment is now complete, with another pending refurbishment. 					
Trend:	The indicator is performing better than Q3 2022/23.					

Performance of National and Regional Comparators

51. In addition to delivery indicators under each of the key priorities, the Council also measures outcomes compared to national and regional performance indicators within the Corporate Strategy.



52. At the end of quarter three, three of the six corporate performance indicators under this category are due to be reported, and the full outturn information is available at appendix A.

53. Two indicators are performing on or above target:

- Town Centre vacancy rate,
- The number of claimants as a proportion of resident population of the area aged 16-64.

54. One indicator is performing below target and outside the 5% threshold.

- Overall employment rate.

Indicator	Polarity	Target	Previous Reported Period	Q3 2023/24	Symbol	Trend
Overall employment rate	Bigger is Better	74.4% (Regional Average)	64.1% (Q2 2023/24)	67.9%	▲	Worse than Q3 2022/23
Reason below target:	<p>Chorley's employment rate has slightly increased when compared to the previous quarter. Of the population aged 16-64 in Chorley, 68.5% are considered economically active (i.e. able to work), and 67.9% of these are employed. This is a relatively high percentage when compared to other areas and the North West and nationally.</p> <p>On the other hand, the unemployment rate in Chorley is at 2.9% is below the Northwest (3.6%) and national average (3.7%). However, the benefit claimant rate for Chorley is relatively low compared to other areas and is one of only four Lancashire districts (Fylde, South Ribble, Chorley, and Ribble Valley) with a lower than average proportion of working-age residents claiming key inactive Department of Work and Pensions (DWP) benefits. Chorley has 9.2% of the working-age population claiming DWP incapacity/sickness benefits, which is just below the national average of 9.3% and Lancashire at 11.2%.</p> <p>The key economic legacy of Covid-19 on the UK economy has not been high unemployment, rather there has instead been a dramatic increase in economic inactivity of over 800,000 workers in the UK. Declining employment rates are a national issue and is not isolated to Chorley. The largest two categories within employment are employees and self-employed people; in recent years, these two categories have accounted for over 99% of all people in employment.</p> <p>Economic inactivity data provides a more detailed breakdown of employment rates. The recent increase in the UK's level of economic inactivity is concentrated amongst older workers and those with long-term health conditions. Around 75% of the UK's increased economic inactivity since the start of the pandemic is amongst older workers aged over 50 years. The main reasons for inactivity in Chorley are related to the lifestyle choices of the over 50's to take retirement and the increasing older</p>					

	<p>population. Ill health and disabilities have also been key factors. However, the relatively low levels of benefit claimants in Chorley suggests that these reasons may not be a major contributor to economic inactivity in Chorley.</p>
<p>Action required:</p>	<p>Chorley Council is committed to encouraging businesses to create employment opportunities in the borough and will continue to monitor trends in the data. The council works with Lancashire County Council, LEP, Job Centre Plus, education, and other partners to ensure that residents can access opportunities available through funded or specialist programs, apprenticeships, training, and skills development.</p> <p>The council continues to work with delivery partners to support local businesses and encourage employment opportunities. The Choose Chorley inward investment grant is available for businesses relocating to Chorley and bringing job opportunities with them. The council is also working to ensure that Skills and Employment plans are implemented into any new developments to provide job opportunities</p>
<p>Trend:</p>	<p>This indicator is performing worse than the 75.4% reported in Q3 2022/23 and is performing below the Regional and National average (75.8%).</p>

Performance of Key Service Measures

55. There are some important indicators that are not included within the Corporate Strategy but are measured locally as indicators of service performance.



56. At the end of quarter three, all seven key service measures are due to be reported. The full outturn information for this is available at Appendix B.
57. All seven indicators are performing on or above target or within the 5% threshold:
- Percentage of minor planning applications decided within 8 weeks or agreed time extension,
 - Percentage of major planning applications decided within 13 (16 for EIA) weeks or agreed time extension,
 - Average working days per employee (FTE) per year lost through sickness absence,
 - Percentage of Council Tax collected,
 - Percentage of Business Rates (NNDR) collected,
 - Contact Centre inbound calls answered within wait time of less than 5 minutes,
 - Percentage of inbound calls to the Contact Centre answered within 90 seconds.

Climate change and air quality

58. 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

59. An Impact Assessment (IA) was completed in October 2022, which was considered as part of the approval process for the Corporate Strategy 2022. IAs have also been individually conducted for each corporate project as part of the planning and documentation process. This has ensured that the impact on equality, our communities, and the environment has been fully considered and addressed. The completed IA for the Corporate Strategy is available under background documents within this report.

Risk

60. 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

61. There are no direct financial implications arising from this report. The impact of performance on the financial position of the council is reflected in the relevant revenue and capital quarterly financial monitoring reports.

Comments of the Monitoring Officer

62. The report is for noting and discussion. There are no direct legal implications arising.

Background documents

63. The following documents are background items to this report:
- [Corporate Strategy 2022](#),
 - [Corporate Strategy 2022 Cover Report](#),
 - [Corporate Strategy 2022 Impact Assessment](#).


Appendices


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


Report Author:	Email:	Telephone:	Date:
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This decision will come into force and may be implemented five working days after its publication date, subject to being called in in accordance with the Council's Constitution.

Appendix A: Performance of Corporate Strategy key measures

 Performance is better than target

 Worse than target but within threshold

 Worse than target, outside threshold

Indicator Name	Polarity	Target	Previous Reported Period	Quarter 3 2023/24			Trend
Housing where residents can live well							
Number of long-term empty properties in the borough	Smaller is better	150	121 (Q2 2023/24)	96		Better than Q3 2022/23	125
Percentage of households living in fuel poverty	Smaller is Better	National Average 14.6%	11.1% (Q1 2023/24)	To be reported Q1 2024/25		-	-
No. of affordable homes delivered	Bigger is Better	110	77 (Q4 2022/23)	To be reported Q4 2023/24		-	-
A green and sustainable borough							
Number of bus shelters improved	Bigger is better	5	Not previously reported	0		New for 2023/24	-
Number of Trees Planted	Bigger is better	93,500	117,142 (Q4 2022/23)	To be reported Q4 2023/24		-	-
Number of improvements to parks, open spaces and playing pitches linked to strategy delivery	Bigger is better	10	15 (Q4 2022/23)	To be reported Q4 2023/24		-	-
% of household waste sent for reuse, recycling, or composting (Q2 data)	Bigger is better	45.3%	46.2% (Q1 2023/24)	146.8%		Better than Q2 2022/23	45.3%
An enterprising economy with vibrant local centres in urban and rural areas							
Number of projected jobs created through Chorley Council support or intervention	Bigger is better	150	159 (Q2 2023/24)	237		Better than Q3 2022/23	220
The % of 16-17 year olds who are not in education, employment, or training (NEET)	Smaller is better	3.0%	1.9% (Q2 2023/24)	3.7%		Worse than Q3 2022/23	2.4%
Number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	54	29 (Q2 2023/24)	48		Better than Q3 2022/23	13
Number of Business Engagements by the Council	Bigger is better	675	527 (Q2 2023/24)	748		New for 2023/24	-
Growth in business rate base	Bigger is better	0.5%	-0.03% (Q4 2022/23)	To be reported Q4 2023/24		-	-

¹ This indicator is reported in arrears and reflects quarter two 2023/24 performance. Its previous performance relates to quarter one 2023/24.

Indicator Name	Polarity	Target	Previous Reported Period	Quarter 3 2023/24		Trend	
Healthy, safe, and engaged communities							
The number of visits to Council's leisure centres	Bigger is better	351,000	179,458 (Q2 2023/24)	255,446	▲	Better than Q3 2022/23	243,149
Number of people referred to social prescribing, including Population Health Management	Bigger is better	525	499 (Q2 2023/24)	780	★	Worse than Q3 2022/23	1,501
Number of volunteer community groups supported to improve by the Council	Bigger is better	75	86 (Q2 2023/24)	129	★	Worse than Q3 2022/23	143
% of service requests received online	Bigger is better	50%	56.91% (Q2 2023/24)	54.69%	★	Worse than Q3 2022/23	60.65%
% of customers dissatisfied with the service they have received from the council	Smaller is better	17%	17.46% (Q2 2023/24)	17.38%	●	Better than Q3 2022/23	17.52%
% increase in visitor numbers to Chorley	Bigger is better	2%	113% (Q3 2022/23)	31.5%	★	Worse than Q3 2022/23	113%
National and Regional Comparators							
Overall employment rate	Bigger is Better	74.4% (Regional Average)	64.1% (Q2 2023/24)	67.9%	▲	Worse than Q3 2022/23	75.4%
The number of claimants as a proportion of resident population of the area aged 16-64	Smaller is Better	4.10% (Regional Average)	2.3% (Q2 2023/24)	2.4%	★	Better than Q3 2022/23	2.6%
Town Centre Vacancy Rate	Smaller is better	11.2% ² (National Average)	8.2% (Q2 2023/24)	8.22%	★	Better than Q3 2022/23	11.05%
Median Workplace Earnings better than the North West Average	Bigger is better	Regional average	£552.80 (Q4 2022/23)	To be reported Q4 2023/24		-	-
Earnings by place of residence (better than the North West average)	Bigger is better	Regional average	£645.10 (Q4 2022/23)	To be reported Q4 2023/24		-	-
Percentage of the population with NVQ level 3 and above	Bigger is better	Regional average	69.9% (Q4 2022/23)	To be reported Q4 2023/24		-	-

²This indicator tracks against the national average which is provided on a quarterly basis from an external source, the report has now been discontinued and an alternative is being sourced. Therefore, the latest available national average (Quarter Two 2023/24) has been used. At quarter three 2022/23 the national average was 10.2% and the average over the year was 10.8%.

Appendix B: Performance of key service delivery measures

★ Performance is better than target
 ● Worse than target but within threshold
 ▲ Worse than target, outside threshold

Indicator Name	Polarity	Target	Comparison (previous quarter)	Quarter 3 2023/24		Trend	
				Value	Performance	Comparison	Value
% MINOR planning applications decided within 8 weeks or agreed time extension	Bigger is Better	85%	96.23% (Q2 2023/24)	99.18%	★	Better than Q3 2022/23	98%
% MAJOR planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is Better	80%	100% (Q2 2023/24)	100%	★	Same as Q3 2022/23	100%
Average working days per employee (FTE) per year lost through sickness absence	Smaller is Better	8.23 days	3.83 days (Q2 2023/24)	6.44 days	★	Better than Q3 2022/23	8.23
Percentage of Council Tax collected	Bigger is Better	82.11%	54.91% (Q2 2023/24)	81.60%	●	Worse than Q3 2022/23	82.11%
Percentage of Business Rates (NDR) collected	Bigger is Better	75.82%	50.16% (Q2 2023/24)	74.13%	●	Worse than Q3 2022/23	75.82%
Contact Centre inbound calls answered within wait time of <5 minutes	Bigger is Better	40%	84.29% (Q2 2023/24)	82.87%	★	New for 2023/24	-
Percentage of inbound calls to the Contact Centre answered within 90 seconds	Bigger is Better	40%	58.91% (Q2 2023/24)	50.50%	★	New for 2023/24	-