

| Report of | Meeting | Date |
|---|-------------------|--------------|
| Director (Change and Delivery) (Introduced by Executive Member (Resources)) | Executive Cabinet | 13 June 2024 |

Chorley Quarter Four Performance Monitoring Report 2023/24

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|------------------------------|----|
| 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 during the fourth quarter of 2023/24, covering 1 January 2024 to 31 March 2024.

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.

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

Executive summary

6. The Corporate Strategy was approved in November 2023 setting out a refreshed programme that incorporated new priorities and performance measures. This report provides an update on the progress achieved at the end of quarter four in the 2023/24 financial year and reflects delivery between January and March 2024.
7. Overall performance of the Corporate Strategy projects is good, with 84% (16) projects rated 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 these projects are contained within the report.

8. Performance of the Corporate Strategy indicators and key service delivery measures continue to be closely monitored, with 84% of Corporate Strategy measures and 83% of key service delivery measures performing on or above target or within the 5% threshold.
9. A residents' satisfaction survey was undertaken between January and February 2024 to understand the views of residents. The survey findings are included within this report.

Corporate priorities

10. The report relates to the following corporate priorities:

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| 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

11. The Corporate Strategy is the key strategic document for the authority and includes performance indicators and projects that focus on delivering the Council's four priorities.
12. The Corporate Strategy was approved by the Council in November 2023 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.
13. 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.

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 Four

14. Homelessness continues to provide an increasing challenge for our residents, with increases in the cost of living, a reducing private sector rental market and a lack of access to specialised support being key issues. The refresh of the Prevention of Homelessness Strategy will seek to further the council's determination to work closely with partners to address existing and emerging issues. During the quarter, focus has been on analysing data to identify demand, and undertake best practise research of prevention of homelessness and rough sleeping strategies produced by other local authorities.
15. The Council is committed to deliver affordable and energy efficient housing. The project to develop and deliver a plan to improve housing standards across the borough has commenced this quarter to drive improvements in housing standards, particularly in social and private rented housing. The project aims to provide support for residents to live in housing that keeps them healthy and safe. Work has begun to identify those properties in the borough with an EPC (Energy Performance Certificate) rating of E or below. EPC's are a rating scheme to summarise the energy efficiency of buildings, and buildings are given a rating between A (very efficient) and G (inefficient). The properties identified through the review will then be classified to establish the occupancy status. The private rented sector will be targeted with a letter setting out the steps required to comply with the minimum energy efficiency standards.
16. Through the project to deliver the home energy support scheme, Chorley Council assists residents by delivering energy advice and practical support to install energy saving measures that address high energy costs and support positive action to tackle climate change. Since October 2023 a total of 130 home visits have been carried out. Over quarter four, a number of activities have been completed including the design and printing of a flyer which includes a QR code that enabled residents to quickly make a referral into the programme. A resident information pack has been developed which will be distributed during home visits and events over the next quarter. The information pack includes information about home energy efficiency as well as additional health and wellbeing support. Additional, items such as hot water bottles, blankets and dehumidifiers have been procured that can then be provided to residents during home visits.
17. The project to refresh the Housing Strategy has commenced in quarter four, setting out the council's ambitions to ensure that everyone living in the borough has access to the high-quality accommodation. Housing services range from the delivery of new homes and supporting those in need of housing, through to supporting people to live independently for longer and to stay in high quality homes. During the quarter, preliminary work has taken place to research the Housing Strategy and those of neighbouring authorities, with a view to developing a first draft of the new strategy during quarter one.

18. The project to deliver the Local Plan has made good progress in the quarter with the drafting of over 70 strategic and local policies making up the new Central Lancashire Local Plan. The Central Lancashire Steering Group will continue to monitor and review the Local Development Scheme and programme, taking the necessary steps to maintain progress.

Performance of key projects



19. There are five projects included in the 2023 Corporate Strategy under this priority and at the end of quarter four, overall performance is good.
20. Four projects are rated as green, meaning they are progressing according to timescales and plan:
- Refresh the Prevention of Homelessness Strategy,
 - Develop and deliver a plan to improve housing standards across the borough,
 - Deliver the Home Energy Support Scheme,
 - Refresh the Housing Strategy.
21. One project is rated as Amber.
- Develop the Local Plan.

| Project Title: | | Project Status: |
|-------------------------|---|-----------------|
| Develop the Local Plan | | Amber |
| Explanation: | While good progress has been made on drafting over 70 strategic and local policies making up the new Central Lancashire Local Plan. This project is rated as amber to highlight the complexity of the remaining programme of work including key pieces of evidence and concluding site selection. | |
| Action required: | The Central Lancashire Steering Group will continue to monitor and review the Local Development Scheme and programme, taking the necessary steps to maintain progress. | |

Performance of corporate strategy measures



22. At the end of quarter four, two of the three corporate performance indicators under this priority are due to be reported.
23. Both indicators are performing on or better than target:
- The number of long-term empty properties in the borough,
 - The number of affordable homes delivered.

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 Four

24. The programme of bus shelter upgrades across the borough as part of the commitment to improve the look and feel of the local area and provide better facilities to encourage the use of public transport has progressed with the installation of 15 new bus shelters included in year one of the replacement programme. Shelters have been replaced across the borough including Adlington, Astley Village, Withnell, Whittle-le-Woods, Clayton-le-Woods, Euxton, Heapey, and Chorley Town Centre. Two living roof shelters have also been installed on Shepherd's Way outside the bus station and Pall Mall. Over the next quarter, work will commence to deliver year two of the replacement programme to install a further 26 bus shelters across the borough.
25. As part of the council's commitment to environmental sustainability and ensuring that our parks and open spaces are accessible and well maintained the project to increase the number of parks with a Green Flag status has progressed over the quarter with development of management plans, completion of the winter work programme and submission of applications for Carr Brook Linear Park and Tatton Recreation Park. The Green Flag award scheme recognises and rewards well managed parks and green spaces, setting the benchmark standard for recreational outdoor spaces across the United Kingdom. Judging will take place in quarter one, with the final results, once received communicated via social media.
26. Following the successful launch of the Business Energy Support Scheme, 15 businesses have applied for grant funding to support them to become more energy efficient and contribute towards the council's carbon neutral pledge. The Business Energy Support Grant can be used to fund energy adaptations/equipment that have been identified by an energy audit undertaken by the Chamber of Commerce, who have been commissioned by the council.
27. The rural business grants scheme, aimed at supporting small and medium-sized enterprises (SME) in rural areas, has progressed this quarter with applications being received in January 2024, and 14 eligible businesses invited to full application. To support applicants with independent business planning advice, a specialist Rural Adviser has been provided. Over quarter four, six applicants have been approved providing a total of £398,800 in capital grant funding which is being used to assist these rural businesses to develop new products and services or improve existing facilities to help them grow, create new jobs and support a vibrant rural economy.
28. The project to maintain and improve council buildings to ensure that the council's main office building and leisure centres remain fit for purpose and continue to support the delivery of high-quality services, has made good progress this quarter. The Union Street works are now completed, including changes to the Customer Services office, where desks, lockers and chairs have been installed, along with a small office sink/kitchen area. Additionally, staff have moved into the back-office space at Union Street.

Surveys of the Town Hall have been conducted to identify necessary work on the building and internal décor. As a result, this will allow the scope and costs to be developed and approved. In addition, the first-floor studio works at All Seasons Leisure Centre has been completed and now serves as a group exercise studio, featuring new flooring and full-length mirrors. Meanwhile, the downstairs studio is still in progress, will plans to transform it into a new cycling studio with new flooring, lighting, and air conditioning.

29. In order to promote sustainable transport and infrastructure the council has agreed to take on the management of Chorley Bus Station from the County Council. The project to develop and deliver a plan to improve Chorley Bus Station recognises the bus station as a key transport hub and will focus on ensuring that it is better managed and developed to provide a welcoming entrance point for visitors to the town centre. During the quarter, a tender pack was drafted for the planned Bus Station renovation works which will include redecoration, improvements to the external cladding, a green wall installation, and the refurbishment of the toilets.

Performance of key projects

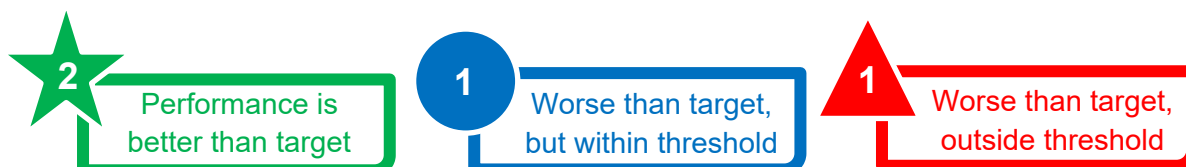


30. There are six projects included in the 2023 Corporate Strategy under this priority and at the end of quarter four overall performance is good.
31. Five projects are rated as green, meaning they are progressing according to timescale and plan:
- Increase the Number of Parks with Green Flag Status,
 - Deliver the Business Energy Support Scheme to Boost Businesses across the Borough,
 - Deliver a Rural Business support and grant scheme,
 - Maintain and improve council buildings,
 - Develop and deliver a plan to improve Chorley bus station.
32. One project is rated as amber, which is an early warning sign of delays with the project:
- Continue to deliver improvements to Chorley’s Bus Shelter Network.

| Project Title: | | Project Status: |
|---|---|-----------------|
| Continue to deliver improvements to Chorley’s Bus Shelter Network | | Amber |
| Explanation: | This project was rated as amber at the end of quarter four to highlight the delays to the installation of the bus shelters for year one of the programme, with 15 out of 19 shelters installed by the end of March 2024. There were some delays in getting the street works applications signed off by Lancashire County Council. Additionally, some sites have been identified as not having the required clearance to facilitate a shelter with side panels due to the width of the footpath and need a 1.2m clearance. | |

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| Action required: | <p>As of May 2024, the contractor has now made significant progress with a total of 27 shelters installed.</p> <p>To address the footpath width issue where existing side panels are unviable, the contractor has designed some cantilever shelters (structures designed to provide shelter without the need for or with reduced length side panels) for these locations, and production is currently underway. It is estimated that installation of the cantilever designs will commence in June 2024.</p> <p>The council will continue to work with the contractor to deliver the programme and it is anticipated that an additional 26 shelters will be delivered by the end of the year two of the replacement programme.</p> |
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Performance of corporate strategy measures



33. At the end of quarter four, all of the four corporate performance indicators under this priority are due to be reported.
34. Three indicators are performing on or better than target or within the 5% threshold:
 - Number of trees planted,
 - Number of improvements to parks, open spaces and playing pitches linked to strategy delivery,
 - Percentage of household waste sent for reuse, recycling or composting.
35. One indicator is performing below target and outside the 5% threshold.
 - Number of bus shelters improved.

| Indicator | Polarity | Target | Q4 2022/23 | Q4 2023/24 | Symbol | Trend |
|---------------------------------|--|--------|------------|------------|--------|-----------------|
| Number of bus shelters improved | Bigger is Better | 19 | N/A | 15 | ▲ | NEW for 2023/24 |
| Reason below target: | As highlighted above the contractor experienced some delays to the installation of the bus shelters for year one of the bus shelter replacement programme, with 15 out of the 19 shelters installed by the end of March 2024. Footpath clearance issues for some bus shelters and redesign work have been highlighted. | | | | | |
| Action required: | As this indicator is linked to the Corporate Strategy project above the action remains the same with the contractor making significant progress and a total of 27 shelters have now been installed. Discussions are being held with the contractor on a regular basis to review progress, and to address the footpath width issue where existing side panels are unviable, the contractor has designed some cantilever shelters (structures designed to provide shelter without the need for panels or with reduced length side panels) for these locations, and production is currently underway. | | | | | |

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 Four:

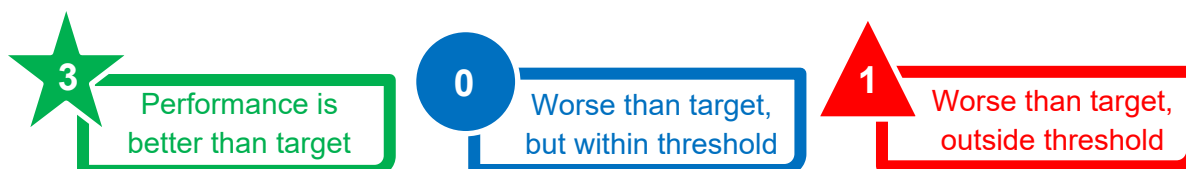
36. The project to develop a Destination Management Plan for the borough recognises that there are untapped opportunities offered by Chorley's location and assets. The goal is to enhance place recognition and create an integrated offering that attracts more visitors to the borough. Working closely with destination management and visitor economy experts, the project aims to strengthen our community bonds and foster local pride by improving the visitor economy. In quarter four, a contractor was appointed, and the initial meeting took place to kick start the project with the supplier and key internal stakeholders. During this phase, discussions centered around Chorley's unique selling points and branding, while data collection on visitors and businesses commenced.
37. As part of the councils commitment to strengthening the local economy by working with partners to support skills, development, and innovation, progress has been made on the Jobs and Skills Programme. The programme aims to upskill residents across the borough. During Chorley Apprenticeship week in February, six sessions were successfully delivered, including a business breakfast for employers and two apprenticeship showcases for residents. These events were well attended, allowing residents to explore a wide variety of apprenticeship opportunities and make informed decisions about their future. Additionally, the Chorley Apprenticeship Grant was officially launched in February 2024, encouraging businesses to create apprenticeships to attract new skills or upskill existing staff. Since its launch, 14 businesses have expressed an interest. Planning for the Chorley Employment Gateway Expo has now commenced which will take place at Inspire Youth Zone, and this event will promote both job, volunteering and training opportunities that are available. The employment and skills strategic framework is being developed which will outline the support required by residents to access employment and skills training and how partners can work collaboratively to achieve this.
38. The project to refresh the Economic Development Strategy to promote economic growth across the borough is making progress. During quarter four, the Economic Evidence base was completed, a report that examines various data points related to the local economy's performance compared to the region and the nation. This analysis helps identify areas of focus, ensuring that the local economy thrives with the right mix of businesses and the necessary skills to fill employment opportunities. The findings will guide the review of the Economic Strategy and action plan, helping focus our resources in the right areas.

Performance of key projects



39. There are three projects included in the 2023 Corporate Strategy under this priority and at the end of quarter four, overall performance is excellent.
40. All three projects are rated as green, meaning they are progressing according to timescales and plan:
- Develop a Destination Management Plan for the borough,
 - Deliver a Jobs and Skills Programme to upskill resident across the borough,
 - Refresh of the Economic Development Strategy to promote growth across the borough.

Performance of corporate strategy measures



41. At the end of quarter four, all of the four corporate performance indicators under this priority are due to be reported.
42. Three indicators are performing on or better than target or within the 5% threshold:
- The number of projected jobs created through Chorley Council support or intervention,
 - Number of business engagements by the Council,
 - Growth in the business rate base.
43. One indicator is performing below target and outside the 5% threshold:
- The % of 16-17 year olds who are not in education, employment, or training (NEET)

| Indicator | Polarity | Target | Q4 2022/23 | Q4 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% | 2.5% | 3.6% | ▲ | Worse than Q4 2022/23 |
| Reason below target: | The 3.6% reflects that there are 99 known NEET's at the end of quarter four (March 2024). This is an increase compared to the figure of 2.5% at the same time last year (Q4 2022/23). The NEETs' number have increased across most districts in Lancashire, and this is particularly the case for the subgroup of 'Unavailable NEET' facing specific challenges preventing young people from actively seeking work or participating in educational opportunities. There has also been an increase in the number of 'Not Known NEET' suggesting LCC face challenges contacting young people. | | | | | |

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| | <p>Examining the quarter four detailed breakdown of the full 16 and 17 year cohort, there are more young people going into full time education as a destination, with 37 more than the same time last year. The numbers in part time education and apprenticeships as a destination has also increased when compared to the same time last year.</p> |
| <p>Action required:</p> | <p>In Quarter One, the Chorley Employment Gateway Expo will take place at Inspire Youth Zone and planning for this has already started. Teams across the council are working together to organise this event which will take place in July with Lancashire Adult Learning and DWP. The event will promote both job, volunteering and training opportunities, and the National Careers Service will also be in attendance.</p> <p>Delivery of the direct mentoring programme will commence in Quarter One with plans for other targeted work currently being formulated. Inspire Youth Zone have been commissioned to deliver this targeted support for NEET young people as well as those identified as being at risk of becoming NEET.</p> <p>In addition to this the council works with local partners to support young people into work and training opportunities. This will include programmes of work to 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"> • Supporting the Voluntary, Community and Faith Sector (VCFS) sector in Chorley to offer high quality volunteering opportunities and refer residents into these opportunities, • Allocating £140k for 2024/25 towards the development of employment support and employability skills, • Delivering 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 continue to work and engage with the 16 and 17 year olds who are not in education, employment or training and signpost them to other partner agencies.</p> |
| <p>Trend:</p> | <p>This indicator is performing worse than the 2.5% reported in Q4 2022/23.</p> |

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 Four

44. The project to launch an Enhanced Social Prescribing Service focused on supporting families and early years made good progress in quarter four, with the Family Link worker managing a full caseload of children and family referrals, typically ranging between 25 and 27 cases at a time. Support has been provided through health coaching, signposting, referrals to appropriate organisations, community group participation and meetings with other professionals as needed (e.g. housing, finance). From August 2023 to April 2024, a total of 143 referrals were received, resulting in an average 78% increase in wellbeing scores reported per person after working with a Social Prescriber.
45. The Cost-of-Living Action Plan which provides practical financial support to households has progressed this quarter with the completion of the delivery of the Household Support Fund phase four (HSF 4). In total, HSF 4 provided over £715k in support to over 18k households, including those households with children, pensioners, single households, and couples. The support included help with energy, water, food, essential items, advice, and housing costs. During the quarter, there was a significant change in the management of the Holiday Activity Food Programme (HAF). It is now managed in-house, and a comprehensive grant process was developed to appoint delivery partners. Scoring and evaluation of these applicants took place and those that were successful received allocations for 2024/25 delivery. The Easter HAF programme successfully launched in March. Evaluation of all the data which was collated across the delivery of the action plan in 2023/24 took place, which provided insight into the recipients' needs and identified key areas for future support in order to adapt future delivery of the action plan for 2024/25.
46. During quarter four, work has continued to deliver the Health and Wellbeing programme to support the needs of residents across the borough. The council has collaborated with Lancashire County Council to develop the Healthy Weight Collaboration agreement, outlining our commitment to service delivery for the next five years. The Adult Healthy Weight Management and PASTA programmes have been consolidated into a comprehensive 'Healthy Weight' programme, building upon, and coordinating existing resources. Participation in the January 2024 Adult Weight Management program doubled compared to the previous year (January 2023).
47. The project to deliver a borough Anti-Social Behaviour action plan to ensure that Chorley is a safe place to live, work and visit has progressed with a pilot scheme launched in partnership with the Preston North End Community and Education Trust.

Public Protection Officers conducted sessions as part of the scheme across the borough to reduce anti-social behaviour. Additionally, police-led patrols have been ongoing at peak times in hotspot areas throughout the borough. Furthermore, preparations are underway to establish a multi-agency subgroup and Guardian Hubs, involving representatives from Education, the Children and Family Wellbeing Service, Police, and Housing. The goal is to divert young people away from engaging in anti-social behaviour both now and in the future.

Performance of key projects

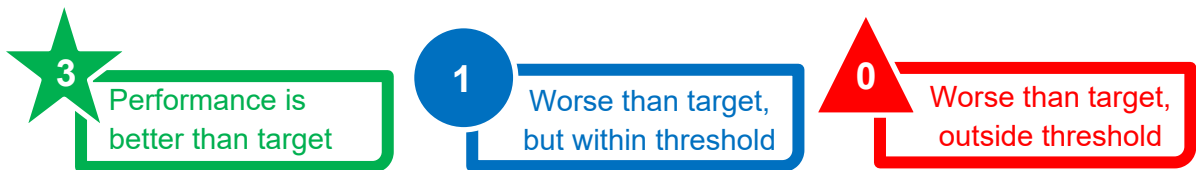


48. There are five key projects included in the 2023 Corporate Strategy under this priority and at the end of quarter four overall performance is good.
49. Four projects are rated as green, meaning they are progressing according to timescale and plan:
- Launch an enhanced social prescribing service focussed on supporting family and early years,
 - Deliver the Cost-of-Living action plan,
 - Deliver a Health and Wellbeing programme to support the needs of residents across the borough,
 - Delivery of a borough Anti-Social behaviour action plan.
50. One project is rated as amber, which is an early warning sign of delays with the project:
- Refresh and deliver the transformation programme.

| Project Title: | | Project Status: |
|--|--|-----------------|
| Refresh and deliver the transformation programme | | Amber |
| Explanation: | <p>This project has been rated as Amber to highlight a change in approach for the development of the Transformation Programme and delays impacting the original project timescales.</p> <p>Initial discussions have commenced over the quarter for the development of the refreshed Transformation Programme. However, to ensure that the programme can effectively support the Council to respond to challenges, support budget planning and continue to deliver high-quality services a more collaborative approach considering wider complementary initiatives will be undertaken with the Senior Leadership Team and different service areas across the council.</p> | |

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| <p>Action required:</p> | <p>The council has reviewed the initial timelines for developing the programme to reflect the revised approach and will align the development of the Transformation Programme with a new initiative called the 'Fit for the Future' programme. This will complement the refreshed Transformation Programme by identifying and delivering budget savings, gaps in skills, knowledge, and capabilities needed to enable effective transformation and provide opportunities for future growth.</p> <p>The Transformation Programme in the future will be refreshed through a collaborative process which fits into existing processes including the corporate strategy, budget development and business planning process. This will ensure that the programme reflects the priorities of the council, and the financial position of the organisation.</p> |
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Performance of corporate strategy measures



51. At the end of quarter four, four of the six corporate performance indicators under this priority are due to be reported.
52. All four indicators are performing on or above target or within the 5% threshold:
 - The number of visits to Council leisure centres,
 - Average improvement in wellbeing score following support from the council,
 - The percentage of service requests received online,
 - The percentage of customers dissatisfied with the service they received from the Council.

Performance of National and Regional Comparators

53. 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.



54. At the end of quarter four, all five corporate performance indicators under this category are due to be reported, and the full outturn information is available at Appendix A.

55. Four indicators are performing on or above target or within the 5% threshold:

- The number of claimants as a proportion of the resident population of the area aged 16-64,
- Town Centre vacancy rate,
- Median Workplace Earnings better than the North West Average,
- Earnings by place of residence better than the North West average.

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

- Overall employment rate.

| Indicator | Polarity | Target | Q4 2022/23 | Q4 2023/24 | Symbol | Trend |
|-----------------------------|---|--------------------------|------------|------------|--------|-----------------------|
| Overall employment rate | Bigger is Better | 73.8% (Regional Average) | 71.8% | 68.8% | ▲ | Worse than Q4 2022/23 |
| Reason below target: | The overall employment rate for Chorley has steadily increased over the last two quarters from 64.10% in September 2023 to 68.8% in March 2024, and economic inactivity remains a national concern. The main reasons for the increasing numbers have been linked to ill health, particularly longer-term conditions such as diabetes, chronic pain and mental health. However, benefit claimant data shows that Chorley has a lower level of people of working age claiming out of work benefits at 2.6% compared to 4.3% in the Northwest. The recent Economic Evidence Base completed for Chorley has suggested that the main reasons for inactivity in Chorley are related to the lifestyle choices of the over 50s to take early retirement and the increasing older population. | | | | | |
| Action required: | Chorley Council remains committed to encouraging businesses to create employment opportunities in the borough and will continue to monitor trends in the data. In quarter four the Council held the first Chorley Apprenticeship Week, which was a series of events taking place over the week aimed at employers and residents. An apprenticeship grant has been launched to encourage businesses to create apprenticeships to attract new skills to the organisation or to upskill existing staff. Feedback from the Department of Work and Pensions/Runshaw event was that the main barriers to employment in Chorley are Maths, English and driving. The council will collaborate with providers to ensure that residents have access to the Multiply courses (government funded programme to help adults improve their numeracy skills) on offer in Lancashire. In addition, a new startup business program has been introduced, featuring an initial two-week course tailored for individuals who have business ideas but may have faced rejection when seeking support from banks and other sources. | | | | | |
| Trend: | This indicator is performing slightly worse than the 71.8% reported in Q4 2022/23. | | | | | |

Performance of Key Service Measures

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



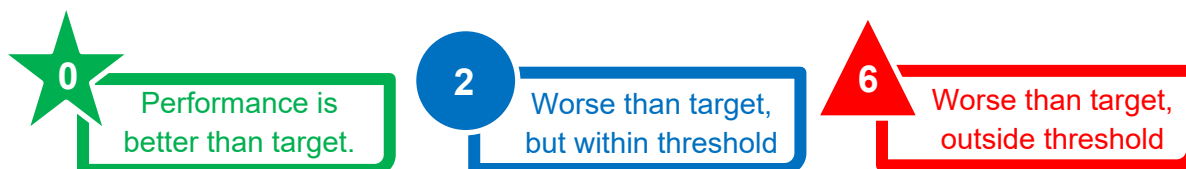
58. At the end of quarter four, all six key service measures are due to be reported. The full outturn information for this is available at Appendix B.

59. Five 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,
 - 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.

60. One indicator is performing below target and outside the 5% threshold.
- Percentage of major planning applications decided within 13 (16 for EIA) weeks or agreed time extension.

| Indicator | Polarity | Target | Q4 2022/23 | Q4 2023/24 | Symbol | Trend |
|---|--|--------|------------|------------|--------|------------------------------|
| Percentage of major planning applications decided within 13 (16 for EIA) weeks or agreed time extension | Bigger is Better | 80% | 87% | 67% | ▲ | Worse than Q4 2022/23 |
| Reason below target: | This indicator is performing below target in quarter four due to the delayed decision making of a planning application. As there are a small number of applications within this category, one application not being determined within the timescales can impact significantly on the percentage reported. This performance is based on a total of three decisions in the quarter, one of which was determined out of time. | | | | | |
| Action required: | The council will continue to monitor future applications and where possible implement measures to ensure timely decisions can be made on major applications. There is a wider action plan currently being developed in response to our designation as a poor performing Local Planning Authority including training for Members. | | | | | |
| Trend: | This indicator is performing worse than the 87% reported in Q4 2022/23. | | | | | |

Performance of the Residents' Survey measures



61. A residents' satisfaction survey was undertaken between January and February 2024 to understand the views of residents about the local area, life in Chorley, the impact and support needed to recover from the Cost of Living crisis and input into the delivery of the Council's ambitions around climate change.
62. The residents' survey tracked similar questions used in previously surveys conducted by the Council in 2021, 2017, 2015 and 2013. The survey achieved 1,432 responses, which have been weighted to ensure the results are representative of the borough population.
63. The questionnaire asked residents to provide their views of the local area, the council, and the services that the council provides.
64. Of the eight corporate indicators, two are performing worse than target but within the 5% tolerance and six are performing worse than target and outside the 5% tolerance. A breakdown of the results for these indicators can be found at Appendix C and comparisons have been made with the results of the last resident survey which was conducted in 2021.
65. The six indicators performing below target (outside the 5% tolerance) are:
 - The percentage of people who feel they cannot influence decision making in their local area,
 - The percentage of residents satisfied with the way the Council runs,
 - The percentage residents who feel that Chorley Council provide value for money,
 - The percentage of the population feeling safe at night,
 - The percentage of population satisfied with parks and open spaces,
 - The percentage of population satisfied with street cleanliness.
66. **Those who feel they cannot influence decision making in their local area:** - This reflects the answers provided to those responding to the 'council does not act on the concerns' of local residents' question. Over half of respondents (54%) said that Chorley Council acts on the concerns of local residents, either 'a great deal' (9%), or 'a fair amount' (46%). This closely matches the 2021 survey figure (53% 'a great deal/ a fair amount') but represents an increase of 6% compared to the 2017 survey (48%).
67. **Satisfaction with the way the Council runs things:** - Two-thirds of all respondents (66%) were satisfied overall with the way Chorley Council runs things, while 17% 'neither satisfied nor dissatisfied', and 15% dissatisfied. The level of satisfaction is significantly lower than 2021 (73% 'satisfied'), although the level of dissatisfaction has stayed at a similar level.
68. **Those who feel that Chorley Council provide value for money:** - Almost half of respondents (49%) agreed that 'Chorley Council provides value for money', while 21% disagreed, and a total of 29% of respondents gave 'neither agree nor disagree' (26%) or 'don't know' (3%) responses. The level of agreement has fallen in comparison to the 2021 Survey (56% 'strongly/ tend to agree'), although again disagreement has not changed significantly.

69. **Feeling safe at night / during the day:** - Respondents were asked to say how safe or unsafe they feel when outside in their local area after dark and during the day. After dark, 60% of respondents said that they feel safe, whilst 21% reported feeling unsafe. During the day, the majority of respondents (89%) said that they feel safe when outside in their local area. Compared to the previous survey in 2021 where 64% felt safe after dark and 92% during the day.
70. **Satisfaction with parks and open spaces:** - Three-quarters of respondents (75%) expressed satisfaction with 'parks and open spaces', while 11% were dissatisfied: the level of satisfaction has shown a significant fall of 7%, and dissatisfaction has risen by 4% in comparison to the 2021 findings (82% 'satisfied'/ 7% 'dissatisfied').
71. **Satisfaction with street cleanliness:** - In respect of 'keeping public land clear of litter and refuse', compared to the 2021 survey, the level of satisfaction has fallen significantly (-6%) and there has been a corresponding increase (+8%) in the level of dissatisfaction: 61% 'satisfied'/ 24% 'dissatisfied' in 2023/24, compared to 67% 'satisfied'/ 16% 'dissatisfied' in 2021.
72. **Satisfaction with their neighbourhood as a place to live:** - A large majority of respondents (82%) were satisfied with their local area as a place to live, with this being a slightly lower level of satisfaction to that reported in 2021 (86%), but similar to that in 2017 (84%). Overall, 11% of respondents were dissatisfied, and 7% were 'neither satisfied nor dissatisfied'.
73. The overall findings from the survey shows that in general residents' satisfaction has decreased compared to the previous period in which the survey was conducted in 2021. Nationally there has been a decline in satisfaction, reflecting general discontent across the country.
74. When benchmarked against other councils, the comparisons indicate that Chorley is performing better when it comes to resident satisfaction. Three core areas have been identified by the Local Government Association (LGA) as being of strategic and practical importance in terms of helping councils understand the extent to which their residents are satisfied with their performance. The comparison shows that Chorley Council is performing better than the average in all three core areas.
75. These questions from latest poll (February 2024) from the Local Government Association (LGA) of resident satisfaction with councils are outlined in the table below. This round of polling saw some of the lowest/joint lowest scores since polling began in areas such as satisfaction with the way local council(s) run things and the extent to which local council(s) act on the concerns of local residents.

| Residents' Survey 2023/24 (Including 'Don't Know/No Opinion' responses) | | | LGA 'Polling'* |
|--|---|--------------------|-------------------|
| LG Inform | Question | Chorley 2023/24 | February 2024 |
| Core A | Overall, how satisfied, or dissatisfied are your local area as a place to live? | 82% | 74% |
| Core B | Overall, how satisfied, or dissatisfied are you with the way the Council runs things? | 66% | 53% |
| Core C | To what extent do you agree or disagree that the Council provides value for money? | 49% | 40% |

* The Local Government Association (LGA) poll conducted in February 2024 took a representative random sample of 1,000 British adults (aged 18 or over).

76. Further analysis has taken place to consider the results on the footprint of the council's six neighbourhood areas as well as the written comments/responses submitted as part of the survey.

Climate change and air quality

77. 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

78. An Impact Assessment (IA) was completed in October 2023, which was considered as part of the approval process for the Corporate Strategy 2023. Impact Assessments 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.

Risk

79. 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

80. There are no direct financial implications of the report. The financial impact of many of these performance indicators is shown within the quarterly financial reports.

Comments of the Monitoring Officer

81. No comments.

Background documents

82. The following documents are background items to this report:
- [Corporate Strategy 2023](#)
 - [Corporate Strategy 2023 cover report](#)

Appendices

83. The following appendices are included with the report.
- Appendix A – Performance of Corporate Strategy key measures,
 - Appendix B – Performance of key service delivery measures,
 - Appendix C - Performance of the Residents' Survey measures.

| Report Author: | Email: | Telephone: | Date: |
|--|---|-----------------|----------|
| Michael Johnson, Polly Patel, Louise Wingfield (Senior Policy and Performance Officer, Performance and Partnerships Manager, Policy and Performance Advisor) | Michael.johnson@chorley.gov.uk, Polly.Patel@chorley.gov.uk, louise.wingfield@chorley.gov.uk | 01257 515151 | 24/05/24 |

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 4 2023/24 | | Trend (compared to same period last year Q4 2022/23) | |
|--|-------------------|------------------------|----------------------------------|---------------------------|---|--|--------|
| Housing where residents can live well | | | | | | | |
| Number of long-term empty properties in the borough | Smaller is better | 150 | 120 ¹ (Q3 2023/24) | 128 | ★ | Better than Q4 2022/23 | 133 |
| 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 | 111 | 29 (Q2 2023/24) | 117 | ★ | Better than Q4 2022/23 | 77 |
| A green and sustainable borough | | | | | | | |
| Number of bus shelters improved | Bigger is better | 19 | 0 | 15 | ▲ | NEW for 2023/24 | - |
| Number of Trees Planted | Bigger is better | 93500 | 117142 (Q4 2022/23) | 151780 | ★ | Better than Q4 2022/23 | 117142 |
| Number of improvements to parks, open spaces and playing pitches linked to strategy delivery | Bigger is better | 10 | 13 (Q4 2022/23) | 12 | ★ | Worse than Q4 2022/23 | 13 |
| % of household waste sent for reuse, recycling, or composting (Q3 data) | Bigger is better | 46.2% | 46.8% (Q2 2023/24) | 45% ² | ● | Worse than Q3 2022/23 | 46.2% |
| 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 | 200 | 237 (Q3 2023/24) | 301 | ★ | Worse than Q4 2022/23 | 316.5 |
| The % of 16-17 year olds who are not in education, employment, or training (NEET) | Smaller is better | 3.0% | 3.7% (Q3 2023/24) | 3.6% | ▲ | Worse than Q4 2022/23 | 2.5% |
| Number of Business Engagements by the Council | Bigger is better | 900 | 748 (Q3 2023/24) | 1123 | ★ | NEW for 2023/24 | - |
| Growth in the business rate base | Bigger is better | 0.5% | -0.03% (Q4 2022/23) | 14.81% | ★ | Better than Q4 2022/23 | -0.03% |

¹ Performance was previously reported incorrectly in Quarter Three (96) as the report had been run before the accounts had been moved onto the next stage of discounts/premiums due to the Christmas period. This has now been identified and rectified.

² This indicator is reported in arrears and reflects quarter three 2023/24 performance. Its previous performance relates to quarter two 2023/24.

| Indicator Name | Polarity | Target | Previous Reported Period | Quarter 4 2023/24 | | Trend (compared to same period last year Q4 2022/23) | |
|--|-------------------|----------|--------------------------|----------------------------------|---|--|---------|
| Healthy, safe, and engaged communities | | | | | | | |
| The number of visits to Council's leisure centres | Bigger is better | 340,000 | 255,446 (Q3 2023/24) | 344,125 | ★ | Better than Q4 2022/23 | 325,012 |
| Average improvement in wellbeing score following support from the council | Bigger is Better | 70% | Not available | 73% | ★ | NEW for 2023/24 | - |
| Average % reduction in GP appointments following support from the council | Bigger is Better | Baseline | Not available | To be reported Q1 2024/25 | | NEW for 2024/25 | - |
| % of service requests received online | Bigger is better | 50% | 54.69% (Q3 2023/24) | 53.84% | ★ | Worse than Q4 2022/23 | 59.17% |
| % of customers dissatisfied with the service they have received from the council | Smaller is better | 17% | 17.38% (Q3 2023/24) | 17.84% | ● | Worse than Q4 2022/23 | 17.41% |
| % increase in visitor numbers to Chorley | Bigger is better | 2% | 31.5% (Q3 2023/24) | To be reported Q3 2024/25 | | - | - |

| National and Regional Comparators | | | | | | | |
|---|-------------------|--|----------------------|----------------|---|-------------------------------|---------|
| Overall employment rate | Bigger is Better | 73.8% (Regional Average) | 67.9% (Q3 2023/24) | 68.8% | ▲ | Worse than Q4 2022/23 | 71.8% |
| The number of claimants as a proportion of resident population of the area aged 16-64 | Smaller is Better | 4.30% (Regional Average) | 2.4% (Q3 2023/24) | 2.6% | ★ | Better than Q4 2022/23 | 2.7% |
| Town Centre Vacancy Rate | Smaller is better | 11.25% ³ (National Average) | 8.22% (Q3 2023/24) | 7.69% | ★ | Better than Q4 2022/23 | 13.56% |
| Median Workplace Earnings better than the North West Average | Bigger is better | £646.30 (Regional Average) | £539.40 (Q4 2022/23) | £615.70 | ● | Better than Q4 2022/23 | £539.40 |
| Earnings by place of residence (better than the North West average) | Bigger is better | £649.00 (Regional Average) | £649.80 (Q4 2022/23) | £668.50 | ★ | Better than Q4 2022/23 | £649.80 |

³ This indicator tracks against the national average which was previously provided on a quarterly basis from an external source, the report is no longer available therefore this means that we will no longer be able to compare ourselves to the national rate as set out in the 2023/24 Corporate Strategy. The target of 11.25% is an average of the most recent national rate data over the last twelve months.

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 4 2023/24 | | Trend (compared to same period last year Q4 2022/23) | |
|---|-------------------|-----------|-------------------------------|-------------------|---|--|-----------|
| % MINOR planning applications decided within 8 weeks or agreed time extension | Bigger is Better | 85% | 99.18% (Q3 2023/24) | 99% | ★ | Worse than Q4 2022/23 | 100% |
| % MAJOR planning applications decided within 13 (16 for EIA) weeks or agreed time extension | Bigger is Better | 80% | 100% (Q3 2023/24) | 67% | ▲ | Worse than Q4 2022/23 | 87% |
| Average working days per employee (FTE) per year lost through sickness absence | Smaller is Better | 9.01 days | 6.44 days (Q3 2023/24) | 8.05 days | ★ | Better than Q4 2022/23 | 9.01 days |
| Percentage of Council Tax collected | Bigger is Better | 97.19% | 81.60% (Q3 2023/24) | 96.91% | ● | Worse than Q4 2022/23 | 97.19% |
| Percentage of Business Rates (NNDR) collected | Bigger is Better | 90.41% | 74.13% (Q3 2023/24) | 97.00% | ★ | Better than Q4 2022/23 | 90.41% |
| Contact Centre inbound calls answered within wait time of <5 minutes | Bigger is Better | 40% | 82.87% (Q3 2023/24) | 82.49% | ★ | New for 2023/24 | - |

Appendix C: Performance of the Residents' Survey measures

★ Performance is better than target

● Worse than target but within threshold

▲ Worse than target, outside threshold

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| Indicator Name | Polarity | Target | 2021 Results | 2023/24 Results | Trend |
|--|-------------------|--------|--------------|-----------------|--------------------------|
| Percentage of people satisfied with their neighbourhood as a place to live | Bigger is Better | 85% | 86% | 82% | ● Worse than 2021 |
| Percentage of people who feel they cannot influence decision making in their local area* | Smaller is Better | 25% | 30% | 33% | ▲ Worse than 2021 |
| Percentage of the population satisfied with parks and open spaces | Bigger is Better | 80% | 82% | 75% | ▲ Worse than 2021 |
| Percentage of the population feeling safe during the day | Bigger is Better | 90% | 92% | 89% | ● Worse than 2021 |
| Percentage of the population feeling safe at night | Bigger is Better | 70% | 64% | 60% | ▲ Worse than 2021 |
| Satisfaction with street cleanliness | Bigger is Better | 70% | 67% | 61% | ▲ Worse than 2021 |
| Percentage of residents satisfied with the way the Council runs things | Bigger is Better | 70% | 73% | 66% | ▲ Worse than 2021 |
| Percentage of residents who feel that Chorley Council provide value for money | Bigger is Better | 60% | 56% | 49% | ▲ Worse than 2021 |

*Reflected in the answers provided to those responding on the council acts on the concerns of local residents.