

Report of	Meeting	Date
Director (Change and Delivery) (Introduced by Executive Member (Resources))	Executive Cabinet  Overview and Scrutiny Performance Panel	13 February 2025  27 March 2025

## Chorley Quarter Three Performance Monitoring Report 2024-25

Is this report confidential?	No
------------------------------	----

Is this decision key?	No
-----------------------	----

### Purpose of the Report

1. This monitoring report sets out the performance against the delivery of the Corporate Strategy during the third quarter of 2024/25, covering 1 October 2024 to 31 December 2024.

### Recommendations to Executive Cabinet

2. That the report be noted.

### Recommendations to Overview and Scrutiny

3. The Committee is asked to challenge performance and make appropriate recommendations.

### Reasons for recommendations

4. To ensure the effective performance monitoring of the Corporate Strategy and safeguard its delivery across 2024/25.

### 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. This quarter will be the final time the 2023 Corporate Strategy will be reported to Executive Cabinet. Projects that are not yet complete will either be completed in quarter four, be carried forward to be delivered as part of the 2024 refreshed Corporate Strategy or will continue to be delivered as part of business-as-usual activity. A full list of these projects and their status can be found at Appendix C. The

indicators within this report reflect those agreed at Council as part of the refreshed 2024 Corporate Strategy.

7. This report provides an update on the progress achieved at the end of quarter three in the 2024/25 financial year and reflects delivery between 1 October and 31 December 2024.
8. Overall performance of the Corporate Strategy projects is good, with three projects (16%) complete and 15 projects (79%) rated green, meaning they are progressing according to schedule. One project (5%) has been rated amber, which provides an early warning sign of potential delays, and action plans for these projects are contained within the report.
9. Performance of the Corporate Strategy indicators and key service delivery measures continue to be closely monitored, with 93% of Corporate Strategy measures and 100% of key service delivery measures performing on or above target or within the 5% threshold.

### **Corporate priorities**

10. The report relates to the following corporate priorities:

<b>Housing where residents can live well</b>	<b>A green and sustainable borough</b>
<b>An enterprising economy with vibrant local centres in urban and rural areas</b>	<b>Healthy, safe and engaged communities</b>

### **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 ensure 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.
14. A refreshed Corporate Strategy was approved by Council in November 2024. 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. 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

15. Over the quarter, progress has been made on the projects to refresh both the Prevention of Homelessness Strategy, and the Housing Strategy. The formal consultation ran for a period of six weeks with partners and stakeholders, including neighbouring councils, social housing providers, special interest groups e.g. Lancashire Mind and Help the Homeless, as well as local housing developers, and concluded at the end of quarter three. The results of the consultation will be collated and analysed with the findings being presented to Senior Management and Executive Members in January, with the aim of both the Prevention of Homelessness Strategy and the Housing Strategy being adopted for implementation from April 2025.
16. The project to deliver the home energy support scheme has made significant progress in quarter three, with the colder autumn/winter weather driving an increased interest in the scheme. The Council has attended 21 events across the borough in order to promote the service, engage with residents, offer home visits, and provide information on small measures to improve home energy efficiency. A total of 386 home visits have taken place, and a total of 9,164 small measures have been distributed. It is anticipated that the project will meet its target of 500 home visits and attend 25 community events by the end of quarter four.
17. The project to deliver the local plan has made significant progress over quarter three. The Central Lancashire Local Plan (CLLP) 2023-2041 has now been prepared including the 67 policies that support the plan development. The Council report for approval of the Publication Version of the Local Plan is expected to go to all three Councils in January 2025. Following this, the plan is scheduled to go out for public consultation in February 2025.

## Performance of key projects



18. There are five projects included in the 2023 Corporate Strategy under this priority and at the end of quarter three, overall performance is good.

19. Four projects are rated as green, meaning they are progressing according to timescales and plan:

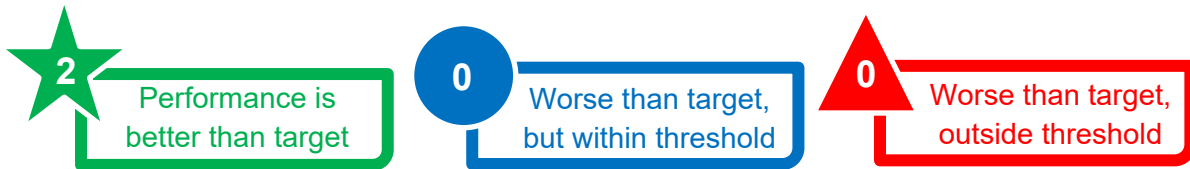
- Refresh the prevention of homelessness strategy,
- Deliver the home energy support scheme,
- Refresh the housing strategy,
- Deliver the Local Plan.

20. One project is rated as Amber:

- Develop and deliver a plan to improve housing standards across the borough.

Project Title:	Project Status:
Develop and deliver a plan to improve housing standards across the borough	<b>Amber</b>
<b>Explanation:</b>	<p>Although the project has been rated amber in order to highlight delays that are beyond the original approved plan completion dates, the reactive work that has been undertaken by the Council has had a positive impact on improving housing standards in the borough.</p> <p>This project is intended to be proactive, targeting privately rented properties with a low energy rating below E, as these accommodations are likely to be below standard quality. However, due to increased media attention nationally on housing standards, there has been a significant influx of public queries, particularly concerning mould and damp in privately rented accommodation.</p> <p>As a result, the Public Protection team has received an increase in the usual number of housing standards complaints about privately rented properties in 2024. In response, the team has prioritised these reactive queries to ensure the safety of residents, issuing legal notices for poor-quality homes. This necessary shift to reactive work has impacted the initial stages of the project.</p> <p>In quarter three, a total of 190 premises were identified and contacted by letter to inform and advise Landlords of their obligations with a timescale to respond, informing of the potential enforcement sanctions for non-compliance and guidance on how to comply. However, the milestones to deliver a second letter and the inspection programme have been delayed</p>
<b>Action required:</b>	<p>To improve the energy efficiency of housing stock across the borough and to bring the project back on track, following the initial letters, a second letter will be sent to those private rented landlords where no response has been received, or compliance has not been achieved</p> <p>At the start of quarter four, these second letters will be sent out, and property inspections are scheduled to begin in February 2025. It is anticipated that this will bring the project back on track for completion by the end of quarter four 2024/25, with enforcement notices and/or fixed penalties issued to non-compliant landlords.</p>

## Performance of corporate strategy measures



21. At the end of quarter three, two of the three corporate performance indicators under this priority are due to be reported.
22. Two indicators are performing on or better than target:
  - Number of long-term empty properties in the borough,
  - Percentage of homelessness cases prevented.

# 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

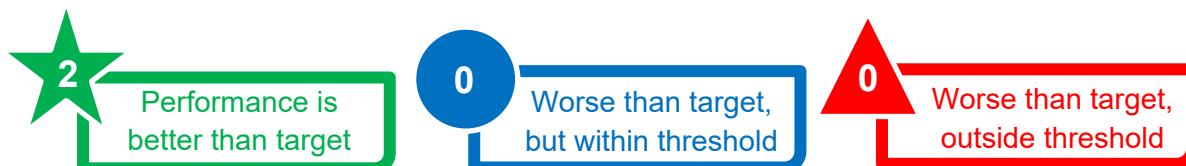
23. The Council has continued to support businesses in quarter three through the Business Energy Support scheme, which aims to promote sustainability by supporting businesses to reduce their energy costs. Fifty businesses have made enquiries about energy audits and business energy grants. A total of ten business energy audits have been conducted, with those businesses interested in progressing with the grant. One grant application has been completed and paid, with another one awarded, enabling these businesses to implement the energy efficiency measures identified in their energy audits. Promotion of the scheme continues through the Council website, social media channels, newsletters, events and at business engagement meetings. The energy audits will continue until March 2025 and the Council will continue to support businesses through their applications.
24. The project to maintain and improve council buildings has continued to progress in quarter three. Internal decoration works at the Town Hall have been ongoing, and the procurement strategy for the wider external works was presented to Senior Management Team in December. Improvements at the One Stop Shop on Union Street include better access through the installation of a new secure door lock, a clear-out of the space and the wider Union Street offices, and the addition of computer screens to the hotdesking area, which will be completed in quarter four. The tender exercise for the refurbishment of All Seasons was completed in quarter three, and the contract has been awarded. Plans will be finalised with the contractor in quarter four, with refurbishment works set to begin shortly after.
25. The project to improve Chorley Bus Station has made progress this quarter following the completion of aesthetic internal improvements to the Bus Station, such as digital information screens, internal redecoration, a toilet refurbishment, and powder coating of the seats and bins, quarter three has primarily focussed on the external improvements. The external cladding has been ordered from the agreed contractor, with works scheduled to start in February 2025. The contract to install a green wall has been awarded, with work set to commence in February and expected to be complete in March 2025. Additionally, the external illuminated signage has been procured, and will be installed in quarter four, following the completion of all external works.

## Performance of key projects



26. There are six projects included in the 2023 Corporate Strategy under this priority and at the end of quarter three, overall performance is excellent.
27. Three projects have been classified as completed, meaning that they have delivered the milestones planned for this year:
- Continue to deliver improvements to Chorley's bus shelter network (completed quarter two),
  - Increase the Number of Parks with a Green Flag Status (completed quarter two),
  - Deliver a Rural Business support and grant scheme (completed quarter one).
28. Three projects are rated as green, meaning they are progressing according to timescales and plan:
- Deliver the business energy support scheme to boost business across the borough,
  - Maintain and improve council buildings,
  - Develop and deliver a plan to improve Chorley bus station.

## 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. Both indicators are performing on or better than target or within the 5% threshold:
- Number of bus shelters improved,
  - Percentage of household waste sent for reuse, recycling, or composting.

# 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

31. The project to develop a destination management plan for the borough has progressed well over quarter three. The draft destination management plan and suggestions for future branding was presented to Senior Management Team and Members, and all feedback and amendments have been incorporated into the final plan. This final destination management plan is now scheduled to be presented for approval and adopted by the Council in January 2025. The first meeting of the tourism network is scheduled for February 2025, where the new destination management plan will be launched.
32. The jobs and skills programme to upskill residents across the borough has progressed during the quarter. The Employment and Skills Strategic Framework, outlining the strategic priorities for the borough, has been developed for consultation. This consultation with external stakeholders will take place during quarter four, to co-develop key actions to deliver the objectives and engage partners, gaining their support and commitment to the strategic framework objectives. The Chorley Careers Event, held in November, was attended by approximately 420 local students and residents. The event featured 28 local, regional, and national employers, along with further education, higher education, and training providers. This provided attendees with opportunities to discuss career paths and learn about various organisations and job roles. Building on the work undertaken in this project to develop an employment and skills framework for the borough, the focus for 2025/26 will be to deliver a targeted jobs and skills programme.
33. The refresh of the Economic Development strategy to promote growth across the borough has continued in quarter three with the completion of a review of the action plan, and consultation plans have been developed to commence in January 2025. These consultations will involve sessions with internal services and stakeholders to discuss a new or revised set of priorities and actions for the next five years. The draft revised Economic Development Strategy is expected to be finalised in February and be formally approved in March 2025.

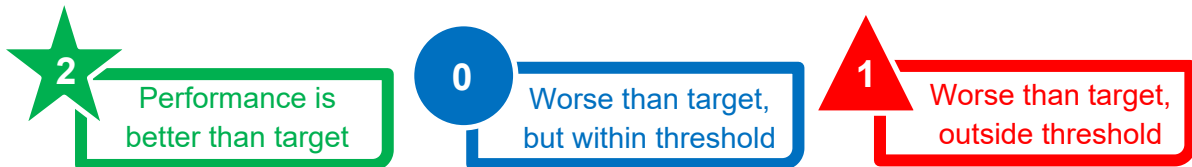


## Performance of key projects



34. There are three projects included in the 2023 Corporate Strategy under this priority and at the end of quarter three, overall performance is excellent.
35. 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 residents across the borough,
  - Refresh of the Economic Development strategy to promote growth across the borough.

## Performance of corporate strategy measures



36. At the end of quarter three, four of the five corporate performance indicators under this priority are due to be reported.
37. One indicator is reported on an annual basis at quarter three, however the data will not be available from Marketing Lancashire until end-January, and was therefore not available at the time of report publication, this will be shared once received:
- Percentage increase in visitor numbers to Chorley
38. Two indicators are performing on or better than target:
- Number of projected jobs created through Chorley Council support or intervention,
  - Number of business engagements by the Council
39. One indicator is performing below target and outside the 5% threshold:
- The percentage of 16-17 year olds who are not in education, employment, or training (NEET).

Indicator	Polarity	Target	Q3 2023/24	Q3 2024/25	Symbol	Trend
The percentage of 16-17 year olds who are not in education, employment, or training (NEET)	Smaller is better	3.6% (Regional Average)	3.7%	4.3%	▲	Worse than Q3 2023/24
<b>Reason below target:</b>	<p>The number of 16 and 17 year olds who are not in education, employment or training (NEET) at the end of quarter three was below target at 4.3%, which reflects 121 NEETs. This is an increase from 3.7% (101 NEET) at the same time last year and is above Lancashire (3.6%). The NEETs' number have increased across most districts in Lancashire, and Lancashire County Council associate this to increased anxiety and mental health issues, as well as a reluctance among young people to engage in education or training.</p> <p>Lancashire County Council continue to face challenges in contacting NEET young people, with an increased number of "Unknown NEET" (106, 3.8%) in Chorley at the end of December. Additionally, there are 19 'Unavailable NEET' who may be facing specific challenges such as illness, mental health issues or responsibilities to support family preventing them from actively seeking work or participating in educational opportunities.</p> <p>The breakdown by ward indicates that the highest numbers of NEET young people are in Chorley North &amp; Astley, Clayton East, Brindle &amp; Houghton, Chorley South West, Chorley East, Clayton West &amp; Cuerden, Chorley South East &amp; Heath Charnock, and Coppull.</p>					
<b>Action required:</b>	<p>Lancashire County Council (LCC) continue to work and engage with the 16 and 17 year olds who are NEET through the Youth Futures team with a focus of reducing the number of 'Not Known' and to develop a partnership approach to increase the number of young people accessing education, employment or training.</p> <p>The Council have formed an 'Increasing Education, Employment and Training (EET)' working group with LCC education improvement team and Inspire Youth Zone to identify opportunities to work more collaboratively to support NEET young people in the borough and encourage them into some sort of provision, as well as building networks with schools, colleges and training providers. Through a data sharing agreement, the Council are now able to better identify NEET young people in Chorley.</p> <p>The Council have been working with local partners to deliver a range of activity supporting young people, including:</p> <ul style="list-style-type: none"> <li>• Digital resources have been purchased to reboot the employability programme with Jigsaw, offering attendees a digital device and connectivity to enable job searching beyond the scope of the programme and incentivise attendance.</li> <li>• A training provider has been identified to deliver bespoke project management training sessions to NEET and at risk of NEET young people. These sessions will commence in February and complete in March, and will be delivered in Albany School, Inspire Youth Zone and Clayton Brook Village Hall.</li> <li>• The council have commissioned Inspire Youth Zone and UDevelop. The Inspire programme is aimed at NEET and those at risk of becoming NEET,</li> </ul>					

	<p>and UDevelop work with those furthest away from employment and includes mentoring of NEET young people.</p> <ul style="list-style-type: none"> <li>• The employability support programmes have supported 337 individuals, with 244 engaging in job seeking activity by the end of quarter three. This programme supports all unemployed individuals and includes NEET young people.</li> <li>• The Chorley Careers Event took place in The Lancastrian at Chorley Town Hall on Thursday 7 November 2024. This event was focused on year 10 and year 11 students as they are considering their next steps and was attended by approximately 420 local students and residents. The event featured 28 local, regional, and national employers, along with further education, higher education, and training providers. This provided attendees with opportunities to discuss career paths and learn about various organisations and job roles. This event was promoted using social media and through local high schools.</li> </ul>
<b>Trend:</b>	This indicator is performing worse than the 3.7% reported in Q3 2023/24 and is above Lancashire (3.6%).

# 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

40. The project to launch an Enhanced Social Prescribing Service focussed on supporting family and early years continues to progress well, managing a full caseload with positive outcomes for families. Over the quarter, the service supported over 46 families referred into the service between October to November, bringing the total to 147 year to date. Additionally, 36 referrals were made to external partners for specific support, and 92 signposts were completed to further support family wellbeing. Social Prescribing Link Workers continue to build relationships with those supporting children and families, enhancing their ability to provide meaningful support. The Christmas Toy Appeal was delivered in partnership with St Laurence's Church and SVP Chorley Buddies, and more than 650 children who would not have received anything at Christmas received a present to open on Christmas Day. The Household Support Fund phase 6 (HSF 6) was launched in October 2024 and has supported the delivery of other projects supporting families including a holiday hunger initiative to be delivered over the February half term, parenting skills, healthy lifestyle sessions, cooking skills workshops, and support for young mothers.
41. The Cost of Living action plan continued to provide practical support and enhance community resilience over quarter three through a wide range of initiatives. The Christmas Holiday Activity and Food (HAF) programme has been successfully commissioned, offering 2,797 spaces over the week, supported by 10 providers. The Handy person scheme completed 374 jobs, exceeding the quarter three target of 360 jobs, helping Chorley residents who would otherwise struggle with small repairs or 'DIY' jobs. As part of the warm space's initiative, £17,654 was distributed to support a network of 55 warm spaces across the borough, offering residents a warm drink and hot meal. The Chorley Together Network met with Voluntary, Community, Faith, and Social Enterprise (VCFSE) partners to discuss prevalent cost of living themes, key initiatives and external funding opportunities. As part of the 2024 Corporate Strategy, Chorley's ecosystem of voluntary and community sector organisations will be developed further to extend their reach and the available support in communities. Looking ahead to next quarter a review of the cost of living action plan will be undertaken, including the development of the 2025/26 priorities.
42. The project to deliver a health and wellbeing programme to support the needs of residents across the borough has progressed over quarter three. The social prescribing service has operated successfully, achieving positive outcomes over the year with a total of 765 referrals into the service, an average reduction in GP

appointments from four to two per patient, and 1,158 external referrals and signposts to additional wellbeing support. As part of the healthy weight initiative, three 10-week courses were successfully delivered, resulting in 460 attendances in quarter three. Additionally, 26 walking sessions were provided for current and past attendees to support behavioural change. Family weight management sessions were also delivered at Sacred Heart Primary School and Highfield Primary, with increased parental engagement fostering lasting improvements. The ongoing Health and Wellbeing training programme has delivered 15 sessions, including First Aid Lite, Andy's Man Club Presentation, Samaritans Sessions, and Orange Button training benefiting 127 residents. Looking ahead to next quarter, the suicide prevention action plan will be finalised, and the adult and child weight management programmes will be delivered.

43. The delivery of a Borough Anti-Social Behaviour (ASB) Action Plan continued in quarter three. Diversionary activities have been delivered during the October half term at Westway including football sessions by Preston North End (PNE) Community Trust, indoor arts and crafts, and baking sessions with attended by 105 young people. The Council collaborated with the Bright Sparks project, led by Lancashire Fire and Rescue, which engaged 25 young people with firework and fire safety demonstrations, followed by hotdogs and chips, and a trip to watch Preston North End Football Club play. The Guardian Hubs, which relaunched earlier in the year, have become a permanent meeting and include representatives from education, the Children and Family Wellbeing service, the Police, and housing, providing intelligence on at risk young people with the aim of diverting them from anti-social behaviour. The target hardening grant scheme to reduce anti-social behaviour which launched in quarter one, continued this quarter with 15 town centre and surrounding area businesses awarded funding and have begun implementing security measures such as CCTV and other prevention strategies. Over the next quarter, inspections of these works will take place and payments.
44. Over the quarter, progress has been made in developing the Transformation Programme to align with the Council's needs. The programme's oversight will be integrated into the broader Fit for the Future initiative, managed by a newly established Change and Delivery Board, which will support budget savings, identify and create growth opportunities. The Fit for the Future strategy has been drafted, and sessions have been held with Directors and support services to develop and scope the projects that will form part of the programme. Looking ahead to the next quarter, the transformation programme projects will be finalised and communicated more widely, and the Change and Delivery Board meetings will commence to monitor progress against the programme.

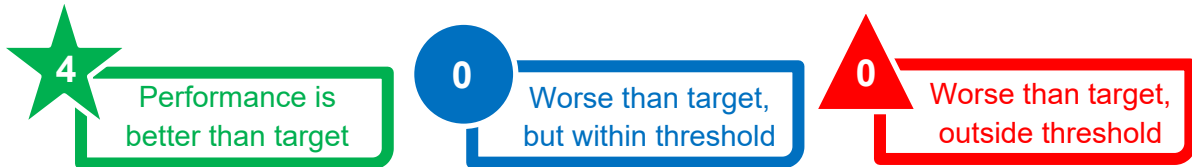
### Performance of key projects



45. There are five projects included in the 2023 Corporate Strategy under this priority and at the end of quarter three, overall performance is excellent.
46. All five projects are rated as green, meaning they are progressing according to timescales 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,
- Refresh and deliver the transformation programme.

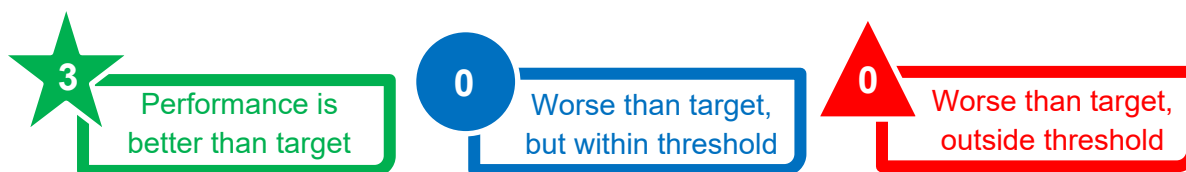
### Performance of corporate strategy measures



47. At the end of quarter three, four of the five corporate performance indicators under this priority are due to be reported.
48. Four indicators are performing on or better than target:
  - The number of visits to Council's leisure centres,
  - Average improvement in wellbeing score following support from the council,
  - Percentage of service requests received online,
  - Percentage of customers satisfied with the service they received from the Council.

## Performance of National and Regional Comparators

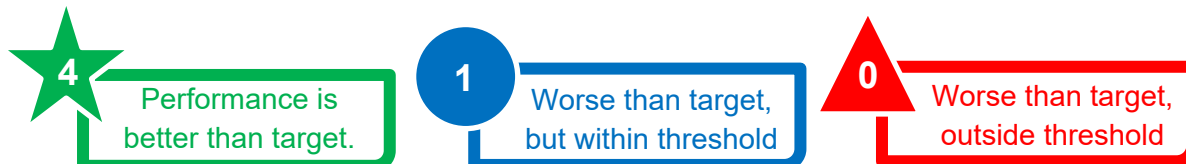
49. In addition to delivery indicators under each of the key priorities, the Council also measures outcomes compared to national and regional performance indicators within the Corporate Strategy.



50. At the end of quarter three, three of the five corporate performance indicators under this category are due to be reported, and full outturn information is available at Appendix A.
51. All three 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,
  - Overall employment rate.

## Performance of Key Service Measures

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



53. At the end of quarter three, all five key service measures are due to be reported. The full outturn information for this is available at Appendix B.
54. All 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,
  - 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,

## Climate change and air quality

55. 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

56. 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

57. 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

58. There are no direct financial implications arising from this report. The financial performance of the Council is captured in the quarterly financial reports to Executive Cabinet.

## Comments of the Monitoring Officer

59. No comments.

## Background documents

The following documents are background items to this report:

- [Corporate Strategy 2024/25](#)
- [Corporate Strategy 2024 cover report](#)
- [Corporate Strategy 2023/24](#)
- [Corporate Strategy 2023 cover report](#)

## Appendices

60. 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 – Status of the 2023 Corporate Strategy projects.

Report Author:	Email:	Telephone:	Date:
Louise Wingfield (Performance and Data Analyst)	<a href="mailto:louise.wingfield@chorley.gov.uk">louise.wingfield@chorley.gov.uk</a>	01257 515151	22/01/2025



## 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 2024/25		Trend (compared to same period last year Q3 2023/24)	
<b>Housing where residents can live well</b>							
Number of long-term empty properties in the borough	Smaller is better	150	132 (Q2 2024/25)	139	★	Worse than Q3 2023/24	120
No. of affordable homes delivered	Bigger is Better	75	37 (Q2 2024/25)	To be reported Q4 2024/25		-	-
% homelessness cases prevented	Bigger is better	60%	62% (Q2 2024/25)	66%	★	NEW for 2024/25	-

<b>A green and sustainable borough</b>							
Number of bus shelters improved	Bigger is better	45	59 (Q2 2024/25)	60	★	Better than Q3 2023/24	0
Number of improvements to parks, open spaces and playing pitches linked to strategy delivery	Bigger is better	6	12 (Q4 2023/24)	To be reported Q4 2024/25		-	-
% of household waste sent for reuse, recycling, or composting (Q2 data)	Bigger is better	43%	45.3% (Q1 2024/25)	45.9% <sup>1</sup>	★	Worse than Q2 2023/24	46.8%
Number of carbon pathways projects delivered	Bigger is better	Baseline	-	To be reported Q4 2024/25		-	-

<b>An enterprising economy with vibrant local centres in urban and rural areas</b>							
% increase in visitor numbers to Chorley	Bigger is better	2%	31.5% (Q3 2023/24)	Data Unavailable <sup>2</sup>		-	-
Number of projected jobs created through Chorley Council support or intervention	Bigger is better	150	145 (Q2 2024/25)	220	★	Worse than Q3 2023/24	237
The % of 16-17 year olds who are not in education, employment, or training (NEET)	Smaller is better	3.6% Lancashire Average	2.2% (Q2 2024/25)	4.3%	▲	Worse than Q3 2023/24	3.7%
Number of Business Engagements by the Council	Bigger is better	450	646 (Q2 2024/25)	923	★	Better than Q3 2023/24	748
Growth in the business rate base	Bigger is better	0.5%	14.81% (Q4 2023/24)	To be reported Q4 2024/25		-	-

<sup>1</sup> This indicator is reported in arrears and reflects quarter two 2024/25 performance. Its previous performance relates to quarter one 2024/25.

<sup>2</sup> The percentage increase in visitor numbers is reported on an annual basis at quarter three, however the data will not be available from Marketing Lancashire until January 2025.

Indicator Name	Polarity	Target	Previous Reported Period	Quarter 3 2024/25		Trend (compared to same period last year Q3 2023/24)
----------------	----------	--------	--------------------------	-------------------	--	--

### Healthy, safe, and engaged communities

The number of visits to Council's leisure centres	Bigger is better	255,000	187,560 (Q2 2024/25)	<b>270,849</b>	★	<b>Better than Q3 2023/24</b>	255,446
Average improvement in wellbeing score following support from the council	Bigger is Better	70%	81% <sup>3</sup> (Q2 2024/25)	<b>81%</b>	★	<b>NEW for 2024/25</b>	-
% of service requests received online	Bigger is better	50%	56.06% <sup>4</sup> (Q2 2024/25)	<b>55.22%</b>	★	<b>Better than Q3 2023/24</b>	54.69%
Percentage of customers satisfied with the service they received from the Council	Bigger is better	70%	69.07% (Q2 2024/25)	<b>70.48%</b>	★	<b>NEW for 2024/25</b>	-
Percentage of households living in fuel poverty	Smaller is Better	14.1% (National Average)	11.1% (Q1 2024/25)	<b>To be reported Q1 2025/26</b>		-	-

### National and Regional Comparators

Overall employment rate	Bigger is Better	73.0% (Regional Average)	79.7% (Q2 2024/25)	<b>80.8%</b>	★	<b>Better than Q3 2023/24</b>	67.9%
The number of claimants as a proportion of resident population of the area aged 16-64	Smaller is Better	4.5% (Regional Average)	2.8% (Q2 2023/24)	<b>2.7%</b>	★	<b>Worse than Q3 2023/24</b>	2.4%
Town Centre Vacancy Rate	Smaller is better	11.25%	8.26% (Q2 2024/25)	<b>8.26%</b>	★	<b>Worse than Q3 2023/24</b>	8.22%
Median Workplace Earnings better than the North West Average	Bigger is better	£646.30 (Regional Average)	£615.70 (Q4 2023/24)	<b>To be reported Q4 2024/25</b>		-	-
Earnings by place of residence (better than the North West average)	Bigger is better	£649.00 (Regional Average)	£668.50 (Q4 2022/23)	<b>To be reported Q4 2024/25</b>		-	-

<sup>3</sup>. This figure has been updated to reflect the year to date figure for quarter two.

<sup>4</sup>. As part of ensuring data quality, this figure has been amended following an error identified in the data collection for quarter two.

## 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 2024/25		Trend (compared to same period last year Q3 2023/24)	
				Value	Status	Comparison	Value
% MINOR planning applications decided within 8 weeks or agreed time extension	Bigger is Better	85%	99.4% (Q2 2024/25)	99.0%	★	Better than Q3 2023/24	97.8%
% MAJOR planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is Better	80%	100% (Q2 2024/25)	89%	★	Worse than Q3 2023/24	100%
Average working days per employee (FTE) per year lost through sickness absence	Smaller is Better	6.44 days	3.51 days (Q2 2024/25)	6.25 Days	★	Better than Q3 2023/24	6.44 days
Percentage of Council Tax collected	Bigger is Better	81.60%	54.59% (Q2 2024/25)	81.24%	●	Worse than Q3 2023/24	81.60%
Percentage of Business Rates (NNDR) collected	Bigger is Better	74.13%	54.97% (Q2 2024/25)	76.66%	★	Better than Q3 2023/24	74.13%

## Appendix C – Status of the 2023 Corporate Strategy projects

Corporate Priority	Project Title	Position Status
<b>Housing where residents can live well</b>	<b>Refresh the prevention of homelessness strategy</b>	This project will be complete in March 2025 and delivery will commence from April 2025.
	<b>Develop and Deliver a Plan to Improve Housing Standards Across the Borough</b>	This project will be complete in March 2025.
	<b>Deliver the home energy support scheme</b>	This project will be complete in March 2025.
	<b>Refresh the housing strategy</b>	This project will be complete in March 2025 and delivery will commence from April 2025.
	<b>Deliver the Local Plan</b>	This project will be taken forward as part of the 2024 refreshed Corporate Strategy to progress the delivery of the Central Lancashire Local Plan.
<b>A green and sustainable borough</b>	<b>Continue to deliver improvements to Chorley's bus shelter network</b>	Year two of the five year programme completed in quarter two 2024/25 and year 3 will be taken forward as part of the 2024 refreshed Corporate Strategy.
	<b>Increase the Number of Parks with a Green Flag Status</b>	This project completed in quarter two 2024/25.
	<b>Deliver the business energy support scheme to boost business across the borough</b>	This project will be complete in March 2025.
	<b>Deliver a Rural Business support and grant scheme</b>	This project completed in quarter one 2024/25.
	<b>Maintain and improve council buildings</b>	This project will continue as part of the service 2025/26 business plan. The project to deliver All Seasons refurbishment is included in the 2024 refreshed Corporate Strategy.
	<b>Develop and deliver a plan to improve Chorley bus station</b>	This project will be complete in March 2025.

Corporate Priority	Project Title	Position Status
<b>An enterprising economy with vibrant local centres in urban and rural areas</b>	<b>Develop a destination management plan for the borough</b>	This project will be taken forward as part of the 2024 refreshed Corporate Strategy to implement the recommendations from the destination management plan.
	<b>Deliver a jobs and skills programme to upskill residents across the borough</b>	This project will be complete in March 2025.
	<b>Refresh of the Economic Development strategy to promote growth across the borough</b>	This project will be complete in March 2025.
<b>Healthy, safe and engaged communities</b>	<b>Launch an enhanced social prescribing service focussed on supporting family and early years</b>	This project will be complete in March 2025.
	<b>Deliver the cost of living action plan</b>	This project will be taken forward as part of the 2024 refreshed Corporate Strategy to continue to deliver the cost of living action plan.
	<b>Deliver a health and wellbeing programme to support the needs of residents across the borough</b>	This project will be complete in March 2025.
	<b>Delivery of a borough anti-social behaviour action plan</b>	This project will be taken forward as part of the 2024 refreshed Corporate Strategy to take action to reduce Anti-Social Behaviour.
	<b>Refresh and deliver the transformation programme</b>	This project will be complete in March 2025.