



Chorley Council Annual Report 2014/15



Welcome to Chorley Council's Annual Report

Councillor Alistair Bradley, Leader of Chorley Council, Executive Member for Economic Development and Partnerships



It's our ambition to make things happen for the people of Chorley and I'm pleased to report that once again this year, we have achieved some fantastic outcomes for local people and families.

Across the borough, residents have seen improvements to their local communities including exciting new play spaces, better quality facilities and more attractive community spaces. Events such as the Chorley Grand Prix and North West In Bloom spanned the borough from the town centre to our rural villages, getting local people involved and attracting many new visitors to come and see the great things Chorley has to offer.

Raising the profile of Chorley to help grow the local economy continues to be a key priority, bringing in new businesses to create jobs and opportunities for local residents so that everyone is better off. Investment in the town centre means that we now have a really vibrant local offer and continue to progress plans to deliver new facilities including the Market Walk shopping centre and Youth Zone.

Continuing to work innovatively is vital; central government funding is set to reduce even more over coming years and all public services will need to work differently if they are to continue to meet the needs of local people. We recently held a 'Commission into the Future of Public Services in Chorley' which brought key local service providers together to help us understand what we needed to do and we now have projects in place to make the changes that are needed. As well as many improvements, this report sets out some of the future challenges and how we want to work with you and your community to enable you to achieve even more for your local area. I know that together, we can continue to 'Make It Happen'.



Councillor Peter Wilson, Deputy Executive Leader, Executive Member (Resources)

Overall our performance in meeting our key priorities has gone well this year, delivering positive outcomes for the residents of Chorley, while balancing our financial responsibilities. We continue to tackle areas of underperformance with great improvements in areas such as customer dissatisfaction.

Planning for the future, building a strong local economy and enabling our communities will be important tasks for us in 2015/16.



Introduction - Making it happen in Chorley

About us

Chorley Council delivers a range of services to residents, businesses and visitors across Chorley. For example we empty your bins, keep your streets clean and tidy, run the leisure centres providing activities for people of all ages, deal with planning applications and maintain the lovely parks and open spaces we have in the borough.

Our Vision

An ambitious Council that achieves more by listening to the whole community and exceeding their needs.

About Chorley in 2014/15

The Council's Corporate Strategy sets out the council's priority areas, which are based on what you have told us is important to you.

This report provides an overview of some of the work that was carried out for each of the priority areas during 2014/15.

The Challenges in 2014/15

In a challenging economic climate, during this period there remained areas of significant deprivation in Chorley, increasing levels of debt and the need to support the most vulnerable members of our communities at risk of issues such as social isolation.

Job creation and developing the local economy in a difficult environment remained challenging particularly against the back drop of continuing reductions in central grant funding. There was also a need to take a proactive approach to improving customer satisfaction through better communication. The council's approach to addressing these challenges is set out in this report.





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

What will success look like?

- Residents who take pride in where they live and their achievements
- All residents are able to take an active part in their community
- Easy access to high quality public services

Neighbourhood Working – 24 neighbourhood working priorities were identified at neighbourhood area meetings for delivery in 2014. Working together with partners we have delivered a range of projects that have improved local communities including:

- Adlington Car Parking in Southeast Parish – Additional car parking provision for the area created up to 27 car parking bays including two disabled bays.
- Carr Brook Bridge Repairs in Clayton & Whittle – Six bridges in the area received repairs to enable better connectivity.
- Coronation Recreation Ground Improvement Works – A range of improvement works undertaken to encourage increased use of the facility, and the development of a local “Friends of Coronation Rec” group to establish support for the facility.

Welfare Reform Action Plan: Working with partners from local social housing providers, the Department for Work and Pensions and the CAB, the Welfare Reform Plan implemented a range of actions to help mitigate any negative effect on households as a result of Welfare Reform changes.

- A new Welfare Reform Officer was employed to support residents by working with agencies to prevent evictions or re-possession and assist with personal budgeting
- An agreement was put in place with the DWP to support the roll-out of Universal Credit which has provided support to UC claimants to apply on line and help with personal budgeting

38 REFERRALS FROM THE DWP FOR PERSONAL BUDGETING SUPPORT ACCEPTED

374 HOUSING ADVICE AND PREVENTION CASES HANDLED

77 CASES FOR REPOSSESSION HAVE BEEN AVERTED

Royal Horticultural Society Britain in Bloom - Chorley scooped two national awards for its spectacular floral displays and creations that bloomed across the borough over the summer of 2014. The town took the silver award after being chosen to represent the North West in the small city category of the prestigious Britain in Bloom competition after impressing the judges with its willow figures and wildflower planting.



CHORLEY ALSO WON THE RHS BRITAIN IN BLOOM 50th ANNIVERSARY AWARD FOR POLLINATOR-FRIENDLY PLANTING



Time Credits – The Chorley Time Credits programme continues to be successful with even more groups now signed up from across the borough. A recent evaluation found that the amount of time Chorley people are giving through Time Credits is significantly higher than the national average, with 38% of respondents reporting that they now do things they hadn't before and 47% reporting that they now feel healthier with a better quality of life.



Meals on Wheels - The Meals on Wheels service is part of a larger piece of work to address social isolation amongst older people in Chorley by connecting communities through food. It not only delivers hot meals to people's homes but also provides some extra support and safety checks, along with a level of company and social interaction. The service aims to reach the more vulnerable members of the community who are most at risk of becoming socially isolated and who need more support.

To encourage more people to access the service, in February 2015 the number of subsidised meals provided per week was increased from 3 to 5 days, as well as the implementation of an introductory offer which provided the first two weeks meals at half price.

Following a successful 20 week pilot in 2013/14, the Meals on Wheels service was rolled out to the rest of the Borough from July 2014.

EXTRA HELP IS ALSO PROVIDED:





Events Programme -. During 2014/2015 Chorley has hosted a variety of successful major and community events, providing an attraction for the local community while drawing large crowds to the district. Events in 2014/15 included: Get Up and Cycle; What's Your Story Chorley; Museums at Night; Animals in the Park; Theatre in the Park; Big Drum Day; Playday; Playtime in the Park; Little Boo; Nutcracker Trail & Storytelling; Chorley Land Train and meet Father Christmas; Christmas Saturday

PICNIC IN THE PARK
ATTENDANCE 8,000

CHRISTMAS LIGHTS
ATTENDANCE 6,000

ASTLEY ILLUMINATED
ATTENDANCE 5,000

CHORLEY LIVE
ATTENDANCE 5,000



Grants and Commissioning

£139,984

was awarded this year through a new VCFS commissioning process to enable local VCFS groups to deliver vital services and projects within the community.

Family support service

Home-Start - 140 families have been supported in the Chorley area, this includes 291 children. Home-Start has also trained 15 new volunteers this year, and currently has 59 volunteers.

Community safety support service

Chorley Street Pastors - The Street Pastors have engaged with more than 4500 individuals in 2014/2015. The numbers of Street Pastors have been maintained with a new cohort of 8 volunteers trained to provide support when necessary to vulnerable people in Chorley Town Centre, Clayton Brook, Coppull and Buttermere.

Arts and employability programme for young people

The Arts Partnership - 46 young people took part on the introduction to radio/interview skills programme using Chorley FM Community radio station. All of the young people who took part achieved entry level and/or level 1 AQA awards.

Advice services

Lancashire West CAB - 5647 people accessed the service with 43.6% enquiring about Debt and 21.9% enquiring about benefits and tax credits. In 2014/15 Chorley CAB has provided volunteer opportunities for over 100 people.

Support vulnerable adults (women)

Chorley Women's Centre - 575 clients attended a total of 799 counselling sessions over the year; they supported clients through stress, depression and anxiety, emotional crisis and self-esteem related issues, and relationship breakdown. A further 122 clients received domestic violence or abuse counselling provided by Circle Counselling.

Volunteering provision to support to older people

Age UK Lancashire - 56 volunteers and more than 1,800 older people used the service during 2014/15. Over 30 older peoples groups have also received information on services, governance, and campaigns.

17 SMALL COMMUNITY GRANTS AWARDED TO GROUPS & ORGANISATIONS TOTALLING £6,333



A strong local economy

What will success look like?

- A vibrant town centre and villages
- A strong and expanding business sector
- Access to high quality employment and education opportunities

Inward Investment Campaign – Through a diverse range of activities to attract media attention, including: the launch of the inward investment website; lighting of Rivington Pike; outdoor advertising including Manchester airport and railway stations; social media and; an email campaign with the Business Desk; this campaign successfully established the Choose Chorley brand, promoting and increasing inward investment to support economic growth and provide a mix of well paid, high and low skilled jobs across the borough.

Growth Deal - We successfully secured £1.8m growth deal funding, one of six schemes put forward by the Lancashire Enterprise Partnership. The scheme includes improvements to the M6 Junction 28 and new Business Growth Centre which create a start-up / incubation led site at Shady Lane that can provide flexible space for start-up businesses and SME's adjacent to the new housing development.



Business Start-Up - 2014 saw the launch of the 200th business to receive help from Chorley Council since its new business support scheme was launched in 2012. The Chorley Council business support service offers a complete package for people setting up in business from grant aid through to advice and support. This year 16 “Boost your Business” & “Choose Chorley” events took place with 362 attendees along with 17 “Business JIGSAW Workshops” attracting 97 attendees..

1.7%
JSA CLAIMANTS AGED 18-24
REDUCED FROM 3.9% IN APRIL 2014

94
NEW BUSINESSES ESTABLISHED WITH
HELP FROM CHORLEY COUNCIL

94%
OF JOBS CREATED ACCESSED BY
CHORLEY RESIDENTS

93.5%
BUSINESSES ESTABLISHED HAVE
SUSTAINED FOR 24 MONTHS +

1.0%
JSA CLAIMANTS AGED 24-49
REDUCED FROM 1.9% IN APRIL 2014

£209,735 BUSINESS GRANTS AWARDED TO LOCAL BUSINESSES



Improving the Town Centre



Market Walk - Since taking over the Market Walk shopping centre, the Council has successfully reduced the number of vacant units and revenue generated from the centre is above anticipated levels, providing an additional income stream for the council.

The project to extend Market Walk will aim to improve the retail and leisure offer in the town centre, attracting national retailers and more visitors, creating growth and opportunities for the future through the development of a 84,000 sq.ft. extension with ten new retail and leisure units on part of the flat iron car park. Also included in the project are improvements to public realm, development of additional parking spaces to offset those that will be lost due to the development and the temporary relocation of the markets and shop mobility.

In March 2015 the scheme gained its first tenant with national chain cinema company publicly declaring its commitment to the scheme with a 20 year lease and a formal planning application for the scheme was also submitted. If planning permission is given a decision to proceed with the development will be made by full council.

Town Centre Improvements - A number of improvement actions in line with the Town Centre Masterplan have taken place during the year including the ASDA junction developments, Market Street (south) public realm improvements, Market Street Shop Front Improvements, and the development of new retail outlets at 98-102 Market Street. A programme of car park improvement works have also been completed including the re-surfacing of Fleet Street, the Flat Iron and Portland Street car parks. All these works have provided numerous benefits including:



Town Centre Campaigns: In 2014, the council launched its town centre campaign to support the aim of having a vibrant town centre. Examples of some of the work that was involved include putting on bigger and better events such as Chorley Live and the Christmas light switch on, which were attended by over 12,400 people. Promotional material for coach parties were refreshed and more coaches visited Chorley that the previous year. We also worked with local business and residents to keep them informed of changes in the town centre, particularly around the Market Street improvements.



Employment Initiatives – Runshaw College Employment Support Project

- We have continued to work with Runshaw College in delivering the second year of a joint employment project, supporting young people into apprenticeships by reducing some of the main the barriers to apprentice take-up. The project encourages employers to access support towards costs additional to wages such as equipment costs in particular IT equipment, and enables apprentices to access support to suit their specific needs, such as transport costs or uniform costs. The availability of funds has proved a valuable incentive to persuade Chorley businesses to recruit from within the area.

- 57** Young people supported by the fund in Year 2 – a total of 86 in years 1 & 2
- 27** Of these young people were NEET – a total of 53 in years 1 & 2
- 48** Apprenticeship vacancies filled as a result of the fund - 115 in Years 1 & 2
- 134** New apprenticeships vacancies have been created - a total of 300 in Years 1 & 2

Young People not in Employment, Education or Training (NEET)

Over the last twelve months the number of NEET's in Chorley has reduced from **176** to **127** a reduction of **27.8%** through working more closely with our partners and creating additional apprenticeship places.



Tackling Unemployment - The Chorley Works Tackling Unemployment Programme is about incentivising employers and supporting local people into sustainable jobs with particular targeting of those most affected by the Welfare Reforms. The Employability Group (25 partner organisations) carried out a gap analysis of employment support, and two key gaps in provision were evident: recruitment incentives and travel expenses once in a job. The Council has worked closely with Lancashire County Council, Jobcentre Plus and partners in developing the project.

31 JOBS CREATED THROUGH TARGETED INTERVENTIONS

110 RESIDENTS REFERRED TO CHORLEY WORKS PROGRAMME

18 RESIDENTS RECEIVED EMPLOYMENT UPON COMPLETION OF A CHORLEY WORKS PLACEMENT



Clean safe and healthy communities






What will success look like?

- Clean and safe streets
- Reduced health inequalities
- A wide range of quality recreational activities
- High quality affordable and suitable housing
- Quality play areas, parks and open spaces

Couch 2 5K - In January 2014, 150 people began training 3 times a week to build up their fitness from walking to running over a 9 week period with over 100 completing the final 5K run in March.

“Brilliant idea by CBC and so glad to see another one planned already. Probably 35 years since I did any serious running but the C25k has got me fitter, losing weight and given me a new interest, I've become hooked on running! Watching everyone in all the groups keep going has been inspirational.” C25K participant

The Community Team - works closely with the Council's sports facilities, sports clubs, schools, community organisations and groups to increase sports and leisure participation through partnership working. Examples in 2014 include:

-  National Finalist for Streetgames project of the Year 2014 recognised in the top four (England and Wales).
-  Held face to face contact and offered support to local community organisations, clubs and groups on 209 occasions.
-  Secured over £13,000 external funding to set up, deliver and complete three doorstep sport clubs to provide young people aged 14 plus with activity and opportunity.
-  Delivered over 10 primary school inspire inter school events attracting in excess of over 800 attendances
-  Successful delivery of Club One programme and Us Girls work targeting young teenage women with lower levels of Physical Activity.

Friday Street Health Centre - The proposal for a new health centre to be sited on Friday Street in Chorley East ward has been under discussion for several years. The delivery of this facility is key to achieving outcomes in relation reducing health inequalities in Chorley. To date the feasibility study to develop the Friday Street Health Centre has been completed, and a funding application for £4.3million from the Primary Care Infrastructure Fund has been successful pending further detailed work.

12.6% INCREASE IN THE NUMBER OF VISITS TO LEISURE CENTRES



Affordable Housing - delivery remains strong within the district. In previous years Chorley recorded the highest number of affordable homes in Lancashire for three of the past four years. This year build levels have again stayed consistent with previous years with 294 affordable housing units being delivered during the previous two years. This has meant that we have already reached our 3 year delivery target of 300 affordable homes delivered over a 3 year period.



1.8%

Reduction of long term empty properties in the borough during 2014/15



165

Affordable homes delivered during 2014/15

Fleet Street (Extra Care Scheme) - Since last summer we've been pulling together options for the site after the opportunity was highlighted in the town centre masterplan. The flagship £9million scheme would provide much-needed accommodation to allow elderly people to maintain their independence. It would also provide a community hub close to the town centre, and provide an income to the council in the future.

Crime and Anti-Social Behaviour- We continue to take a multi-agency approach to tackling a range of community safety issues including anti-social behaviour (ASB) and domestic violence. Working with partners in areas with high incidence of ASB, initiatives have been put in place to encourage young people to make positive choices including alternative activities such as youth clubs, music sessions and arts and crafts. Since the start of the project, there has been a reduction in calls to the police regarding ASB. Work to tackle domestic violence through intensive support has also been undertaken in partnership achieving positive outcomes in terms of education, support and engagement with those at risk.

-4.3%

OVERALL RECORDED CRIME
REDUCTIONS FROM 13/14 TO 14/15

-6.4%

ANTI SOCIAL BEHAVIOUR
REDUCTIONS FROM 13/14 TO 14/15

-22.4%

BURGLARY
REDUCTIONS FROM 13/14 TO 14/15



A Cleaner Chorley - Having clean and safe streets is one of the council’s priorities as it is important to our residents. In 2014, a fresh campaign was launched called ‘Don’t Mess with Chorley’. The four main target areas were dog fouling, littering, fly-tipping and graffiti. One of the major successes has been highlighting the environmental issues and getting people to talk about them. 10,400 people were engaged with through Facebook solely on environmental issues where people have clicked through or shared our content.

The campaign has also been successful in driving more people to report things online using the ‘Do it Online’ area.

Dog Fouling - An over-sized bin was produced to highlight the question of how big bins need to be for people to be able to see and use them. This generated plenty of debate and got people talking about the issue of dog fouling. Through these conversations 40 dog fouling hotspots were identified by residents in the first week and were used to inform Neighbourhood Officer Patrols

Fly Tipping - Over a 4-week period all fly-tipping in Chorley was posted on social media in order to highlight the environmental and financial issues involved with fly-tipping as well as getting residents talking about the issues.

The percentage of dog fouling requests completed online has increased by 13%, whereas the number of contacts received about dog fouling issues has reduced by 4.8%

The percentage of fly tipping requests completed online has increased by 27%, whereas the number of contacts received about fly tipping has reduced by 0.3%.

Parks and Open Spaces - The Play, Open Space and Playing Pitch Strategy 2013-2018 was approved in September 2014. The strategy provides a 5 year action plan to protect, manage, enhance and secure sites and identifies deficiencies and future priorities. The first year of delivery has witnessed;

- The redevelopment of Rangleetts Recreation Ground which has some included new play space, allotments and access improvements.
- Astley Parks works including; Phase 1 of the Destination Play Area; Feasibility study for event car parking; Footpath and steps improvements along with the Astley marketing and publicity plan.
- Improvements to play facilities at Jubilee Recreation Ground
- A new play area installed at Stansted Road.
- A new junior pitch created at Astley Park
- A new 5 v5 mini pitch created at Jubilee Ground



48% OF ALL WASTE THAT WE PRODUCE IN CHORLEY IS RECYCLED AND COMPOSTED, AND CHORLEY COUNCIL REMAINS ONE OF THE HIGHEST PERFORMING WASTE COLLECTION AUTHORITIES IN LANCASHIRE



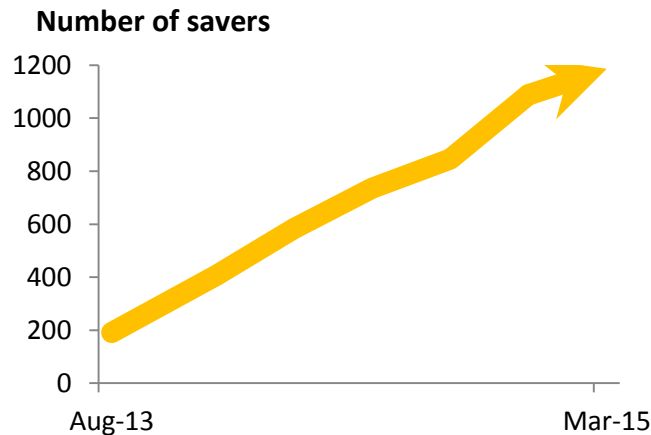
An ambitious council that does more to meet the needs of residents and the local area

What will success look like?

- A council that consults and engages with residents
- An ambitious council that continually strives to improve

Customer Satisfaction - This project has looked at the reasons for dissatisfaction and tried to address them in order to improve customer satisfaction rates over the last year. Key to this has been raising awareness with staff as to the reasons for dissatisfaction and to be clear on what all officers can do to improve customer services, such as keeping customer informed of progress. Performance in 2014/15 saw a vast improvement with dissatisfaction falling by 7.4%.

21.3%
CUSTOMERS DISSATISFIED WITH THE SERVICE THEY RECEIVED FROM THE COUNCIL



Credit Union - Chorley Credit Union opened in the summer of 2013, enabling people to save as well as offering low cost loans. The union is owned and run by members and provides annual dividends back to its members, as well as providing support with opening bank accounts, budgeting as well as providing a safe and ethical place to borrow from. This is particularly important to our residents considering the impact of the changes taking place within the welfare system.

This year 859 Savers joined the scheme 40% more than the expected outcome and a total of £493,182 was provided in loans to members, 75% more than our expected outcome.

From the commencement of the Credit Union in August 2013, 1187 savers have joined the scheme and £772,051 has been provided in loans to members

£30,084

TOTAL SAVINGS PROVIDED THROUGH THE ENERGY ADVICE SWITCHING SUPPORT SERVICE*



*BASED ON 141 HOUSEHOLDS



Public Service Reform – Continuing budget cuts means that the way in which public services are delivered is unsustainable therefore, working in partnership, the ambition for Chorley is to make a step change in the way we work together across public services for the people of Chorley and add real value to the approach and delivery of services.

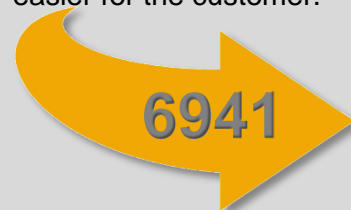
The Chorley Public Service Reform Board was established this year and will continue to develop over the coming years, delivering a work plan which has a clear focus on how organisations can collectively deliver high quality public services to the public efficiently and effectively ensuring a better service for communities and better outcomes and value for residents. This has so far involved looking at sharing information across organisations, looking at opportunities to share physical assets in the borough, and considered how services are commissioned.

Public Service reform Partners include:

- Lancashire Fire and Rescue Service
- Lancashire Teaching Hospitals NHS Trust
- Lancashire Care NHS Foundation Trust
- Chorley and South Ribble Clinical Commissioning Group
- Lancashire County Council
- Chorley VCFS Network
- Lancashire Constabulary
- Runshaw College
- Department for Work and Pensions

Faster benefits processing

October 2014 saw the opening of the new single front office at the Council’s Union Street site where residents in need of benefits can now come with all of their relevant documentation and receive a decision on their benefit claim in a single visit, speeding up processing times and making the whole process easier for the customer.



CUSTOMERS HAVE
ACCESSED THIS
SERVICE SINCE
OCTOBER 2014

Transformation Challenge Award - Following a successful bid to a central government transformation fund, Chorley Council is working with LCC and partners to deliver a new service to improve health and wellbeing outcomes and service standards.

Chorley Youth Zone - Plans for a Chorley Youth Zone have moved forwards in the last year. Approval has been given to deliver state of the art facilities on a proposed site on Railway Street, where the Arts Partnership and Leigh Arms currently stand. The facilities would include a sports hall, performing arts area, martial arts space, a base for the Arts Partnership, fitness suite, kick pitch and other activity rooms. Young people will also be able to get support and advice on matters such as careers, education and lifestyles.



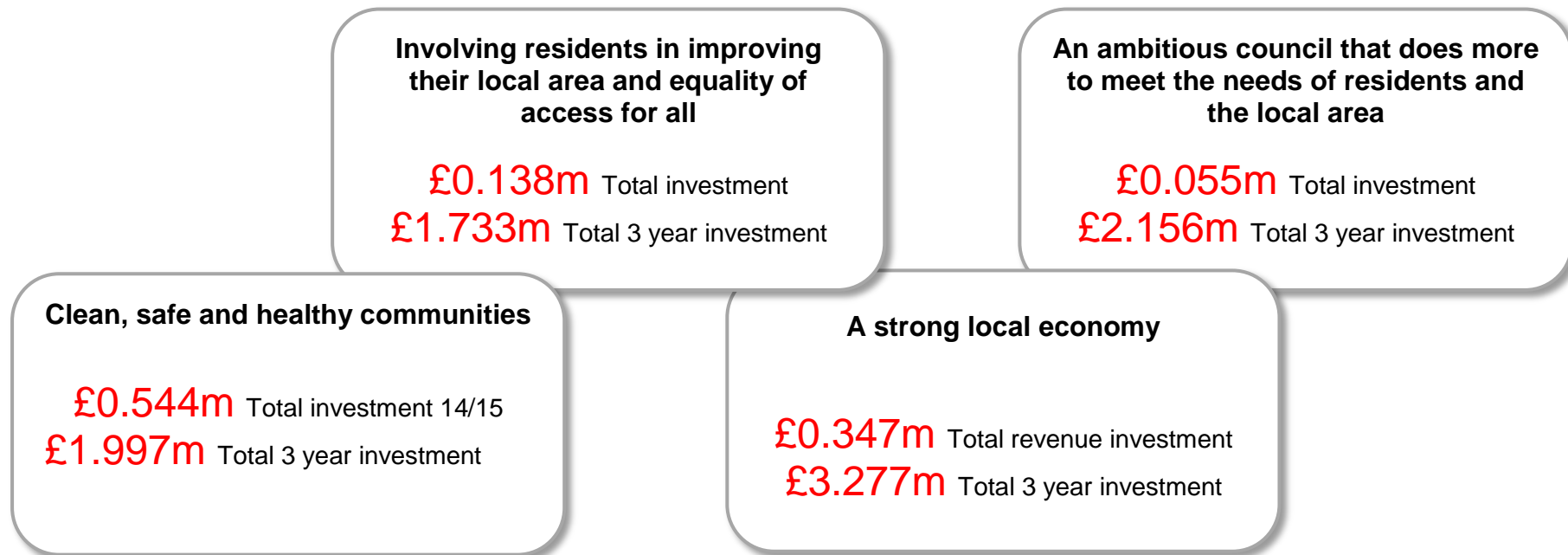
Chorley achieved Fairtrade status in January 2015



Council spending

In the 2014/15 budget and in light of continuing large scale cuts to Central Government grants, Chorley Council’s administration again achieved a balanced budget position through careful budget management and utilisation of available New Homes Bonus funds.

This meant that the council was still in a position where it could commit to make critical investments of £1.084m in priorities identified by local people to help create jobs, support the local economy, make more of local assets such as landmark sites as well as helping young people. Over the three year period 2013/14 to 2015/16 this gives a total investment programme of over £9.1m.





Making It Happen in 2015/16 – The Challenges

Chorley residents have seen many positive improvements in 2014/15 and it will be important to build on this work if we are to tackle the challenges ahead. Whilst both unemployment and the number of working age people claiming benefits is reducing, deprivation remains a key issue in some areas of the borough. Creating more employment opportunities and skilled jobs through attracting new businesses and developing the local economy remains a top priority.

Looking forward, Chorley’s population is changing and the council must respond to this so that it can continue to meet the needs of residents despite reducing budgets. The population is growing, increasing the need for family and community support as well as services for older people, particularly those linked to health and social care. All public services face further significant budget reductions and must therefore work together to find new and innovative ways to do things.

The council must continue to engage with residents and meet expectations by getting back to people and communicating effectively.

<p>Population</p>	<ul style="list-style-type: none"> • Chorley is predicted to have the fastest rate of population growth of any Lancashire districts with almost 10% growth by 2025 • By 2020 it is estimated that almost 25% of Chorley’s population will be aged 60 or over
<p>Health</p>	<ul style="list-style-type: none"> • 5.5% of the population have very bad health and 18.5% have a long term illness or disability • Emergency hospital admissions in Chorley are higher than the all England average • The rate of hospital stays for self-harm and alcohol issues is higher than the all England average
<p>Economy and employment</p>	<ul style="list-style-type: none"> • Forecasts show that unemployment in Chorley will continue to be lower than national and regional averages • Chorley has a well-qualified workforce and the number of NEET young people is reducing • Residency based earnings will continue to be higher than workplace earnings with net commuting to a greater extent than other districts in the County • Economic inactivity due to long term sickness is higher in Chorley than the national average
<p>Deprivation and debt</p>	<ul style="list-style-type: none"> • Chorley has significant pockets of deprivation which correlate with a shorter life expectancy • The number of people seeking advice from the CAB increased by 5.6% with an increase of 10.2% in people receiving debt related advice compared to 2013/14



How will we continue to make it happen?

A number of key initiatives have been put in place to support the challenges outlined above;

- ✓ **Neighbourhood Working:** Continuing to seek further engagement with residents in community areas and deliver community led projects based on neighbourhood priorities
- ✓ **Customer Satisfaction:** Building on advances made in customer satisfaction rates over previous years with the development of new digital communications and a focused workforce which surpasses customer expectations.
- ✓ **Community Action Plans:** Developing detailed community action plans to identify community needs and work with partners to coordinate the delivery of services at a local level.
- ✓ **Town Centre & Market Walk:** Improving the retail and leisure offer in the town centre through the development of new leisure and retail units; attracting national retailers, more visitors while creating growth and opportunities for the future.
- ✓ **Extra Care Scheme:** Delivering an extra care facility that will provide facilities for community based health and medical services for the benefit of both residents and the local community.

Doing things differently:

- ✓ **Partnership Working:** Changing the way public services are delivered to achieve better outcomes and increased value for residents through the Chorley Public Service Reform Board, which includes partners from health, police, fire and the voluntary sector,
- ✓ **New Business Models:** Continuing to investigate future business models for the delivery of public services in Chorley and to seek proposals to test the viability of a unitary council for Chorley which would see decision making and resources localised to the borough.
- ✓ **Enabling Communities** – Working alongside communities and extending the Chorley Time Credits programme to develop skills and capacity so that residents can make things happen in their local area.