

Report of	Meeting	Date
Assistant Chief Executive (Policy & Performance) (Introduced by the Executive Member for Policy and Performance)	Council	24 th May 2008

Chorley's Annual Report 2007/08

PURPOSE OF REPORT

To present a draft version of the Annual Report (Best Value Performance Plan) 2007/08.

RECOMMENDATION(S)

That the draft format be approved and agreement given that final approval be delegated to the Executive Leader to sign-off the document by 30th June statutory deadline for publication.

EXECUTIVE SUMMARY OF REPORT

The council has produced an Annual Report for the last two years and in doing so has fulfilled the requirement to produce a Best Value Performance Plan (BVPP) by 30th June deadline. Following the enactment of Local Government and Public Involvement in Health Bill, this is the last year we will need to publish a BVPP by the end of June deadline and include within it a range of prescriptive information. However, the intention will be to continue to produce an Annual Report thereafter as it represents an important opportunity to communicate with our customers and stakeholders about our performance and our future plans. The Annual Report is also a key element of our Use of Resources assessment.

The report below outlines the suggested content and format of this years Annual Report. The headline sections to be included in the report are:

Message from the leader and Chief Executive

Our Vision, Priorities and Strategic Objectives

Big issues for the Borough

The Council's Environmental Footprint

How we have performed for you in 2007/08 and what we have planned for 2008/09

REASONS FOR RECOMMENDATION(S)

To ensure that we are able to produce and publish the Annual Report by the 30th of June 2008 (the statutory date for publication).

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

None

CORPORATE PRIORITIES

This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the Central Lancashire sub-region	✓	Develop local solutions to climate change.	✓
Improving equality of opportunity and life chances	✓	Develop the Character and feel of Chorley as a good place to live	✓
Involving people in their communities	✓	Ensure Chorley Borough Council is a performing organization	✓

BACKGROUND

Until recently, all councils had to produce a Best Value Performance Plan (BVPP) by 30th June each year, to meet the requirements of the Best Value regime.

The 2007 Local Government and Public Involvement in Health Bill introduced a new set of National Indicators to replace BVPIs and removed the requirement for all English Best Value authorities (apart from police authorities) to produce BVPPs with effect from 1 April 2008. However, in order to ensure that Local authorities report their BVPI outturn performance for the preceding year a short term one-off measure has been introduced by the Department for Communities and Local Government to retain the requirement for Best Value authorities to compile a BVPP for a further year and by the end of June 2008

While some local authorities produce BVPPs merely to meet government requirements, Chorley has re-branded the Best Value Performance Plan as an Annual Report and uses it

as a key mechanism for communicating messages about our performance, our vision and our plans for the future to external audiences, such as the public or key stakeholders. The Annual Report is also an important mechanism for meeting some of the requirements of the Use of Resources assessment and played a key part in our submission last year. In order to retain our score of 4 for Use of Resources the annual report will need to meet a number of key requirements.

As in the previous year the intention is to also use this years Annual Report as an opportunity to communicate some of our key successes and to reflect the progress the Borough has made to date. The report will also set out some of the key challenges and opportunities facing the Council.

We will continue to produce an Annual Report in future years using the new freedoms and flexibilities given to us by the lifting of statutory requirements. This will ensure that the document better meets the needs of our customers and stakeholders and is truly effective as possible as a means of communication.

Format and contents

Work has commenced in developing the content of the Annual Report and a proposed format is set out below with the work in progress document attached for approval. However, given that there is no Council meeting in June it will not be possible to bring any final changes before council prior to the publication deadline, hence the request to adopt the same approach as that taken last year to secure delegated responsibility to the Executive Leader to approve the final draft.

The proposed format for this year's Annual Report is set out below:

Look and feel:

A short succinct document with a chatty, conversational style, with an emphasis placed on what we are doing to improve the Borough for our customers and communities. A move away from focusing on the Corporate Strategy, which has been well communicated in previously years and is available on the website. Numerous pictures of partners and residents around Chorley.

Message from the leader and Chief Executive

Sets out the context for the report and the tone which the report will take. This will be an opportunity for the leader and chief executive to highlight any key messages and draw attention to the Council's key successes.

Our Vision, Priorities and Strategic Objectives.

This part of the report will set out how the Council's priorities reflect the priorities of local people and of our Local Strategic Partnership.

Big Issues for the Borough

This part of the report will set out some of the key challenges and opportunities we will face over the coming twelve months. This will allow us to meet the requirement to report in an open and balanced way and ensure that residents and stakeholders are well informed.

The Council's Environmental Footprint

Setting out the Council's environmental impact, along with details of what we have done, and what we have planned, to reduce this. This is a requirement of Use of Resources, and also ties in well with the inclusion of climate change as a long-term outcome in the Corporate Strategy.

How we have performed for you in 2007/08 and what we have planned for 2008/09

Setting out our key achievements last year and highlighted some of the exciting projects we have planned for 2008/09.

Looking Back Our Achievements in 2007/08	Looking Ahead Our Plans for 2008/09
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Performance Indicator Information (Corporate Strategy and Best Value Performance Information).

A table setting our performance against the suite of best value performance indicators, detailing where we have hit target and where our performance is improving compared to last year.

Your views

The purpose of this section is to encourage feedback from the public. This will give people a range of options to enable them to respond to the plan and get involved with the council.

IMPLICATIONS OF REPORT

This report has implications in the following areas and the relevant Corporate Directors' comments are included:

Finance		Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	✓

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Sarah Dobson	5325	8 th May 2008	***

Draft Annual Report 2007/08- 2008/09

Message from the Leader and Chief Executive.

Welcome to Chorley's Annual Report for 2007/08. We hope that you find this a useful summary of what has been achieved, where Chorley is heading and the big issues facing the borough in the future.

2007/08 was a great year for the borough. We saw dramatically improved levels of satisfaction with a wide range of Council services, were recognised as a Beacon Council for the first time and were one of the top Council's nationally in terms of providing value for money. As a Council, we had the lowest Council tax rise across the whole of Lancashire; this follows a year with no rise at all.

All of this was achieved while continuing to deliver high quality effective services and punching above our weight in terms of economic development, civic pride and customer services excellence.

2008/09 will be an important year for the Council, as we will be reassessed by the Audit Commission for the first time in four years. This is an important opportunity for the Council to be recognised for the enormous progress we have made with our partners and to learn where we can improve further.

We will make sure we communicate the result of this inspection, and what it will mean for us as a Council, our partners and, most importantly, our customers and community.

We are keen to hear your views, if you would like to comment on anything in this Annual Report, or anything else about the Council, our plans and the services we deliver, please complete the tear off report on the back of this report.

If you provide contact details we will respond to you, we will respond to other enquiries through the Council's Newspaper, Borough News, published three times a year.

Our Vision, Priorities and Strategic Objectives.

Over recent years we engaged in an ongoing conversation with you about what really matters. This has informed the Council's vision:

“The Council’s ambition is for Chorley to become one of the most attractive, caring and vibrant places in the North West in which to live, to work, to invest and visit. People can expect safe, clean, sustainable neighbourhoods with equal access to first class, co-ordinated public services which meet their diverse needs. They can expect high quality local job and training opportunities, a decent home and to be valued and respected by all. They will be able to have their say and influence local services in their areas and to insist on good value for public money. The character of our friendly, contemporary market town will be enhanced whilst ensuring Chorley plays a pivotal role in economic development.

Members of the Cabinet have set out how this translates into Strategic Objectives that underpin what we are committed to delivering over the next three years.

Cllr Peter Goldsworthy

Lead member for developing the character and feel of Chorley and ensuring that Chorley Borough Council is a performing organisation.

‘I strongly believe the Council is here to deliver fantastic, good value services while listening to what the residents of Chorley are telling us, continuing to make Chorley an attractive, vibrant and caring place.

To do this effectively the Council has to be a well performing organisation which can evidence that improvements are happening and that residents are satisfied with the way we are running things.

Evidence, such as dramatic falls in levels of crime across the borough and the Council being awarded Beacon Status, shows that we are doing fantastically well, but are by no means complacent about how hard we will have to work in the future. The Council is working hard to reduce crime and the fear of crime, to ensure that Chorley is a clean and attractive place and to tackle issues which affect our communities such as affordable housing. That is what we are about delivering the things you feel are important and doing it well. ’

Cllr Peter Malpas

Lead member for regional economic development and tackling climate change.

'I am passionate about ensuring that we make the best of the opportunities to develop a vibrant local economy. We have ambitious plans in place to develop the town centre and ensure that it is a thriving heart for the borough. We will make the most of opportunities to attract inward investment, to bring in good quality job opportunities and drive up average earnings across the Borough. We are committed to tackling the challenge of climate change and our impact on the environment locally to ensure that we make the most of the resources we have available while preserving what we have for future generations.'

Cllr Pat Case

Lead member for improving equality of opportunity and life chances.

'We are working hard to ensure that everybody in Chorley has the same opportunity to prosper and achieve. We will work with people living in deprived areas and those who are rurally isolated to tackle the issues they face on a day-to-day basis. We will also work with our partners to ensure that all young people get the best possible start in life providing even more opportunities for them to get active and making sure schools are healthy and happy places.'

Cllr J Walker

Lead member for involving people in their communities.

'Chorley Council is working hard to improve the accessibility of our services. I believe that by working with our partners we can ensure that people accessing public services find this to be a seamless, pleasant experience. We are also working to ensure that our customers and communities are able to participate in the decision making process and influence the Council's agenda'

The Big Issues Facing the Borough.

In last year's Annual Report, we set out some of the key challenges facing the Council. These included job evaluation, delivering high quality, value for money services and providing affordable housing in the borough.

While some of these challenges are ongoing issues, which we will continue to face head on, there are new and emerging challenges which we must also face. We are honest about the big issues facing the Council, some of the difficult decisions we will have to make and how this may impact upon our residents and the services we provide. This is because we believe that if we give our customers and residents the information they need they will be able to feed into and influence the way in which we approach and deal with these challenges as we are ever conscious that we are working on your behalf and so must be accountable to you, our customers and communities.

Economic Uncertainty

The issues around economic stability and the 'credit crunch' which impact on us all as individuals will also have an impact on the borough's economy and the Council must be clear about how it will deal with and plan for any downturn in the economy. We are working hard to tackle issues of housing supply and affordability, our response must plan for the impact of any downturn in the housing market. Our ambitious plans for the borough's economy, particularly the development of a thriving town centre and regeneration projects must be achievable in a climate of economic uncertainty, to ensure that Chorley continues to prosper.

Delivering the Neighbourhoods agenda.

The Council has recognised that the different neighbourhoods across the borough have differing needs and aspirations. We are developing a new way of working which will allow us be more flexible in our approach to neighbourhoods, enabling residents and communities to shape the services we and our partners deliver for them.

Delivering personalised services

The Council has been at the forefront nationally of initiatives seeking to improve the customer experience and tailor our service to individual needs. This was

recognised in the award of Beacon Status. We are now in a position where we need to ask serious questions about whether we can resource services which are tailored to meet individual needs. This will involve engaging in dialogue with our key partners and our customers about what it is most important and how we resource this on an ongoing basis.

The unknown cost of concessionary travel

Concessionary travel is for people aged over 60 and those with disabilities, allowing free/discounted travel on public transport. This is a nationally agreed, demand led, service therefore it is difficult to predict and plan for its true cost. This may have an impact on the Council's budget. This is important as we work as efficiently as we can delivering low cost, high value services, and budgeting for the unknown can have a real impact on the Council's overall financial standing and can make budgeting in the medium and long term very difficult.

The Council's Environmental Footprint

The Council is keen to lead the community and its partners in reducing the impact of climate change and CO2 emissions on the borough as a whole. We have started by looking at our own environmental impact and have set out below the Council's own environmental footprint.

Here we will outline any changes since last year and steps taken to reduce our environmental footprint.

How we have performed for you in 2007/08 and what we have planned for 2008/09 Examples outlined below of the areas we will cover

Looking Back	Looking Ahead
Our Achievements in 2007/08	Our Plans for 2008/09
<p data-bbox="225 448 794 488">Chorley Council- Your Beacon</p> <p data-bbox="225 533 794 918">For the first time, Chorley Council was awarded Beacon Status in 2007 for the category 'Transforming Services, Citizen Engagement and Empowerment'. This scheme is all about sharing best practice in local government and means that Chorley has been recognised as a national leader in delivering great services for our customers.</p>	<p data-bbox="801 448 1356 488">Circle of Need</p> <p data-bbox="801 533 1356 1008">The Council intends to build on its record of excellent in customer services by pioneering a groundbreaking project which looks at identifying and meeting all of the needs a customer may have when accessing one of our services. This will mean working much more effectively with partners to ensure that customers receive a seamless service regardless of the point at which they choose to access public services.</p>
<p data-bbox="225 1111 794 1151">Weeks of Action</p> <p data-bbox="225 1196 794 1671">The Council has been delivering a new way of working in neighbourhoods called Weeks of Action. The Weeks of Action see the Council work with various other bodies to clean up and improve unsightly areas. Weeks of action also see an increase in levels of enforcement action with a crackdown on anti-social behaviour, car tax and those other anti social practices which can have a real impact on our communities.</p>	<p data-bbox="801 1111 1356 1151">Neighbourhood Working</p> <p data-bbox="801 1196 1356 1447">The Council will introduce a whole new way of delivering services on a neighbourhood basis which will change the way we work and see real engagement with, and improvement for, the communities we serve.</p> <p data-bbox="801 1491 1356 1877">Neighbourhood working is all about local people and organisations, such as the Council and the police, working together to plan front line services such as street cleaning, grass cutting and planting, housing and community safety. It gives local people key roles and powers to influence decisions and target resources on the issues that matter most.</p>

<p>Locality Plan</p> <p>The Locality Plan was one of the results of our work last year to improve the way in which two tier (district and county) councils work together to deliver services for our communities. The plan sets out clearly and understandably what the district and county council are committed to delivering both individually and together. There are plans to further build upon the success of this project in 2008/09 and beyond.</p>	<p>Chorley Smile Civic Pride campaign</p> <p>Chorley Council was the first in Lancashire to launch a civic pride campaign. This is all about getting people involved in improving their neighbourhoods, developing a real sense of pride about the borough and the neighbourhoods where we live. We have ambitious plans to take this successful and well-received initiative even further in 2008/09, including the Chorley Smile Awards. This will see people in the community recognised and rewarded for the contribution they make to improving life in Chorley.</p>
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Performance Indicator Information (Corporate Strategy and Best Value Performance Information).

An overall summary of how well we have performed will be set out here. Along with the tables showing our outturn performance for each BVPI. Example attached

BVPI Performance Information for 2007/08

Corporate Health									
	Polarity	2006/07 Outturn	2007/08 Target	2007/08 Outturn	Performance Against Target	Performance Trend	All Eng Best Quartile	All Eng Av	Comment
BV002a The level the Council has achieved against the national Equality standard for Local Government	Bigger is better	1	2	1	☺	☹	NA	NA	
BV002b The score against a checklist of best practice in delivering the duty to promote race equality (expressed as a percentage)	Bigger is better	89%	89%	100%	☹	☹	79	63	
BV008 % Invoices received by the Council paid within 30 days	Bigger is better	84.42%	96.71%	96.50%	☹	☺	96.71%	92.05	