

| Report of | Meeting | Date |
|------------------------------|---|------------|
| Performance and Partnerships | Overview and Scrutiny Performance Panel | 22/06/2017 |

PERFORMANCE FOCUS: EARLY INTERVENTION AND SUPPORT

PURPOSE OF REPORT

- To provide contextual information and initial questions for focus to the panel for the Early Intervention and Support Directorate.

RECOMMENDATION(S)

- That the context and questions be discussed at the Overview and Scrutiny Performance Panel, with a view to understanding performance.

| | | |
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| Confidential report Please bold as appropriate | Yes | No |
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CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

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|--|--|---|---|
| Involving residents in improving their local area and equality of access for all | | A strong local economy | |
| Clean, safe and healthy communities | | An ambitious council that does more to meet the needs of residents and the local area | ✓ |

BACKGROUND

- In its terms of reference, the overview and scrutiny performance panel agreed that at each meeting, as well as considering performance reports, the panel have the opportunity to focus in on any specific area of service delivery. For the June 2017 meeting, the panel have selected Early Intervention and Support.
- Following the organisational restructure in May 2016, the Early Intervention and Support directorate incorporates:
 - Health and Wellbeing
 - Housing Options
 - Regulatory Services
 - Neighbourhood working

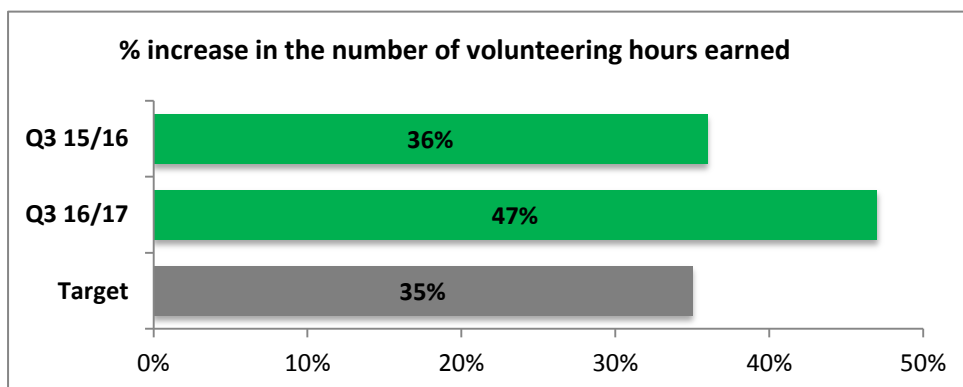
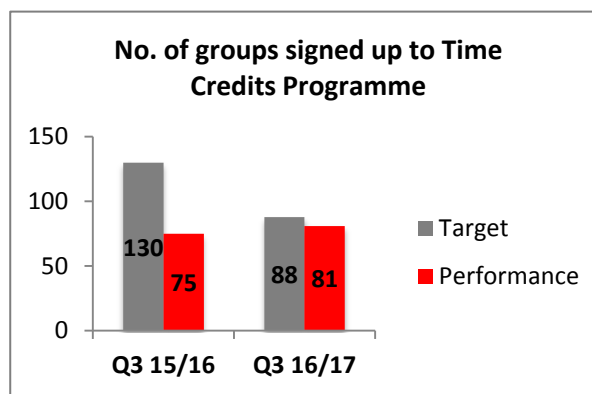
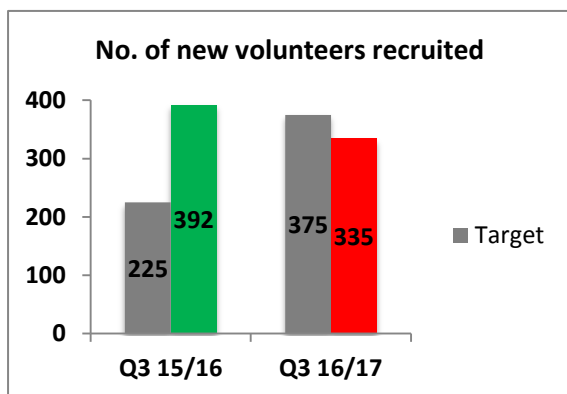
6. The Early Intervention and Support directorate is now part of the new Chorley Integrated Community Wellbeing Service which brings together functions from Lancashire Care Foundation Trust and Chorley Council that:
 - relate to promoting the health and wellbeing of individuals and communities, or
 - that are aimed towards early intervention and prevention, managing future demand on the system caused by ill-health, anti-social behaviour or crisis.
7. This report sets out contextual information to provide a general overview of performance and also a progress update on the Integrated Community Wellbeing Service, as well as some general questions to initiate discussions. This will enable the panel and relevant officers to prepare in advance of the meeting.

PERFORMANCE CONTEXT

8. A selection of corporate and local performance measures for the Early Intervention and Support directorate have been provided at appendix 1 (note that performance is from quarter 3 2016/17 with quarter 4 performance to be reported to Executive Cabinet on the 22nd June 2017).
9. Performance at quarter 3 2016/17 was generally positive, with the majority of indicators rated green and exceeding target. Performance in relation to leisure centre visits is particularly strong for both young and older people, with a 5.4% and 10.7% increase respectively in visits compared to last year. Indicators rated off track are mainly related to volunteering and also proactive housing inspections with fewer inspections completed compared to the same time last year.
10. The proactive housing inspection service was introduced in 2015 with very positive take up which has helped to build a strong picture of the quality of private rented sector properties. We continue to offer proactive inspections to housing benefit claimants in private rented properties, however take up is at the discretion of the claimant and if a property has been inspected in the last 12 months we won't re-contact until after that period which may explain fewer inspections this year.

Volunteering

11. The graphs below show that the number of new volunteers recruited is currently off track against target and lower than the same time last year. The number of groups signed up to Chorley Time Credits is also off track against target but has increased compared to the same time last year. It is likely that this is because the majority of existing groups and volunteers are now part of Chorley Time Credits and therefore the growth is likely to slow down as more intensive work is needed to attract new volunteers and groups. The number of hours earned through volunteering, which is the corporate strategy measure, continues to increase with a 47% increase in the number of volunteering hours earned; this reflects the effectiveness of the Time Credits earn and spend model with new incentives for people to keep contributing their time.



Neighbourhood Working

12. For 2016/17 there were twenty two neighbourhood priority projects completed within the 8 neighbourhood areas, delivered in partnership with local communities and key partners. Projects include: improvements to footpaths in Chorley Town East; provision of bus shelters in Whittle-le-Woods; and targeted road safety activity in South East Parishes.
13. For 2017/18 there are 24 new neighbourhood priority projects proposed. These include priorities such as planting schemes in Astley, Euxton and Buckshaw; footpath improvements in Western Parishes; and work to support families with healthy meals and financial management in Chorley Town West.

CHORLEY INTEGRATED COMMUNITY WELLBEING SERVICE

14. The Integrated Community Wellbeing Service was established in April 2017 and is being developed over three phases:
 - i. Enabling
 - ii. Transformation
 - iii. Evaluation
15. The enabling phase has now largely been completed which has involved the refurbishment of two floors of the Union Street offices. The move was successful and around 120 Lancashire Care staff are now collocated with 50 Chorley Council staff. All staff are working to the councils WorkSmart principles including paperless office spaces, and a directory of services has been created to help give teams an understanding of the various services within Integrated Community Wellbeing.

16. Phase 2 is now commencing and the focus will be on transforming and integrating the service. This will include further internal communications and staff engagement as well as integration workstreams to improve delivery and reduce duplication across both Chorley and LCFT services through streamlining and process improvement. Phase 2 will also develop new ways of working based on learning from the work of the Chorley Public Service Reform Partnership.

Questions

11. The following questions are suggested to initiate the discussions of the panel:

Volunteering

- a) Please provide an update on the Chorley Time Credits programme.
- b) How has the development of the Early Intervention and Support directorate changed the way that the council supports and encourages residents to get involved in their communities?

Neighbourhood Working

- c) How will neighbourhood priority projects be delivered in partnership with the local community? How are local residents involved in designing and delivering the activity?

Integrated Community Wellbeing

- d) The new service will see further change across the council. How will this be communicated and how will Council Members be engaged in the process?
- e) The Integrated Community Wellbeing Service is a work stream of the Chorley Public Service Reform Programme. How does the development of the service link in with the Chorley Public Service Reform Partnership?

IMPLICATIONS OF REPORT

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

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| Finance | | Customer Services | |
| Human Resources | | Equality and Diversity | |
| Legal | | Integrated Impact Assessment required? | |
| No significant implications in this area | ✓ | Policy and Governance | |

COMMENTS OF THE STATUTORY FINANCE OFFICER

13. No comments

COMMENTS OF THE MONITORING OFFICER

14. No comments

CHRIS SINNOTT
DIRECTOR POLICY AND GOVERNANCE

There are no background papers to this report.

| Report Author | Ext | Date | Doc ID |
|----------------------|------------|-------------|---|
| Vicky Willett | 5248 | 22/06/2017 | Early Intervention and Support performance focus |

Appendix A: Early Intervention and Support Performance Indicators



Performance is better than target







Worse than target but within threshold



Worse than target, outside threshold

| CORPORATE STRATEGY | | | | | | |
|---|-------------------|--------------|------------|--------------|------------|--------|
| Indicator Name | Polarity | Target Value | Q3 2015/16 | Target Value | Q3 2016/17 | Symbol |
| % increase in the number of volunteering hours earned | Bigger is better | 35% | 36% | 35% | 47% | ★ |
| The number of visits to Council's leisure centres | Bigger is better | 750000 | 824033 | 750000 | 852528 | ★ |
| Number of young people taking part in 'Get Up and Go' activities | Bigger is better | 11250 | 19833 | 15000 | 19512 | ★ |
| Number of Homelessness Preventions and Reliefs | Bigger is better | 150 | 529 | 450 | 473 | ★ |
| HOUSING OPTIONS | | | | | | |
| Indicator Name | Polarity | Target Value | Q3 2015/16 | Target Value | Q3 2016/17 | Symbol |
| Number of Households in B&B where standard temporary accommodation was not accessible due to disability or risk | Smaller is better | 0 | 0 | 0 | 0 | ★ |
| Number of verified / active select move applications | None | 40 | 26 | 40 | 34 | |
| % planned departures at Cotswold | Bigger is better | 85% | 89.7% | 85% | 100% | ★ |
| % rent collected at Cotswold Supported Housing | Bigger is better | 98.5% | 83.31% | 98.5% | 83.71% | ▲ |
| % voids Cotswold House | Smaller is better | 20% | 14.95% | 20% | 32.39% | ▲ |
| Number of households living in Temporary Accommodation (NI 156) | Smaller is better | 15 | 12 | 15 | 12 | ★ |
| New Customers Requiring Housing Advice (Monthly not YTD) | None | 57 | 81 | 57 | 84 | |
| Number of Households Located in Chorley on the Select Move Housing Register | None | 0 | 965 | 0 | 1071 | |

| HEALTH AND WELLBEING | | | | | | |
|---|-------------------|---------------------|-------------------|---------------------|-------------------|---------------|
| Indicator Name | Polarity | Target Value | Q3 2015/16 | Target Value | Q3 2016/17 | Symbol |
| No. volunteer hours earned (Time credit notes) | Bigger is better | 8100Hours | 13406Hours | 13500Hours | 24912Hours | ★ |
| No. of groups signed up to Time Credits Programme | Bigger is better | 130 | 75 | 88 | 81 | ▲ |
| No. new volunteers recruited | Bigger is better | 225 | 392 | 375 | 335 | ▲ |
| The number of young people visiting Council's leisure centres | Bigger is better | 250000 | 253170 | 255000 | 266979 | ★ |
| Number of older people (65+) visiting Council's leisure centres | Bigger is better | 22714 | 34171 | 30000 | 37850 | ★ |
| Community centres - percentage of occupancy | Bigger is better | 51% | 51.03% | 51% | 48.64% | ● |
| Average time from grant approval to completion (DFG's) | Smaller is better | 12Weeks | 7.81Weeks | 12Weeks | 7.2Weeks | ★ |
| NEIGHBOURHOODS | | | | | | |
| Indicator Name | Polarity | Target Value | Q3 2015/16 | Target Value | Q3 2016/17 | Symbol |
| No. contacts re dog fouling | None | 297 | 252 | 300 | 247 | |
| % Dog Fouling requests completed online | Bigger is better | 35% | 55% | 45% | 27% | ▲ |
| No. Fly Tipping contacts | None | 594 | 629 | 600 | 673 | |
| % Fly Tipping request completed online | Bigger is better | 25% | 32% | 25% | 40% | ★ |
| No. contacts re animals | None | 540 | 602 | 540 | 470 | |
| REGULATORY SERVICES | | | | | | |
| Indicator Name | Polarity | Target Value | Q3 2015/16 | Target Value | Q3 2016/17 | Symbol |

| | | | | | | |
|---|-------------------|--------|--------|--------|---------|---|
| Food establishments in the area which are broadly compliant with food hygiene law | Bigger is better | 95% | 93.83% | 95% | 93.52% |  |
| Number of proactive housing inspections | Bigger is better | 60 | 64 | 60 | 49 |  |
| Average time from initial service request to response (Reg Services) | Smaller is better | 2Days | 0Days | 2Days | 0.9Days |  |
| Average time to deal with investigations (Reg Services) | Smaller is better | 40Days | 4Days | 40Days | 9Days |  |