

Report of	Meeting	Date
Director Policy and Governance (Introduced by the Leader of the Council)	Council	25 th July 2017

CHORLEY COUNCIL ANNUAL REPORT 2016/17

PURPOSE OF REPORT

- To provide a summary of the Council's achievements during 2016/17 as well as looking forward to the activity to be delivered over 2017/18 against the Council's corporate priorities.

RECOMMENDATION(S)

- That the report be noted.

EXECUTIVE SUMMARY OF REPORT

- Overall performance during 2016/17 has been strong and has seen the delivery of key projects and activities which have supported the Council's key priorities of:
 - 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
- The Council has continued to face challenges over 2016/17, however real and tangible steps have been made towards addressing these challenges with a particular focus on changing the way the Council works and developing innovative solutions to ensure that the organisation is in the best position to continue to deliver vital services for local communities.
- Moving into 2017/18, the Corporate Strategy will drive forward plans to achieve sustainable local growth and reform the way that services are delivered to meet the challenges of future years and achieve better outcomes for Chorley.

Confidential report Please bold as appropriate	Yes	No
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Key Decision? Please bold as appropriate	Yes	No
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REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

- N/A

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- N/A

CORPORATE PRIORITIES

8. This report relates to the following Strategic Objectives:

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

9. The annual report is a key mechanism for presenting information about the Council's performance to residents, partners and key stakeholders. The report provides information regarding the key activities which have been delivered over the past 12 months to meet our vision and corporate priorities.
10. The report identifies some key challenges faced by the Council in order to meet residents' needs, and sets out a number of key initiatives for 2017/18 which we will be undertaking to ensure that our organisation remains in a position to meet these needs.

SUMMARY OF THE REPORT

11. The Chorley Council Annual Report is attached to this paper as an appendix. The key headlines from the report include:

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

This year has seen a continued commitment from the council to provide quality, accessible community facilities. Across the borough, community centres have been equipped with digital technology as part of ensuring all residents are able to connect with local services, supported by over 70 digital skills sessions. There has also been a strong focus on physical access to services for rural areas, maintaining vital transport links across the borough. Residents are taking a more active part in their local area through participating in volunteering opportunities with additional new members to the Time Credits scheme seeing a 63% increase in the number of volunteering hours earned this year. Over 68,000 residents and visitors enjoyed a range of events including Chorley Live, the Grand Prix and Chorley Flower Show highlighting all that Chorley has to offer and boosting the local economy through additional visitors to the area.

b. A strong local economy

This year, work has continued on developments in and around the town centre which will see areas of the borough transformed and will enhance Chorley's profile as a place to live, work and invest. Work on the Market Walk extension has progressed into the construction phase to deliver new facilities to boost the local retail offer, create jobs and enhance Chorley's local economy. Support has also continued for both new and existing businesses in the borough, with 87 new business start-ups this year, boosting the local economy and job creation.

Council employment schemes have supported people into work and enabled them to access education opportunities. A number of projects have been delivered to promote community and the local economy in Chorley, encouraging people to spend their money where it will benefit the local community.

c. Clean, safe and healthy communities

Plans to implement new ways of working with partners have been developed through the Integrated Community Wellbeing team which aims to bring together functions from Chorley and Lancashire Care Foundation Trust to work more effectively and better use resources to deliver positive outcomes for those who access our services. This year has also seen significant achievements in terms of encouraging residents to get active and continue to be active. Over 24,000 young people have been encouraged to take part in our Get Up and Go activities and over 3,000 have attended free swimming sessions. Work has continued towards providing access to good quality, affordable housing including developing plans in order to meet future housing needs. A full upgrade to the CCTV system and closer partnership working with the Police has supported clean and safe places, alongside reducing the amount of empty homes in the borough by 8% over the year. The building of the Primrose Gardens Retirement Village has also now commenced which will allow access to housing for residents who require support for additional needs.

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

The Council continue to be ambitious in our aspirations for change to ensure it is working in the most cost effective way possible to meet the needs of local residents. Innovative new ways of working with partners have been progressed through the Public Service Reform Partnership, supporting 41 vulnerable individuals with complex cases as part of a joined up multi agency approach and over 100 residents experiencing better health and wellbeing outcomes through pioneering pilot work with Primary Care. Customer satisfaction has remained a key priority and final levels for this year are at 18.3%, which is better than target. A number of changes to the way the organisation operates have been implemented organisation as outlined in the Transformation Strategy with a new management structure in place which better reflects future challenges and plans.

e. Council spending

In 2016/17 the Council committed to new revenue and capital investments totalling £3.167m that benefitted the Council's four main priority areas. This investment went towards priorities identified by local residents including:

- Providing support to community organisations, promoting volunteering and delivery of projects to enhance local neighbourhoods
- Supporting new and existing businesses, delivering employment schemes and investing in events for the borough to raise the profile of the local area.
- Supporting community safety initiatives, mediation services and drop in services for young people including work to reduce the number of empty homes in Chorley
- Working to integrate public services with our partners and delivering health and wellbeing schemes for our staff

f. Looking forward to 2017/18 the focus will remain on delivering positive outcomes for residents against the Council's corporate priorities, this will include activity such as:

- Working to empower communities with the tools and support to create thriving local spaces and places
- Implementing the Integrated Community Wellbeing Team
- Continuing work to strengthen the local economy, boost local provision and support the local job market
- Developing solutions to meet the financial challenges ahead

IMPLICATIONS OF REPORT

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

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

CHRIS SINNOTT
DIRECTOR (POLICY AND GOVERNANCE)

Report Author	Ext	Date	Doc ID
Kieron Power	5035	17/07/17	Annual report 2016_17 covering report