

Report of	Meeting	Date
Director Policy and Governance (Introduced by the Leader)	Council	24 July 2018

CHORLEY COUNCIL ANNUAL REPORT 2017/18

PURPOSE OF REPORT

- To provide a summary of the Council's achievements during 2017/18 as well as highlighting both the challenges and opportunities facing the Council in 2018/19 and beyond.

RECOMMENDATION(S)

- That the report be noted.

EXECUTIVE SUMMARY OF REPORT

- Overall performance during 2017/18 has been good, delivering tangible outcomes that meet the Council's key priority areas:
 - Involving residents in improving their local area and equality of access for all
 - A strong local economy
 - Clean, safe and healthy homes and communities
 - An ambitious council that does more to meet the needs of residents and the local area
- The successful delivery of key projects has been underpinned by strong organisational performance and supported by the Council's programme of new revenue and capital investment in 2017/18, totalling £12.43m. Looking ahead, the demand of delivering against budget pressures still remains a risk, as does the financial risk associated with high-profile capital projects. This report highlights activity to date, the resulting outcomes for local people and our approach to meeting the challenges ahead.
- For the first time, an Annex has been added to the report to fulfil our requirements under the Trade Union (Facility Time Publication Requirements) Regulations 2017. With effect from 1 April 2017, public sector employers are required to collect and publish annually data in relation to their usage and spend of Trade Union facility time in respect of employees. This data will be incorporated into the Statement of Accounts in future years.

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

7. 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. For the first time, a short video has been produced that will highlight some key areas of achievement, and provide a summary of the year's activity. Introduced by the Leader, the video will be released via social media, and will hopefully attract audiences who may not have previously viewed the Annual Report. Prior to the Council meeting, a link to the video will be provided for Members.
11. Looking ahead, 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 2018/19 which we will be undertaking to ensure that our organisation remains in a position to meet these needs.

SUMMARY OF THE REPORT

12. 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**
- Our events programme, has attracted over 60,000 people to Chorley, increasing its profile as a destination and this has generated £176 million for the local economy – in addition there were a total of 73,760 visits to Astley Hall. The Chorley Flower shows continues to go from strength to strength, contributing significantly to the visitor investment in the borough, with almost 15,000 visitors attending the event. The Chorley Time Credits scheme has continued to reward people for giving up their time to volunteer with positive results for all volunteers. 84% of volunteers have reported an improved quality of life, and 52% feel less isolated and lonely as a result of volunteering. 340 learners attended the digital access and skills training, and this alongside the increase in digital access points to 28 is not only improving the skills of residents, but how they access our services and interact with us.

b. A strong local economy

This year, we have continued to strengthen Chorley's local economy, working hard to attract new businesses and seeing a 1.18% growth in business rate. Investment in improving the public realm within the town centre and surrounding areas, alongside the investment into the Market Walk extension continue to support the development of a strong and vibrant economy. Our overall employment rate across the borough is higher than any other Lancashire district at 86.5%, and our number of 16-17 year olds not in education, employment or training is lower than the national average at 2.7%. 359 attendees took advance of our Choose Chorley events, representing the business community. This engagement alongside the positive comments from businesses continue to identify Chorley as a place to live, work and invest.

c. Clean, safe and healthy communities

We continue to encourage people to get active and stay active, supporting our approach to health and wellbeing. In 2017/18 1,174,553 people have visited our leisure centres and 23,417 young people took part in our Get Up and Go activities over the last year. We continue to invest in our parks and open spaces with £600,000 investment throughout the year to provide better access and improved facilities for all. The resident's satisfaction survey results highlighted that 84% residents are satisfied with their neighbourhood as a place to live, 78% of residents are satisfied with our parks and open spaces and 92% of our residents feel safe during the day. Our affordable housing has increased by 49% to 172, overachieving against our target of 100 affordable properties delivered.

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

Customer satisfaction remains within our target, highlighting that customers remain satisfied with the work we do and services we deliver. Our level of overall dissatisfaction is at 19.86% at the end of 2017/18 against a target of 20%. Engagement with our residents online is changing, as we have received 1.2 million views to our website, and a total of 28% of our 22,740 service requests received online. The development of the Youth Zone, that will be completed in early 2018/19, will deliver state of the art facilities for young people to access and enjoy. Responses to our residents' survey increased by 50% to 2,639 highlighting that our residents want to engage with us and share their thoughts on how we deliver our activities.

e. Council spending

This year, the Council has committed to new investments totalling £12.43m, with priorities for investment identified by residents including;

- Supporting businesses and improving the local economy
- Improving the locality, and equality of access for all
- Providing services for young and older people
- Improving the town centre and the public realm
- Supporting safer communities
- Putting on events for our residents and visitors, continuing to develop Chorley as a destination
- Investment in play and recreation facilities and open space throughout the borough

f. Future challenges in 2018/19

As in previous years, managing the impact of public service budgets cuts and balancing the increasing demand for services continues to be the biggest challenge facing the organisation. This, alongside ongoing Lancashire County Council budget cuts (£442m by 2021/22) puts pressure upon the Council to consider supporting services or assets that have been removed or reduced. As our performance and service delivery increases and improves, so do the expectations of our residents, in terms of the quality of services we are

able to provide - this will require consideration alongside the increased demand and requests for support that we will continue to experience.

The future of our income generating projects will always remain a risk, as we work to develop and realise opportunities that can deliver against our Medium Term Financial Strategy and generate income. However, the Council has been proactive in its response and positioned itself well to ensure that vital services for local residents are protected against the budget demands. There are a number of plans and strategies in place, including the Transformation Strategy, shared services and income generation, all of which will support the Council to deliver the Medium Term Financial Strategy.

The work of the Chorley Public Service Reform Partnership will also support the Council in these challenges, working to integrate and re-configure public services in Chorley to provide the best outcomes for residents. Our Integrated Community Wellbeing team and the joint approach with Lancashire Care Foundation Trust will deliver a high quality integrated service for our residents, paving the way for future activity to deliver a preventative approach for health and wellbeing. Significant investment in the town centre will not only improve the offer, but also develop the retail and leisure potential and ensure that the town centre continues to thrive for years to come.

The capacity of the Council to deliver some of the key initiatives above, alongside the skills required, will remain a challenge, as the demand of doing more for less increases. Recruiting to specific roles within the Council, including building control, planning policy and ICT still remains a challenge due to competition from the private sector and a national shortage. Exploring how else we can procure these key skills will continue to be a challenge.

Finally, in order to meet the budgetary pressures, and increasing demand for our services, we need to constantly consider new ways of working, be this through increased partnership working, or through the provision of shared services. Resourcing this activity in advance of savings being achieved, either through budget investment or staff support, forms part of the role of the Transformation Board.

IMPLICATIONS OF REPORT

13. 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	

REBECCA HUDDLESTON
DIRECTOR (POLICY AND GOVERNANCE)

Report Author	Ext	Date	Doc ID
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