

Chorley Council

ANNUAL REPORT



Chorley
Council

2017/18

Welcome to Chorley Council's annual report

This report presents Chorley Council's annual report for 2017/18. It provides an overview of activities and achievements over the last year, outlining the key steps that we have taken to ensure that we continue to deliver our vision and priorities as outlined below:

Our vision:

A proactive community leader, supporting the borough and all its residents to reach their full potential through working in partnership to deliver services that achieve the best outcome and protect vulnerable people



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 challenges in 2017/18

Overview of 2017/18

Statement from Cllr Bradley, Leader of Chorley Council and Executive Member for Economic Development and Partnerships

The past year has seen the Council continue to focus on delivering against the objectives we set out in our own Business Plan and Corporate Strategy (2016-2020) and I am personally proud to be able to present our key achievements in this annual report.



As a Council we continue to work closely with the communities we serve, and our partners to build the conditions for a strong local economy, and to identify Chorley as a great place to live, work and visit. Our economy remains strong, and the opportunities presented by our infrastructure developments means that we continue to be attractive as a place for business to invest. These opportunities will continue to generate benefits for local people through the provision of jobs and training.

We have acquired 30 hectares of employment land, and our Choose Chorley initiative has seen continuing demand upon Chorley from businesses seeking new locations. In 2017/18 we actively engaged with over 100 businesses - their viewpoint is important, and they are clearly saying that Chorley is a great place to invest.

We are not alone in facing unprecedented challenges, and have had to rethink the way we design and deliver services to improve what we deliver for our communities. Our focus on improving health and wellbeing through prevention, whilst strengthening communities and resilience continues to gather momentum. In 2017/18, our digital inclusion programme supported over 340 residents to be able to access and utilise online services, and we have seen a significant shift in demand for our online services.

We have taken our role as guardian of the town centre seriously. In 2017/18 we invested £4m in our town centre public realm, including acquisition of key sites, Theatre Walk and site preparation, which will enhance its focus in the future, improving the leisure offer to residents and visitors. I look forward to being able to report again on how our activity and investment has made Chorley an even better place to live, work and visit next year.

But we also have invested to improve connectivity and improve our rural locations within the borough, and in 2017/18 continued to subsidise bus services, that connect some of our outlying villages with the town centre. Our neighbourhood delivery programme has delivered £50,000 investment, delivering local improvements including footpath, access improvements and defibrillators.

We will continue to drive forward and do even more in 2018/19 to deliver positive outcomes for the residents of Chorley.

Statement from Cllr Wilson, Deputy Executive Leader, Executive Member (Resources)



I am proud to be able to present our Annual Report, that summarises our key achievements during 2017/18, and the successes our staff have worked hard to deliver to grow Chorley as a place of ambition and opportunity for all.

We are an ambitious Council that delivers for our residents without losing focus of our role as a provider of services. Our staff are focussed on putting people first, whether this be residents, customers, partners or businesses - but perhaps our greatest strength as a place is our communities. I would like to thank you, our community and how you engage with us – in the past year more residents than ever have responded to our consultation around key issues, including the Budget and residents' survey. All of which helps to shape the services we provide, and the decisions we make.

In supporting our communities to be outstanding we have continued to develop initiatives aimed at health and wellbeing, restructuring our current service provision to provide a preventive focus on health. In 2017/18 we have invested in the development of our Integrated Community Wellbeing Service with our partners Lancashire Care Foundation Trust (LCFT) to transform the way our residents access wellbeing services.

We have invested in facilities that support a broad age profile of Chorley, with both the launch of the £4M Youth Zone facility within the town centre, and our £3.3m investment in Primrose Gardens retirement village, to provide an assisted living facility, highlighting how we are responding to the Chorley community at large.

We are proud of our borough, and the number of visitors who attend our events. In 2017/18 over 60,000 people attended our events throughout the year, but this investment goes beyond merely showcasing Chorley as a great place to visit – up to £176m was generated for our local economy by visitors to Chorley.

At the heart of the way we work, is our engagement with residents and communities, and our increasing track record of collaboration and integration with partners. We know that by working together, we are stronger, and capable of delivering so much more.

We are resilient and ambitious and well placed to deal with the difficult financial circumstances we, and all Councils are, experiencing as government funding cuts continue, and have demonstrated we have a realistic and deliverable business plan and financial strategy for the future.

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




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



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

84%
of residents have reported an improved quality of life



34,968
volunteer hours have been earned as part of the Time Credit programme



£50,000
a year invested towards delivering neighbourhood priority projects, identified by the community.

56%
increase in the number of digital access points across the borough



59.9%
of the population have at least NVQ level 3 and above



23 groups
have signed up to the Time Credits programme which provides residents with support to enable them to volunteer within the community.

16.6 million
impressions on social media (number of times our pages have been seen) a 43.6% increase.



22.8%
increase in the number of volunteering hours earned



563
new volunteers recruited through the Time Credits programme

38,426
messages received through social media, an increase of 63.9% on the previous period



What have we done this year to achieve this?

This year we have worked once again to ensure that the services we provide promote equality of access for all and enable residents to take an active part in their community. We continue to ensure that residents can benefit from being digitally included and accessing online services through the delivery of free digital training sessions and continuing to increase the number of digital access points across the borough.

We have seen the use of online channels such as, social media as a way for residents and customers to contact us, increase by 63.9% over the last year.

We have continued to support volunteering across the borough through our Chorley Time Credits scheme. An increase in volunteering hours within the borough of 22.8% demonstrates that residents enjoy and benefit from taking an active role within their local area. This year those who have taken part in Time Credits have reported improved mental and physical health, and improvement in their quality of life.

Our ever successful events programme has seen attendance by over 60,000 people this year. The programme, which has included the delivery of the extremely successful Chorley Flower Show, aims to deliver an exciting range of events for local residents to attend and raise the profile of Chorley.

Digital access and skills



340 learners engaged

In 2017/18 the council has invested in digital inclusion, supporting residents from across the borough to access services online. To deliver this we have created new hubs in our community centres to provide digital training sessions at venues across the borough. The sessions which have focused on developing residents online skills including beginner's getting online sessions and tablet courses.

Since September 2017, we have delivered 26 courses across 15 venues, engaging with 340 learners. We are also working with the Citizens Advice Service to provide one to one support to people to help them develop their digital skills, 84 learners have taken part in these sessions, the majority of which are now attending week on week.



28 new access points created



84 Citizen's Advice Partnership learners engaged

We have increased the number of digital access points across the borough; bringing the total to 28 access points. We also have a number of digital hubs across the borough where people can access a computer and internet facilities and these services are now available at community facilities such as Lancaster Way Community Centre, Buttermere Community Centre, Clayton Brook Village Hall and Clayton Brook Village Hall.

Increasing visitor numbers to Chorley

We have delivered various events across the year, which have allowed us to engage with local residents, raise the profile of Chorley as a destination and encourage visitors from further afield. Over 60,000 people attended our events in 2017/18.

Visitors to the Chorley borough generate **£176million** for the local economy

Picnic in the Park - 8,000 people attended the Picnic in the Park with live entertainment on the Rock FM stage, circus skills, face painting and much more family fun. The annual event held in Astley Park helps to provide a sense of community for Chorley residents and visitors.

Chorley Flower Show - The Chorley Flower Show returned for the third time in 2017, building on the success of previous years, with over 15,000 visitors enjoying the beautiful displays and entertainment.

Some of the comments received over the weekend highlighted that people now see this as a better horticultural event than the well-established Southport Flower Show and that its friendly atmosphere makes it better than the RHS Tatton Flower Show.



Chorley Grand Prix - Thousands of families and cycle fans came to Chorley to cheer on the teams of elite cyclists who were taking part in the third Chorley Grand Prix in 2017. The event was once again a great success receiving excellent feedback from local residents and visitors alike.

Chorley Live - More than 10,000 people enjoyed a weekend of live entertainment in Chorley as the fifth Chorley Live was a huge success.

Christmas - Almost 16,000 people attended various Christmas attractions in 2017 including the Christmas lights switch on, Astley Illuminated, the pantomime, the Santa Express, and the helter skelter.



3,000 people enjoyed a ride aboard the Santa Express to meet Father Christmas at Astley Hall which is an increase of 18%.

Local performers of every genre from jazz to rock played in venues ranging from pubs and restaurants to a bank, a library, and even a sweet shop. The weekend saw more than 236 live performances take place across 30 venues.

73,760 visits to the **Astley Hall complex** (which includes Astley Hall, Coach House Gallery, Coach House Activity Space and Conference Room, and the Farmhouse)

CheckoutChorley.com

The 'Check out Chorley' website provides information about things to do, events being held in and around Chorley and provides inspiration for great days out. This enables potential visitors to access information and promotion around Chorley as a visitor destination. In 2017/18 there were nearly 43,000 unique visitors to the website - an increase year on year of 57%.

In March 2018 Chorley Council launched a cinematic-style video to attract more visitors to the borough and encourage people to check out Chorley.

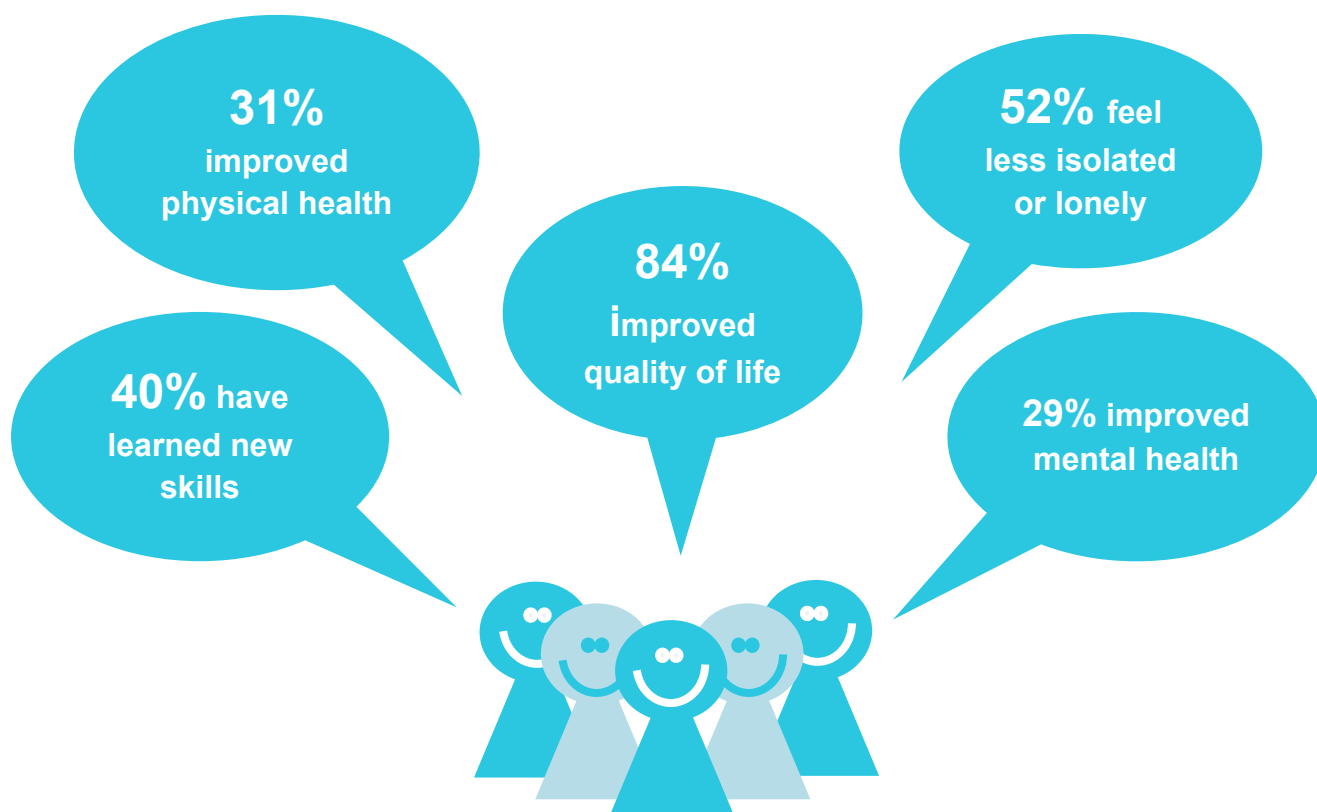
Time Credits

The Time Credits programme provides residents with support to volunteer within the local community. It has been proven that volunteering has a positive impact on both individuals and communities through reducing feelings of isolation, encouraging skill sharing and improving mental health.

This year **34,968** volunteer hours have been earned as part of the Time Credit programme and **563** new volunteers have been recruited.

There are a total of **107** groups now signed up to the Time Credits programme, with **23** of these groups signing up in 2017/18.

People who have taken part in the Time Credits scheme in 2017/18 have told us:



Developing new ways to deliver services for communities

In 2017/18 we have worked to develop new ways to deliver services for communities and understand further how new models of working could be developed to work alongside residents and the third sector.

SPICE, an organisation that works in partnership with local authorities to enable more local people to engage with their local communities, were commissioned to undertake a project to carry out intensive engagement with our local communities. This has helped us to better understand their needs, motivations and expectations of public services.

The final report from SPICE concludes that ultimately services need to support and create the right conditions for communities to be resilient by enabling them to flourish outside of, or beyond the public sector's control, by involving people more in the design and delivery of services, and for the Voluntary, Community and Faith Sector (VCFS) to be more involved in service delivery.

Neighbourhood working

The Council invests £50,000 a year towards delivering neighbourhood priority projects, identified by the community, to improve their local neighbourhood.

This year a programme of 24 projects have been delivered across the eight neighbourhoods. Some examples of projects that have taken place include:

Clayton and Whittle

Converting telephone boxes into public access defibrillator sites with one box housing a book swap facility.

Western Parishes

Creation of a footpath in Bretherton and Croston to create safer public walkways and access routes.

Chorley Town West

Working with residents to deliver a cookery school, educating and enhancing cooking skills.

South East Parishes

Supporting Adlington Library to facilitate its use as a community hub to enable the continuation of events, offer more services, and encourage more local groups to engage.

Equality event and 100 years of the vote for Women

2018 marks 100 years since the Representation of the People Act 1918, which enabled all men and some women over the age of 30 to vote for the first time. To celebrate this we put on a series of events and actions to commemorate 100 years of women having the vote. There have been three workshops with local women and local school pupils. 70 school pupils and 15 local women attended two workshops which involved learning about the role of Parliament, how to get involved in local politics and learning about the history of women and the vote. There was also an event involving 30 school pupils which gave them the opportunity to meet and speak with prominent local women and councillors to learn how they as young people can also make a difference, influence and campaign within their communities.

This year also saw the delivery of a community cohesion event which was delivered through the work of the Chorley Equality Forum. The event was the first of its kind and saw over 100 people come together to listen to speakers and to discuss our local community including considering what makes them most proud about their local area.

There was lots of great feedback received, with people saying that some of the things they are most proud of were:



**The multicultural
community within
Chorley**

**The number of
volunteers and the
voluntary sector**

**How the Council and
its partners operate**

**The Markets and
Market Walk**

**Astley Hall
and Park**

A strong local economy



Chorley
Council

Chorley Council
**ANNUAL
REPORT**
2017/18

A Strong Local Economy



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

359

attendees represented the business community at the 'Choose Chorley' events during 2017/18

49

new business start-ups delivered through our business grant schemes



2.7%

of 16-17 years olds are not in education, employment or training



105

projected jobs created through our retail grants programme

75

Car parking spaces created within the town centre as part of Chorley Council's Town Centre Master plan.



96.84%

of clients satisfied with the service received from Chorley Council's Economic Development Service

1.18%

growth in business rate base



£200,000

investment into the purchase of Victory Park, which has enabled it's long term and continued use by Chorley FC.



£2.9 Million

investment into the Market Walk shopping centre extension preparation works



86.5%

overall employment rate throughout the borough of Chorley

What have we done this year to achieve this?

Work has continued this year to ensure that Chorley is a place that people want to live, work, visit and invest. We are continually investing in our town centre, not only to attract visitors, but to improve the offer to our residents and ensure that the town centre is vibrant, enabling it to thrive over the coming years. Our continued work this year on the Market Walk shopping Centre extension continues to gather momentum and will see the town centre offer improved for the benefit of residents and visitors alike, along with boosting the local economy.

The location of our iconic Chorley Markets has been moved to the town centre streets to make way for the work on the Flat Iron Car Park. This has provided a new lease of life for the markets and has seen new customers visiting the town centre to access the stalls and the surrounding retailers.

We have continued to demonstrate our commitment to economic development and employment through the delivery of our business support sessions and Choose Chorley Business events, supporting local businesses and in turn, the local economy. This year we have delivered business start-up and business boost workshops to over 150 individuals, providing help and support to existing and potential new business.

Our employment rates continue to out-perform targets, 86.5% of our population are employed (2017) which is a higher rate than any other Lancashire district and the number of 16-17 year olds who are not in education, employment or training is better than target. We continue to support people into employment through schemes such as Chorley Works, 37 people have gone on to find paid employment this year after taking part in work experience placements.

Digital Office Park

Chorley is set to become the centre of the rapidly growing digital sector in Lancashire thanks to an ambitious scheme being developed. The new advanced digital office park will create 54,000sq ft of state-of-the-art office space providing high value jobs for hundreds of people and is to be built at Euxton Lane after the council won financial backing from Europe.

The work completed over 2017/18 has been around preparation works for the build including designing the scheme; procuring contractors and doing ground work on site. The site is set to be completed in May 2019 and its delivery will support the local economy and job creation in the borough. The park will also have links with the Higher Education Sector and will raise the profile of Chorley as a place to work and live.

Town Centre Improvements

Car Parking

New tariffs were introduced on all council car parks which give people access to one hour free parking on short stay car parks, and up to three hours free on long stay car parks. This is to encourage people to continue visiting Chorley and ensure access to the town centre while redevelopment work takes place.

We have also conducted major work to increase parking capacity across the town centre to support retailers and shoppers while redevelopment work takes place. In 2017/18 Hollinshead Street Car Park and the United Reformed Church Car Park were combined to produce 75 additional car parking spaces.

The council has also purchased Oak House and the surrounding land which will enable us to redevelop the site into a car park for 47 parking spaces. Plans are also underway to build an extra level on Friday Street car park which will create an additional 96 spaces.

Theatre Walk

As part of a project to improve the public realm in the town centre, improvement work was completed on the alley between Peter Street and Market Street creating a better walkway from the town centre to the theatre for visitors and residents. The alley, which is now known as Theatre Walk, has been cleaned up with new paving and an archway installed. Theatre-related quotes line the paving and notice boards have been installed along the walls to tell people what is coming up at Chorley Little Theatre. Many local people know the alley as Peter Wink so street name plaques have also been installed at either end to recognise this fact.

Fazakerley Street

Work has also been completed on Fazakerley Street with new paving laid to create a flatter surface allowing more space for market stalls and entertainment activities. New seating has been installed with decorative finishing touches.

Chorley Market

Visitors to Chorley Markets now get a new market experience as stalls from the Flat Iron have been moved to the streets of the town centre. The move has been a great success with more people than ever visiting the town centre streets every Tuesday.

We have seen a 61% increase in footfall and covered market traders and shops across the town centre have reported an increase in customers. This relocation has resulted in the Markets becoming more integrated with shops and businesses in the town centre which means that visitors now get the best of both worlds and are shopping locally to support our local businesses.

**We've welcomed
new customers
who have never
visited us before**

Choose Chorley

Boost your Business Workshops

These are growth-focused business events which include networking sessions, practical workshops, conferences and seminars. These enable Chorley businesses to help build a wider knowledge of business, and develop new useable skills that will contribute to business growth.

12 Boost your Business Workshops
93 individuals attending

Business Start Up Jigsaw Workshops

These are free half a day workshops which enable people to learn about the realities and practicalities of setting up and running their own business.

17 Business Start Up Jigsaw Workshops
65 individuals attending

Community Connect Buckshaw

Over 100 local businesses attended the Choose Chorley and Chamber of Commerce Business Connect event held at Runshaw's Science and Engineering Innovation Centre.

They networked, participated in workshops, toured the new facility and listened to representatives from the host organisations; sponsor and local MP speak about the benefits of joint working and celebrate Chorley as a great deal place to do business.

Positive feedback from the businesses attending and the many posts on social media endorsed the evening as a being a great success.

Business Evening

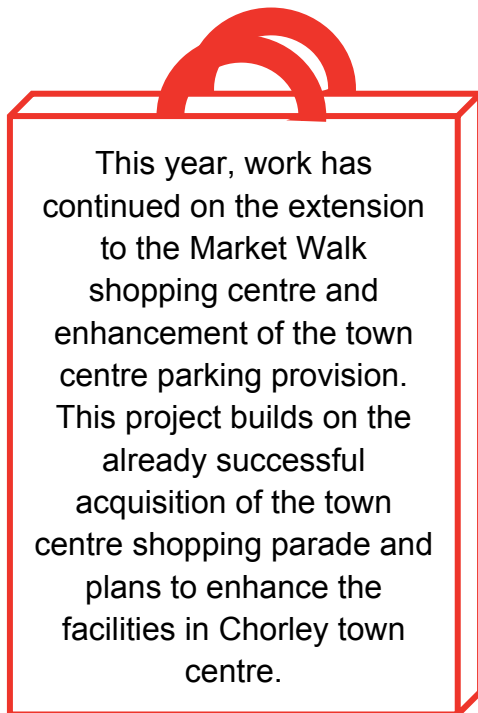
Hundreds of business people enjoyed an inspiring evening listening to how entrepreneur and former 'Dragon' Hilary Devey made her mark in business.

The event was also an opportunity to learn about the latest developments in Chorley and put questions to the panel featuring the Leader of Chorley Council, Councillor Alistair Bradley and other prominent business people from across the region.

Online business directory

This year we have launched the 'itslocalchorley' online business directory. This is the official business directory for Chorley and is a free interactive service for both customers to use and for companies to advertise. The directory enables Chorley businesses to connect with other local businesses and customers and is a key promotional channel. 'Itslocalchorley' makes it easy to find local services, view company locations, visit the website and link with any of the major social network pages all from one place. The directory is fully integrated with Google maps, directions and streetview making it easy to locate businesses.

Market Walk Extension



During 2017/18, work has focused on enabling works to prepare the site for development including car parking. The project has also been re-scoped following approval from a council decision to proceed with creating a more flexible ground floor layout for the scheme and additional car parking in the town centre. The investment into the scheme this year has ensured that the site is ready for development, and that the build of the extension and surrounding works can progress.

Once the extension is built and fully occupied, it is estimated to generate an additional £300k net annual income to the Council and will enhance Chorley town centre as a visitor destination and improve the local

offer for residents. This will create growth and opportunities for the future, enabling the town centre to thrive over the coming years. It will also provide a sustainable income stream for the Council so that we can continue to deliver a wide range of quality services to residents.

Working in partnership

This year we have worked in partnership with key stakeholders to develop a Botany Masterplan which identifies one site within a wider piece of work to bring forward key employment sites to promote inward investment and provide a mix of employment opportunities within the borough.

The creation of this masterplan has enabled planning applications to be prepared for a number of component parts of the wider site including the residential elements and a proposed retail development in the form of a high end outlet village.

This will maximise the best use of employment land and buildings in the borough in order to support economic growth and provide a mix of well paid, high and low skilled jobs.

There is also a proposal for the Outlet Village which would see a number of high end retailers located within the borough that would not be attracted to the town centre or other existing retail locations.

Further work will be undertaken to bring forward sites for development which will continue to enable access to high quality employment opportunities and further strengthen and expand the business sector in Chorley.

Victory Park

We have invested £200,000 in the purchase of the Victory Park ground. The purchase of the ground was followed by a long-term lease for Chorley FC which will enable them to apply for funding to improve their stadium, and community ventures, supporting community facilities for the benefit of residents.



Chorley Works

As a Council we are keen to develop opportunities for our residents, and support those who need help in securing employment or experience. Our Chorley Works programme has enabled 37 people to complete work experience placements of up to 8 weeks, and have gone on to secure paid employment either with their placement, or as a direct result of the work they had undertaken on their placement. In 2017/18, 56 people have completed one or more training courses through the Chorley Works programme, leading to improved skills, confidence and knowledge of those most in need.

37 people
have secured
paid
employment

56 people
have completed
training
courses

Clean, safe and
healthy homes
and communities



Chorley
Council

Chorley Council
**ANNUAL
REPORT**
2017/18

Clean, safe and healthy homes and communities



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

£600,000

of improvements made to the boroughs parks and open spaces with equipment, better access and facilities.

94.75%

of all grass cutting work achieved on time for 2017/18



49%

increase in the number of affordable homes built



£3.3 million

invested into delivering the £10m Primrose Gardens retirement village development, to provide a space where people aged 55+ can live and have access to help when needed.

23,417

of young people have taken part in 'Get Up and Go' activities.



91%

of residents within the borough are feeling safe during the day

84%

of residents are satisfied with their neighbourhood as a place to live.

£1.4 million

investment into the Youth Zone facility in partnership with On Side and Lancashire County Council.



1,174,553

people have visited Chorley Council's leisure centres.



78%

of residents are satisfied with the parks and open spaces.

What have we done this year to achieve this?

This year we have continued to ensure that we have clean, safe and healthy homes and communities across the borough of Chorley.

To further improve our high quality parks and open spaces we have made a variety of improvements to the boroughs parks and open spaces with new play equipment, better access and facilities including car parking at open spaces. This has included improvements across the borough in Coronation Recreation Ground, Yarrow Valley Park and Jubilee Recreation Ground. We have once again won national recognition for our parks and opens spaces through the Green Flag awards and our residents' survey told us that 78% of people said they were satisfied with parks and open spaces across the borough.

This year has also seen residents continuing to be active. There have been over 1 million visits to our Leisure Centres throughout the year and 20,000 young people have taken part in our Get up and Go sessions which encourage young people to be healthy and active.

We have continued to work towards providing high quality, affordable housing across the borough including continued work on the build of the Primrose Gardens Retirement Village which will see the delivery of a high quality housing facility for older people. This purpose built accommodation to support older residents in Chorley is due to open in March 2019.

Our Residents Survey demonstrated that a high majority of residents feel safe during the day, with 91% of people reporting feelings of safety and 84% were satisfied with their neighbourhood as a place to live.

We have continued to work to ensure that our borough is clean and tidy. Over 3.6million waste collections have been completed this year, each week we have collected from 1400 litter bins and have kept our 660km of roads within the borough swept throughout the year.

Green Flag award

Chorley's popular parks and recreation grounds have once again won national recognition for their quality and standards.

Astley Park, Yarrow Valley County Park, Withnell Local Nature reserve, and Tatton and Coronation recreations grounds once again met the tough standards put in place by Green Flag Awards, an organisation that inspects parks and open spaces across the country. Each of these sites are amongst a record breaking 1,797 UK parks and green spaces that have received a Green Flag Award.

This international award is a sign to the public that the space boasts the highest possible environmental standards, is beautifully maintained and has excellent visitor facilities.

Parks and Open Spaces

We take great pride in our parks and open spaces in Chorley and our teams work every day to ensure that they are well maintained and a pleasure to visit. The Play, Open Space and Playing Pitch Strategy (2013-2018) outline a five year action plan to protect, manage, and enhance our open space provision in Chorley. The third year of this plan has seen further developments with some highlights, including improvements to play areas and open spaces across the borough:

Osborne Drive, Clayton le Woods

The old equipment has been replaced with a modern design, providing a diverse range of challenging equipment within a safe environment, the park is able to cater for children aged 2-12+.



Jubilee Recreation Ground, Adlington

The design was driven by the views of local site users, combining play facilities for all age groups into one so that families can use the space together.



The new toddler play area is adjacent to exciting play equipment for older children, with fencing added for safety.

Tatton Recreation Ground

New toddler play equipment has been installed as well as safety surfacing. The bowling green has been protected by a barrier.



Back Lane, Clayton-le-Woods

A heritage orchard and wildflower meadows was created along with the community.

Gough Lane Ball Court

New flood lighting has been installed, a new tarmac surface and the ball court has been cleaned.

Yarrow Valley Car Park

This year we have implemented a major upgrade to the car park at Yarrow Valley Country Park and invested £220,000 to increase the capacity of the car park to 130 spaces, allowing even more visitors to enjoy this beautiful area.

Yarrow Valley Access Improvements

New paths have been created and existing paths have been resurfaced along popular routes within Yarrow Valley Country Park. This includes Wallets Wood, Duxbury Woods, Big Wood, Copperworks Wood and Kingsley Wood.



Integrated Community Wellbeing Service

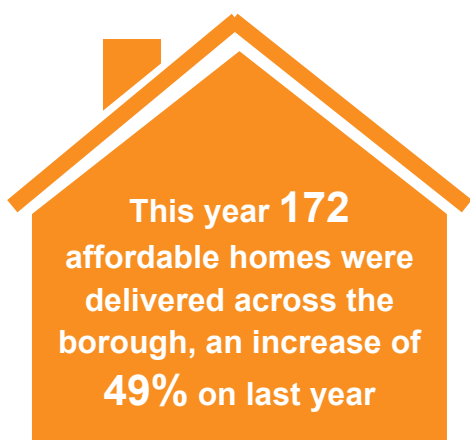
Working with Lancashire Care NHS Foundation Trust (LCFT), the council launched the innovative integrated community wellbeing service during 2017/18. The service aims to improve the focus on prevention and early intervention in public services. Work over the last 12 months has focussed on the initial colocation and establishment of the service.

The service has already had impact, with:

- 78% of staff saying they understand what the service is trying to achieve
- A new approach to dealing with adaptations to support people to remain in their homes speeding up the process to save public services money
- Successful new projects such as Men in Sheds launched jointly between the council and LCFT

Disabled Facilities Grant

We've made improvements in installing adaptations in people's home to help them to remain independent. Adaptations such as installing handrails or creating a downstairs bathroom are now being done in weeks rather than the months or even year's people used to have to wait. The work of the Integrated Community Wellbeing Service has seen the average time for processing the grants decrease from 1 year (for minor adaptations) and 2 years 5 months (for major adaptations) to a processing time of four to six weeks and has also seen the cost per case of waiting to public services reduce.



Affordable Homes

Affordable homes enable the housing market to be more accessible for our local residents by providing properties that represent excellent value for money.

Community Safety

Over 2017/18 we have continued to work closely with the police and other partners to continue to provide services to ensure that our residents stay safe and feel safe. Chorley has a crime rate which is below average for Lancashire and we have worked with the Police and Fire Service to deliver a number of successful initiatives including the Bright Sparks campaign which aims to improve safety awareness for young people around Bonfire Night, providing interventions at an early stage in order to prevent events escalating into more serious situations.

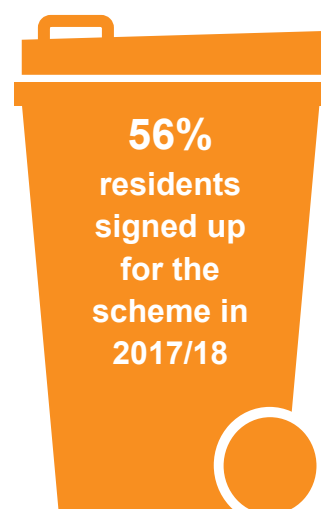
Primrose Gardens Retirement Village for Chorley

We have spent £3.3m in 2017/18 delivering the £10m Primrose Gardens retirement village development in Chorley town centre.

The flagship, high quality purpose-built accommodation scheme, will house 65 high quality self-contained flats across a 3 storey living space of one and two bedroomed apartments and will also include community facilities such as a dance studio and café. The development aims to provide a space where people aged 55 and over can live independently whilst also having access to help when needed. It is expected to open in April 2019.

Garden Waste

In April 2017 we introduced charges to our garden waste collection. This was to protect and maintain this service following the withdrawal of the subsidy we receive for Recycling and cuts in government funding.



Chorley Youth Zone

We have invested £1.4m to this facility in partnership with On Side and Lancashire County Council. The construction of the Youth Zone was completed on time and officially opened in May 2018.

The centre, named by young people as 'Inspire', is a purpose-built facility for the borough's young people aged 8 to 19, and up to 25 for those with disabilities. The Youth Zone will offer up to 20 activities every evening for young people aged between eight and 19, up to 25 for those with a disability, including; dance, sport, art, music and media.

We will continue to support the Youth Zone by contributing £100k per year to meet its running costs.

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



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



- A council that consults and engages with residents
- An ambitious council that continually strives to improve
- Cohesive communities in and around outlying areas

£400,000

investment into improving the current ICT system and infrastructure.

28%

of service request were received through the online system.



19.86%

of customers dissatisfied, which is better than our target of 20%.



250+

vulnerable residents supported through targeted partnership, multi agency support and public sector reform

2,639

responses to the resident's survey, which has shown engagement from residents was up by 50%



1.2 million

page views to our website, as we continue to develop and improve access to services.

£12.4million

Invested in our corporate priorities
Over 2017/18

162,311

calls received through our call centre in 2017/18



£130,000

funding provided to commission vital services for local residents of Chorley.



98.16%

overall council tax collection rate, performing well within Lancashire

What have we done this year to achieve this?

Our Council continues to be ambitious in the standard of services we deliver and to ensure that these services continue to be delivered under ever decreasing budgets. Our 2017 resident survey results told us that 70% of residents who responded are satisfied with the way the Council runs things.

We are committed to providing our residents with the most positive experience possible, whether a service request is made online, face to face or by telephone. The level of service requests are not only increasing, but are being received in a different way, with 28% of our 22,740 service requests received online. We know that many residents still like to contact us by telephone, and our improved telephone service dealt with 162,311 calls within 2017/18.

We have continued to support local services by providing £130,000 of funding which has been targeted to areas of most need within the borough. We have brought empty homes back into use and supported those at risk of experiencing fuel poverty through a number of support schemes to those who are eligible.

We have invested £12.43 million over 2017/18 to support our corporate priorities and to deliver schemes which have a real benefit to the local community and support the areas identified by residents for investment. We continue to be ambitious in the ways in which we will face our future financial challenges through income generation, efficiency savings and changing the way in which we work- aiming to do more with less.

Transformation Programme

Over the last year we have continued to transform the way in which we work, aiming to do more for less, whilst retaining a high level of service and exceeding our customer expectations. Our transformation programme has seen budget efficiency savings and increased income totalling £416k. This was achieved through reviewing and reducing budgets which were underutilised and no longer needed, reviewing fees and charges with increases made to some to bring them in line with the cost of delivering those services and making changes to the structure of one of our Directorates.

Our Business, Development and Growth Directorate was restructured to ensure that the right skills and capacity are in place to drive forward economic growth. The delivery of the Digital Health Park, Market Walk Extension, Primrose Gardens and income generating projects, are all supported by this refreshed Directorate, ensuring that our Council has the right structure to deliver projects that will not only improve the local economy, but be capable of delivering a challenging programme of income generation projects.

Value for money

Working more efficiently and generating savings have meant that we have been able to continue to invest in our council priorities over the last year. Over 2017/18 the Council has invested £12.43million into delivering numerous schemes to support our corporate priorities identified as a priority by local residents. This has included investment into the town centre, supporting the continuation of local services, supporting local businesses and providing improvements to our parks and open spaces. Our investment has delivered value for local communities by supporting the borough and delivering services to ensure that Chorley thrives.

We have also continued to have one of the lowest council tax charges in Lancashire over 2017/18 and although Council Tax was increased in 2017/18 (for the first time in eight years) it was necessary in order to continue to maintain the best possible services for our residents and protect services funded by other organisations and government funding cuts.

Whilst continuing to make efficiencies, performance has continued to improve over the year with 87.5% of the corporate strategy indicators performing on or above target by the end of 2017/18. There were particular areas of good performance; the processing times for housing benefit and council tax benefit, the number of affordable homes delivered and the number of digital access points across the borough, all of which have exceeded the target set for 2017/18 and last year's performance.

Customer Satisfaction

The level of customer dissatisfaction at the end of 2017/18 was 19.86% which is below our target of 20%. We have worked hard to make sure that we always get back to our customers and that they can always contact us regarding the services we deliver, contributing to high levels of satisfaction.

We have continued to work hard this year to ensure our customers are as satisfied as possible and this has included a number of initiatives being introduced to support this, such as ensuring that customers are responded to in a timely manner and working closely with contractors to ensure that they are meeting customer expectations.

Staff satisfaction survey

This year, we undertook a staff survey which asked our workforce about their satisfaction at work. The results of the survey were really positive and showed that 91% of respondents are satisfied with their role and 98.5% believe they can make a valuable contribution to the success of Chorley Council. 96.4% of staff said that they are committed to the values of the Council and 98.1% said that they feel their team always strives to do better.

Supporting Local services

In 2017/18 we provided funding to support Coppull Children's Centre following the withdrawal of some of its resources. Our funding has helped children under five and their families to access help and support from teams of professionals including money saving through the Credit Union and family groups sessions which have covered a variety of topics including safe dressing in cold weather and fire safety.



Following the withdrawal of funding by Lancashire County Council in 2017/18 we provided funding to enable Adlington, Coppull and Eccleston libraries to continue operation, providing a useful service and links for some of our rural communities.



We have continued to fund and protect some bus routes across the borough to support services were at risk of withdrawal. This has meant that our residents in certain areas can access vital services including the hospital and town centre. We have been working in partnership with Lancashire County Council to work together to make the routes more sustainable for the future by merging some routes to run along the areas of greatest need.



Grants and commissioning

We provide funding to commission vital services for local residents of Chorley and this year a total of £130,000 was awarded to ensure that funding is targeted to areas of greatest need in Chorley. The services commissioned provide vital support for families, vulnerable adults, older people, young people and community safety that is improving the quality of life for our residents, especially those in need.

In 2017/18 we continued to fund the provision of the Chorley4Community web platform, making it even easier for our local groups to find out about and access funding to develop their activities, that can not only increase the level of activities provided by the community.

Chorley Public Service Reform Partnership

The Chorley Public Service Reform Partnership, led by Chorley Council, recognises the opportunity to radically change the way that public services operate, exploring new ways to deliver better outcomes. This includes improving health and wellbeing; creating more resilience in communities through developing positive relationships; supporting residents to live independently; and build economic growth to improve job prospects and increase skills for employment. This is a new and innovative way of working that not only saves money within the public sector, but also reduces duplication and improves the quality of service for some of our residents most in need.

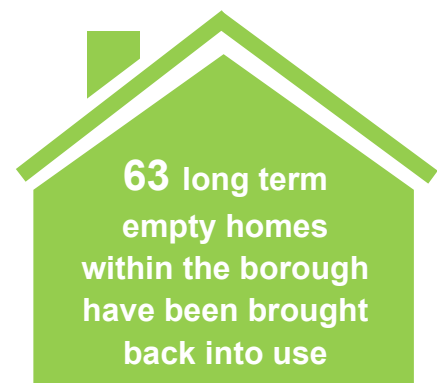
In 2017/18 our Public Service Reform Partnership created a multi-agency team, based in Chorley who provided targeted and co-ordinated support to over 250 vulnerable residents. This approach has not only reduced costs from acute support services, but has helped vulnerable residents to access more preventative, community based wellbeing support which had led to improved outcomes.

Partnership working with GP's

This year we have financially supported the provision of an innovative approach which involves working collaboratively with GP's across the borough. This has resulted in a reduction in the need for extended hospital stays, formal care packages and potential admission to residential care. The impact of this initiative has been a shift away from costly repeat GP interactions, and instead a focus on providing more sustainable support in the community. Residents benefited by gaining extra support from non-clinical services, showing an overall increase in their wellbeing of 20% (based on Lancashire Wellbeing Measure). As a result, these patients, their carer's and families were empowered with the information and support they needed in order to enable greater resilience and self-care for the future.

Long term Empty Homes

This helps to generate a new homes bonus of £252,000. Bringing back properties into use not only generates additional homes within the borough, but also reduces blight, where these properties have had a negative impact on their neighbourhood.

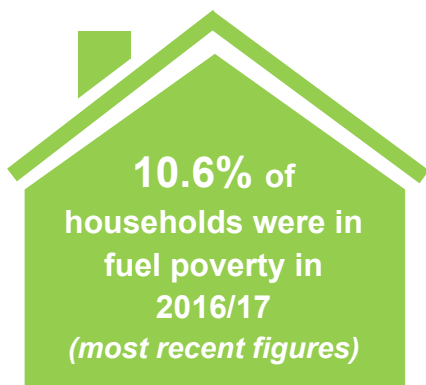


Benefits processing time and Council Tax collection

The time it has taken us to process new applications for housing and council tax benefit applications as well as changes in circumstances during 2017/18 was an average of 5.05 days; this is one of the best in Lancashire, and a reduction of 1.35 days from 2016/17. This helps to provide residents with a quick decision on their benefit claim by speeding up the waiting time and making the whole process easier.

We continue to over achieve against our target of council tax collection within the borough, and in 2017/18, achieved a 98.16% collection rate, performing well within Lancashire. The percentage of business rates collected in 2017/18 was 98.85%; which is the highest collection rate in Lancashire. This not only helps to protect funding for our services but benefits the residents of Chorley.

Fuel Poverty



We are continuing work to reduce the number of households within Chorley who are experiencing Fuel Poverty. This year we have done this through continuing to secure Affordable Warmth Funding from Lancashire County Council which has allowed us to provide initiatives such as free boiler services, contributions towards boiler replacements and cavity wall and loft insulation for those who are eligible for the schemes. The percentage of households experiencing fuel poverty in Chorley is lower than the average for the North West (12.8%).

Member Development Charter

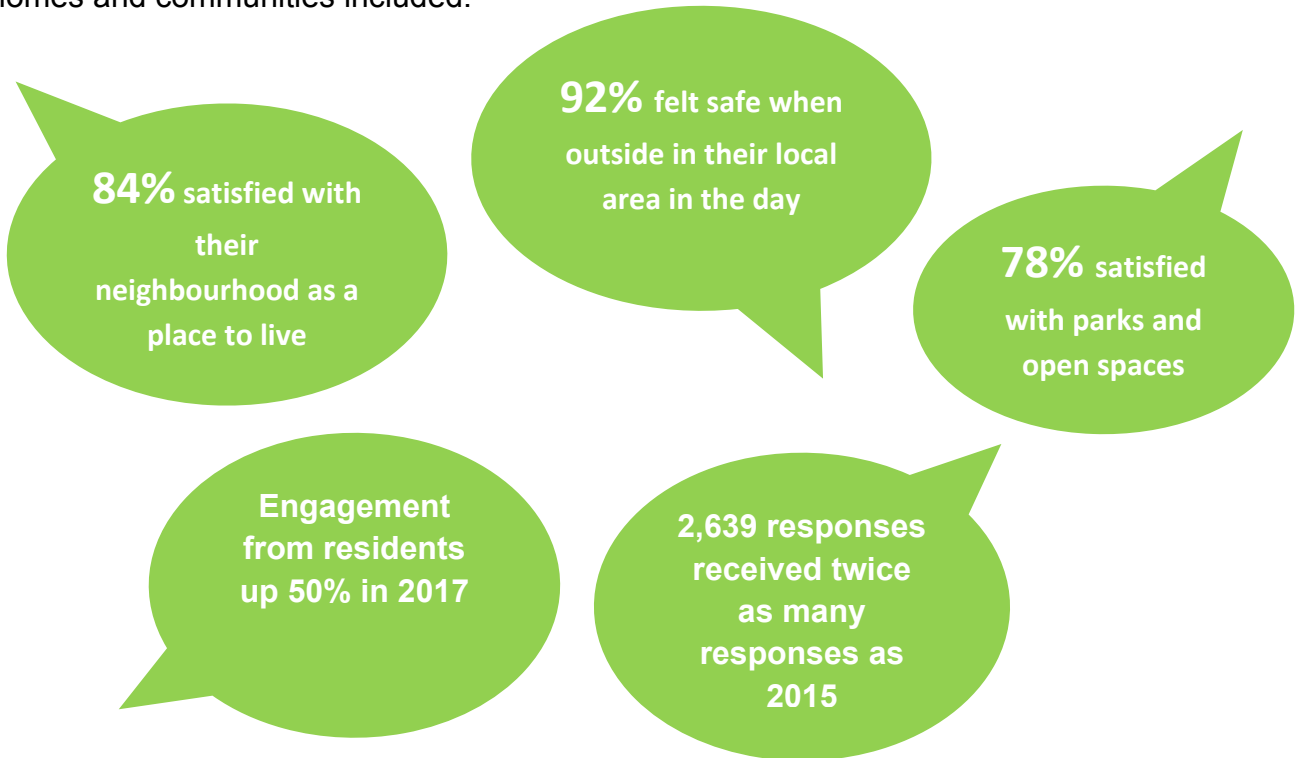
We have been awarded the Level One Member Development Charter for Elected Member Development, this is for good practice in supporting and developing councillors to fulfil the vital role they play in working with and supporting their local community.

Work smart Programme

Work smart is a key element of the council's digital strategy which aims to improve the working environment, tools and skills for staff to enable them to work smarter. In the last year the roll out of dual screens has continued, this enables staff to more easily open and work with multiple programmes and also by installing them on 'floating' brackets frees up more desk space. This in part has led to the introduction of smaller desk and therefore more efficient use of office space. iPads have also continued to be rolled out to staff based on the business need to be able access emails, documents and systems while in meetings or out of the office.

Consultations – Resident Satisfaction and Budget 2017

This year we undertook a resident satisfaction survey which asked residents about their views on the local area, community involvement and life in Chorley. Despite the substantial savings and changes in service made since the last resident's survey, the results for 2017 remained broadly positive. Some key feedback with relevance to clean safe and healthy homes and communities included:



This year we undertook the annual budget consultation and asked residents about our 2018/19 budget proposals. As well as completing the online survey, residents were invited to share their views and comments using social media.



Council spending 2017/18



Council Spending over 2017/18

In 2017/18 the Council committed to new revenue and capital investments totalling £12.43m that benefitted the Council's four main priority areas as follows:



£385,000

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



£4.470m

A strong local economy



£6.284m

Clean, safe and healthy homes and communities



£1.291m

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

This investment went towards priorities as identified by local residents including:

Supporting community development and volunteering, digital access and inclusion, neighbourhood priorities

Supporting the expansion of local businesses through providing business grants for new and existing businesses and developing Chorley's town and rural tourism

Providing improvements to our leisure centres, the build of the Chorley Youth Zone and providing mediation schemes to support local people

Supporting local bus service and library provision and providing funding to commission vital local services for local residents

The challenges 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.

Over the next year we will need to continue to consider:

New ways of working

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.

Capacity and resources

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.

Resident's expectations

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.

Partnership working and investment

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.

Looking ahead to 2018/19

Looking forward to 2018/19, we will continue to focus on delivering positive outcomes for residents against our corporate priorities, this will include the following:

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

- Improving the look and feel of local neighbourhoods
- Developing Astley Hall and Park as a visitor destination
- Supporting people across the borough to be digitally included

A strong local economy

- Bringing forward key employment sites for development
- Continuing with the Market Walk Extension and town centre works
- Delivering programmes to help people into employment

Clean, safe and healthy communities

- Delivery of the Primrose Gardens Retirement Village
- Delivery of the Youth Zone
- Developing a strategy for housing in Chorley and implementing a programme of work to deliver this strategy

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

- Continuing to improve the way in which we work and transforming the way we deliver services to best meet the needs of residents
- Delivering a borough wide programme of improvements to our street services including grass cutting, litter and street cleansing
- Continuing Integrating public services through the Chorley Public Service Reform Partnership

Annex A

The Trade Union (Facility Time Publication Requirements) Regulations 2017

The trade Union (Facility Time Publication Requirements) Regulations 2017 came into force on 1 April 2017. These regulations place a legislative requirement on relevant public sector employers to collate and publish, on an annual basis a range of data on the amount and cost of facility time within their organisation. The facility time data for Chorley Borough Council for the period of 2017/18 is shown below. We have included tables to illustrate the information required, and it is published alongside the Annual Report for the period 2017/18.

Table 1

Relevant Union Officials

What was the total number of your employees who were relevant union officials during the relevant period?

<i>Number of employees who were relevant union officials during the</i>	<i>Full-time equivalent employee number</i>
8	8

Table 2

Percentage of time spent on facility time

How many of your employees who were relevant union officials employed during the relevant period spent a) 0%, b) 1%-50%, c) 51%-99% or d) 100% of their working hours on facility time?

Percentage of time	Number of Employees
0%	2
1-50%	6
51-99%	0
100%	0

Table 3**Percentage of pay bill spent on facility time**

Provide the figures requested in the first column of the table below to determine the percentage of your total pay bill spent on paying employees who were relevant union officials for facility time during the relevant period.

<i>First Column</i>	<i>Figures</i>
Provide the total cost of facility time	£6,069
Provide the total pay bill	£9,527,365
Provide the percentage of the total pay bill spent on facility time, calculated (total cost of facility time / total pay bill) x 100	0.06%

Table 4**Paid trade union activities**

As a percentage of total paid facility time hours, how many hours were spent by employees who were relevant union officials during the relevant period on paid trade union activities?

<i>Time spent on paid trade union activities as a percentage of total paid facility time hours calculated as: (total hours spent on paid trade union activities by relevant union officials during the relevant period ÷ total paid facility time hours) x 100</i>	0
---	---



Chorley
Council

chorley.gov.uk