

THE BEACON SCHEME 2008 Assessment Form

Theme	Better outcomes for people and places
Authority	Chorley Borough Council
Number	6124

Overall Score Outstanding (6)/Excellent plus (5.5)/Excellent (5)/Very good(4.5)/Good (4)/Above average (3.5)/Average (3)/Weak (2)/Poor (1)		
First Sift	After visit	After presentation
Score: Good - 4	Score: Excellent plus - 5.5	Score:

Summary Comments		
First Sift	After visit	After presentation
<ul style="list-style-type: none"> •Overall a very good application. •Impressive across the board with achievements backed up by very positive customer survey results and excellent CPA scores. •Exemplary on citizen engagement and empowerment •Strong political and strategic leadership of council •Project management methodology recognised as national best practice •Clear explanation of how they interact with County and LSP and influence for the benefit of their residents •Strong commitment to E&D running throughout the bid •Good outcomes on key LAAs 	<p>This was an excellent visit highlighting the strategic management role of the council and good work being undertaken on customer engagement.</p> <p>Showed a real focus on achieving better outcomes for people in the area and good understanding of what this meant in reality.</p> <p>Council also showed willingness to take tough decisions in terms of budgeting to ensure priorities received required funds.</p> <p>It would be helpful in the presentation to get a bit more of a sense of what residents think and how they think Chorley has changed.</p>	

Score Summary Table			
	First Sift	After visit	After presentation
Leadership, Vision and Strategy	Good - 4	Excellent plus - 5.5	
Community and Customer Engagement and Empowerment	Excellent - 5	Excellent - 5	
Actions	Good - 4	Excellent plus - 5.5	
Partnerships	Good - 4	Excellent plus - 5.5	
Outcomes	Good - 4	Excellent plus - 5.5	
Sharing Best Practise		Excellent plus - 5.5	

Leadership, Vision and Strategy (Section 2.2 of the application form)		
First Sift	After visit	After presentation
Score: Good - 4	Score: Excellent plus - 5.5	Score:
Comments	Comments	Comments
<ul style="list-style-type: none"> •Strong political and strategic leadership as evidenced by clearly articulated vision as well as various national awards. •Application describes work of LSP through their achievements on key priority areas – and gives sense of how the SCS and LDF tell a coherent story and drive change. It was good to see the architecture described in terms of its impact. 	<p>Senior officials in the council showed excellent leadership across the authority with a real understanding of the need to engage local communities in decision making processes.</p> <p>The council was pushing forward in areas of priority and looking to take the lead where appropriate. It also showed a mature relationship with the county and other key public sector partners.</p> <p>There was a clear vision and direction for the area with an understanding of where the authority wanted the area to be in the long term.</p>	
Areas for investigation	Areas for investigation	Outstanding issues
Are there robust links between the 5 strategic priorities and other priorities detailed in this section? What makes the leadership of this council so successful?	Are the local residents clear about the vision for Chorley? How were they able to input into the development of the priorities?	

Community and Customer Engagement and Empowerment (Section 2.3 of the application form)		
First Sift	After visit	After presentation
Score: Excellent - 5	Score: Excellent - 5	Score:

Comments	Comments	Comments
<ul style="list-style-type: none"> •Clearly a very strong area for Chorley •Not only diverse methods for consulting residents but have established a feedback loop in 'you said we did' to show residents how they have influenced real change •Target specific groups to be as inclusive as poss and represent the interests of all •Evidence of allowing the community to run their own services (Tatton Community centre) •Innovative ways of encouraging active community participation e.g. Chorley smile initiative 	<p>Some very good examples of community and customer engagement. The brand 'Chorley Smile' was well used and appeared to have been taken up by the area. The council also clearly had a strong relationship with local businesses providing support for skills training and broader economic development.</p> <p>There was good use of local media outlets to communicate positive stories, as well as the media providing robust challenge. Levels of customer satisfaction with the area are extremely high.</p>	
Areas for investigation	Areas for investigation	Outstanding issues
Are they continuing to develop and innovate following achievement of the r9 beacon for Transforming Services?	<p>How are local residents able to engage in the broader community and with the development of priorities?</p> <p>Why were the area forums disbanded; what has been established to replace them?</p>	

Actions (Section 2.4 of the application form)		
First Sift	After visit	After presentation
Score: Good - 4	Score: Excellent plus - 5.5	Score:
Comments	Comments	Comments
<ul style="list-style-type: none"> •All actions equality impact assessed •Council appears to undertake pro-active steps to achieve its strategic priorities- for instance the Helioslough partnership was incubated by the council to bring economic regeneration to the area •Claim that their performance is managed and monitored through a project management methodology and toolkit that has received national recognition 	<p>Council supporting some key projects which will help to achieve their priorities, for example funding the Teenage Pregnancy Group and supporting the community asset management in the area.</p> <p>Strong project management approach to processes ensuring robust monitoring and action is taken when required.</p> <p>Weeks of Action and Days of Action targetted specific problems in very targetted areas.</p>	
Areas for investigation	Areas for investigation	Outstanding issues
Explore the performance management /monitoring system – what makes this so effective?	<p>How do the authority intend to ensure that the Days of Action are sustainable in the long run?</p> <p>Is funding for groups and projects 'one off' or does the council provide guaranteed funding over a number of years?</p>	

Partnerships (Section 2.5 of the application form)		
First Sift	After visit	After presentation
Score: Good - 4	Score: Excellent plus - 5.5	Score:
Comments	Comments	Comments
<ul style="list-style-type: none"> •Council supports and pump primes LSP to ensure it is effective without taking over •Chorley community network sounds like an effective forum for encouraging volunteers and tapping into voluntary, community and faith organisations. •Overall some powerful examples of successes, yielded by strong partnership working, backed up by joint investment, again demonstrating a focus on needs of all groups that could potentially feel excluded 	<p>Very good partnership working with local delivery partners, in particular the police, county council, and neighbouring districts. A real drive to achieve efficiencies through joined up and smart working.</p> <p>The targeted action with the number-plate recognition technology, working alongside a range of agencies, was a particularly good example of this. Clearly a strong partnership with local businesses, with the LSP chaired by a business leader.</p>	
Areas for investigation	Areas for investigation	Outstanding issues
<p>What is the citizen's view of these partnerships and the difference they are making?</p> <p>How are politicians/councillors involved in the partnerships?</p>	<p>What is the relationship with the PCT like?</p> <p>How are politicians and councillors engaged with this work?</p>	

Outcomes (Section 2.7 of the application form)		
First Sift	After visit	After presentation
Score: Good - 4	Score: Excellent plus - 5.5	Score:
Comments	Comments	Comments
<ul style="list-style-type: none"> •Some good results in improving economic prosperity – recently named one of best places in UK to set up a business •Seem to be on rising trajectory on all key measures •Very impressive figures for crime reduction •10% reduction in TP •Dramatic increase in satisfaction with services for young people •Have achieved level 2 equality standard but keen to go further and have committed to achieving level 3 this year. 	<p>The long term outcomes for Chorley compared to its family of authorities are very strong, particularly the economic indicators.</p> <p>Also strong figures for crime reduction.</p> <p>Was already action in place to tackle issues arising from the current economic downturn.</p>	

Areas for investigation	Areas for investigation	Outstanding issues
Are residents aware of the difference the council is making?	What differences will local people see as a result of these outcomes? Where do the council see Chorley in 10 years?	

Factors that underpin your success (Section 4.1 of the application form) (First Sift intentionally blank)		
First Sift	After visit	After presentation
Score:	Score:	Score:
Comments	Comments	Comments
	Chorley organised an action-packed visit which clearly showcased their strong leadership and strategy, productive partnerships and effective communications. They have embraced "place shaping" and their ambition for the area has not been limited by their capacity, or traditional perceptions of a district role. They punch above their weight at a County level, and have an impressive story to tell about achieving priorities whilst maintaining a static council tax rate.	
Areas for investigation	Areas for investigation	Outstanding issues
	At the presentation stage it would be helpful if Chorley could explain in more detail how engagement of communities has been a two-way process.	

Successful initiatives (Section 4.2 of the application form) (First Sift intentionally blank)		
First Sift	After visit	After presentation
Comments	Comments	Comments
	Successful initiatives included the development of Buckshaw village and The Revolution, Chorley Smile, the supported approach to community asset management, the MATAC model for cross-agency working, some excellent targeted work on health inequalities (particularly around alcohol and teenage pregnancy) and their overall approach to customer service transformation.	

Areas for investigation	Areas for investigation	Outstanding issues
	Chorley's work around this agenda is diverse and spans a wide range of disciplines and services. How would they "package" their learning offer to other authorities?	

Who are the key target audiences that would benefit from hearing your key messages?
(Section 4.3 of the application form) (First Sift intentionally blank)

First Sift	After visit	After presentation
Comments	Comments	Comments
	Chorley's work will be of widespread interest - particularly, but not exclusively to Districts. Initiatives such as the branding campaign around "Chorley Smile", and health inequalities work should have widespread appeal.	
Areas for investigation	Areas for investigation	Outstanding issues
	We met a wide range of officers, partners and community representatives on our visit. How would they envisage sharing the knowledge / experience from these people on a wider basis?	

Beyond the national Learning Exchange conference and Open Day, how might you work with other Beacons within your theme to maximise the impact of your learning activities?
(Section 4.4 of the application form) (First Sift intentionally blank)

First Sift	After visit	After presentation
Comments	Comments	Comments
	Chorley have some interesting proposals around developing an "experience exchange" with other Beacons.	
Areas for investigation	Areas for investigation	Outstanding issues
	Would this approach be aimed exclusively at Beacons, or could it be extended to other interested authorities?	

What experience does your authority have with sharing lessons with others? Give examples of where your authority has supported others to improve
 (Section 4.5 of the application form) (First Sift intentionally blank)

First Sift	After visit	After presentation
Comments	Comments	Comments
	Chorley have a good record on supporting other authorities to learn. They currently hold Beacon Status for Transforming Services.	
Areas for investigation	Areas for investigation	Outstanding issues