

| Report of | Meeting | Date |
|-----------------------------------|---|----------|
| Director of Policy and Governance | Overview and Scrutiny Performance Panel | 20/09/18 |

PERFORMANCE FOCUS – EARLY INTERVENTION AND SUPPORT

PURPOSE OF REPORT

1. To provide contextual information to the panel on performance relating to the Early Intervention and Support directorate.

RECOMMENDATION(S)

2. That the performance information should be used as a basis to inform a discussion at this meeting, with a view to further understanding the performance in the Early Intervention and Support directorate and what actions are being taken to address any areas of concern.

EXECUTIVE SUMMARY OF REPORT

3. The report provides performance information for each of the four services areas within the Early Intervention and Support directorate. Performance is very good with most performance indicators and all key projects performance on track or above target.
4. Each of the services areas have either been subject to or impacted by restructures within the last 12 months.

| | | |
|--|-----|-----------|
| Confidential report Please bold as appropriate | Yes | No |
|--|-----|-----------|

CORPORATE PRIORITIES

5. 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 homes and communities | | An ambitious council that does more to meet the needs of residents and the local area | ✓ |

BACKGROUND

6. Performance of the Early Intervention and Support directorate was last considered by the Overview and Scrutiny Performance Panel in June 2017.
7. The performance information set out below is up to date as of quarter one 2018/19 and includes both corporate indicators and projects which are presented to Executive Cabinet

as part of the quarterly monitoring reports, as well as local indicators which are used by directors and service managers to monitor the performance of their services.

8. The Early Intervention and Support directorate is made up of three main teams:
 - a. Health and Wellbeing
 - b. Housing Solutions
 - c. Regulatory Services
 - d. Integrated Wellbeing Service

HEALTH AND WELLBEING

9. The key aim of the Health and Wellbeing team is to build community resilience and promote wellbeing within the borough.
10. It has a wide remit, which includes; community engagement (supporting community groups to develop and grow, encouraging volunteering and community activity); managing the council's leisure contracts for the leisure centres and Duxbury golf; managing community centres; neighbourhood working; employability; and, the home improvement agency (including DFGs and adaptations).
11. The team was restructured earlier this year in response to the council's focus on developing more resilient communities, the development of the Youth Zone, the leisure contract review and the partnership of the Integrated Community Wellbeing Service.
12. The team is responsible for the directorate's four corporate strategy indicators, all of which are performing above target.

| Indicator | Target | Performance | |
|---|--------|-------------|---|
| % increase in the number of volunteering hours earned | 20% | 20% | ★ |
| The number of visits to Council's leisure centres | 250000 | 250000 | ★ |
| Number of young people supported through council health and wellbeing opportunities | 3600 | 3600 | ★ |
| % of households living in fuel poverty | 11.20% | 11.20% | ★ |

13. They also monitor their performance through 11 local indicators. Performance is good with nine of the eleven local indicators performance better than target.

| Indicator | Target | Performance | |
|---|-----------|-------------|---|
| No. volunteer hours earned (Time credit notes) | 6000Hours | 12008Hours | ★ |
| No. of groups signed up to Time Credits Programme | 112 | 83 | ▲ |
| No. new volunteers recruited | 150 | 541 | ★ |
| The number of young people visiting Council's leisure centres | 85000 | 92043 | ★ |
| Number of older people (65+) visiting Council's leisure centres | 12500 | 16119 | ★ |
| Community centres - percentage of occupancy | 51% | 63.60% | ★ |
| Average time from grant approval to completion (DFG's) | 12Weeks | 6.83Weeks | ★ |
| Number of Chorley residents referred to an | 25 | 30 | ★ |

| | | | |
|---|----|----|---|
| Employability provision | | | |
| Number of 8 week placements sourced | 7 | 10 | ★ |
| Number of people who have secured paid employment through Chorley Works | 9 | 7 | ▲ |
| No of Chorley residents attending bespoke training provided through the Council's H&W team that supports employment prospects | 14 | 37 | ★ |

14. The team is also responsible for delivering the directorates two corporate strategy projects, both of which are rated 'green' and being delivered as planned

| Project | RAG Status | Update summary |
|--|--------------|--|
| Improve the look and feel of local neighbourhoods across the borough | Green | Work this quarter has included the creation of new tools and processes to manage accurate scoping of neighbourhood priorities. In addition to this, to oversee delivery and support reporting and communicating of progress on neighbourhood priorities there has been a dedicated role created, a Neighbourhood Priorities Officer, and this quarter the post has been appointed to. |
| Deliver a borough wide programme to help people overcome barriers to employment | Green | Work has included a review of all employability provision available in Lancashire, which has enabled us to identify the existing support within Chorley and 63 organisations have been identified as offering employment support in the Chorley area. The Employment service is trialling an online referral system to test its feasibility for supporting a new pathway from the Integrated Community Wellbeing Service to support people into employment. There has been continued development of the community research to determine gaps in employability provision within the Integrated Community Wellbeing Service this quarter, with identification of the low level mental wellbeing provision in Chorley and collaboration with providers to deliver opportunities for individuals to overcome low self-confidence and esteem as barriers to employment. |

HOUSING SOLUTIONS

15. The housing options team support people to secure and sustain suitable accommodation – providing advice for people who are homeless or at risk of becoming homeless. Includes managing Cotswold Supported Accommodation and the management of Primrose Gardens.
16. The housing options team have also been restructured earlier this year in response to the Homelessness Reduction Act 2017 and to refocus and maximise the offer of housing related support following the end of the Supporting People funding arrangement with Lancashire County Council.
17. They have five local indicators which they use to monitor performance. Two of these relating to Cotswold House were off track at the end of quarter one.

| Indicator | Target | Performance | |
|--|--------|-------------|---|
| % rent collected at Cotswold Supported Housing | 24.63% | 19.50% | ▲ |
| % voids Cotswold House | 20% | 22.80% | ▲ |
| New Customers Requiring Housing Advice (Monthly not YTD) | 57 | 73 | |

| | | | |
|--|-----|-----|---|
| Number of Homelessness Preventions and Reliefs | 150 | 175 | ★ |
| Number of Personal Housing Plans created | 40 | 43 | ★ |

REGULATORY SERVICES

18. Regulatory services providing environmental health (which includes food safety, neighbourhood quality, air quality, housing standards and public health), community safety (including anti-social behaviour and working in partnership to reduce crime and disorder) and animal welfare (including stay dogs).
19. The remit of the service has changed in the last year following the enforcement restructure which transferred responsibility for licensing and empty properties from regulatory services into a new enforcement team in the Customer and Digital directorate.
20. They have four local indicators which they use to monitor their performance. Three out of the four indicators are performing better than target.

| Indicator | Target | Performance | |
|---|--------|-------------|---|
| Food establishments in the area which are broadly compliant with food hygiene law | 95% | 95.41% | ★ |
| Number of proactive housing inspections | 20 | 13 | ▲ |
| Average time from initial service request to response (Reg Services) | 2Days | 0.8Days | ★ |
| Average time to deal with investigations (Reg Services) | 40Days | 7.5Days | ★ |

INTEGRATED WELLBEING SERVICE

21. The service is a partnership between Chorley Council and Lancashire Care NHS Foundation Trust involving around 170 members of staff. The teams within the Early Intervention and Support directorate work alongside teams from LCFT including, Mindsmatter, Community Restart, Community Therapies, Learning Disabilities and the 0 to 19 service with an aim of changing how we deliver services to improve prevention and early intervention and reduce demand on public services.

IMPLICATIONS OF REPORT

22. 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 | ✓ |

COMMENTS OF THE STATUTORY FINANCE OFFICER

23. N/A

COMMENTS OF THE MONITORING OFFICER

24. N/A

REBECCA HUDDLESTON
DIRECTOR OF POLICY AND GOVERNANCE

There are no background papers to this report.

| Report Author | Ext | Date | Doc ID |
|----------------------|------------|-------------|--------------------------|
| Rebecca Huddleston | 5779 | 13/09/18 | Performance Focus – EI&S |