

Overview and Scrutiny Committee

Thursday, 6th October 2022, 6.30 pm

Council Chamber, Town Hall, Chorley and [YouTube](#)

I am now able to enclose, for consideration at the above meeting of the Overview and Scrutiny Committee, the following reports that were unavailable when the agenda was published.

Agenda No	Item	
3	Minutes of Meeting Thursday, 22 September 2022 of Overview and Scrutiny Performance Panel	(Pages 145 - 148)
10	Sustainable Public Transport Third Monitoring Report To receive and consider the report of the Director of Planning and Development.	(Pages 149 - 162)

Gary Hall
Chief Executive

Electronic agendas sent to Members of the Overview and Scrutiny Committee

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or chorley.gov.uk

This page is intentionally left blank



Minutes of **Overview and Scrutiny Performance Panel**

Meeting date **Thursday, 22 September 2022**

Committee Members present: Councillor John Walker (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Sarah Ainsworth, James Nevett, Michelle Le Marinel and Arjun Singh

Observers present: Councillors Julia Berry and Alex Hilton

Officers: Mark Lester (Director of Commercial Services), Howard Anthony (Performance & Partnerships Team Leader), Robert Langford (Performance and Partnerships Officer) and Matthew Pawlyszyn (Democratic and Member Services Officer)

Other Members: Councillor Alistair Bradley (Executive Leader, and Executive Member for Economic Development and Public Service Reform) and Councillor Terry Howarth (Executive Member for Homes and Housing)

A video recording of the public session of this meeting is available to view on [YouTube here](#)

5 Minutes of meeting Wednesday, 27 July 2022 of Overview and Scrutiny Performance Panel

Resolved: That the minutes of the meeting were approved as a correct record.

6 Declarations of Any Interests

No declarations were made.

7 Performance Focus: Commercial and Property

Executive Leader and Executive Member for Economic Development and Public Service Reform, Councillor Alistair Bradley, Executive Member for Homes and Housing, Councillor Terry Howarth and Director of Commercial Services Mark Lester presented the report.

The directorate faced considerable challenges due to the increase in the cost of living, staffing, energy, and construction costs in addition to numerous delays. There were five projects rated red, four amber and thirty-five green.

The financial position was a concern with an overspend of 165%, the highest cost was staffing and the increased use of temporary and agency staff to fill positions. This issue was not unique to Chorley Council. Two new surveyors were in post, and it was hoped that the Shared Services arrangement with South Ribble would assist with recruitment. Within Shared Services, there was an informal agreement to share estate and property employees, which was to become formal in January 2023.

To explain the issue with staffing, it was summarised that the Council failed to keep the core staff numbers in line with the buildings owned which resulted in the necessity of temporary posts and agency staff, which due to demand was at a higher cost.

It was also noted that the Council could be in a position where there was a risk of succession issues due to the number of staff at the start of their careers and the number at the ends of their careers.

With the shortage of surveyors and inspectors, the focus had been on completing projects, and it explained the low figures of 'reactive repair jobs inspected post work completion. The underperformance of 'returning land ownership enquiries was another symptom of staff shortage, but the service was an add on and not business critical.

A significant loss of potential income was from the delay with Tatton Gardens following the fire and the subsequent fungal contamination. It was decided to resolve the problem sooner rather than later. The opening would be phased, which would take place in October and Christmas/new year. Members were reassured that the finishing touches were prioritised, and corners would not be cut, and quality ensured.

The income from the car parks were down due to the continuation of the Covid charges. A new car park strategy was to be introduced at the end of the year. In response to a query relating to contactless payments, there was uncertainty due to the legislation in place.

The market refurbishment had been paused at the request of traders to prevent disruption following Covid, the work was estimated to resume between Christmas and Easter.

Market footfall had accumulated to 1.75 million and indicated that normality was returning to the town centre. It was noted that the town centre vacancy rates were beyond the control of the council, however the town centre was recovering better than other town centres across the county. It was noted that there were increasingly popular developments out of the town centre. When questioned about specialised, artisanal or one-off stores, the council was open to accommodate, but it had to be the right trader with the right quality goods.

The voids on the covered market was at operational target, and space allowed movement from within. Voids on market walk was better than expected. The lack of space was a symptom of success.

The percentage of rent collected was a concern, but actions in place to collect outstanding rent.

The targets for the community centres and office voids at the Digital Office Park were both better than the target. The staff shortage impacted the recovery of debts, the flexibility allowed during and following Covid-19 came to an end, and repayments were

sought. The community centres were impacted by Covid-19, and some community groups that included the elderly and those at higher risk were more cautious in returning. It was highlighted that 100% capacity was not ideal as it would prevent further bookings taking place.

Visiting coaches dropped to zero during Covid-19 and returned quicker than expected. It was highlighted that the coaches did not include visiting football fans, only shoppers. This was explained that the coaches were booked in advance, and there were active steps taken to promote visitors to the town centre. When enquired why only coaches were recorded instead of the rail services, it was explained that the method was favoured by traders. It was noted that there was software that tracked mobile phones and provided information which indicated where the shopper had come from, how long they were in the town centre and where they went in the town. The information was shared with traders and was used to track the success of tourist and communication's campaigns. Members offered a suggestion of distributing tote bags with the Chorley logo or slogan with further advertisement literature inside.

In relation to accommodation, the report was optimistic, and credit was given to the staff that enabled the positive results. There were clear signs that there was a need for accommodation in the borough. Rents collected, the void percentage, rent collected at Primrose Gardens, and voids at Primrose gardens were all on target.

For the targets that were red, it was explained that the Cotswold conference facility during the pandemic was used to house rough sleepers and it never fulfilled its initial function.

The percentage of voids at Primrose Gardens turned around in 14 days underperformed due to Covid, but it was not deemed to be a concern due to the nature of the residential needs and the costs involved.

Percentage of voids in council owned rented accommodation was 0% which highlighted the need and demand for quality rented accommodation provided by a good landlord.

It was clarified that damages were not sought from the vacated rooms in Primrose Gardens and Tatton Gardens, the turnover was unfortunately usually the result of death. The cost of repair, replacing and refurbishing would be built into the service charges. At Cotswold House, the residents were not usually in a position to pay, but payment plans could be set but, but were not usually successful and not deemed cost effective to chase.

It was summarised that with the spiralling costs and uncertainty, Chorley Council was in a fortunate position that most projects were nearing completion. The council did not rule out the possibility of further projects to boost its income, but needless and unnecessary risks would not be taken. The council was in a positive position not requiring the use of its reserve funds.

Resolved: The report was noted

8 Business Plan Progress Update

The majority of the 181 projects were green and it was the first update of the new plans following the formal agreement in June 2022. Projects that had yet to start were expected to start in the next or the following quarter. The projects on hold required a reassessment of time scales.

Regular meetings took place to gain updates and determine the status of a project.

Some of the projects that were rated red were due to capacity issues that impacted the delivery of the business plans. When this occurred, prioritised projects moved to the forefront and the others reevaluated while others were put on hold. The decisions were usually made within the directorate and Cabinet Members were not involved in each project, as some were small in scale and discrete. The projects that were related to the Corporate Strategy would go through the quarterly monitoring reports and to the Executive Members.

Members raised concerns that there were projects on hold such as the flood defense work to the River Chor in Astley Park, animal welfare, health and safety, food safety and electrical safety. Updates would be provided that related to the on-hold projects, and the Members were informed that there were projects that had progressed since the publication of the report. Members would also be informed if the café at Primrose Gardens was open to the public as well as residents when the pilot project for occupational therapy will begin and the flood defenses.

Resolved: The report was noted

Chair

Date

Report of	Meeting	Date
Director (Planning and Development)	Overview and Scrutiny Committee	Thursday, 6 October 2022

Sustainable Public Transport Third Monitoring Report

Is this report confidential?	No
------------------------------	-----------

Is this decision key?	No
-----------------------	-----------

Purpose of the Report

1. To provide the final update of the work undertaken to deliver the recommendations of the Sustainable Public Transport Task Group.

Recommendations

2. That the report is noted in particular the updates to recommendations
3. That updates for any ongoing tasks as set out in paragraph XXX are reported to the Climate Change Working Group.

Reasons for recommendations

4. To ensure the outcomes of the task group are noted and monitored.

Other options considered and rejected

5. Not applicable.

Corporate priorities

6. The report relates to the following corporate priorities: (Please bold one)

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 to the report

7. The final report of the Task Group for Sustainable Public Transport was presented to Executive Cabinet in March 2021 and it was agreed that these recommendations be accepted.

Recommendations and Progress to Date

8. The recommendations focussed on the objectives the task group were asked to investigate which comprised of:
 - The difficulty the council has enforcing on public transport particularly bus and train
 - To examine all public transport routes and any changes required due to demographic needs
 - To tackle social isolation (public transport) in all areas of the borough
 - The opportunities for sustainable funding for buses
 - To engage with different stakeholders to understand what steps they are taking to provide sustainable public transport and understand how the council can help them.
9. The 21 (25 including subcategories) recommendations made by the task group were presented to Executive Cabinet on 17th June 2021 and these were endorsed for action. Table 1 below sets out these recommendations, with the second column providing more detail as to the actions required to deliver the recommendation and the third column providing the latest update on progress.
10. For recommendation 20, it was agreed that a package of work relating to cycling would be developed as part of a Cycling Project and that progress is to be reported back to the Climate Change Working Group, with the first update provided at the meeting of 26th July 2022.
11. The table below includes the update for all recommendations. 18 are completed or closed, 5 are in progress and will continue as part of business as usual work of the Spatial Planning Team and just 1 has not started (which was as a result of Covid and associated regulations and behaviour change about social distancing).
12. Recommendation One relates to the provision of bus services and in the previous monitoring report, details were provided of proposals for Lancashire County Council to introduce a Bus Improvement Plan in Lancashire. This new Enhanced Partnership scheme which intends to deliver a number of key objectives including lower fares, simplified ticketing, and a customer charter, commenced on 1st April 2022 and is governed by an Executive Board supported by a Management Board and a forum of stakeholders.
13. The scheme sets out the objectives of the partnership and with regards to the issue of fares, and states: *'Bus fares and fare structures vary substantially across the county. As would be expected for an authority of the size and diversity of Lancashire, the complexities of the bus network mean that cash single and return fares vary by operator and even operator sub-area, while different operators have different ticketing products. Overlapping and inconsistent fare zones make difficulties in providing clear and comprehensive fares information to users and potential passengers.'*
14. *At present there is no multi-operator ticketing scheme available within Lancashire and there are inconsistent fare offers for key groups such as students, young people, and job-seekers'.*

15. With regards to ticketing and communication in particular, the Enhanced Partnership commits to delivering lower fares and simplified ticketing. The partnership will deliver this as operators will offer:

- A standardised half-fare ticket offers for under 19s, building on the commercial discounts offered by some operators to young people aged 16-19s
- A standardised half-fare ticket offers for job seekers. This is intended to be provided to those unemployed claiming Jobseekers Allowance for 3-9 months (18-24 year olds) or 3-12 months (over 25s). Other "benefit" recipients may receive a Jobcentre Plus Travel Discount Card from 3 months of their claim and if they are actively engaged with a Jobcentre Plus adviser
- A standardised half-fare ticket offer for recipients of Universal Credit, on the same terms as for job seeker
- A standardised unlimited travel ticket in the evening
- 'Buy one get one free' – applying to free travel being offered on Sundays when the user has purchased a ticket on the preceding Saturday
- The proposed multi-operator ticket and operators will standardise fare zone boundaries to reduce the current complexities
- Operators will be required to share more service information on each other's services on websites and apps Provide and produce relevant printed timetable information, maps, and shared promotional information.

16. Full details on the Enhanced Partnership are available here:

<https://www.lancashire.gov.uk/media/929415/lancs-enhanced-partnership-2022.pdf>

17. Recommendation 3 is for Spatial Planning to invite Lancashire County Council to participate in a Member Learning session on the Central Lancashire Highways and Transport Masterplan draft proposals and this has been arranged as a Member Learning Session for 6pm on Monday 14th November 2022 at the Town Hall which members are encouraged to attend.

Table of Recommendations and Actions

No	Recommendation	Action	Lead	Latest Update /Notes
1	Chorley Council to proactively lobby and engage with Lancashire County Council to encourage a greater role on bus route tendering, service enhancement and communication between all parties.	Engagement with LCC on behalf of the Chair requesting engagement	Service Lead Spatial Planning	Complete (Continue as Business as Usual) Andrew Varley, Public Transport Manager has provided details of the Bus improvement plan on LCC website. This scheme has been put in place as of 1 st April 2022 running to 5 th April 2032.
2	Chorley Council to lobby Ministers and the government in cooperation with our Member of Parliament to raise regulation of the buses to obtain local delegated powers.	Letter to be sent to Rt Hon Grant Shapps MP Secretary of State for Transport on behalf of the Chair cooperation with RT Hon Sir Lindsay Hoyle MP Speaker of the House of Commons	Service Lead Spatial Planning	Closed Response from LCC advising given the implementation of the Bus Enhancement Partnership franchising/deregulation not appropriate/applicable to Lancashire.
3	Spatial Planning to invite Lancashire County Council to participate in a Member Learning session on the Central Lancashire Highways and Transport Masterplan draft proposals	Email to LCC transport planning team inviting participation in a Member Learning Session	Service Lead Spatial Planning	Complete (Continue as business as usual) A Member Learning Session has been arranged <u>for 6pm on Monday 14th November 2022.</u>

No	Recommendation	Action	Lead	Latest Update /Notes
4	Routine consultation with Northern Rail and Lancashire County Council be requested with Chorley Council over changes or reductions in rail service.	Email to be sent to Owain Roberts, Regional Stakeholder Manager, Northern Trains requesting engagement with Chorley Council (i.e. districts) and not just upper tier in consultations regarding train service changes. Comms to publicise consultations and changes on social media to encourage public engagement and ensure local users aware of changes	Service Lead Spatial Planning Shared Service Lead Communications and Visitor Economy	Complete Chorley Council now added to Northern Rail Consultation database. Recent response submitted regarding timetable proposals.
5	To publicise all the railway stations through communications including “Check out Chorley” and its immediate area to get more people into the borough for social and economic activities and to use the train service	Use of social media and other channels to promote rail use.	Shared Service Lead Communications and Visitor Economy	Complete (business as usual) The Council have been publicising the public transport options as part of our event publicity – examples include the flower show and picnic in the park

No	Recommendation	Action	Lead	Latest Update /Notes
6	Undertake regular communications activity to educate residents about the bus services, bus routes and ticketing options in the borough to encourage increased bus usage when it is safe to do so. The Council undertakes a borough wide public transport survey using social media & other technology to engage with residents, businesses and employers about bus services and public transport.	Use of communications channels to promote bus use Incorporate into next Resident Survey	Shared Service Lead Communications and Visitor Economy Shared Service Lead Policy and Transformation	Complete (business as usual) We have focussed communications around times when we have had lots of visitors travelling to Chorley such as the main corporate events i.e. Chorley Flower Show. We have not proactively promoted general use of buses due to Covid initially but then we have had a run of issues with timetable changes and bus strikes, which has meant there has not been a good, reliable service across all areas.
7	The Council engage with Greater Manchester Combined Authority /Lancashire County Council on cross boundary routes should the Greater Manchester Combined Authorities instigate franchising and request to be consulted on how bus services are run across cross boundary routes and be included in their integrated ticketing scheme.	Letter to be sent to addressed both Public Transport Manager at LCC and TFGM requesting engagement	Service Lead Spatial Planning	Complete Issues raised under Duty to Cooperate in a meeting with Transport for Greater Manchester on 29/7/21 and detailed in response. Incorporated into the Councils' response to 'Places for Everyone' – Greater Manchester Proposed Development Plan.

No	Recommendation	Action	Lead	Latest Update /Notes
8	Chorley Council will engage with all bus operators to determine and recommend which bus routes are viably operable.	Workshop to be arranged as part of emerging Local plan and transport infrastructure planning	Service Lead Spatial Planning	<p>In progress (Updates will be reported to the Local Plan Working Group)</p> <p>This was delayed due to impact of Covid. LCC are collecting information on bus provision as part of preparation of the Central Lancashire Highways and Transport Masterplan and this information will be shared with the Council.</p> <p>Bus providers have also been contacted by the Council to ask for data on bus routes and viability. A workshop will be arranged to inform Local Plan preparation.</p>
9	The Council continues to progress discussions with Lancashire County Council to take over the Chorley Interchange.	Progress Commercial negotiations	Service Lead Commercial and Assets	<p>Closed</p> <p>Not progressed due to viability, may be reconsidered by the Council.</p>
10	The Climate Change Working Group to further investigate bus routes for new developments in conjunction with the preparation of the Central Lancashire Local Plan.	Workshop to be arranged as part of emerging Local plan and transport infrastructure planning and reported back to the CCWG.	Service Lead - Spatial Planning/Climate Change Officer/Central Lancashire Local Plan Co-Ordinator	<p>In progress</p> <p>(business as usual, updates to be reported to the Local Plan Working Group)</p> <p>Transport consultants have undertaken initial assessment of impact of proposed sites. Workshop not started as proposed sites still being assessed/finalised as part of Local Plan process. Once agreed in principle, work can begin to map infrastructure needs</p>

No	Recommendation	Action	Lead	Latest Update /Notes
11	The Council (Spatial Planning) will use reasonable endeavours to safeguard a site for the reopening of the Coppull rail station in the Central Lancashire Local Plan, include the project in the Central Lancashire Highways and Transport Masterplan and engage with Lancashire County Council and relevant partners to bring this forward	Initial scoping meeting to be arranged to identify necessary feasibility and business case work required.	Service Lead Spatial Planning/Service Lead Commercial and Assets/Director Planning and Development/Director Commercial /Central Lancashire Local Plan Co-Ordinator	<p>In Progress</p> <p>(business as usual, updates to be reported to the Local Plan Working Group).</p> <p>Work is required to assess viability of reopening the station. Bid for Restoring Your Railways for viability funding was unsuccessful.</p> <p>A site is safeguarded in the current Local Plan. A Central and West Lancashire Rail Options paper was published in August 2020 which identified 3 options for the location of a new station in Coppull. This will be considered as part of the Local Plan.</p>
12	The Council to lobby for improved railway services across the borough at stations such as Adlington.	Email to be sent to Owain Roberts, Regional Stakeholder Manager, Northern Trains requesting engagement with Chorley Council (i.e. districts) and not just upper tier in consultations regarding train service changes.	Service Lead Spatial Planning	<p>Complete</p> <p>Chorley Council now on the Consultation database and are regularly responding to consultations regarding services in Chorley.</p>

No	Recommendation	Action	Lead	Latest Update /Notes
13	The Council to lobby to improve our rail connections to the airport at stations in addition to Chorley	Email to be sent to Owain Roberts, Regional Stakeholder Manager, Northern Trains requesting engagement with Chorley Council (i.e. districts) and not just upper tier in consultations regarding train service changes.	Service Lead Spatial Planning	Complete Chorley Council now on the Consultation database and representations to be made in future consultations
14 a	Undertake communications activity to highlight the work of Dial-a-Ride including the community car scheme, how it can assist the community and dispel the myth the service is just for the elderly and publicise their need for volunteers.	Engage with Manager, Central Lancs Dial-a-Ride to develop marketing strategy	Shared Service Lead Communications and Visitor Economy	Complete Information has been shared with the local media and on social media about utilising dial-a-ride. A more comprehensive communications plan in conjunction with dial-a-ride will be completed.
14 b	Dial-a-Ride be invited to attend a Chorley Liaison meeting to raise awareness of the service for both users and volunteers.	DAR to attend future Parish Liaison Meeting	Democratic Services Team Leader	Complete Dial a Ride attended the Chorley Liaison meeting on 16 March 2022.

No	Recommendation	Action	Lead	Latest Update /Notes
14 c	Dial-a-Ride be invited to contact the Parish Council clerks as there was significant interest from Members to have a Dial-a-Ride service in their Wards and Parishes. This should include regular articles IntheBoro and InTheKnow and notice board communications.	Regular articles for IntheBoro and IntheKnow to Democratic Services	Shared Service Lead Communications and Visitor Economy	Complete Contacts were provided to dial-a-ride to contact the parish council
14 d	In addition to funding, the Council explores how it can work with Dial-a- Ride to develop its offer to residents by working with local VCFS partners and the health community e.g. hospital appointments, vaccination appointments etc.	Regular engagement to take place with DAR manager to identify ways to increase uptake.	Transformation & Change Team Leader Service Lead Communities	Complete Central Lancashire DAR continue to provide regular updates to the Council on key outcomes as a result of funding that is provided to them.
15	Chorley Council to lobby Lancashire County Council to create a Public Transport Task Group to scrutinise transport routes and opportunities across Lancashire	Letter to be sent on behalf of the Chair to Head of Planning at LCC to request establishment of a task group.	Service Lead Spatial Planning	Complete LCC willing to engage including a member Learning Session for public transport planning. No appetite for a task group.
16	The Council should explore the feasibility of attracting a community car share club to the borough.	Initial engagement to be undertaken with providers.	Shared Service Lead Transformation and Partnership	Not Started Delayed due to Covid and regulations.

No	Recommendation	Action	Lead	Latest Update /Notes
17	When appropriate, the Council to actively promote car sharing for staff at both Town Hall and Union Street, using methods including but not limited to IntheKnow, IntheBoro, and Lancashire Shared Wheels	To be raised at Staff Matters and the Loop to explore appetite and rolled out if feasible.	Shared Service Lead Transformation and Partnership	Complete Separate to any outcome from the HR policy review we have included information for staff on car sharing and alternative modes of travel.
18	The Council will work with all transport partners to improve accessibility, timetable and facility provision across the borough including an Oyster card for all journeys.	Initial invitation for expressions of interest in developing a scheme, in partnership with LCC.	Service Lead Spatial Planning	Closed Changed – see above, LCC implemented the Bus Enhancement Partnership which will deliver improvements.
19	Chorley Council to work with Lancashire County Council, the Canal and River Trust and other organizations to identify cycle opportunities, and plan for the implementation of cycle routes and cycle hubs	Engagement to be undertaken and schemes and opportunities to be progressed	Service Lead Spatial Planning	In progress (progress will be reported to the Climate Change Working Group) Series of meetings have taken place. Canal and Rivers Trust developing schemes including feasibility /costs which will be presented to members in Autumn 2022.
20	Establish a Cycle Task Group to look at cycle opportunities, and cycle routes in the borough	Request for a Scrutiny Task Group.	Democratic Services Team Leader to flag with Overview and Scrutiny Chair	Closed Changed to the Cycle Project with 5 key actions.

No	Recommendation	Action	Lead	Latest Update /Notes
21	The Council should explore the possibility of electric charging points on council buildings to allow people to charge their electric bikes.	Feasibility and demand study to be undertaken	Climate Change Officer/Asset Manager (Property and Facilities)	<p>In progress</p> <p>(progress will be reported to the Climate Change Working Group)</p> <p>Generic Bike shelters now in place for council employees. Charging ports for electric bikes will be considered as part of the accommodation review and demand determined via the Staff engagement Channels.</p>

Climate change and air quality

- 18. The work noted in this report has an overall positive impact on the Councils Carbon emissions and the wider Climate Emergency and sustainability targets of the Council.
- 19. In particular the report impacts on the following activities:
 - a. net carbon zero by 2030,
 - b. energy use / renewable energy sources
 - c. waste and the use of single use plastics,
 - d. sustainable forms of transport,
 - e. air quality,
 - f. flooding risks,
 - g. green areas and biodiversity.

Equality and diversity

- 20. No implications.

Risk

- 21. No implications.

Comments of the Statutory Finance Officer

- 22. There are no direct financial implications of this report as this report is just an update.

Comments of the Monitoring Officer

- 23. There are no direct legal implications of this report as this report is just an update.

Background documents (or There are no background papers to this report)

Report Author:	Email:	Telephone:	Date:
Zoe Whiteside (Service Lead - Spatial Planning) & Katherine Greenwood Principal Planning Officer	zoe.whiteside@chorley.gov.uk		26/9/22

This page is intentionally left blank