

Executive Cabinet

Thursday, 10th November 2022, 6.30 pm
Council Chamber, Town Hall, Chorley, and YouTube

Agenda

Apologies for absence

- 1 **Minutes of meeting Thursday, 20 October 2022 of Executive Cabinet** (Pages 5 - 8)

- 2 **Declarations of Any Interests**

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary interest you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

- 3 **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will have three minutes to put their question(s) to the respective Executive Member(s). Each member of the public will be allowed to ask one short supplementary question.

Matters Referred by the Overview and Scrutiny Committee (introduced by the Chair of the Overview and Scrutiny Committee, Councillor John Walker)

- 4 **Overview and Scrutiny Task Group Final Report - Select Move** (Pages 9 - 80)

To receive and consider the report of the Chair of the Overview and Scrutiny Committee.

Items of Deputy Executive Leader and Executive Member (Resources) (Introduced by Councillor Peter Wilson)

- 5 **2022/23 Corporate Budget Monitoring Report and Reserves for the six months to 30th September 2022** (Pages 81 - 100)

To receive and consider the report of the Director of Finance.

6	2022/23 Corporate Capital Programme and Balance Sheet Monitoring Report Position at 30th September 2022	(Pages 101 - 114)
	To receive and consider the report of the Director of Finance.	
7	Quarter Two Performance Monitoring Report 2022/23	(Pages 115 - 134)
	To receive and consider the report of the Deputy Chief Executive.	
8	Household Support Fund - Phase 3 Delivery Plan	(Pages 135 - 144)
	To receive and consider the report of the Director of Communities.	
9	Car Park Strategy, Fees & Charges	(Pages 145 - 166)
	To receive and consider the report of the Director of Commercial Services.	
10	Exclusion of the Public and Press	
	To consider the exclusion of the press and public for the following items of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.	
	By Virtue of Paragraph 3: Information relating to the financial or business affairs of any particular person (including the authority holding that information) Condition: Information is not exempt if it is required to be registered under- The Companies Act 1985 The Friendly Societies Act 1974 The Friendly Societies Act 1992 The Industrial and Provident Societies Acts 1965 to 1978 The Building Societies Act 1986 (recorded in the public file of any building society, within the meaning of the Act) The Charities Act 1993 Information is exempt to the extent that, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.	
	Information is not exempt if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to Regulation 3 of the Town & Country Planning General Regulations 1992(a).	
	Item of Deputy Executive Leader and Executive Member (Resources) (Introduced by Councillor Peter Wilson)	
11	Approval for the Contract Award Procedure for ICT Hardware and Software	(Pages 167 - 172)
	To receive and consider the report of the Director of Customer and Digital.	
12	Any urgent business previously agreed with the Chair	

Gary Hall
Chief Executive

Electronic agendas sent to Members of the Executive Cabinet Councillor Alistair Bradley (Chair), Councillor Peter Wilson (Vice-Chair) and Councillors Beverley Murray, Terry Howarth, Alistair Morwood and Adrian Lowe.

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

[To view the procedure for public questions/ speaking click here and scroll to page 119](#)

[To view the procedure for "call-in" of Executive Decisions click here](#)

This page is intentionally left blank

details on the arrangements for the provision of the 'Meals on Wheels' service in Chorley.

The subsidised Meals on Wheels service in Chorley is currently being provided by ICare and has been since 23 February 2018. Following a soft marketing exercise undertaken in 2019 to understand the availability of providers for the service, ICare were the only provider to meet the requirements of the service. A subsequent review was undertaken in 2022 to review the local market and once again, no new suitable suppliers have been identified.

To ensure that the service continues to provide value for money and meets the aims and objectives to support older people to remain living independently in their home for as long as they are able to and help to overcome issues related to social isolation, the council will work with the contractor to:

- Explore options on how more individuals can be supported within the scheme,
- Monitor contract performance and ensure that as many people as possible are benefiting,
- Agree managed price increases to limit impact on service users.

Members welcomed the report and suggested working with the hospital to increase the uptake of the service when discharging patients, as well as liaising with Parish Council's and voluntary organisations. It was agreed that this would be looked into.

Decision:

1. **To agree that the Council enters into a two-year contract with provider ICare to cover the period of 01/01/2023 – 31/12/2024.**
2. **To agree that authority is delegated to the Executive Member for Resources to approve eligibility criteria for the scheme to ensure it remains targeted at those most in need.**

Reasons for recommendations:

1. That the council continues with provision of a subsidised meals on wheels service particularly with the rising cost of living and wider demands on access to social care. The provision of the service enables individuals to remain in their own homes, reduces social isolation and can support early action and intervention.
2. That authority is delegated to the Executive Member for Resources to approve in contract price increases based on the volatility of the current market and inflationary pressures that would at points require modest increases to the council's contribution to limit impacts on service users.

Other options considered and rejected:

1. Options were considered to deliver an alternative model of providing a subsidised frozen meals on wheels service, however this would not include the safe and well check requirement which is a fundamental role of this service.
2. The council could cease delivery of the subsidised Meals on Wheels service based on the number of users, however the service caters to a vulnerable section of the community and removing the provision at this time of increasing costs and pressures on the care system would not be in the interests of the council and its service users.

22.EC.29 Communities Cost of Living Action Plan

Councillor Bev Murray, Executive Member (Early Intervention) presented the report of the Director of Communities which provides an update on activity in relation to mitigating the negative impacts of the cost of living situation and providing support to Chorley residents.

Members were well aware of the wide spread issues connected to the cost of living situation and the forth-coming increase in the level of impact which will affect residents across the country which could lead to significant short term and long term financial, social and emotional issues. The requirement for a multi-faceted approach in responding to this crisis, alongside LCC and existing voluntary and community groups, was recognised.

Members discussed the following:

- Chorley Council's involvement in Lancashire-wide discussions to tackle the crisis
- Working with existing community groups, including Chorley Together to provide a co-ordinated response
- Undertaking a piece of work on warm buildings
- Current budget and funding options available
- Impact on equality and diversity
- Measuring the success of the plan

Members welcomed the action plan and thanked the Communities team for all their continuous hard work supporting residents within Chorley throughout Covid-19 and the cost of living crisis.

Decision

- 1. To receive comments and feedback from Members on the actions both in place and proposed within the plan attached at Appendix 1.**
- 2. To approve the plan and allow delegation for any changes to be approved by the Executive Member for Early Intervention.**

Reasons for recommendations:

A comprehensive plan is required to ensure that efforts to reduce the burden of the cost of living impacts are coordinated and deployed effectively to make best use of resources and achieve the best possible outcomes.

Other options considered and rejected:

To not respond to the cost of living situation for residents would result in significant short-term and long term financial, social, and emotional impacts on residents.

22.EC.30 West Pennine Moors Public Space Protection Order

Councillor Bev Murray, Executive Member (Early Intervention) presented the report of the Director of Communities which seeks agreement to commence a statutory consultation for the use of the Public Spaces Protection Order (under the Anti-Social Behaviour Crime and Policing Act 2014) in order to control behaviour on land on West Pennine Moor (Fire Related Activities) and prevent the significant impact of wildfires upon the community and services.

Following the large fires upon moorlands in Rivington in 2018 and a further number of incidents through 2019, Chorley, Bolton and Blackburn with Darwen Councils are looking to commence consultation exercises as the first stage of the legal process to consider making a Public Spaces Protection Order (PSPO).

Members noted that under the legislation each local authority must make its own PSPO, however should the Orders be made, it is intended that they will come into force on the same date and contain identical terms to avoid confusion along the contiguous geographical boarder.

Members welcomed the proposed PSPO and recognised the benefits to the community and wildlife.

Decision:

To agree the commencement of the drafted statutory consultation exercise in accordance with the provisions of the legislation and implementation of the Public Spaces Protection Order (PSPO) restricting fire related activities in conjunction with Blackburn and Darwen Borough Council and Bolton Council.

Reasons for recommendations:

To develop a response which would prevent and disrupt high risk activities, including lighting of fires, possession and use of barbeques, fireworks, Chinese lanterns and other open flame heat sources upon the moorland, which has previously led to devastating impact on the environment and posed significant risk to public health.

Other options considered and rejected:

1. To utilise engagement and education campaigns only without the consideration of enforcement options – this has been considered and will be undertaken prior to introduction of any agreed Public Space Protection Order. However due to the significant risk, an enforcement option is considered an appropriate option to implement to formal control the risks.
2. No action – due to the significant risk and previous impacts, no action is not considered appropriate.

Chair

Date

Overview and Scrutiny Task Group – Select Move September 2022



Contents

Contents..... 2

Introduction 3

Summary Recommendations 4

Membership of the Task Group 5

Officer Support 5

Approach to the Task Group..... 5

Scoping the review 5

The Desired Outcomes:..... 6

Terms of Reference..... 6

Witnesses..... 6

Meetings..... 7

Method of Investigation 7

Background and Context 7

Recommendations and Outcomes from 2014 Select Move Task Group..... 7

What is Select Move?..... 9

Select Move Website..... 10

Social Prescribing Team..... 12

Allocations Policy Review 13

Registered Providers 16

Select Move Facts and Figures 17

Select Move Survey Findings 17

Select Move Coordinator 21

Sir Lindsay Hoyle 21

Conclusion 23

Appendices 25

Appendix A – First Monitoring Report from 2014 Select Move..... 25

Appendix B – Second Monitoring Report from 2014 Select Move..... 33

Appendix C – Current Banding Policy..... 40

Appendix D – Questionnaire Results 45

Appendix E – Qualitative Survey Questions 59

Appendix F – Select Move Survey: Initial Findings 68

Introduction

From the Chair of the Select Move Task Group Councillor June Molyneaux, and Vice Chair Councillor Sarah Ainsworth



Following concerns raised by members with Select Move, it was agreed a Select Move Task Group would be set up. This group would investigate these issues and any outstanding issues from the 2014 Task Group. We met with various people involved with Select Move and sought their views. I would like to thank them for their input. The following report shows our findings.

I would like to thank all members who were involved in the Task Group. A special thanks to the vice chair, Cllr. Ainsworth who was a great support to me.

Summary Recommendations

The recommendations in this report are informed by the views and ideas provided by the diverse group of stakeholders engaged throughout the inquiry. The recommendations seek to drive forward our local commitment to improving Select Move in the borough, ensuring that the service is efficient, easy to use and is meeting the needs of users while identifying and considering what the Council can influence.

The recommendations

- 1) Review the role Chorley Council's Customer Service has in relation to Select Move and housing applications and queries.
- 2) An annual Member Learning Session to be conducted with Members of Chorley Borough Council, specifically in relation to Select Move. Members are to be updated and kept informed on any substantial changes made to Select Move.
- 3) Simplify the banding system and influence the partnership to reduce the number of bands to ensure they are simple to understand and user friendly. Ensure that any consideration for changing a user's banding is communicated and clear.
- 4) This Task Group recommends that the Select Move Partnership retains an open housing register to prevent disqualifying those with no evidenced housing need.
- 5) The Select Move partnership to tighten the qualification criteria for local connection, and for Members of Chorley Borough Council to be frequently informed of migration figures, e.g. Member Learning Session, IntheKnow, or upon Member request.
- 6) The Select Move Partnership to retain the practice of being able to refuse three reasonable offers in line with the common allocations policy (though one offer refusal will still allow the council to discharge its statutory homelessness duty).
- 7) Encourage the partnership to increase the threshold of individual savings and income within the policy review, maintaining the position that exemptions will be assessed on housing need.
- 8) Ensure and exercise oversight of the Select Move Partnerships' adherence to the Common Allocations Policy, to ensure transparency, clarity, and accountability.
- 9) An annual satisfaction survey to be completed with all users of Select Move, with action plans in place to resolve reported issues.
- 10) Ensure and exercise oversight of the Select Move Partnership's consistency in the application process in relation to valid documentation, e.g. GP evidence letters.
- 11) Ensure that face to face access remains available to all users alongside the technological improvements. If required, users are to be signposted to services available such as the Citizens Advice Bureau and Chorley Help the Homeless.
- 12) Chorley Council to explore further opportunities to support customers in rural areas to access the Select Move register, e.g. commission library services.
- 13) Monitor the progress and roll out of the upgraded system provided by Civica which should allow the Select Move website to be functional and easy to use on all devices.

Chorley Council to be actively involved in any future procurement exercise in relation to the Choice Base Letting platform.

- 14) Provide clear and open lines of communication and information to allow applicants of Select Move to manage and set their expectations. Providing photographs of listed properties should be a priority; average waiting times for responses, average waiting times for different sized properties and average waiting times per geographic location should also be provided.
- 15) Develop a greater understanding and insight into the Housing Associations makeup and demographics of the people moving into the area through the 25% allowance not through Select Move.
- 16) That the partnership recognise the importance of treating social housing customers with dignity and respect, and that customer service standards are of utmost priority.
- 17) A further Select Move Task Group, or a Scrutiny Investigation to be conducted following the final Monitoring Report to the Overview and Scrutiny Committee if the recommendations failed to be adhered to or if significant issues arise.
- 18) This Task Group believes the current Select Move service is not fit for purpose, and that if reasonable adjustments cannot be made, options to explore the advantages and disadvantages of remaining within the Partnership, increasing Chorley Council's own housing stock, and/or the feasibility of setting up our own Housing Association be fully considered.

Membership of the Task Group

Councillor June Molyneaux (Chair)
Councillor Sarah Ainsworth (Vice-Chair)
Councillor Steve Holgate (December 2021-May 2022)
Councillor Hasina Khan
Councillor James Nevett
Councillor Kim Snape
Councillor Julia Berry (Observer)

Officer Support

Jennifer Mullin, Director - Communities
Rachel Stewart, Housing Solutions Manager
Matthew Pawlyszyn, Democratic and Members Services Officer

Approach to the Task Group

The Task Group acknowledged and accommodated both the initial and ongoing impact of the Covid-19 pandemic on public services, and the delivery of Select Move's administration function.

Scoping the review

The objectives the Task Group wished to achieve

- To ensure that recommendations made in 2014 are being adhered to, if applicable.
- To investigate and evidence whether Select Move is meeting the needs, satisfaction and benefits of customers and Members.

- To investigate the current methods and models of communication between Select Move and customers, and explore what actions, if any can be taken to improve the process, accessibility and transparency.

The Desired Outcomes:

- Greater understanding of the application, allocation, and banding process.
- That Select Move is accessible, transparent, and easy to understand for all users
- Select Move to be a user-friendly system, with staff available to respond to applicants in a timely, efficient and effective manner
- For Members to be frequently updated on any significant changes proposed to Select Move and its services to users
- To identify any areas of improvement and provide recommendations
- For a greater understanding into the figures relating to those housed in Chorley from outside the Borough.

Terms of Reference

1. To compare and contrast Select Move's current operation against recommendations made in 2014, and to assess if Select Move is meeting the needs of its customers and Members in Chorley.
2. To establish if there are reoccurring or new issues with Select Move.
3. To identify what the Council can influence and understand the resources that will be needed to address this.
4. To develop recommendations and priorities to Executive Cabinet on how the Council can make a real and tangible difference.

Witnesses

The following witnesses met with the task group and shared information.

Chorley Council Councillors:

- Councillor Peter Gabbott – Executive Member Homes and Housing (December 2021 – May 2022)
- Councillor Terry Howarth – Executive Member Homes and Housing (May 2022 -)
- Councillor Aaron Beaver
- Councillor Alan Whittaker
- Councillor Julia Berry

Chorley Council Officers

- Jennifer Mullin – Director (Communities)
- Rachel Stewart – Housing Solutions Manager
- Lisa McCormick - Select Move Coordinator
- Jon-James Martin – Performance and Transformation Officer
- Hayley Hughes – Public Services Referral Hub Co-Ordinator

External Partners

- Susanne Ravenscroft – South Ribble Borough Council's Housing Options Team Leader
- Councillor Nweeda Khan – Preston City Council's Cabinet Member for Communities and Social Justice
- John Cameron – Preston City Council's Senior Housing Advisory Officer
- Ivan Wright – Jigsaw Homes
- Dean Wall – Jigsaw Homes
- Stephen Spencer – Progress Homes
- Andy Gale – Andy Gale Housing Consultancy

- Sir Lindsay Hoyle – MP for Chorley

Evidence Submitted by

- Users of Select Move via digital survey.

Meetings

The agendas, minutes and livestreams of each meeting can be found on the Council's website [Browse meetings - Overview and Scrutiny Task Group - Select Move 2021 \(chorley.gov.uk\)](https://www.chorley.gov.uk/Browse-meetings-Overview-and-Scrutiny-Task-Group-Select-Move-2021).

Method of Investigation

The Task Group were provided with information

- 1) by the Director of Communities Jennifer Mullin and Councillor Peter Gabbott – Executive Member for Homes and Housing
- 2) by key Officers from Preston City Council and South Ribble Borough Council, and Executive Member from Preston City Council
- 3) by representatives from Jigsaw Homes and Progress Homes.
- 4) by Andy Gale – Andy Gale Housing Consultancy
- 5) by Hayley Hughes – Public Services Referral Hub Co-Ordinator
- 6) by the Select Move Coordinator, Lisa McCormick
- 7) by Sir Lindsay Hoyle, MP for Chorley
- 8) Findings of the Select Move Customer Survey presented by Performance and Transformation Officer, Jon-James Martin

Background and Context

In July 2021 it was reported to the Overview and Scrutiny Committee that residents had expressed issues and concerns with Select Move. The Overview and Scrutiny Committee commissioned a report on Select Move to be delivered by the Director of Communities and was presented at the meeting 30 September 2021. Following the delivery of the report, it was agreed for the matter to be the subject of a Task Group which commenced in December 2021.

Concerns raised to and expressed by Members of Chorley Council included

- The inward migration into Chorley without a local connection.
- Accessibility of the service, many homes were advertised without pictures
- Communication to users of the service
- Concerns with the quotas and allocations.

Recommendations and Outcomes from 2014 Select Move Task Group.

Recommendations:

1. *That there continues to be regular monitoring by the Council of the level of net migration into Chorley, including periodic reporting to the overview & Scrutiny Committee, to ensure the new policy achieves the overall aims of prioritising Chorley properties for those with a connection to the borough, and migration does not exceed 10%.*
2. *That each Registered Provider review their processes for handing over properties at re-let stage, including both recording the time taken to prepare a property ready for a*

let and also the level of assistance for new tenants That all RPs look raise their offer to the same standard across all providers.

- 3. That each Registered Provider review the provision for a decoration allowance for new tenants and review its level, increasing it to ensure it where necessary to ensure it is sufficient.*
- 4. That the partnership consider the provision of surgeries or drop in sessions for customers to allow face to face support and demonstrations of how to perform certain tasks on the Select Move system.*
- 5. That any provision for surgeries or drop-in include the rural areas and are promoted to ensure that older people are aware of them and able to attend.*
- 6. That the partnership considers undertaking a process of proactive marketing to those who are not bidding regularly and offer to provide assistance. This should include promotion of any drop-in sessions, mailing out of the newsletter and assisting bidding on properties by proxy.*
- 7. That the Registered Providers within the partnership are encouraged to provide more details in their property adverts, including detail of any specific local connection provisions (for example in rural villages) and also the provision of photographs on the majority of adverts.*
- 8. That the partners continue to work collaboratively to develop a database of adapted properties which will ensure that when an adapted property becomes available, it can be advertised with all of the relevant information to ensure it is appropriately allocated*
- 9. That the Registered Providers within the partnership endeavour to include any properties which are to be direct matched, on the Select Move system, clearly specifying it is not available for other applicants, in order to enhance transparency and integrity in the scheme*
- 10. That the partnership lobbies Abris to implement the new system upgrade in order to improve the customer interface.*
- 11. That the partnership ensures that any affordability policies or tests are consistent across RPs and that these policies do not wholly exclude groups of customers*
- 12. That the partnership ensures that as part of any affordability policy, there are provisions available which will help customers to improve their circumstances in order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers*
- 13. That the Council continues to work with Registered providers in order to enable new affordable housing of the right type and tenure is available so local housing need is met*
- 14. That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based.*
- 15. That the partnership recognise the importance of treating social housing customers with the dignity and respect that the customer service standards are of utmost priority.*

Outcomes:

Following the completion of the 2014 Task Group, the report was presented to Executive Cabinet, 28 August 2014 which accepted the Task Group's findings that the scheme was 'fit-for-purpose and that the evidence collected demonstrated that the scheme was meeting the needs of customers, and also approved the Task Groups identified areas for improvement and the above 15 recommendations. Two monitoring reports were presented to the Overview and Scrutiny Committee [7 April 2015](#) and [8 October 2015](#), and provided updates of the implementation of the above recommendations. Full reports can be found in Appendix A and B.

What is Select Move?

Local Authorities have a legal responsibility to ensure social housing is allocated to people in greatest need and these duties exist regardless whether or not they still own social housing stock. For Authorities where a large-scale voluntary stock transfer has taken place, such as Chorley, the responsibility includes assessing customers for social housing and ensuring that the legally defined categories of those in most need, namely 'reasonable preference categories' are given sufficient priority.

Select Move is a Choice Based Lettings Partnership that replaced traditional waiting lists and allocations policies that were held by each local authority and each registered provider (RP). Chorley became a partner of Select Move in 2011. Within the partnership, applicants proactively express interest on properties they wish to be considered for, rather than wait inactively on a traditional waiting list. Select Move advertises housing association properties and some shared ownership homes, with all major housing associations using the scheme to allocate their homes.

The Select Move partnership includes

- Chorley Borough Council
- South Ribble Borough Council
- Preston City Council
- Chorley Community Housing
- Jigsaw
- Community Gateway Association
- Progress Housing Group
- Onward Homes
- Great Places
- Together Housing
- Places for People
- Your Housing
- Accent Foundation
- Sage

Select Move is a partnership approach, all partners share the same Allocations Policy, and all operate with the same processes and procedures for assessing housing applications and use the same software necessary to administer the system. The costs are spread throughout the partnership and collaboration undertaken to configure and update policy and procedure when required.

The partners are governed by a Steering Group that is responsible for the strategic overview of the scheme, with senior representatives from all of the partner organisations attending. An Operational Group also exists and meets regularly to discuss day to day matters and specific issues or casework.

The Allocations Policy set out how applications will be assessed, and each application is prioritised into a band. There are 5 bands, from A to E and they are detailed in Appendix C.

Select Move Website


Select Move applications are made through the website, accessible on both desktop/laptop and mobile devices. The Select Move website advertises properties by all RP's in the partnership and new properties are added daily Monday through Friday. Each property's page contains information that detail the size, the location, and photographs of the property, although due to privacy and security concerns, and with the short turnaround time between a property being vacated and filled, not all properties feature photographs.

Applicants express their interest by placing 'bids' using their unique account. A shortlist of interested applicants is then created and reviewed by the RP who manages the property before allocating to the most appropriate applicant according to the policy. The scheme promoted choice and sustainable communities as tenants are believed to be more likely to stay in a property chosen by themselves instead of for them.


Both applicants and available properties are banded, and properties are advertised for a particular band, which was based on a quota which is published in the Allocations Policy. The quotas for bands A-D are 40%, 30%, 20%, and 10% respectively.

The figures below illustrate the view from the website accessed by desktop computer.

Cookies and this website
This website uses cookies to give you the best online experience. If you'd like to know more please read our cookie policy
[Click here to review our cookie policy](#) | [Hide this message](#)



Home Information Apply here Recent Lets
Property search Housing Options My to do list



1 bed 2 per
BACKASHBY STRI

Overview Images

CBL Property

Jigsaw Homes North

Closing date: 31/10

Added: 27/10

Reference

Property reference: 100.

Area: Cho

Local Authority: Cho

Property Type: Flat

Number of bedrooms: 1 Br

Tenancy Type: Star

Eligibility

Bands allowed: A, B Reg

Maximum Permitted Occupants: 2

Priority

Band Priority: A

Facilities

Floor In Building: Gro

Dwelling level: One

Lift Type: No I

Bathroom Facilities: Batl

Costs

Rent: £72.

Property Related Charges: £2.7

Marketing Inf

Select Move Privacy Notice Cookie Policy

Property search results

Properties in: Chorley (Lancashire) within: 5 miles Update search

Login for a personalised search
If you have already registered with us, you should login to get personalised search results.
Log in | Not now

List view **Map** 222 properties found

Closest first

2 bed 3 person house in Chorley Mutual Exchange Property

Water Street Chorley Lancashire PR7 1EE
Property ref: 87300
Chorley Borough Council

Added: 21/10/2022
Distance: 0.15 miles from Chorley (Lancashire)

Total cost: £397.00 Monthly

No Photo Available

2 bed 3 person house in Chorley Mutual Exchange Property

Albert Street Chorley PR7 2TY
Property ref: 18218
Your Housing Group

Added: 02/04/2013
Distance: 0.27 miles from Chorley (Lancashire)

Total cost: £73.00 Monthly

No Photo Available

4 bed 8 person house in Chorley Mutual Exchange Property

Brimm Street Chorley PR5 0BC
Property ref: 23426
Jigsaw Homes North

Added: 07/11/2013
Distance: 0.32 miles from Chorley (Lancashire)

Total cost: £192.43 Weekly (48 weeks)

No Photo Available

2 bed 4 person house in Chorley Mutual Exchange Property

Sharnford Place Chorley Lancs PR5 0BW
Property ref: 23426
Jigsaw Homes North

Added: 21/10/2013
Distance: 0.32 miles from Chorley (Lancashire)

Total cost: £79.41 Weekly (48 weeks)

No Photo Available

1 bed 2 person flat in Chorley Mutual Exchange Property

Delamere Place Chorley PR5 0BS
Property ref: 98497
Jigsaw Homes North

Added: 16/06/2022
Distance: 0.40 miles from Chorley (Lancashire)

Total cost: £71.96 Weekly (48 weeks)

No Photo Available

2 bed 4 person house in Chorley Mutual Exchange Property

WATERLOO STREET CHORLEY PR7 1HD
Property ref: 87956
Places for People

Added: 21/10/2022
Distance: 0.43 miles from Chorley (Lancashire)

Total cost: £81.90 Weekly (52 weeks)

No Photo Available

3 bed 5 person house in Chorley Mutual Exchange Property

Progress Street Chorley Chorley PR5 0RY
Property ref: 100146
Jigsaw Homes North

Added: 17/06/2022
Distance: 0.49 miles from Chorley (Lancashire)

Total cost: £96.33 Weekly (48 weeks)

No Photo Available

1 bed 2 person flat in Chorley Mutual Exchange Property

Lyons Lane Chorley Lancashire PR69PJ
Property ref: 81200
Jigsaw Homes North

Added: 12/06/2018
Distance: 0.49 miles from Chorley (Lancashire)

Total cost: £78.35 Weekly (48 weeks)

No Photo Available

2 bed 4 person house in Chorley Mutual Exchange Property

railway road Chorley PR5 0HW
Property ref: 98729
Progress Housing Group

Added: 06/05/2022
Distance: 0.50 miles from Chorley (Lancashire)

Total cost: £114.64 Weekly (50 weeks)

No Photo Available

1 bed 2 person flat ground floor in Chorley CBL Property

BACKASHBY STREET CHORLEY LANCASHIRE PR7 3DR
Property ref: 100292
Jigsaw Homes North

Added: 27/06/2022
Distance: 0.52 miles from Chorley (Lancashire)

Total cost: £75.51 Weekly (48 weeks)

Closing date: 31/08/2022

No Photo Available

Refine results

Property ref:

CBL Property (4)

Mutual Exchange Property (214)

Shared Ownership Property (2)

Private Landlord (3)

Garage (6)

Affordable Rent (3)

Immediately Available Homes (4)

House (137)

Flat (25)

Bungalow (4)

Maisonette (1)

Other (3)

Upper floor flat (26)

Ground floor flat (28)

Bedd / room (1)

1 Bed (44)

2 Beds (119)

3 Beds (54)

4 Beds (17)

5 Beds (8)

6 Beds (3)

More search options

Update results

Prev 1 2 3 4 5 6 7 8 9 10 Next

© Copyright Cirica UK Limited 2017

Select Language Powered by Google Translate

{ 11 }

The service is operated on an open register; however, some applicants may be eligible but do not qualify, examples include:

- Been evicted from a Select Move partners property
- Have outstanding housing related debt over £1000
- Have outstanding housing related debt over £999.99 or less and you have not maintained an agreed payment plan
- Own or have a financial interest/of have transferred ownership of a property but have continuing rights to reside in a property unless your housing needs can only be met by Social Housing
- Have savings/assets over £30,000 or a gross annual income of over £60,000
- Have any antisocial behaviour/poor tenancy conduct – individual circumstances will be considered
- Have been rehoused within the last 12 months into a Select Move Property and have no priority reason to move
- Do not have a local connection within the Select Move area
- Are a current tenant of a partner and have housing related debts.

There are some people who will not by law be eligible to join the housing register. These are:

- Certain people who are subject to Immigration Control under the 1996 Asylum and Immigration Act
- Certain people from abroad who are not subject to immigration control but who are not habitually resident in the UK, the Channel Islands, the Isle of Man or the Republic of Ireland

Some circumstances may result in failing to qualify to join the register. These apply to those

- Have outstanding housing related debt of over £1000
- Have outstanding housing related debt of £999.99 or less and have not maintained an agreed payment plan
- Own or have a financial interest and /or have transferred ownership of a property but have continuing rights to reside in a property unless your housing needs can only be met by Social Housing.
- Have savings/assets over £30,000 or a gross annual income of over £60,000
- Have any antisocial behaviour/poor tenancy conduct – individual circumstances will be considered
- Have been rehoused within the last 12 months into one of our properties and have no priority reason to move
- Are a person from abroad who is subject to immigration control – conditions apply
- Do not have a local connection with the Select Move area

Social Prescribing Team

Chorley Council's Social Prescribing team provided the Task Group with their experiences and involvement with Select Move applicants and noticed at the start of the year there was an increase in referrals to support 'housing issues' and Select Move applications.

20% of the open cases to the Social Prescribing Team identified a need for support with Select Move concurrently with other support needs.

The Covid-19 pandemic impacted the ability for customers to access support both in person and digitally. There was a gap in the digital skills support offered by the council but has recently been addressed and information circulated.

Hayley Hughes Public Services Referral Hub Co-Ordinator provided the Task Group through written correspondence a list of difficulties users had with Select Move.

Issues raised includes

- The lack of internet access or interest being online hindered applying to Select Move
- The time and cost required to provide identification, such as a birth certificate
- The process could be overwhelming to some
- The requirement to remember passwords with the inability to reset passwords
- Overall misunderstanding and misconception of the process and system
- Those most at need, and those that live a chaotic lifestyle, and those with additional needs risked missing out on properties

Recommendation: Review the role Chorley Council's Customer Service has in relation to Select Move and housing applications and queries..

Allocations Policy Review

The Allocations Policy sets out who is able to join the council's housing register. Every council is legally required to have an allocations policy even if the council does not maintain their own stock of housing. The policy had not been reviewed since 2018 and it was agreed by the Select Move Steering Group that this was required, and the review commenced in April 2022.

Recommendation: An annual Member Learning Session to be conducted with Members of Chorley Borough Council, specifically in relation to Select Move. Members are to be updated and kept informed on any substantial changes made to Select Move.

Andy Gale, the consultant in the process of drafting an updated Allocations Policy proposed potential changes to the Task Group, however, any change to the Allocations Policy will need to be agreed upon by all members of the partnership.

Banding

Select Move is unusual compared to other councils in the country as it categorises applicants into five bands, A to E. Most councils categorise into three or four, with some using only two bands.

A suggestion in the policy review is for the removal of global banding due to the confusion it creates in its application and for users to understand. For those with a local connection to more than one borough in the partnership, applications can be administered to reflect this without the need for global banding.

Recommendation: Simplify the banding system and influence the partnership to reduce the number of bands to ensure they are simple to understand and user friendly. Ensure that any consideration for changing a user's banding is communicated and clear.

Quotas

The select move partnership has quotas in place for properties listed in bands A to D, the quotas are 40%, 30%, 20%, and 10% respectively.

Any user in any band can bid on any property, the successful applicant will be of greatest need in Band A, however, to get a mix of tenants in properties and areas, a property that is in the quota for band C, an applicant in Band C will be prioritised over an applicant in Band A.

A potential change to the Allocations Policy could see the withdrawal of quotas in place, this would consequently see more applicants from Band A housed and fewer in the lower bands. The intention of the quotas is to help create sustainable communities.

Local Housing Register

The Select Move Partnership operates on an open housing list that enables anyone to apply and register themselves. Their need is then assessed, and they are placed in one of the five bands. 50% of the councils in the country operate a closed housing register with the purpose of ensuring that their registers contain those of the highest need. The choice of operating a closed or open register is not one of partisan or political in nature.

Recommendation: This Task Group recommends that the Select Move Partnership retains an open housing register to prevent disqualifying those with no evidenced housing need.

Local Connection

The policy in place awarded local connection as such;

The applicant must be able to demonstrate that they have lived 6 out of the last 12 months or 3 out of the last 5 years continuously in the specific Local Authority area.

- The applicant must be able to demonstrate that they have parents, children or adult siblings who currently permanently reside in the specific Local Authority area and have done so continuously for at least 5 years.
- The applicant is currently employed in the specific Local Authority area. Employment is work that is not temporary or seasonal, is for at least 16 hours per week and has been continual for at least 6 months and the applicant must be working at the point an offer of a tenancy is made. (banding is global)
- The applicant is currently making a positive community contribution or undertaken voluntary work in the specific Local Authority area for at least 10 hours per month over the last 12 months.
- The applicant needs to give or receive long term care, which is effective and genuine to another person who permanently resides within the specific Local Authority area and who could not otherwise manage without the care provided
- and there is a need for the applicant to move into the area in order to facilitate the provision of such long term care.
- The applicant at the time of the application is serving in or has formerly served in the UK regular forces within the last 5 years.
- The applicant has recently ceased or will cease to be entitled to reside in accommodation provided by the UK Government following the death of that persons spouse or civil partner who has served in the UK regular forces and their death was attributable wholly or partly to that service.

- The applicant at the time of the application is serving in or has formerly served in the reserve forces and who is suffering from a serious injury, illness or disability which is attributable wholly or partly to that service.
- Applicants/households that cannot demonstrate a local connection but have an exception welfare need will be accepted on to the scheme e.g. harassment, domestic abuse, witness protection etc.
- Applicants under the Right to Move Regulations i.e. social tenants moving into the area to take up employment. See Appendix E.

For comparison, Blackburn operate a similar criteria on length or residence (six out of twelve months) family and employment connection. Bolton operate on the same length of residence and employment but are more generous in terms of family associations. Wigan in contrast have a tighter local connection threshold to be met by applicants; five out of ten years residency in the borough or having been born and spent most of their life in the borough (NB Wigan also operate a points based not banding system so not directly comparable).

Recommendation: The Select Move partnership to tighten the qualification criteria for local connection, and for Members of Chorley Borough Council to be frequently informed of migration figures, e.g. Member Learning Session, IntheKnow, or upon Member request.

Offers

Select Move allows users to reject three reasonable offers before being removed from the list for 12 months. Most councils allow two. The reason is that refusing an offer could increase the time properties are empty.

Recommendation: The Select Move Partnership to retain the practice of being able to refuse three reasonable offers in line with the common allocations policy (though one offer refusal will still allow the council to discharge its statutory homelessness duty).

Financial Eligibility

Select Move allow individuals with savings of £30,000 or less, and a gross income less than £60,000 to be eligible. This figure is deemed to be comparably high as councils across England's figure is often capped at £16,000.

There is also a disqualification criteria for homeowners who wish to access the register. However, applications will be assessed individually, and exceptions could be made where there is evidence that only social housing will be able to meet the needs of the applicant.

Recommendation: Encourage the partnership to increase the threshold of individual savings and income within the policy review, maintaining the position that exemptions will be assessed on housing need.

Recommendation: Ensure and exercise oversight of the Select Move Partnerships' adherence to the Common Allocations Policy, to ensure transparency, clarity, and accountability.

Views from South Ribble Borough Council and Preston City Council

The Task Group engaged with South Ribble's Housing Options Team Leader, Susanne Ravenscroft, Councillor Nweeda Khan, Preston City Council's Cabinet Member for Communities and Social Justice and John Cameron, Preston City Council's Senior Housing

Advisory Officer to compare and contrast experiences each council had being part of the Select Move partnership. There are no highlighted differences in experiences by any of the councils, and similar issues present themselves, including having too short a supply of houses for the demand. The most sought-after properties are two and three bedroom with declared interest into the triple digits. Similar issues purveyed including the 'local connection' issue and many users felt aggrieved that properties are being let to those without a local connection to the borough.

The issues with the lack of pictures was raised by all three councils, but it was clarified that users did not bid blind on properties. Every property could be viewed before signing and refuse the property; however, three refusals will reduce their place on the list.

It is at the RP's discretion to house those that presented challenges including but not limited to anti-social behaviour and rent arrears, all three councils in the partnership possess teams that provide support and assistance to access financial/mental health/addiction support. None of the three councils hold the concept of 'lifetime bans' for users, and each case is reviewed periodically, with efforts made to remove the barriers that prevent active and positive engagement. If an applicant enters the appeals process, the councils will support the prospective tenant.

Registered Providers

Representatives from Jigsaw Homes and Progress attended a meeting with the Task Group and discussed the projected and actual turnaround times of properties. Covid added time required to turn round a property, but the targets are between 23 and 25 days.

The average period of time that a property was unoccupied, known as void length, in the partnership was currently 24 days, but improvements have been noted as the year progressed.

Jigsaw provided extra support to those that lacked digital access, although there was no office located in Chorley, home visits were available to be made to those struggling.

Progress's head office was in the middle of Leyland and in-person support and outreach could be completed in the office or over the phone.

Vacant properties were often filled using marketing initiatives, websites and allowed users to 'refer a friend'.

Mutual Exchange

Both Progress and Jigsaw saw mutual exchange of properties as a positive for tenants, particularly for those wanting to either upsize or downsize. For a mutual exchange to take place, both tenants must have resided in their properties for 12 months. Mutual exchanges can be completed across housing providers, there is no geographical limitations, and local connection requirements are not necessary. There are criteria that each property needs to pass in addition to the required checks and inspections. There can not be a mutual exchange between a specific designated property and a general use property. Both Jigsaw and Progress will assist residents to mutually exchange, but there are other means and methods of entering a mutual exchange, which includes specialised mutual exchange websites and Facebook. Mutual exchanges are not counted in the figures and quotas as neither property is classed as being free during the process.

Select Move Facts and Figures

The social sector in Chorley represents 13% of the total housing stock. This is broadly similar to other Lancashire districts.

The largest stockholding RP is Jigsaw Homes with 3511 units. Places for People are the second biggest, with 2661 units.

During the course of this scrutiny exercise, it was recognised that the Select Move Allocations Policy was overdue for review having last been updated in 2018. The updated draft Allocations Policy is at second draft stage within the Steering Group and once agreed there will require approval by cabinet within all three local authorities and at board for all of the registered social landlords.

The exercise is not yet complete, and any agreed changes will not be implemented until spring of 2023.

The current housing register breakdown for customers living in Chorley is:

	1 bed need	2 bed need	3 bed need	4 bed need	Total
Band A	40	26	9	3	78
Band B	62	36	12	4	114
Band C	71	46	14	2	133
Band D	81	80	35	5	201
Band E	133	84	36	6	259
Total	387	272	106	20	785

* Accurate figures as of 31st August 2022 and showed active applications with customers with a local connection to Chorley evidenced, and only those in the priority bands (does not include Open Property Register applicants)

There is a common misconception that the Housing Register is a traditional waiting list of first come first serve, this has not been the case since 1935. The housing register is a register of need with those greatest in need housed first rather than those waited the longest. This is a common point of frustration for those not in band A and still waiting to be housed. The total number on the housing register as of 25 July 2022 was 2189 households. This figure related to households and not individuals, a family of four would be classed as a single household. In the 2021/22 financial year, 1072 households were housed which was a good figure, some councils have only been able to house 12.5-16% of households on their housing register.

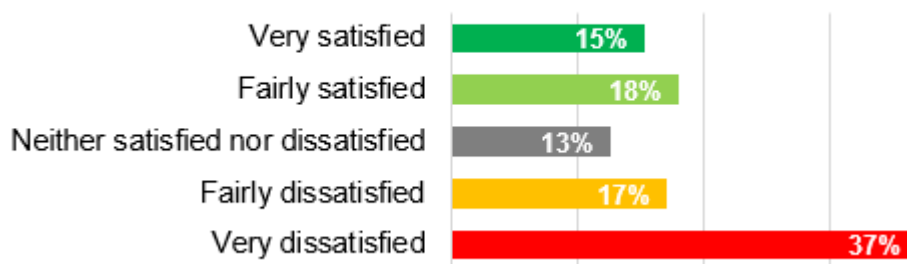
Select Move Survey Findings

From 1 July to 29 July 2022, a survey was sent out to all users of Select Move that had registered and used the service between April 2019 and March 2022, which in total was 2652 people. The purpose was to understand the experience of users of the system in three areas: the housing process, the website and assistance and support received. A total of 144 responses were received, representing a response rate of 4.2%. While it was noted that this low response rate meant findings should be interpreted cautiously, Members welcomed the contributions of service users and found that these backed up many of the concerns raised by their constituents. Members fed back concerns about the delays of the survey going live and acknowledged potential methods that could be used to receive a higher response rate.

The full questionnaire, responses and analysis by the Performance and Policy Officer can be found in Appendix D, E and F

Demographically, on certain questions a large portion of the respondents ‘preferred not to say’, however results show¹ that 47% of respondents were women against 16% male. 30.7% were single, 15% married and just over 5% cohabitating. 23% identified with a religion or belief. The majority of users at 56% were ‘White British’, and 24% classified themselves disabled as defined by the Equality Act 2010 as having a long-standing illness, disability or infirmity.

Figure 1: Satisfaction with the Select Move process

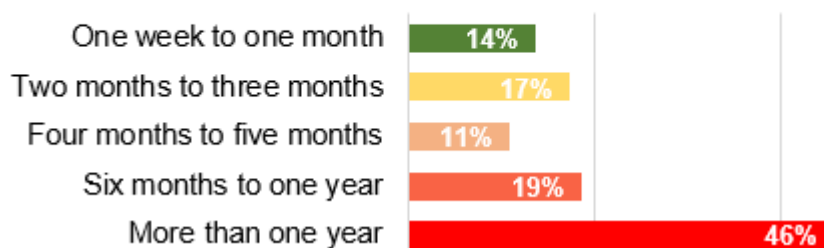


2

54% of respondents were dissatisfied with the process. This figure has drastically increased from the 2014 Select Move Task Group survey that highlighted only 21% were dissatisfied with the service. However, the majority were satisfied with the experience of using the website and with assistance received. Fewer than 10% of applicants were housed within a month of registering with Select Move, and 32.5% took longer than a year, no figures were ascertained how much longer than a year.

Recommendation: An annual satisfaction survey to be completed with all users of Select Move, with action plans in place to resolve reported issues.

Figure 5: Time taken to secure a house following registration



3

A potential factor in the waiting time of applicants depended upon the swiftness of the documentation provided to Select Move. The three councils of the partnership accepted medical evidence from the applicants GP, as the backlog of occupational therapists was

¹ Where applicable, all percentages included the response “prefer not to say” so figures may not add up to 100%. The 6 graphs provided from the report produced by the Performance and Policy Officer’ did not factor respondents that ‘preferred not to say’

² 2% preferred not to say

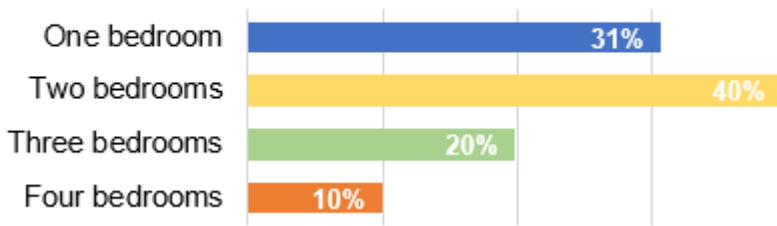
³ 29% preferred not to say

Lancashire County Council was too long. It was noted that not all RP’s accepted evidence from the GP.

Recommendation: Ensure and exercise oversight of the Select Move Partnership’s consistency in the application process in relation to valid documentation, e.g. GP evidence letters.

71% of respondents required a property that was either one or two bedrooms, this was in contrast with partner Local Authorities and Housing Associations views of need. However, the survey reflected 144 respondent’s property size need.

Figure 4: Size of property need



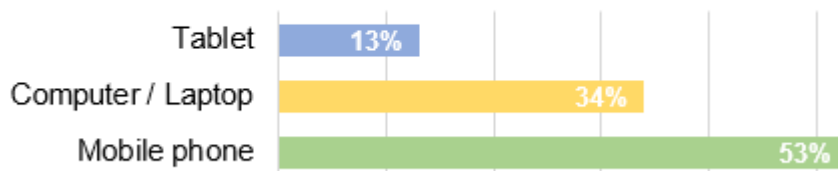
4

Mobile device was the most popular method of accessing Select Move, however, the survey indicated that it was not the easiest platform to navigate Select Move.

Recommendation: Ensure that face to face access remains available to all users alongside the technological improvements. If required, users are to be signposted to services available such as the Citizens Advice Bureau and Chorley Help the Homeless.

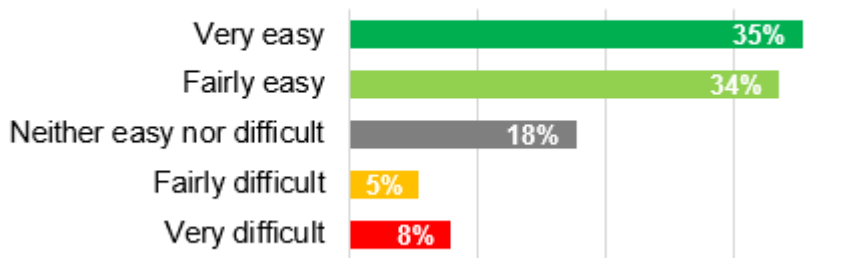
Recommendation: Chorley Council to explore further opportunities to support customers in rural areas to access the Select Move register, e.g. commission library services.

Figure 6: Website access method



⁴ 2.5% preferred not to say

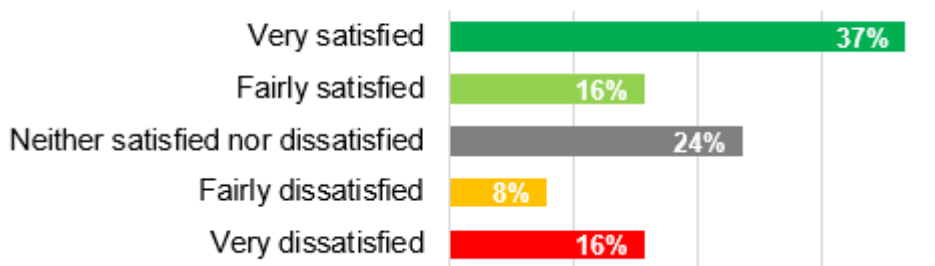
Figure 2: Ease of website navigation



5

22% of respondents required assistance, of those, 23% required information on the process itself and 7% required digital support. Overall, respondents were satisfied with the assistance received.

Figure 3: Satisfaction with assistance received



6

Those that responded with what Select Move could do better, answers ranged widely, with common issues relating to communication between Select Move and the applicant, long waiting times with a series of unsuccessful bidding, shortage of housing, dissatisfaction and misunderstanding with the banding system. The lack of properties in desired locations. A complicated application process, which made process the frustrating and stressful. Civica were currently in the process of updating the website to ensure the it is accessible across all devices with an estimated completion date of October 2022.

Recommendation: Monitor the progress and roll out of the upgraded system provided by Civica which should allow the Select Move website to be functional and easy to use on all devices. Chorley Council to be actively involved in any future procurement exercise in relation to the Choice Base Letting platform.

When asked what Select Move did well, praise was given to housing officers, communication with housing providers related to maintenance appointments.

The results of the survey emphasised that there were issues and cause for concern related to Select Move. It can be summarised that there are users of Select Move that did not achieve a desired outcome in a timeframe they found to be acceptable.

⁵ 1% preferred not to say

⁶ 67% of respondents did not answer this question

The survey did not differentiate the wait times for different bands and as the service operated on a register of need, it could be hypothesised that those that were waiting the longest, or did not achieve a desired result were not considered to be the most in need, and if data was available, could provide greater insight into the experiences of all users.

The open-ended response highlighted potential issues with how those with mental health issues were assisted, with some reported it had exacerbated their condition. There were alarming comments about the system failing to help and support a victim of domestic abuse that was consequently injured by their partner while waiting for Select Move.

It remained unclear the expectations applicants held at the start of the application and can be questioned if all users were adequately informed about the Select Move, and ultimately the potential length of the process.

Recommendation: Provide clear and open lines of communication and information to allow applicants of Select Move to manage and set their expectations. Providing photographs of listed properties should be a priority; average waiting times for responses, average waiting times for different sized properties and average waiting times per geographic location should also be provided.

The importance of accessibility was understood to ensure all users could access the service. Covid-19 raised the awareness of digital illiteracy and highlighted the crucial nature of face to face interactions. This was raised in the survey with those that struggled to use technology and favoured physical paperwork and documentation, and those with visual impairments, and mobility issues such as arthritis.

Select Move Coordinator

Lisa McCormick, the Select Move Coordinator attended the Task Group to highlight their role, and also to provide context to the survey results.

Communication had been a cause of concern for certain users of Select Move, however due to additional capacity to the Housing Department, the backlog has been cleared, and users are being responded to on the day if they attempted to make contact through the Select Move app, via phone or email.

Further addition to the department will come in the form of a 'Select Move Advisor'. Their role will be to support the process of applications.

A newly appointed Domestic Abuse Prevention Co-ordinator had been appointed to ensure support was provided as quickly and effectively as possible, and worked closely with the Select Move Coordinator.

Sir Lindsay Hoyle

The MP for Chorley, Sir Lindsay Hoyle attended the Task Group and shared his experience with constituents that had reached out to him with their experience of Select Move and raised the most pressing issues.

Local Connection

The view of the MP was that 6 months residency to qualify was absurd. 75% of houses let through Select Move had to evidence that the applicant met the criteria for local connection according to the policy, (see page 14 and 15 of this report). It is the responsibility of the

partners of the partnership to rely information relating to their true voids and that they have met the 75% of lets on the register. It was confirmed that there was no way to audit the information or to evidence the strength of the figures, but there had been no evidence to suggest any partner had been dishonest or deceitful.

The Use of Cotswold House

Cotswold House is temporary accommodation, although due to the need for larger and adapted properties than available, it resulted in some placements lasting longer than desired. It was noted that due to the allocations policy, those that had been housed in Cotswold House for longer than six months would be eligible to join the housing register. In the previous 12 months, South Ribble had not housed any resident in Cotswold House, with the only exception for those that had fled domestic abuse. The vetting procedure for Cotswold House was tight to prevent the accommodation of violent and aggressive tenants.

Migration into the Borough

Concerns were raised that there were a larger number of people migrating into Chorley via Select Move from South Ribble and Preston, than those that left Chorley into the two partner Local Authorities. Specific examples were raised where new arrivals in neighbourhoods had resulted in escalating antisocial behaviour, harassment, property damage and physical violence.

Information was only known when residents left Chorley to enter South Ribble or Preston and vice versa, there was no data to show Chorley residents migrating to a different local authority.

Local Authority housed in	Local Authority lived in at application					Total
		Chorley	Outside the 3 partner Las	Preston	South Ribble	
Chorley	237	18	27	34	316	
Preston	22	30	721	34	807	
South Ribble	27	33	49	205	314	
Total	286	81	797	273	1437	

* Figures accurate 17 February 2022

Net migration between the areas of the partnership for 12 months of 2021 showed the net migration was +2% from Preston and South Ribble.

Recommendation: Develop a greater understanding and insight into the Housing Associations makeup and demographics of the people moving into the area through the 25% allowance not through Select Move.

Right People in the Right Places

Sir Lindsay Hoyle exclaimed the need to ensure that the right people were placed in the right accommodation and felt examples of young people housed primarily with the elderly was not ideal. It was noted that with Primrose Gardens and Tatton Gardens, in addition to bungalows purchased by the council were steps to free up houses for the people of Chorley.

Allocations Policy

All three councils Chorley, South Ribble and Preston share the same rules in place, however, the Housing Associations can set the age criteria of their stock, but their rules apply across their stock rather than geographical location, for example, Jigsaw would have the same age criteria for their properties in Chorley, South Ribble and Greater Manchester, However, the Housing Associations themselves have stated that there are special exceptions for moving people into aged accommodation younger than advertised.

View of Select Move

The MP was doubtful whether Select Move was fit for purpose, and proposed that until there was certainty that the partnership would do right by the residents of Chorley, that Chorley Council either pulled out of Select Move, or started to build its own Housing Association to ensure the residents of Chorley are adequately served.

Residents had reported difficulties in completing the application, provided examples of offers accepted and then withdrawn without justification or explanation. Angry residents have felt let down with the system and struggled to be seen by an officer. With some stating they were treated poorly by staff and looked down upon. It was stressed that both the communication and customer services needed to be improved.

It was clarified that the Housing Team has faced significant issues with capacity that has only recently been resolved, however, apologies were offered to anyone that they had received poor customer service and interaction. With increased capacity, the backlog of correspondence had been cleared and users and applicants of Select Move were responded to in real time. If the any Housing Association failed to exercise their duty of care, the Housing Ombudsman could intervene, and antisocial behaviour legislation could be enacted against any perpetrator

Recommendation: That the partnership recognise the importance of treating social housing customers with dignity and respect, and that customer service standards are of utmost priority.

Conclusion

The Task Group was established to investigate and evidence whether

- The recommendations made in 2014 are being adhered to, if applicable
- Select Move is meeting the needs, satisfaction and benefits of customers and Members.
- The current methods and models of communication between Select Move and customers, and explore what actions, if any can be taken to improve the process, accessibility and increase transparency.

Of the 2014 recommendations, one was no longer applicable. Two recommendations were not being adhered to and eleven are.

The Task Group concluded that, at present Select Move does not meet the needs of all customers while under the current Allocations Policy. The local connection criteria are deemed to be too weak and detrimental to residents of Chorley that are unable to obtain accommodation. The banding system is too complicated for Members and users to fully understand which caused frequent misinformation and misunderstandings. The financial

limit, although deemed to be generous is felt to be a hinderance to elderly residents and could create a divide where housing is not based on need but on financial status.

As a key partner of Select Move, The Task Group wishes to explore a range of options in relation to Chorley Council's role in Select Move, including but not limited to seeking demonstrable improvements to the service, the option to withdraw from the Partnership and create its own Housing Association, to expand its own portfolio of affordable properties, renovate derelict properties for the benefit of residents of Chorley, or a combination of these.

The Task Group understood that since 2014, advancements in technology and ever increasing climate consideration, resulted in the increase reliance of ICT, and online methods of communication, but Select Move still has a responsibility to ensure the access of all users, and the Task Group feel it is imperative that face to face engagement and support is available to all who need and want it.

It is positive that in the wake of Covid-19, and in the middle of the investigation, staff capacity in the Housing Department increased and specific roles were implemented to support Chorley Council's position in the Select Move Partnership with Select Move Coordinator and soon to be Select Move Advisor post. With such an active role in the partnership, elected Members of Chorley Council have access to data, contacts and transparency to assist residents.

Recommendation: A further Select Move Task Group, or a Scrutiny Investigation to be conducted following the final Monitoring Report to the Overview and Scrutiny Committee if the recommendations failed to be adhered to or if significant issues arise.

Recommendation: This Task Group believes the current Select Move service is not fit for purpose, and that if reasonable adjustments cannot be made, options to explore the advantages and disadvantages of remaining within the Partnership, increasing Chorley Council's own housing stock, and/or the feasibility of setting up our own Housing Association be fully considered.

Appendices

Appendix A – First Monitoring Report from 2014 Select Move



Report of	Meeting	Date
Director of Customer and Advice Services	Overview and Scrutiny Committee	7 th April 2015

REPORT TO PROVIDE A MONITORING UPDATE FOLLOWING THE OVERVIEW AND SCRUTINY TASK GROUP INQUIRY INTO SELECT MOVE

PURPOSE OF REPORT

1. This report provides an update on progress made to implement the fifteen recommendations made by the Overview and Scrutiny Task Group which looked into Select Move. The final report of the task group was published in April 2014 and it was endorsed by Executive Cabinet in August 2014.

RECOMMENDATION(S)

2. To note the updates provided in section 12.

EXECUTIVE SUMMARY OF REPORT

3. This report provides the six monthly update on the outstanding actions from the Overview and Scrutiny Task Group inquiry into Select Move.

CORPORATE PRIORITIES

4. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	X	A strong local economy	
Clean, safe and healthy communities	X	An ambitious council that does more to meet the needs of residents and the local area	X

BACKGROUND

5. The Overview and Scrutiny Committee asked the Task Group to undertake a scrutiny inquiry to look at the Select Move Choice Based Lettings scheme, of which the Council is a member, alongside 9 Registered Providers of social housing (hereafter referred to

as RPs). The Select Move scheme is the method by which social housing in Chorley (in addition to Preston and South Ribble) is allocated.

6. Objectives were agreed to investigate and evidence whether Select Move is meeting the needs to the satisfaction of the applicants, by reviewing a) the application processes b) the allocation processes and c) the standard of allocated properties.
7. Desired Outcomes of the review included to secure a choice-based lettings service that meets the needs of Chorley residents, and to identify areas of improvement on condition of property at handover, and finally, to reduce waiting times and lists.
8. The task group concluded that Select Move does largely meet our customers' needs, as satisfaction is good and allocations are being made within a period we considered to be reasonable. The majority of customers when asked if the Council should revert back to the old system said that we should not. Choice and personal preference are key elements of the scheme and so these were found to have a bearing on how long a customer may wait until they secure a property (for example, some customers prefer to wait for a particular street or area until they place a bid on a property).
9. A quick review of waiting times in days on Select Move before being housed during the period of 12/09/2012 to 11/09/2013 was on average 286 days to receive the offer of housing, and 323 days to be housed, with 552 lets in Chorley. Compared to the 12 months 01/01/2014 to 31/12/2014, the average to receive an offer was 242 days (reduced by 15.4%) and the average number of days taken to be housed was 294 (down 9.0%). This may have been at least in part due to the increased number of lets being 635, an increase of 83 or 15.0% from the first comparable year.
10. The number **of Chorley households on the Housing Register** has fallen over the last two years:

31/12/2012: 1,483
31/12/2013: 1,351
31/12/2014: 965
11. Whilst the fall in number above are mainly due to changes in the Allocations Policy, the increased **number of lets in the Chorley** will also have helped, with the lets per calendar year demonstrated below

2012: 514
2013: 617
2014: 635
12. The task group did identify that there are some areas of Select Move we need to improve. However with the then forthcoming refreshed Allocations Policy (which was subsequently implemented) and the software system upgrade, (which is scheduled for implementation in May 2015) there have been and will be, ongoing improvements for the customer interface and experience. The task group identified a total of fifteen recommendations which would contribute to the achievement of the identified objectives and desired outcomes.
13. The implementation of the majority of the recommendations require the willingness and cooperation of our partners, particularly Registered Providers of Social Housing (RPs) as the Council no longer has any housing. The Council retains a statutory duty to ensure social housing is allocated according to housing need and therefore plays an important enabling role in working with RPs. Therefore RPs were engaged in

discussions regarding the relevant recommendations to ensure the outcomes were meaningful and deliverable.

14. Below is the list of fifteen recommendations and the corresponding update on progress made to date.

Overview & Scrutiny Recommendation	Executive Response	Update
<p>That there continues to be regular monitoring by the Council of the level of net migration into Chorley, including periodic reporting to the Overview & Scrutiny Committee, to ensure the new policy achieves the overall aims of prioritising Chorley properties for those with a connection to the borough, and migration does not exceed 10%.</p>	<p>Agreed</p>	<p>Inward migration is monitored in the Housing Team on a monthly basis.</p> <p>Analysis of the period from August 2013 to December 2014 has demonstrated a reduction inward migration from 8.66% to 0.47%. See Appendix 1</p> <p>The drop from 8.66% to 0.47% is directly connected to the refreshed Select Move Allocations policy which came into effect in February 2014. The new policy disqualified households from the Housing Register if they had no local connection to Chorley, Preston or South Ribble, and also gives priority within each band to households with a verified local connection to the borough the property is located in.</p>
<p>That each Registered Provider review their processes for handing over properties at relet stage, including both recording the time taken to prepare a property ready for a let and also the level of assistance for new tenants. That all Registered Providers look to raise their offer to the same standard across all providers</p>	<p>Agreed</p>	<p>Collectively, the RPs reviewed their processes and agree that there is consistency, as each partner incurs similar costs for the average property relet (this is reported to be IRO £2,200 per property). All RPs undertake void inspections, some involving either tenant representative inspectors and /or random Chief Executive officer checks, to ensure the quality is high and consistent.</p> <p>RPs are committed to letting properties and eliminating voids and so each has provisions for flexibility when it comes to facilitating a let. This flexibility can vary from new kitchen units, additional decoration or even carpets. There are also provisions for help with moving.</p>

<p>That each Registered Provider review the provision for a decoration allowance for new tenants and review its level, increasing it where necessary, to ensure it is sufficient.</p>	<p>Agreed</p>	<p>All RPs in Chorley offer a decoration allowance at a similar amount per room for new tenants and all have the flexibility to vary this offer dependant on the condition of the property they are moving into and also their vulnerability. RPs feel that unless a tenant is vulnerable (in which case decoration may be undertaken on their behalf) decoration is a personal choice and should be undertaken by the tenant</p>
<p>That the partnership consider the provision of surgeries or drop in sessions for customers to allow face to face support and demonstrations of how to perform certain tasks on the Select Move system.</p>	<p>Agreed</p>	<p>Each RP has in place a service offer for customers around digital inclusion. These included specialist officers who work on an outreach basis, providing customers with practical help to learn how to use their own technology and or help to access online systems where a customer is unsure what they need to do.</p> <p>Some RPs have tenants who act as digital champions, who will engage with other tenants and prospective tenants to provide help, which works very well and is popular as this is more a peer based approach.</p> <p>The Council’s existing customer services will also offer assistance to customers in using Select Move in the one stop shop and where vulnerable customers have requested printed copies of the weekly Select Move newsletter they are sent out by the Council and the RPs. From 2015 -2017 the Council is developing and implementing a digital inclusion project with the aim of increasing Chorley resident’s access to on-line services which will look to include accessing Select Move.</p>
<p>That any provision for surgeries or drop-in include the rural areas and are promoted to ensure that older people are aware of them and able to attend.</p>	<p>Agreed</p>	<p>As above, RPs do not feel there is a need or sufficient demand for surgeries as their experience has proved these arrangements to be poorly attended. Each RP has something in place already to offer customers who live in a rural location, help with accessing the Select Move system. This offer is targeted at older and vulnerable people, RPs agree that customers of working age who are fit and well should be able</p>

		to access local IT facilities and this links into the Council digital inclusion project.
<p>That the partnership considers undertaking a process of proactive marketing to those who are not bidding regularly and offer to provide assistance. This should include promotion of any drop- in sessions, mailing out of the newsletter and assisting bidding on properties by proxy.</p>	<p>Agreed</p>	<p>RPs each have provision for assisting those who are unable to bid and some of the RPs regularly review their customers applications and bidding activity to identify those who appear to be having difficulties. The RPS agree that the reasons for non-bidding are complex and in many cases are linked to personal choice, timing and other personal circumstances. Mailing out newsletters and proxy bidding are some of the measures made available to assist customers. RPs did not feel that there would be any merit in doing anything over and above what is currently in place to help customers.</p> <p>For those customers who are identified as experiencing some difficulties, either because of a lack of access to a computer or because they are unable to use the technology, steps will be put in place to assist them.</p> <p>As above, each RP have measures in place to provide assistance to those who need it</p>
<p>That the Registered Providers within the partnership are encouraged to provide more details in their property adverts, including detail of any specific local connection provisions (for example in rural villages) and also the provision of photographs on the majority of adverts</p>	<p>Agreed</p>	<p>All RPs agree that details on property adverts including photographs are important and therefore renewed their commitment to ensuring these are included on adverts for Chorley properties.</p>
<p>That the partners continue to work collaboratively to develop a database of adapted properties which will ensure that when an adapted property becomes available, it can be advertised with all of the relevant information to ensure it is appropriately allocated.</p>	<p>Agreed</p>	<p>This piece of work has been started across the partners in Chorley however there are identified barriers to the project being delivered including the quality of data available regarding adapted properties, the format of the available data and then the resourcing of maintaining this data, to ensure it is kept up-to-date. RPs agree that there is still a compelling case to explore this and therefore it will be taken forward as an action for the partners including the Council, to deliver.</p>

<p>That the Registered Providers within the partnership endeavour to include any properties which are to be direct matched, on the Select Move system, clearly specifying it is not available for other applicants, in order to enhance transparency and integrity in the scheme</p>	<p>Agreed</p>	<p>Direct matches are recorded on the system and the figures reported on the quarterly monitoring report which is presented to the Select Move Steering Group on a quarterly basis. The reports demonstrate that RPs are recording these.</p>
<p>That the partnership ensures that any affordability policies or tests are consistent across Registered Providers and that these policies do not wholly exclude groups of customers.</p>	<p>Agreed</p>	<p>One of the RPs in Chorley does not use any affordability policy or criteria to allocate housing. The other RPS do have policies which look at income and expenditure and the customers' ability to afford to run a home. Each of the RPs with these policies offers assistance to customers with income maximisation and financial inclusion in order to address fundamental issues and improve customer's prospects of being allocated a property.</p> <p>The RPs advise that some of the issues with the ability for certain groups to afford a property are linked to welfare reform measures and national policy. There are some initiatives in Chorley specifically aimed at those group particularly affected including those aged under 25 years of age and those aged between 25 years of age and 35 years of age</p>
<p>That the partnership ensures that as part of any affordability policy, there are provisions available which will help customers to improve their circumstances in order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers.</p>	<p>Agreed</p>	<p>Each of the RPs with these policies offers assistance to customers with income maximisation and financial inclusion in order to address fundamental issues and improve customer's prospects of being allocated a property.</p>
<p>That the Council continues to work with Registered Providers in order to enable new affordable housing of the right type and tenure is available so local housing need is met.</p>	<p>Agreed</p>	<p>The Council has an excellent working relationship with the two main developing RPs in Chorley and have delivered a good supply of affordable housing in recent years, with 129 units in 2013/14 and exceeding local targets. The forward plan for pipeline delivery suggests this delivery will continue and is flexed in order to meet local need, with variance in mix and</p>

		type applied as new schemes are negotiated.
That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based.	Agreed	The RPs confirmed that these letters do state the relevant information used to make a banding decision and therefore no action is required.
That the partnership recognises the importance of treating social housing customers with dignity and respect and that customer service standards are met.	Agreed	Each RP has internal mechanisms for collecting information regarding customer satisfaction and report that there is overall high satisfaction from their customers. A relevant point is that occasionally negative decisions regarding allocations need to be made and therefore 100% customer satisfaction may not always be achievable. However it was agreed between the RPs that existing customer care policies and standards of each respective partner is sufficient to ensure a consistent standard of service is delivered.

15. In conclusion, the scrutiny review of Select Move has demonstrated that the system is effective and meets customer’s needs. The most significant issue concerning Select Move, namely that of inward migration has been addressed through the implementation of a policy revision. The monitoring data illustrates the impact these measures have had on ensure customers with a local connection to the borough have the greatest chance of securing homes in Chorley. This monitoring work has become business as usual for the Housing Team and will be ongoing.
16. A further outcome of this piece of work is a demonstrate of the partnership approach we have with the RPs in Chorley, who were all involved in both the scrutiny work itself and also implementing the recommendations. The policy refresh and system upgrade confirm that all partners remain committed to Select Move and its ongoing improvement to the benefit of the customer.

LESLEY-ANN FENTON
 DIRECTOR OF CUSTOMER AND ADVICE SERVICES

Report Author	Ext	Date	Doc ID
Zoe Whiteside	5771	19.3.15	

Appendix

Graphs to Illustrate Migration Fluctuations

Figure 1

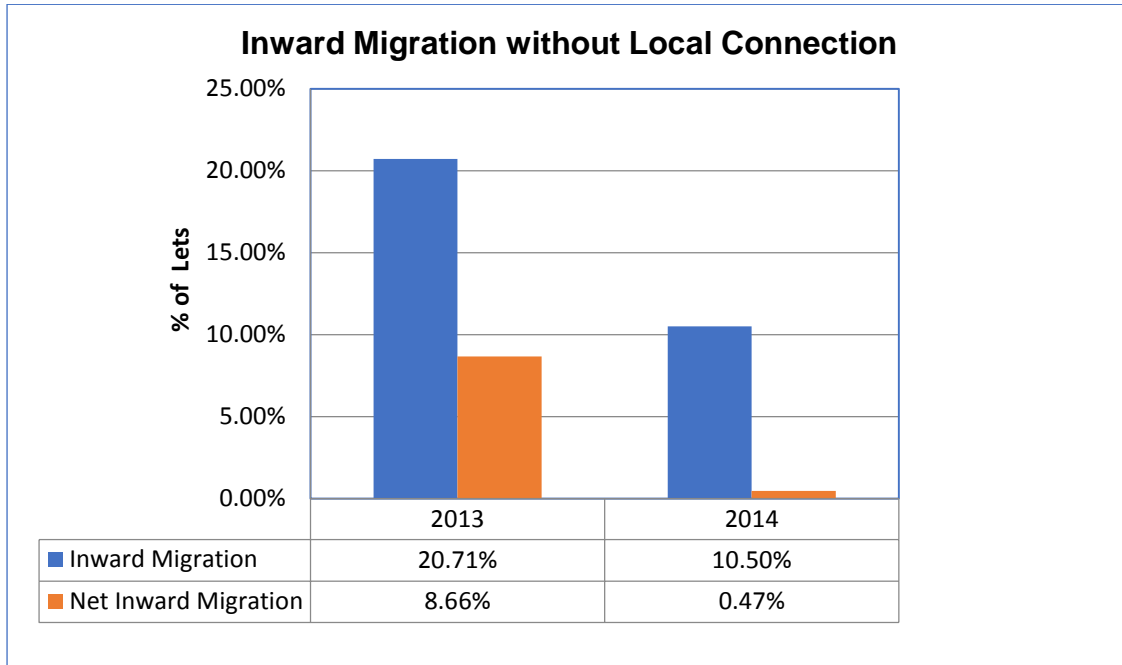
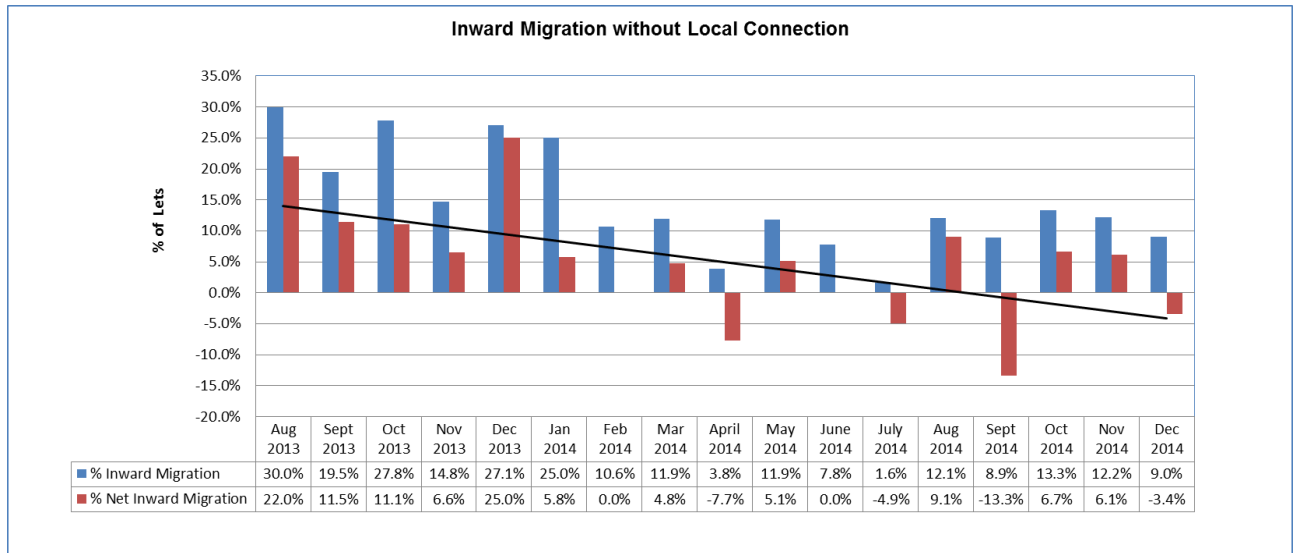


Figure 2



Appendix B – Second Monitoring Report from 2014 Select Move



Report of	Meeting	Date
Director of Customer and Advice Services	Overview and Scrutiny Committee	8 th October 2015

REPORT TO PROVIDE A MONITORING UPDATE FOLLOWING THE OVERVIEW AND SCRUTINY TASK GROUP INQUIRY INTO SELECTMOVE

PURPOSE OF REPORT

1. This report provides the final update on progress made to implement the fifteen recommendations made by the Overview and Scrutiny Task Group which looked into Select move. The final report of the task group was published in April 2014 and it was endorsed by Executive Cabinet in August 2014.

RECOMMENDATION(S)

2. To note the final updates provided in section 12.

EXECUTIVE SUMMARY OF REPORT

3. This report provides the final update on the outstanding actions from the Overview and Scrutiny Task Group inquiry into Select move.

CORPORATE PRIORITIES

4. This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	X	A strong local economy	
Clean, safe and healthy communities	X	An ambitious council that does more to meet the needs of residents and the local area	X

BACKGROUND

5. In 2013, the Overview and Scrutiny Committee asked the Task Group to undertake a scrutiny inquiry to look at the Select Move Choice Based Lettings scheme, of which the Council is a member, alongside 9 Registered Providers of social housing (hereafter referred to as RPs). The Select Move scheme is the method by which social housing in Chorley (in addition to Preston and South Ribble) is allocated.

6. Objectives were agreed to investigate and evidence whether Select Move is meeting the needs to the satisfaction of the applicants, by reviewing a) the application processes b) the allocation processes and c) the standard of allocated properties.
7. Desired Outcomes of the review included to secure a choice-based lettings service that meets the needs of Chorley residents, and to identify areas of improvement on condition of property at handover, and finally, to reduce waiting times and lists.
8. Following a detailed review, including desk top analysis and engagement with partners and customers, the task group concluded that Select Move does largely meet our customers' needs, as satisfaction is good and allocations are being made within a period we considered to be reasonable. The majority of customers when asked if the Council should revert back to the old system said that we should not. Choice and personal preference are key elements of the scheme and so these were found to have a bearing on how long a customer may wait until they secure a property (for example, some customers prefer to wait for a particular street or area until they place a bid on a property).
9. Reducing the waiting list was a desired objective and this has been achieved. A recent snapshot taken on 31/8/2015 illustrates the total waiting list (which includes those not in housing need but seeking social housing) as 938. This figure was 1522 when the overview and scrutiny task group was first initiated in September 2013.

Chorley Select Move Households as of 31st August 2015						
Band / Bedroom Need	A	B	C	D	E	Total
1	12	53	77	127	217	487
2	6	17	48	115	134	322
3	1	5	7	49	32	97
4+	1	4	3	14	16	38
Total	20	79	135	305	399	938

Source: Select Move Data

10. The table below illustrates the number of recorded lets made within the past three full years, rising from 561 in 2012/13 to 638 in 2014/15.

Chorley Social Housing Let Via Select Move by Year					
Bedrooms / Year	1	2	3	4+	Total
2012/13	204	225	121	11	561
2013/14	189	269	151	7	616
2014/15	180	287	157	14	638

Source: Select Move Data

11. The implementation of the majority of the recommendations require the willingness and cooperation of our partners, particularly Registered Providers of Social Housing (RPs) as the Council no longer has any housing.
12. Below is the list of fifteen recommendations and the corresponding final update on progress made to date.

--	--

Overview & Scrutiny Recommendation	Update								
<p>That there continues to be regular monitoring by the Council of the level of net migration into Chorley, including periodic reporting to the Overview & Scrutiny Committee, to ensure the new policy achieves the overall aims of prioritising Chorley properties for those with a connection to the borough, and migration does not exceed 10%.</p>	<p>Net Inward migration is monitored in the Housing Team on a monthly basis. The figures below demonstrate a significant reduction in net inward migration to Chorley.</p> <table border="0"> <tr> <td>2012/13:</td> <td>7.8%</td> </tr> <tr> <td>2013/14:</td> <td>8.8%</td> </tr> <tr> <td>2014/15:</td> <td>-0.8%</td> </tr> <tr> <td>Q1 2015/16:</td> <td>-2.7%</td> </tr> </table>	2012/13:	7.8%	2013/14:	8.8%	2014/15:	-0.8%	Q1 2015/16:	-2.7%
2012/13:	7.8%								
2013/14:	8.8%								
2014/15:	-0.8%								
Q1 2015/16:	-2.7%								
<p>That each Registered Provider review their processes for handing over properties at relet stage, including both recording the time taken to prepare a property ready for a let and also the level of assistance for new tenants. That all Registered Providers look to raise their offer to the same standard across all providers</p>	<p>RPs continue to be committed to letting properties and eliminating voids and so each has provisions for flexibility when it comes to facilitating a let. This flexibility can vary from new kitchen units, additional decoration or even carpets. There are also provisions for help with moving.</p>								
<p>That each Registered Provider review the provision for a decoration allowance for new tenants and review its level, increasing it where necessary, to ensure it is sufficient.</p>	<p>All RPs in Chorley continue to offer a decoration allowance at a similar amount per room for new tenants and all have the flexibility to vary this offer dependant on the condition of the property they are moving into and also their vulnerability. RPs feel that unless a tenant is vulnerable (in which case decoration may be undertaken on their behalf) decoration is a personal choice and should be undertaken by the tenant.</p>								
<p>That the partnership consider the provision of surgeries or drop in sessions for customers to allow face to face support and demonstrations of how to perform certain tasks on the Select Move system.</p>	<p>As reported previously, each RP has in place a service offer for customers around digital inclusion. These include specialist officers who work on an outreach basis, providing customers with practical help to learn how to use their own technology and or help to access online systems where a customer is unsure what they need to do.</p> <p>The Council has a corporate project to promote digital inclusion and this involves a series of drop in events across the borough to enable customers to learn digital skills and be able to do things for themselves which includes accessing Select</p>								

	<p>move.</p>
<p>That any provision for surgeries or drop-in include the rural areas and are promoted to ensure that older people are aware of them and able to attend</p>	<p>As above, the Councils roll out of the digital access events will include locations in the rural areas which will ensure vulnerable residents have access to assistance to develop digital skills.</p>
<p>That the partnership considers undertaking a process of proactive marketing to those who are not bidding regularly and offer to provide assistance. This should include promotion of any drop- in sessions, mailing out of the newsletter and assisting bidding on properties by proxy.</p>	<p>As reported previously, for those customers who are identified as experiencing some difficulties, either because of a lack of access to a computer or because they are unable to use the technology, steps will be put in place to assist them.</p> <p>As above, each RP have measures in place to provide assistance to those who need it</p>
<p>That the Registered Providers within the partnership are encouraged to provide more details in their property adverts, including detail of any specific local connection provisions (for example in rural villages) and also the provision of photographs on the majority of adverts</p>	<p>All RPs are committed to providing photographs on their adverts and following the review, there have been no complaints received regarding the lack of photographs on adverts. Standard practice is for an RP to include a photograph of the actual property to be let or a picture of a similar property (or artist impression where new build).</p>
<p>That the partners continue to work collaboratively to develop a database of adapted properties which will ensure that when an adapted property becomes available, it can be advertised with all of the relevant information to ensure it is appropriately allocated.</p>	<p>This project is being led by the Registered Providers and the Council are fully committed to being engaged.</p>

<p>That the Registered Providers within the partnership endeavour to include any properties which are to be direct matched, on the Select Move system, clearly specifying it is not available for other applicants, in order to enhance transparency and integrity in the scheme</p>	<p>Direct matches are recorded on the system and the figures reported on the quarterly monitoring report which is presented to the Select move Steering Group on a quarterly basis. The reports demonstrate that RPs are recording these.</p>
<p>That the partnership ensures that any affordability policies or tests are consistent across Registered Providers and that these policies do not wholly exclude groups of customers.</p>	<p>As reported previously, some of the RPs are operating affordability policies which include looking at customer’s financial circumstances and their ability to afford to run a home and budget. The councils housing staff will engage with RPs where any issues arise in individual cases and no complaints have been received regarding the operation of such policies.</p>
<p>That the partnership ensures that as part of any affordability policy, there are provisions available which will help customers to improve their circumstances in order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers.</p>	<p>Each of the RPs with these policies offers assistance to customers with income maximisation and financial inclusion in order to address fundamental issues and improve customer’s prospects of being allocated a property.</p>
<p>That the Council continues to work with Registered Providers in order to enable new affordable housing of the right type and tenure is available so local housing need is met.</p>	<p>The Council has an excellent working relationship with the two main developing RPs in Chorley and have delivered a good supply of affordable housing in recent years.</p> <p>2012/13 - 183 units were delivered</p> <p>2013/14 – 129 units were delivered</p> <p>2014/15 - 165 units were delivered</p>
<p>That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based.</p>	<p>This was implemented previously.</p>

<p>That the partnership recognises the importance of treating social housing customers with dignity and respect and that customer service standards are met.</p>	<p>Each RP has internal mechanisms for collecting information regarding customer satisfaction and report that there is overall high satisfaction from their customers. A relevant point is that occasionally negative decisions regarding allocations need to be made and therefore 100% customer satisfaction may not always be achievable. However it was agreed between the RPs that existing customer care policies and standards of each respective partner is sufficient to ensure a consistent standard of service is delivered.</p>
--	---

13. In conclusion, the scrutiny review of Select move has demonstrated that the system is effective and meets customer’s needs. There has been an upgrade of the Select move system to version 8 which has delivered improvements for both the customer and also the back office.

14. The most significant issue concerning Select move, namely that of inward migration has been addressed through the implementation of a policy revision. The monitoring data illustrates the impact these measures have had on ensure customers with a local connection to the borough have the greatest chance of securing homes in Chorley.

LESLEY-ANN FENTON
 DIRECTOR OF CUSTOMER AND ADVICE SERVICES

Report Author	Ext	Date	Doc ID
Zoe Whiteside	5771		

Appendix

Graphs to Illustrate Migration Fluctuations

Figure 1

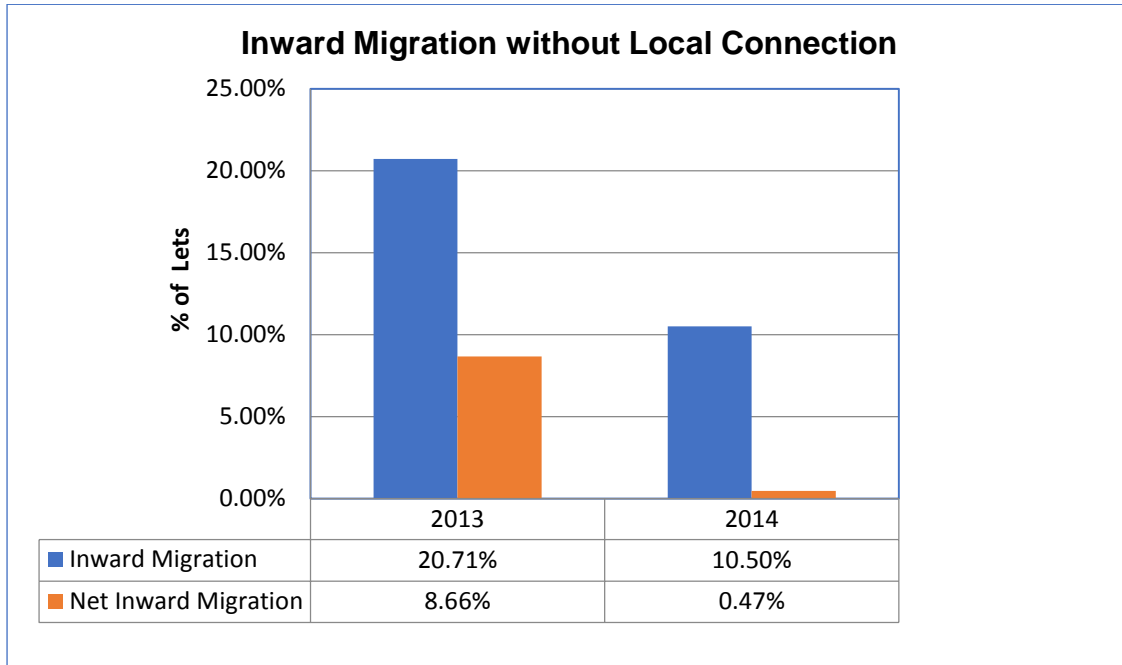
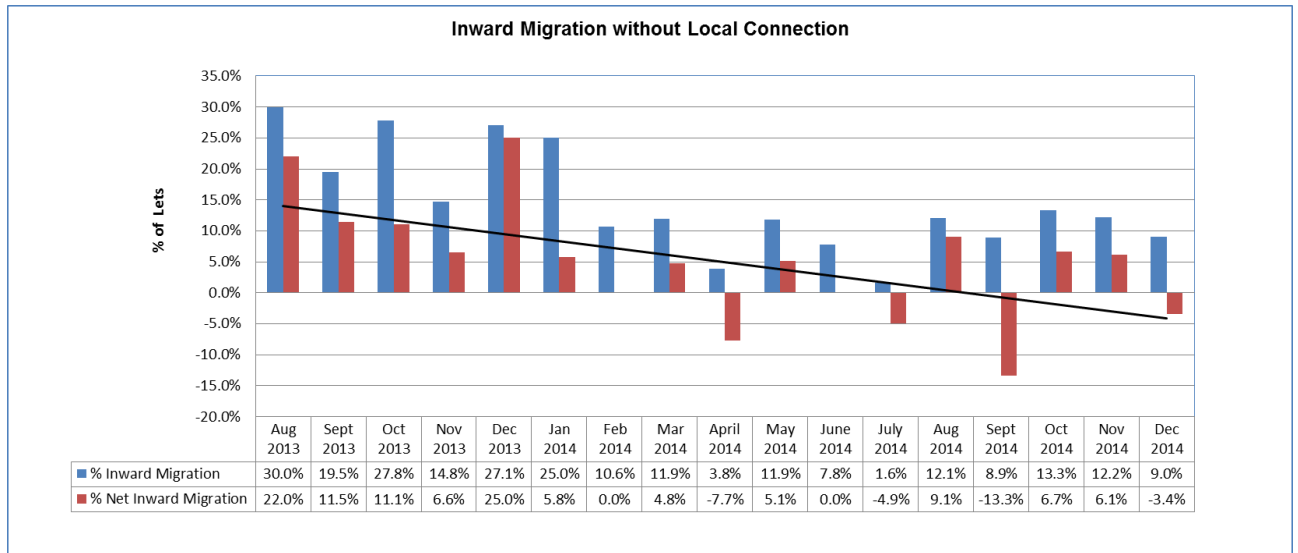


Figure 2



Appendix C – Current Banding Policy

Band A	
<p>Medical/Welfare Grounds</p> <p>Global</p>	<ul style="list-style-type: none"> • An immediate life threatening or progressive condition which is seriously affected by the current housing and where re-housing would solve or alleviate that medical condition or make it significantly easier to manage.- To be agreed by a manager • A member of the household seeking accommodation cannot be discharged from hospital or rehabilitation accommodation until suitable housing is provided and the household had settled accommodation in a Select Move partner's area prior to hospital admission. • A member of the household is elderly, disabled or has a progressive illness and is likely to require admission to hospital or residential/nursing care in the immediate future and re-housing would enable that person to remain living at home. To be agreed by a manager • The household seeking accommodation has welfare needs so severe that the protection of vulnerable adults or children is only possible if the household were to move to a new home and where the present circumstances could deteriorate to such an extent as to place household members at risk, or in need of residential care unless re-housing is offered.
<p>Care Leavers</p> <p>Global</p>	<p>Care leavers who are threatened with homelessness and who will continue to be supported by their local Leaving Care Team assessed through the agreed protocol. Applicants are awarded this category in accordance with protocols between the Council's Housing and County Council Children Services Department. An applicant must be a former relevant child as defined by the Children Leaving Care Act 2002. They must have vulnerability and urgent</p>

	housing need that is best met by the provision of long term settled housing.
To release an Adapted property Global	<ul style="list-style-type: none"> • Where a partner tenant does not require a specially adapted property for disabled use, and there is demand for its use
Exceptional need to move, determined by partners within the agreed procedures	<ul style="list-style-type: none"> • Agreed in exceptional circumstances due to significant problems associated with the applicants' occupation of a dwelling in the social or private rented sector and there is a high risk to the tenant or their family's safety if they remain in the dwelling/area. For social housing tenants transfers will be to properties of the same size and type where required, but locations or areas are likely to change. A list of cases that could qualify is detailed in the policy. See appendix D. • Emergency need to move due to exceptional circumstances where there is high risk to the tenant or family's safety if they remain in the dwelling/area. • Urgent management transfer cases accepted by a participating landlord or waiting list cases accepted by a participating local authority. • Applicants who have been assessed by the LA as being owed the homelessness relief duty and who are vulnerable as a result of being victims of violence or harassment • Applicants who have been assessed by the LA as being unintentionally homeless and in priority need as a result of being victims of violence or harassment
Statutory overcrowded Global	<ul style="list-style-type: none"> • A private sector property either owned or rented where a statutory notice has been issued by the Environmental Health Department that an unfit property is to be demolished under the Housing Act 2004 • They are a private sector tenant and the Council has decided that the property poses a Category 1 hazard under the Health and Safety Fitness Rating and the Council are satisfied that the problem cannot be resolved by the landlord within 6 months and

	<p>as a result continuing to occupy the accommodation will pose a risk to the applicant’s health. This includes a property that has severe damp, major structural defects including subsidence, flooding, collapse of the roof or have living conditions which are a statutory nuisance, and there is no prospect of the problems being remedied within a 6 month time period.</p>
<p>Homeless households owed a full homeless duty under section 193(2) or 195(2) Housing Act 1996</p> <p>Local</p>	<ul style="list-style-type: none"> • Statutory homeless cases accepted by local authorities within the scheme.
<p>Band B</p>	
<p>Overcrowded</p> <p>Global</p>	<ul style="list-style-type: none"> • An applicant who needs to move due to severe overcrowding – short by 2 or more bedrooms in accordance with the criteria (Allocations Policy document Appendix A Table 2.)
<p>Medical mobility cases / Medical grounds</p> <p>Global</p>	<ul style="list-style-type: none"> • An applicant who have an urgent need to move on medical grounds because their current home is having a severe adverse effect on the health of a member of the household. The household includes a child or young person with a long term disability or learning difficulty, who needs to access specialist education or training facilities and cannot do so from their present home. Supporting evidence must be provided.
<p>Essential Care</p> <p>Local</p>	<ul style="list-style-type: none"> • The household includes a person who receives/provides or needs to receive/provide essential long term care to someone in any part of the Select Move area and they cannot deliver that care effectively from their current location. • Approved foster carers and adopters who require larger accommodation on the recommendation of children’s services.
<p>Applicants owed a prevention or relief duty – Band B priority to be awarded by the LA after a 3 month period with waiting time continued</p> <p>Local</p>	<ul style="list-style-type: none"> • Applicants owed a Prevention or Relief duty who are engaging with the Local Authority and their personal housing plan and who are actively bidding

<p>Applicants who are owed a relief duty by the LA and are entitled to accommodation under section 188 of the Housing Act - priority to be awarded immediately that the section 188 duty arises with waiting time continued</p> <p>Local</p>	<ul style="list-style-type: none"> Applicants that the LA assess are owed a relief duty and are entitled to temporary accommodation
<p>Right to Move</p> <p>Local</p>	<ul style="list-style-type: none"> Existing social tenants needing to move into the Select Move area for employment reasons see Allocations Policy Appendix E
<p>Band C</p>	
<p>Applicants who are owed the homelessness prevention or relief duty – priority kept under review for a 3 month period.</p>	<ul style="list-style-type: none"> Applicants who the LA assess as being owed the homelessness prevention or relief duty. Band B to be awarded with waiting time continued after a 3 month period with waiting time continued subject to engagement with the LA and personal housing plan and actively bidding on properties
<p>Hardship and welfare</p> <p>Local</p>	<ul style="list-style-type: none"> An applicant who needs to move to a particular locality and otherwise would suffer significant hardship to themselves or to a member of their household
<p>Under Occupying</p> <p>Global</p>	<ul style="list-style-type: none"> A tenant of a partner housing association under occupying family housing by two or more bedrooms in accordance with the criteria in Appendix A Table 2 or A tenant of a partner housing association seeking a move to non-family housing that will free up a house to enable use by a family.
<p>Applicants with dependent children living in accommodation that lacks level access</p> <p>Global</p>	<ul style="list-style-type: none"> An applicant without ground level access or in upper floor accommodation who lives with at least one child under the age of 5, including pregnant women once their Mat B1 has been received.
<p>Applicants living in accommodation that lacks basic facilities</p> <p>Global</p>	<ul style="list-style-type: none"> Applicants without access to any of the following: <ol style="list-style-type: none"> Bath or Shower A toilet Cooking facilities Running hot water supplies Electric/gas needed for essential activities <p>Subject to verification by the local authority.</p>

Band D	
<p>Applicants not assessed as being owed a reasonable preference but who meet the partnership positive community criteria</p> <p>Global</p>	<ul style="list-style-type: none"> • An applicant employed or undertaking training within the borough to which they are applying. • An applicant that can demonstrate a contribution to the local community such as voluntary work. This could be specific to the area where the work takes place or could be positive work on an estate. • An applicant with a family connection to the specific area which is required due to giving or receiving care or specific support purposes.
<p>Under-Occupancy</p> <p>Global</p>	<ul style="list-style-type: none"> • Partner tenants who are under-occupying
<p>Households Over-Occupying by 1 bedroom</p> <p>Global</p>	<ul style="list-style-type: none"> • Households over-occupying by 1 bedroom according to the bedroom standard as detailed in Appendix A Table 2 regardless of household type or landlord
Band E	
<p>No Housing Need</p> <p>Global</p>	<ul style="list-style-type: none"> • Applicants that do not qualify for additional preference but would like to move to alternative accommodation

Appendix D – Questionnaire Results

For fully formatted results please visit [Summary report for Select Move Customer Survey \(chorley.gov.uk\)](http://chorley.gov.uk)



Select Move Customer Survey: Summary report

This report was created on Tuesday 02 August 2022 at 14:24 and includes **114** responses.

The activity ran from 01/07/2022 to 29/07/2022.

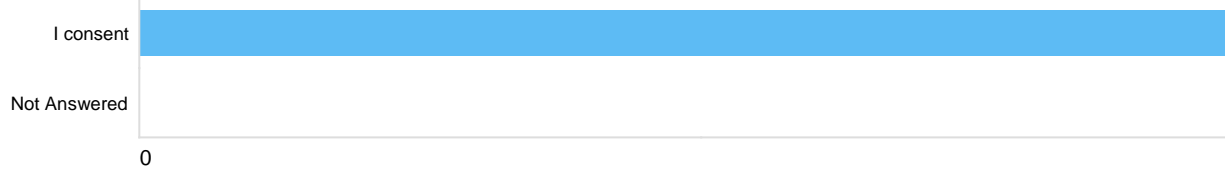
Contents

Question 1: Please read the privacy notice below and click 'I consent' to confirm that you give your consent to us using your data in 2 line with the statement.	2
response consent	2
Question 2: When did you first register on Select Move?	2
Registration date	2
Question 3: How long did it take you to get housed following your registration?	2
Time to get housed following registration	2
Question 4: What size of property did you need when applying?	3
Application according to property size need	3
Question 5: How satisfied were you with the Select Move process?	3
Satisfaction with the service received	3
Question 6: Is there anything that Select Move could have done better?	4
Please enter your response in the box below:	4
Question 7: Is there anything that Select Move did particularly well?	4
Please enter your response in the box below:	4
Question 8: On what digital device did you access Select Move?	4
Access method	4
Question 9: How easy did you find the website to navigate?	4
Website use	4
Question 10: Are there any areas of the website that could be improved?	5
Please enter your response in the box below:	5
Question 11: Did you require assistance when completing your housing application on SelectMove?	5
Assistance	5
Question 12: What type of assistance did you require?	5
Support type	5
If other, please enter in the box below:	5
Question 13: How satisfied were you with the assistance received?	6
Satisfaction with assistance	6
Question 14: Would you like to respond?	6
EMQ Response Rate	6
Question 15: Which of the following best describes your gender?	6
Gender	6
Other gender	7
Question 16: Does your gender identity match your assigned sex at birth?	7
Gender reassignment	7
Question 17: What was your age at your last birthday?	7
Please answer in the box provided below:	7
Age	7
Question 18: Do you consider yourself disabled (as defined by the Equality Act 2010 as having a long-standing illness, disability, or 7 infirmity)?	
Disability	7
Question 19: To which of these groups do you consider you belong?	8
Please select from the options provided below:	8
If you belong to any other background, please provide below:	9
Ethnicity	9
Question 20: Do you identify with any religion or belief?	9
Religion	9

If yes, please specify below:	9
Question 21: Do you consider yourself to be...?	10
Sexuality	10
Question 22: Are you currently pregnant or have given birth in the last 26 weeks?	10
Pregnancy / Maternity	10
Question 23: Are you currently...?	11
Relationship status	

Question 1: Please read the privacy notice below and click 'I consent' to confirm that you give your consent to us using your data in line with the statement.

Response consent



Option	Total	Percent
I consent	114	100.00%
Not Answered	0	0.00%

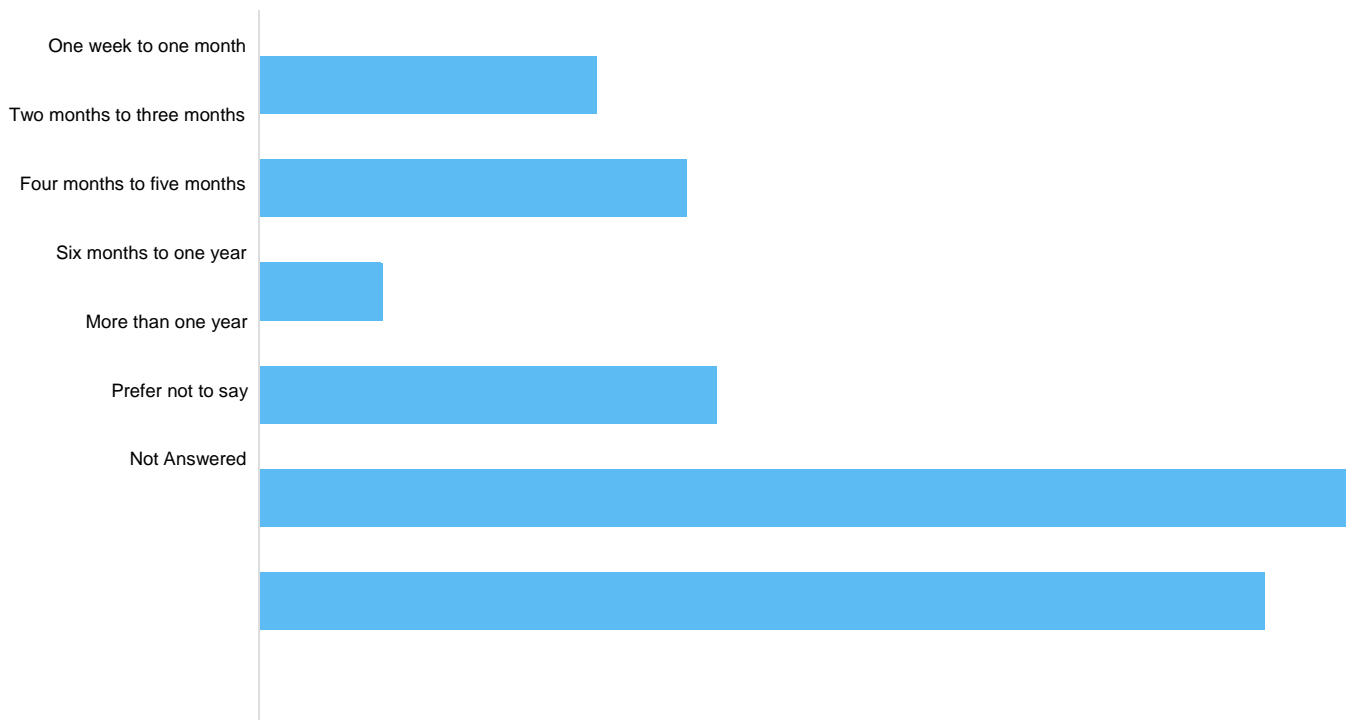
Question 2: When did you first register on Select Move?

Registration date

There were 111 responses to this part of the question.

Question 3: How long did it take you to get housed following your registration?

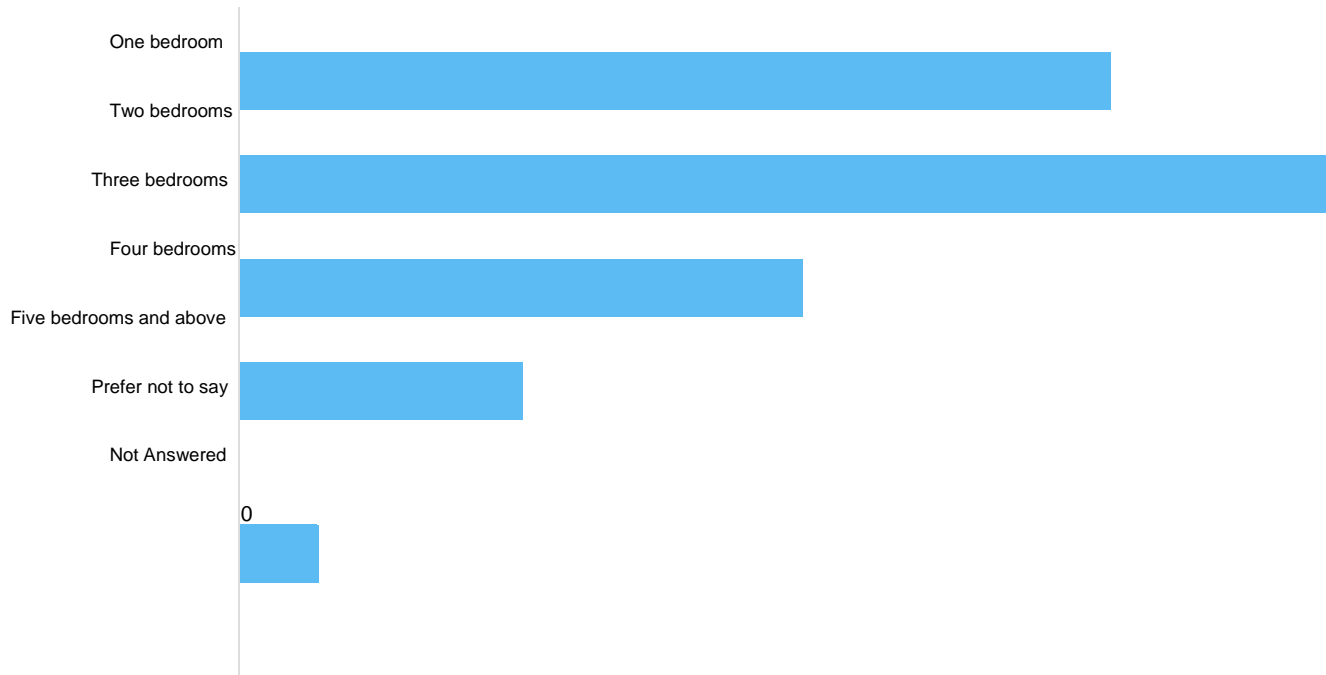
Time to get housed following registration



Option	Total	Percent
One week to one month	11	9.65%
Two months to three months	14	12.28%
Four months to five months	4	3.51%
Six months to one year	15	13.16%
More than one year	37	32.46%
Prefer not to say	33	28.95%
Not Answered	0	0.00%

Question 4: What size of property did you need when applying?

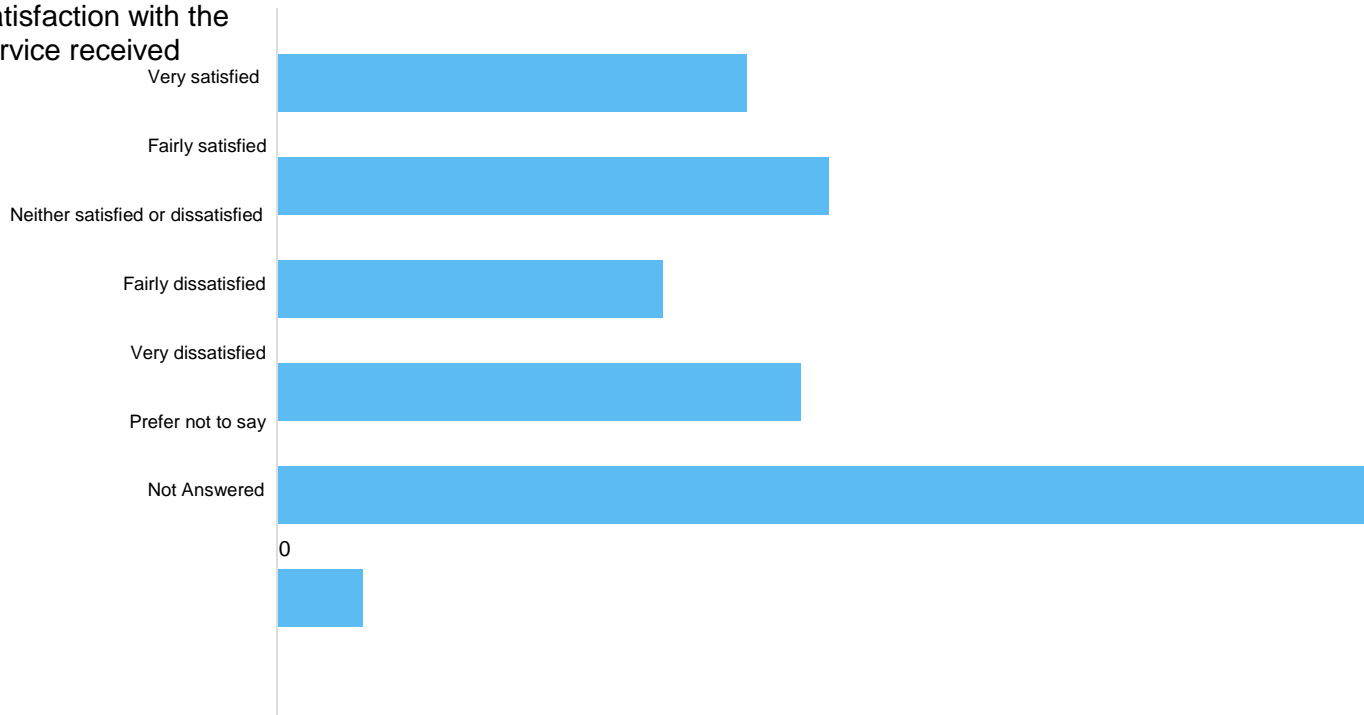
Application according to property size need



Option	Total	Percent
One bedroom	34	29.82%
Two bedrooms	44	38.60%
Three bedrooms	22	19.30%
Four bedrooms	11	9.65%
Five bedrooms and above	0	0.00%
Prefer not to say	3	2.63%
Not Answered	0	0.00%

Question 5: How satisfied were you with the Select Move process?

Satisfaction with the service received



Option	Total	Percent
Very satisfied	17	14.91%
Fairly satisfied	20	17.54%
Neither satisfied or dissatisfied	14	12.28%
Fairly dissatisfied	19	16.67%
Very dissatisfied	41	35.96%
Prefer not to say	3	2.63%
Not Answered	0	0.00%

Question 6: Is there anything that Select Move could have done better?
Please enter your response in the box below:

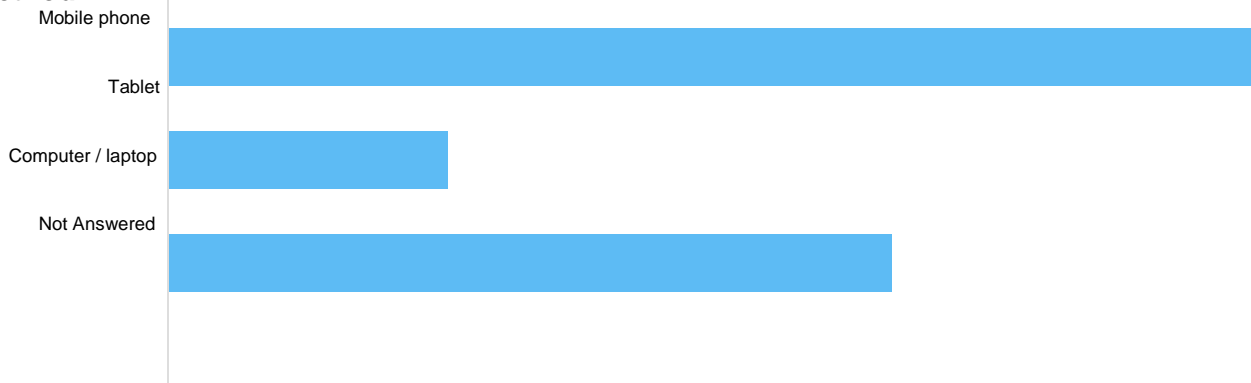
There were 96 responses to this part of the question.

Question 7: Is there anything that Select Move did particularly well?
Please enter your response in the box below:

There were 74 responses to this part of the question.

Question 8: On what digital device did you access Select Move?

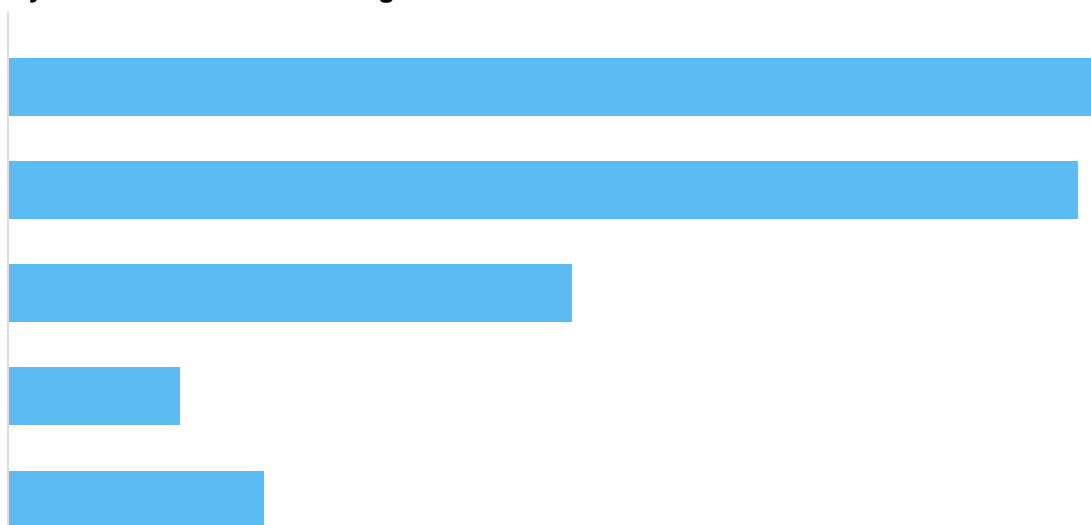
Access method

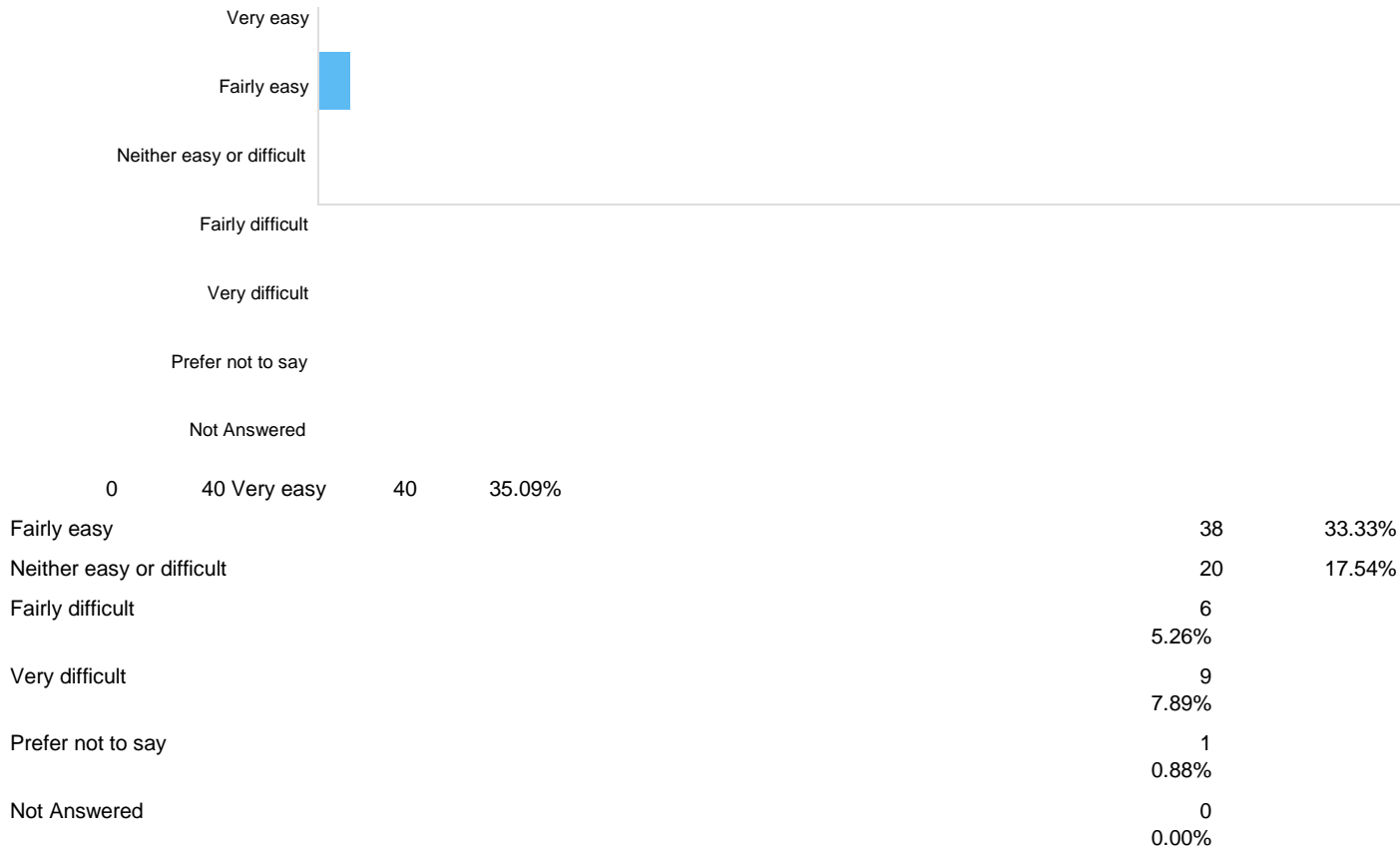


Option	Total	Percent
Mobile phone	81	71.05%
Tablet	20	17.54%
Computer / laptop	52	45.61%
Not Answered	0	0.00%

Question 9: How easy did you find the website to navigate?

Website use



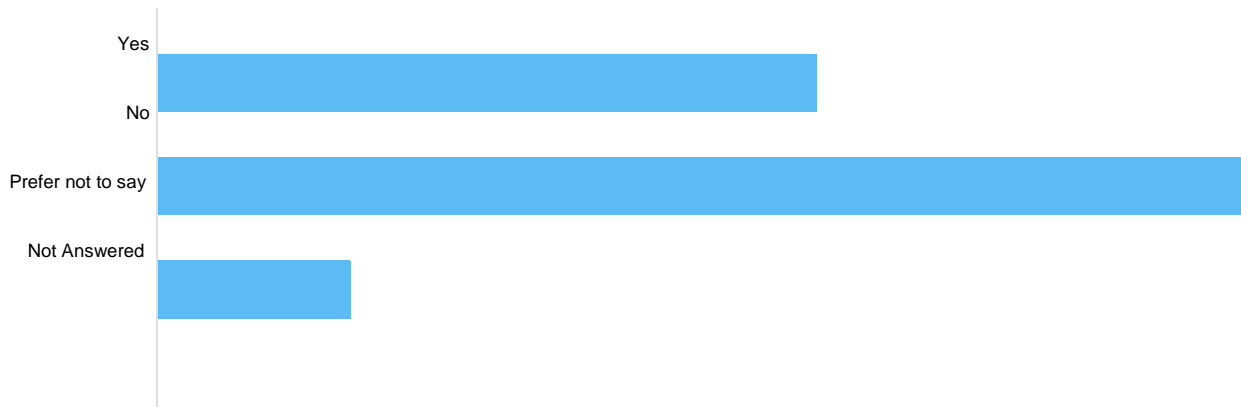


Question 10: Are there any areas of the website that could be improved?
Please enter your response in the box below:

There were **58** responses to this part of the question.

Question 11: Did you require assistance when completing your housing application on SelectMove?

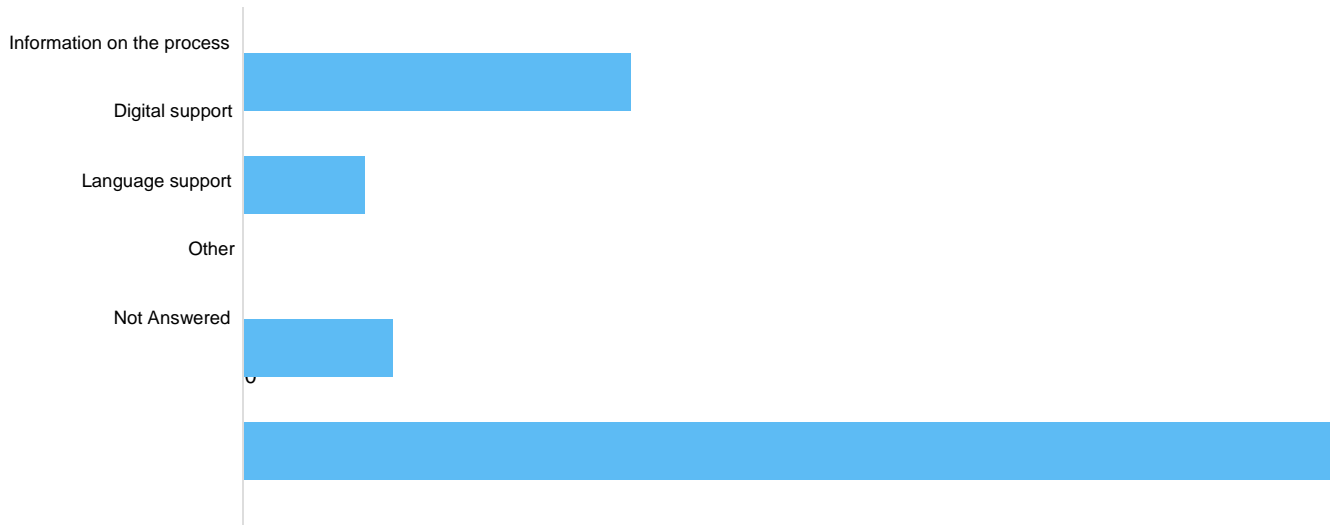
Assistance



Option	Total	Percent
Yes	38	33.33%
No	65	57.02%
Prefer not to say	11	9.65%
Not Answered	0	0.00%

Question 12: What type of assistance did you require?

Support type

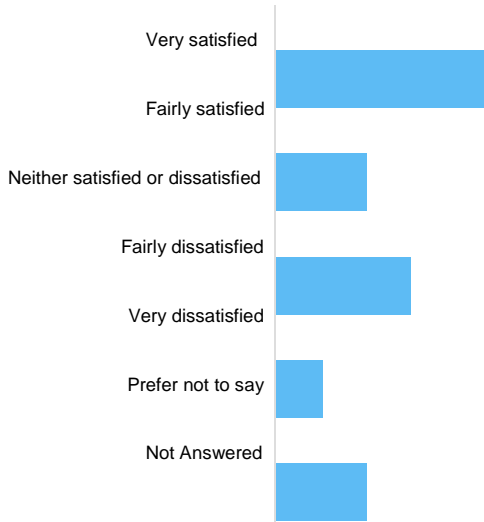


Option	Total	Percent
Information on the process	26	22.81%
Digital support	8	7.02%
Language support	0	0.00%
Other	10	8.77%
Not Answered	76	66.67%

If other, please enter in the box below:

There were **9** responses to this part of the question.

**Question 13: How satisfied were you with the assistance received?
Satisfaction with assistance**



Option	Total	Percent
Very satisfied	14	12.28%
Fairly satisfied	6	5.26%
Neither satisfied or dissatisfied	9	7.89%
Fairly dissatisfied	3	2.63%
Very dissatisfied	6	5.26%
Prefer not to say	0	0.00%
Not Answered	76	66.67%

Question 14: Would you like to respond?

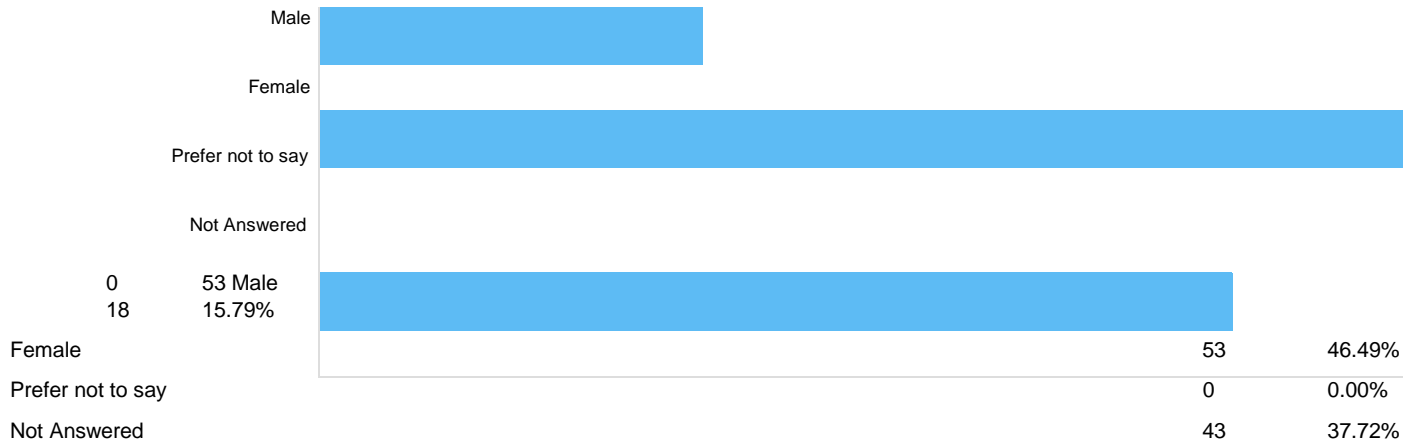
EMQ Response Rate



Option	Total	Percent
Yes I would like to respond	71	62.28%
No please skip to the next section	43	37.72%
Not Answered	0	0.00%

Question 15: Which of the following best describes your gender?

Gender



Other gender

There were 2 responses to this part of the question.

Question 16: Does your gender identity match your assigned sex at birth?

Gender reassignment



Option	Total	Percent
Yes	67	58.77%
No	2	1.75%
Prefer not to say	2	1.75%
Not Answered	43	37.72%

Question 17: What was your age at your last birthday?

Please answer in the box provided below:

There were 68 responses to this part of the question.

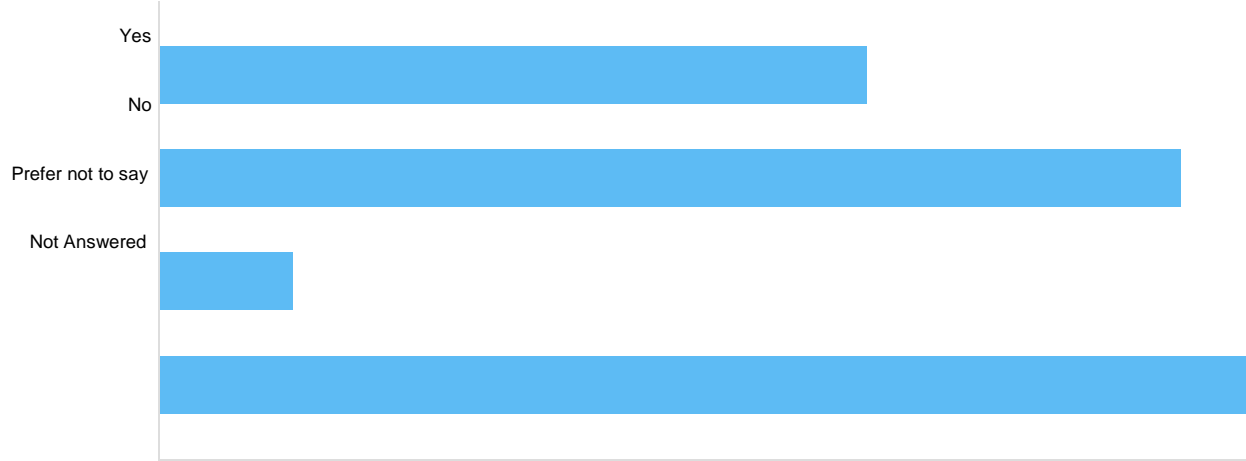
Age



Option	Total	Percent
Prefer not to say	3	2.63%
Not Answered	111	97.37%

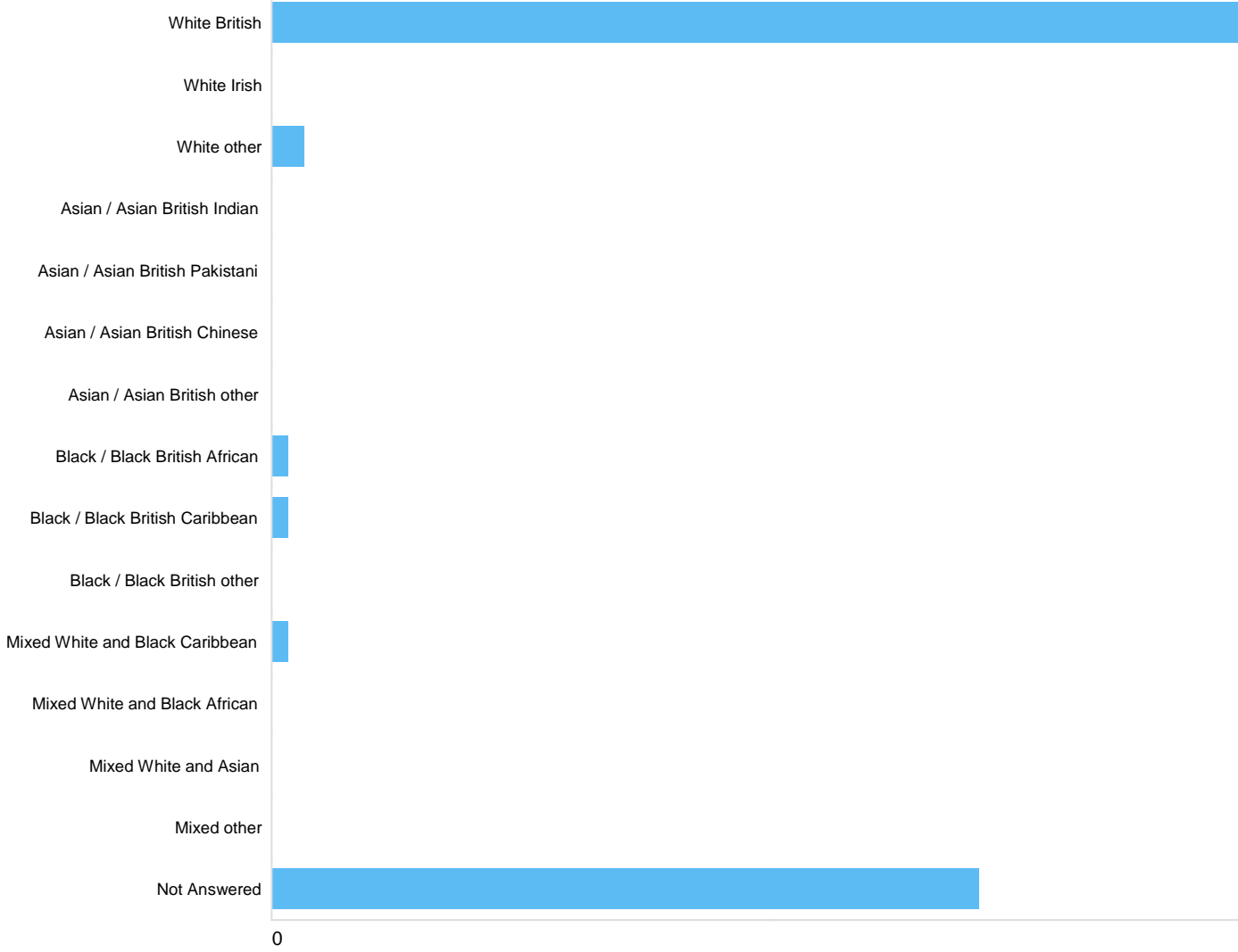
Question 18: Do you consider yourself disabled (as defined by the Equality Act 2010 as having a long-standing illness, disability, or infirmity)?

Disability



Yes		27	23.68%
No		39	34.21%
Prefer not to say	5 4.39%	Not Answered	43 37.72%

Question 19: To which of these groups do you consider you belong?
Please select from the options provided below:



White British		64	56.14%
White Irish		0	0.00%
White other		2	1.75%
Asian / Asian British Indian		0	0.00%
Asian / Asian British Pakistani		0	0.00%
Asian / Asian British Chinese		0	0.00%
Asian / Asian British other		0	0.00%
Black / Black British African		1	0.88%
Black / Black British Caribbean		1	0.88%
Black / Black British other		0	0.00%
Mixed White and Black Caribbean		1	0.88%
Mixed White and Black African		0	0.00%
Mixed White and Asian		0	0.00%
Mixed other		0	0.00%
Not Answered		45	39.47%

If you belong to any other background, please provide below:

There were 2 responses to this part of the question.

Ethnicity



Option	Total	Percent
Prefer not to say	2	1.75%
Not Answered	112	98.25%

Question 20: Do you identify with any religion or belief?

Religion



Option	Total	Percent
Yes	26	22.81%
No	40	35.09%
Prefer not to say	5	4.39%
Not Answered	43	37.72%

If yes, please specify below:

There were 19 responses to this part of the question.

Question 21: Do you consider yourself to be...?

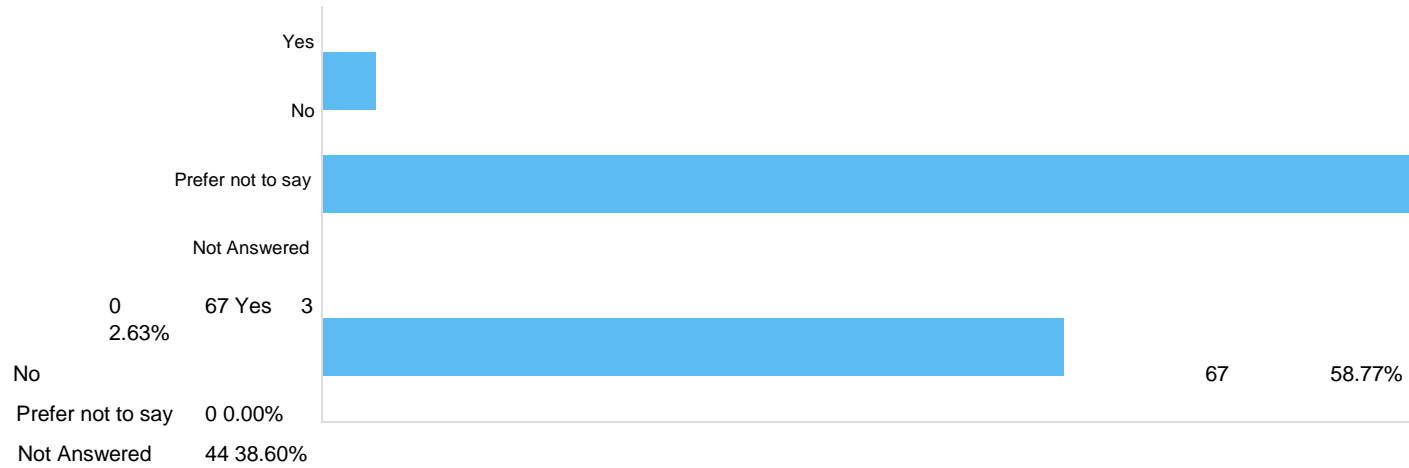
Sexuality



Option	Total	Percent
Heterosexual / straight	61	53.51%
Bisexual	3	2.63%
Gay man	2	1.75%
Gay woman or lesbian	1	0.88%
Other	1	0.88%
Prefer not to say	2	1.75%
Not Answered	44	38.60%

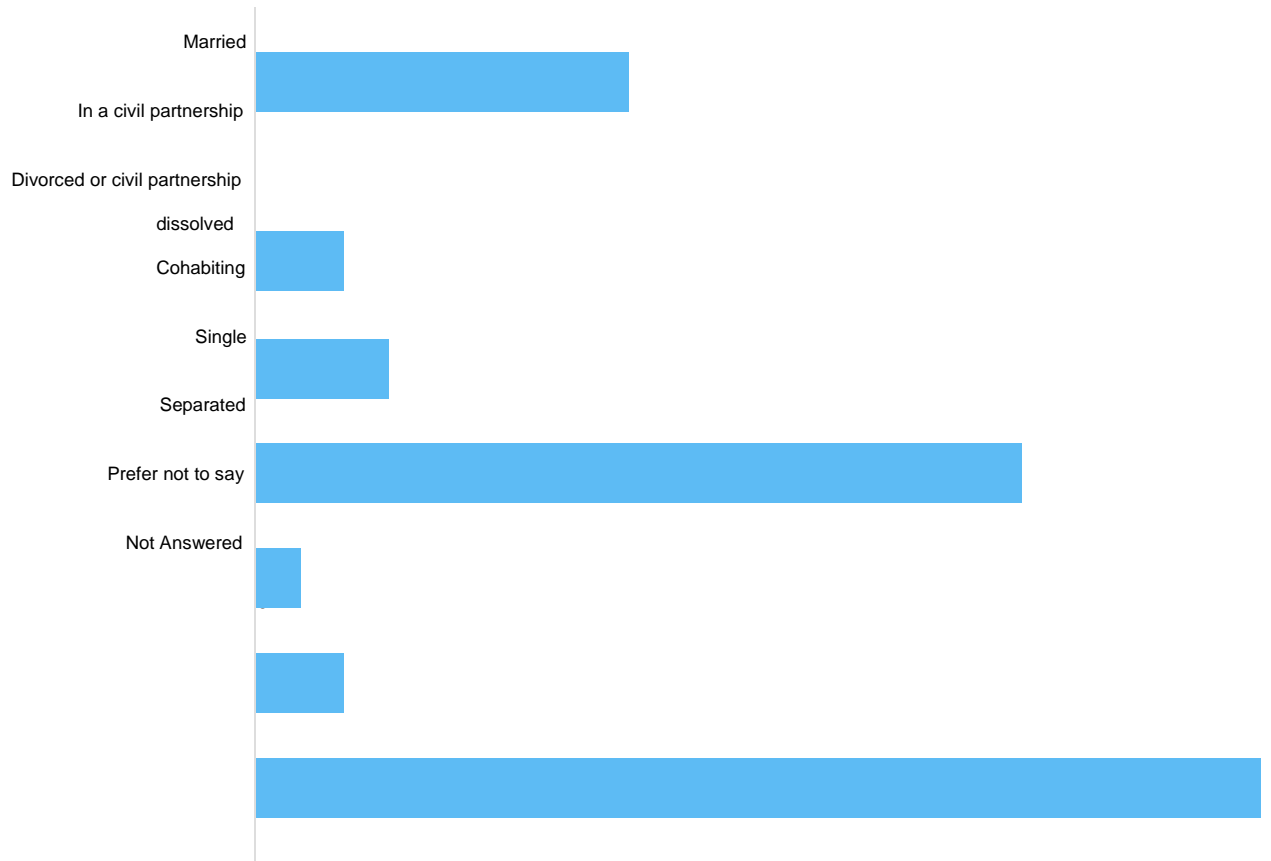
Question 22: Are you currently pregnant or have given birth in the last 26 weeks?

Pregnancy / Maternity



Question 23: Are you currently...?

Relationship status



Option	Total	Percent
Married	17	14.91%
In a civil partnership	0	0.00%
Divorced or civil partnership dissolved	4	3.51%
Cohabiting	6	5.26%
Single	35	30.70%
Separated	2	1.75%
Prefer not to say	4	3.51%
Not Answered	46	40.35%

Appendix E – Qualitative Survey Questions

Is there anything that Select Move could have done better? - Please enter your response in the box below:
Well I never got housed and I ended up moving to a compleatly different place and private renting so maybe the thing they could do better is house people
I'm still waiting for a house. I've applied for loads and never get anywhere.
I don't understand why you've sent an survey like I've been offered an home.. been on select move years & still haven't got a house. I only messaged the other day regarding my band to be told im in B & D ?? Never stand a chance, always in 50s & above
I still waiting
Accepting medical evidence from GPS when submitted
I am still awaiting either a bigger 3 bed or a 4 bed now! My house is too small and each day is a struggle!
No
Not quite sure I have been with selectmove for quite some time and the date I gave in Question 1 was when I had to change my information
Noow
Wasn't allowed to register after all after Select move insisted the email confirming why I wanted to move back to area was lost by Select move.im still waiting to hear from your worker after being told application had been told after email had been sent in time and not received by Select move
We haven't been housed yet. Due to the fact that my daughter works in chorley but isn't a joint applicant - my husband took a job in Wigan so we were told we don't have priority for chorley housing. We were told my daughter couldn't be a joint tenant with my husband as it wasn't normal to do that - if it had been possible then we would have been in a higher category.
It took 6 months to even be able to bid as I wasnt placed on the register~!! I have to keep chasing and eventually the lady said I was approved in March which was almost 2 months prior. ADMIN is slow and emails take in excess of a month to answer
Website is abysmal and is in need of an urgent update. The application process is misleading (example; "you must have less than £1,000 in arrears" (or the equivalent)- this differs for every housing association.
I'm supposed to be in band A for an emergency move due to domestic violence 6 months later I'm still bidding
priority housing and points process is shockingly bad
I didn't get houses via select move. We did a mutual exchange through Facebook. Not many exchanges are listed on select move and there are not enough appropriate houses for bidding on.
State more if property disabled friendly
No
Currently I believe there is a shortage of 3 bedroom houses.. myself and my husband have been bidding for a 3 bedroom house for at least 2 years.
Check all information properly of applicants. You've just moved a woman who lied to you to get a house and you believed her and gave her a brand new house in whittle Le woods when truly desperate family got sidelined
The property's that where showing up was in a rough area as I went to that area and I thought no

chance not for me, so I had to go private instead so I can get to choose where I live and hard working people like me should get to choose, so I would never go to register again with select move
Still haven't moved. .not enough 4 beds available
Slow responses to emails
No
Theres no information about shared housing or any houses which are being build for shared housing and how you would apply
We never got a house we had to have lived in chorley for 5 years and it was 4 years something we had our children in school here and nearly lost our private rented home you did nothing to help us. We got in so much debt were still paying it back now so I don't know why you asked me to do this survey as you did nothing hope this helps you.
My application form is still not up and running
No excellent help, advice and support throughout
It takes too long to get registered and there are no houses available. The ones that come up are all too small and when you call up you don't get help
Approve applications quicker. I did a home swap and myself and other tenant sorted it between ourselves apart from the paperwork
Yes I'm still waiting to get accepted so I can start bidding I'm still not set up yet. My original registration was closed but I had emailed and rung. I started again this week and am waiting for them to approve so I can bid asap
Unfortunately don't think so. due housing issue
Yes it took 2+ months 20 phone calls 10 emails just to activate the account, I have bid on 400+ houses and been short listed on 1, I am still waiting to be housed even tho I have 4 days left of my section 21 and I'm officially homeless
Direct contact with offer of accommodation
I could never get an answer to my emails or letters. Even phoning was an ordeal as no one seemed to be giving me helpful information.
None
No
replied to their messages
Communication
Rehousing people instead of staying too long in temporary accommodation
Ensure every person has a housing officer. I spoke to my housing officer twice and then he left and no one has spoken to me since then (it has been 7 months) and I'm still not housed. I have since then fled domestic abuse, was in a refuge for 4 months and now I'm on the sofa in my friends living room with my baby.
When you apply and are number 5 or 10. Stay there ,don't move you down the chain to number 23 or more
Communication is key!!!! Terrible service.. applied for property in October, sent all document required (twice as all where lost) spoke to number if people, all giving incorrect infomation
Look more into a persons reasons for moving house with a view of moving quicker by helping with improved banding
I was looking to move to be near my daughter and escape domestic violence. However I was never given the ability to bid on any properties, although on registration I was informed that I was a priority. This delay led to me being physically assaulted and my ex partner being arrested and I'm now having to face him in court
Take into consideration that an applicant had grew up there but no longer has a family connection there as they and their family are either dead or had moved away

Oh where do I start. Offering houses to folk from wigan In Adlington and then offering crappy bedsits to those who are already In Adlington and have family in the area by offering them places in moss side. Only being put at the top of the list for crappy areas too I came off the council list cos there was no way I was going to live on liptrop or Windsor avenue
I still have not been housed , never heard off them , I've tried twice they are useless, I am the wrong colour , wrong age and wrong sex , oh and I work too so that goes against me , select move is not fit for purpose, (<i>phone number</i>) if you wanna help find a house to rent
Listen to me and not reject me for the bungalow I had successfully been offered because a staff member at the homeless unit had bid on a dreadful flat without my consent
Nothing as not enough 1 bedroom property in Adlington area
Nothing as not enough one bedroom property in Adlington area So still waiting for a property
Inform me on how I send my information in to be fully registered to apply for housing. I was homeless with a 6yr old with no help from chorley council
No
The website seems outdated and awkward to use.
When updating make sure the system is refreshed as it crashed a lot when new bids came out.
I am still on selectmove and searching and i Band B, getting no where
im new on select move ,so my experience is limited.
They should have checked and provided me with ALL correct keys and they should have shown me where the electric/water meters where instead of leaving me to chase people and figure it out. Since then they have been terrible with handling my Anti social behavior complaints against my neighbour.
Not really
I'm looking to move house to Bamber bridge area but I've had no luck
Could make it easier. Took too long and stressed me out. Some questions hard to answer
Too much paper work involved and you only get limited time on each page to fill in. It's difficult if you are not computer savvy
Respond quicker and let people know what's happening with their application without them having to email and ring continuously
Look more into people's situations as mine has changed now and needing a 2 bed house but not getting any we're amd seem like I'm not getting help that I need
No very happy
Remove the initial number position at the beginning as you think your in number 2 then you move down and down. So disheartening. I've not got accommodation yet, so struggling as carer has no where to rest.
having the option to select the number of bedrooms you wanted not told that you only need one. using the site its difficult to change any details. Why when you have brought your family up and are watching your grandchildren grow are you then penalised and prevented from having your children and grandchildren stay with you if you choose but can not have this happen because of the barriers put there by the restriction of the number of bedrooms you are allowed.
not to be penalise for your age with regards to the number of bedrooms allowed to bid on. Being penalised for getting older despite the fact your still working full time but then because you do not have the room can not spend quality time with your children and grandchildren as any other family would do. Or even being able to have any visitors (family) to stay because of the bedroom allowance/tax. This should be up to the tenant and their financial position within reason of course. One bedroom properties also generally are without gardens so this then is also something else that is lost because of this rule, along with pets being allowed.
Helped me through my relationship split up
form was too complicated.
No the service is quite good. It was explained very well by the housing officer at Chorley council I

<p>think the only thing if I was to nit pick would be allow all the bandings you are to work in your favour. I was a band C and D but I know when Applied for one and it was a d but I was showing as a C. I wasn't as high up.</p>
<p>Also We were successful on a new development and there was a few houses. It would have been nice to have had a choice which house as I'm stuck in the middle of people and one side is extremely noisy. Bur other than that the process is quite good.</p>
<p>Actually helped me and my 3 children out instead of offering me a 1 bed flat!</p>
<p>Kept in contact with you more so you understand where you where on the list Also I had to take a two bedroom as that's all I was offered when I need 3 one for me one for my carer and one for my treatment room but now I'm having to do treatment in my living room which isn't good when you have all your equipment out and visitors</p>
<p>Not ever been offered housing and system very unfair</p>
<p>Kept more informed , ie : unable to continue due to rent arrears etc . Explain banding better abcde and priority</p>
<p>They forgot to activate my initial account- for 4months!- Now i find they have kept 2lots of my medical forms(i sent them a 2nd time as they said had not got them!) In their inbox- so they STILL HAVENT BEEN DONE- AND IM STILL NOT REHOUSED!!!</p>
<p>In this world of equality ex offenders should be given equal rights to having a home they want to live in just like anyone else. Select move discrimination against anyone with a criminal record is disgusting.</p>
<p>It is awkward for elderly people to apply online.</p>
<p>Still waiting to be housed 2years on even though im a band A, not had very much help even tho iv tried talking to people</p>
<p>Took me three years to be housed with a priority bad b. Being disabled. I really think it take way to long. It's stressful for people like myself with server mental health issues</p>
<p>Let me know all details required stop sending me on wild goose chase being disabled not that easy</p>
<p>I bid every evening and normally within a few days my position goes further back</p>
<p>It's frustrating that you have to come into the council offices when registered as I'm registered disabled and can't get in easily. It would be easier to search and request the property and then go in the offices once the application of the property has started. Plus be able to reset password or forgotten password without having to ring the council offices</p>
<p>Czas oczekiwania na decyzję i wpisywanie prawidłowych danych podanych przy wniosku. (<i>Google Translate from Polish to English - Waiting time for the decision and entering the correct data provided at the application.</i>)</p>
<p>I have not yet been contacted since i completed the online form</p>
<p>still not got a house</p>
<p>they email me every 6 months to ask why i haven't bid on any houses when a quick look would see that there have literally been no houses i could bid on</p>
<p>We have given up trying to get a house as we can only apply for a one bedroomed house and they don't exist</p>
<p>Still not got a property</p>
<p>No</p>
<p>Nothing anything</p>
<p>Help people that are in desperate need with a vulnerable adult about to be made homeless</p>
<p>Regarding my situation, they were great.</p>
<p>I am threatened with homeless and I have been waiting over a year to be able to even apply for a property and now I can't even login to my account I have been trying to get my login details for the last 3 weeks I keep getting told that someone will be intouch but I'm still waiting</p>
<p>No</p>

Yes make it easy to sign up and view I had a officer help me fill everything out and I still cannot get on to view properties. Have messaged but have not received any reply.
I have severe mental health issues and things like this only make it worse
I'm 63 years old and I've been housed near all young families. Not really appropriate for us now!

Is there anything that Select Move did particularly well? - Please enter your response in the box below:
Nope
No
N/a
No
Efficient service at a stressful time
No!
Helped through the registering servis
Not that I can remember
Housed me and my premature baby fast
No a bloody shambles from bringing to end on your side
No not this time unfortunately. The first time we used them back in 2014 they were brilliant.
no
Good communication
No
I was happy with my application
Just help me to complete my registration online
Communication with housing officer was brilliant. She was so lovely and helpful
Always answers emails
No
No
The availability of their staff over the phone, always polite and helpful
No
Once I was approved everything was very easy to look at and sort
This time they have responded but I am just waiting for them to let me know it's ok to start bidding.
Unfortunately no. Everything 2021 I started using again as was looking for somewhere to live as I was becoming homeless but almost 9 months and had zero luck even tho was highest Priority
Nothing
Once I was on the register all was fine.
Very helpful
No
nothing
Nothing
Good range of properties.
No. Nothing at all,
Not a thing
Update list on availability
They acknowledged my need and dealt with my identification very quickly but sadly it then all came to a standstill
Not really no
Nope not fitfor purpose
My disabilities and needs had not been noted on the application and therefore not considered in the property or assistance I needed
None
Everything I'd detailed
Not sure.
same as above

When booking maintenance appointments they have been really good.
Understanding my circumstances and accomodating accordingly to my needs
Easy website
No
Not had any real communication with them
Provided help and advice while I was homeless during the pandemic.
No
no bungalows available.
Yes. Jigsaw. Are very good. Can't complain.
Nothing
No
No
No
NO
No
If you manage to speak to someone they do help.
No
Not so far
Nic
Not been contacted
they respond to emails quickly
Nothing we gave up trying as we knew the home we wanted we weren't allowed to have we were only allowed to apply for houses that dont exist
No
No
Absolutely nothing! Select move is a disgrace
They responded quickly to my emails.
Nothing
Very helpful people
Not that I can tell as I have been unable to use. Even the select move officer had trouble and took 3 weeks just to sign me up. I need help but your program does not work
Found a property to serve my purpose at the time

Are there any areas of the website that could be improved? - Please enter your response in the box below:
Advertise houses that are not already taken.
On mobile site give the street name
When you have declared a registered disability , such as severe visual impairment (Blind) asking for additional information covered in the registration process is not helpful
no
Not quite sure - cannot remember
Yes please realise that some applications have to be made on Libary computers if applicants don't have a smart phone or know how to use one
No
Needs a complete redesign. Most properties don't even have a picture. Now I know this is not your fault for hosting, but it should be imperative that a picture is provided.
No
Shouldn't let you bid on a house if you don't meet the criteria for it. (We was number 1 on a bungalow, bidding ended and we got skipped)
No
Yes talk to people like people instead.
Make it more accessible for people with learning difficulties to navigate their website
Not in our case
Yes make it easier to log in
Na
Yes they ask for if but have no way of attaching it to initial application but doesn't tell you how to send it. I have sent mine in twice before in original and emailed them again but was still asked to send it with form which I can't as there is no way to do it.
On my computer was very easy to use and browse through Properties
However the mobile website was I total nightmare was hard use so mainly Used computer
The staff operating it
None
Make the mobile site similar to the desktop site in regards to info on properties
someone monitering it
No
Yes if you ask for an area ,do not show housing 100s of miles away
I am arthritic so anything online was majorly difficult physically and as such a major trigger for my mental health issues to. Like many senior and disabled people I struggle with and therefore hate using technology. I prefer a person to person contact
None
All of it!
Banding and prority
none
Since trying to attempt to remove myself from the situation with my neighbour since they are not in a rush to do anything about it, I tried to re-apply for an application to move. It took them 3 months to get back to me to tell me I have been rejected for the application on the grounds of not living in the property for over 12 months. I feel like they hadn't read my application and reasons for wanting to move and just concentrated on the dates. I have since tried to appeal the decision and they don't seem to be in a rush to get back to me. I'm very disappointed with select

move/Jigsaw Holmes.
Not really
I'd like to move house but I've had no luck I work full time
Find suitable property local to request. Not towns miles away. Property kept coming up that i cant have.
Make it Easier
Only being able to go back a month at a time to look at passed bids
changing details, being seriously considered for larger properties not told what size you can have.
Maybe show more properties in chorley
making the site allow saving of passwords and changing them easier. Also having to keep renewing every year is a bit of a pain.
Na
application needed for every different site offering housing to rent.
As I've mentioned the bandings for future people.
None
No
When logging in on mobile. You have to make sure you're on the full website not the logging page otherwise you can't login.
Past history should not always be used against you
As i said- VERY BAD MISTAKES WERE MADE THAT STILL HAVE NOT BEEN CORRECTED YET!!!
Its when you have to go back to things it becomes very difficult.
It's badly set out. It needs more information and images and make it known better which properties are not available for first time movers and not able to swap properties with people
Nie wiem (<i>Translated from Polish to English – I do not know</i>)
It will not except my ni number
not that i can think of
Being fairer on people when it comes to bedroom sizes we weren't allowed to apply for a 2 bedroom house and the only ones available were in run down areas. Having more choice available other than Preston
No
Make banding clear & educate your staff
Everything looks good so far.
Login details
No
All aspects of the site need improvement and also help should be readily available

Appendix F – Select Move Survey: Initial Findings

Select Move Survey: Initial Findings

Overview

1. In February 2022, the Chorley Scrutiny Committee Select Move Task Group agreed to undertake a survey with Select Move in order to understand the experience of users of the system in three areas: the housing process, the website, and assistance and support received. Customers who have registered on the system between April 2019 and March 2022 were targeted to be part of the consultation.
2. Select Move is an online portal that allows customers to apply for social housing and shared ownership properties digitally and has been used at Chorley since 2007/8, replacing traditional waiting lists. It is used by neighbouring authorities, including South Ribble Borough Council and Preston City Council.
3. This report presents the findings from the survey, which was conducted in July 2022. This includes the quantitative data collected from the consultation. Further analysis of the qualitative data and cross tabulation will be done in order to understand the survey results in more detail.
4. The headline figures are presented in Appendix A.

Survey Results

Respondents

5. There were a total of 114 responses to the survey. This represents a 4.2% response rate from the 2,652 customers contacted and a non-response bias of 95.8%. This suggests that the results should be interpreted with caution.
6. In terms of demographics, the mean average age of participants was 47, with 75% identifying as female and 41% considering themselves as having a disability.
7. The majority of respondents (40%) needed a two bedroom property when applying through Select Move, with 31% needing a one bedroom, 22% a three bedroom, and 11% a four bedroom.
8. 71% of respondents registered on SelectMove for the first time within the last three years, with the largest proportion being in 2021 (25%). The most recent was in June 2022.
9. Respondents predominantly waited more than one year to be housed following registration (46%), with 19% waiting between six months and one year, 36% waiting under six months.
10. 37% of participants required additional support when processing their application, with the most common (59%) being requests for additional information on the general Select Move process, with the second most frequent (18%) being digital support.

- 11. The most common means of accessing the Select Move system was through a mobile device (53%), with 34% accessing the site through a computer and 13% a tablet.

Satisfaction

- 12. In terms of general satisfaction with the Select Move process, 54% of participants were fairly or very dissatisfied, 33% were fairly or very satisfied, and 13% were neither satisfied nor dissatisfied.
- 13. 69% of respondents found the website either fairly or very easy to navigate, with 13% finding it fairly or very difficult and 18% finding it neither easy nor difficult to use.
- 14. The majority of respondents who required assistance were satisfied with the assistance received, with 53% fairly or very satisfied, 24% fairly or very dissatisfied, and 24% neither satisfied nor dissatisfied.

Report Author:	Email:	Telephone:	Date:
Jon-James Martin (Performance and Policy Officer)	jon-james-martin@chorley.gov.uk	01257 515151	11/08/2022

Appendix A – Headline figures

Figure 1: Satisfaction with the Select Move process

Figure 4: Size of property need

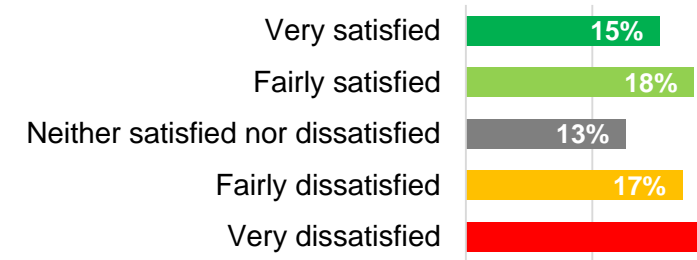


Figure 2: Ease of website navigation

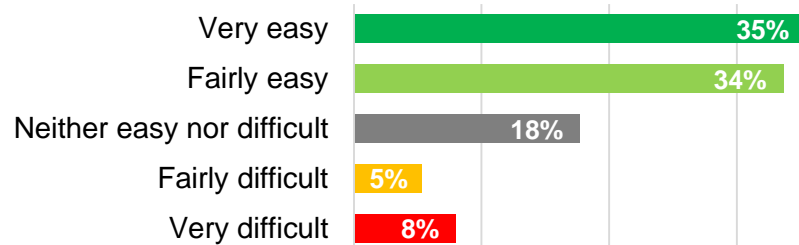


Figure 5: Time taken to secure a house following registration

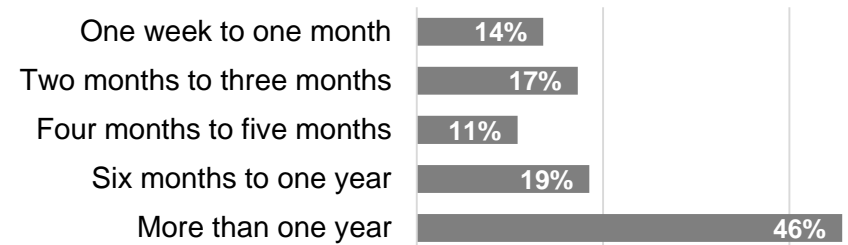


Figure 3: Satisfaction with assistance received

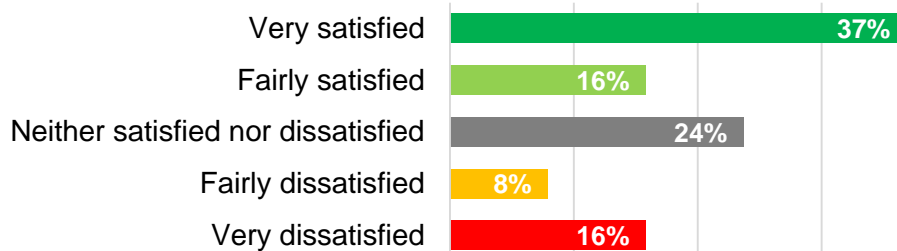
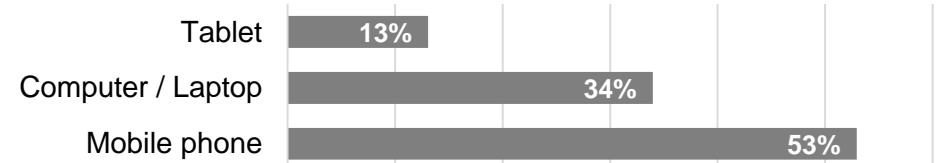


Figure 6: Website access method





This page is intentionally left blank

Report of	Meeting	Date
Director (Finance) (Introduced by Executive Member (Resources))	Executive Cabinet	10/11/2022

2022/23 Corporate Budget Monitoring Report and Reserves for the six months to 30th September 2022

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

Is this decision key?	Yes
-----------------------	-----

Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards
--	--

Purpose of the Report

1. This report sets out the revenue and reserves forecast for 2022/23 for the Council, based on the position as at 30th September 2022.

Recommendations to Executive Cabinet

2. To note the forecast outturn for revenue and the level of reserves based on the position as at 30th September 2022.
3. To note the virements made to and from the revenue budget during the period, as detailed in **Appendix 2** of the report.

Reasons for recommendations

4. To ensure the Council's budgetary targets are achieved.

Other options considered and rejected

5. None

Executive summary

6. Based on the position at the end of 30th September 2022, the forecast outturn is an underspend of £0.310m, however based on the current position of the 2022/23 pay award negotiations, an unfunded budget pressure is anticipated of £0.597m; this has been built into the figures presented below and as such the revised forecast outturn is for an overspend of £0.287m, as detailed in **Appendix 1**.

7. The Council’s Medium-Term Financial Strategy reported that the minimum level of general fund reserves should be maintained at £4.0m to cushion against any potential, future financial risks that may face the Council.
8. Based on the above, the level of general fund balances as at 31st March 2023 will be £3.853m however we will monitor the position during the year, particularly given the lobbying by local government for additional funding from central government to meet the additional costs of the pay award; if necessary, drawdown will be recommended from a review of ear-marked reserves to ensure general fund balances remain above £4.0m.

Corporate priorities

9. The report relates to the following corporate priorities:

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

10. The current net revenue budget for 2022/23 is £14.553m.
11. **Appendix 3** provides further information about the specific earmarked reserves that the Council holds at 30th September 2022.

Current Forecast Position – Revenue

12. The forecast revenue outturn, based on the position at 30th September 2022, shows a provisional overspend against the Council’s budgets of £0.287m. A breakdown of this by department within the various directorates is detailed in **Appendix 1**, and the movement on reserves and reserve balances, are outlined in **Appendix 3**. The main variances by directorate are detailed below.
13. The National Employers have made a pay offer of £1,925 on all NJC pay points 1 and above for period 01st April 2022 to 31st March 2023. The table below shows the overall implication of the proposed pay award for 2022/23 compared to the provision of 2% included in the base budget.

Directorates	Total Pay Award including NI & Pension	Pay Award Budget at 2%	Net increase in Budget
Communities	132,256	32,370	99,885
Commercial and Property	86,869	28,597	58,271
Policy & Governance	121,816	92,186	29,630
Customer & Digital	370,674	10,105	360,569
Planning & Development	70,604	27,418	43,186
Major Projects	52,810	46,859	5,951
Total	835,028	237,536	597,492

14. There are pressures on gas, electricity and water across all of our properties resulting in a forecast overspend £346k. Some of this cost will be recharged to our tenants, where applicable, reducing the impact on the budgets. There are no other significant inflationary cost pressures identified at present, but this will be monitored and reported if such changes are identified.

Variations from Budget

Directorate	Budget 2022/23 £'000	Forecast 2022/23 at 30 th Sept 22 £'000	Variance (Under)/ Overspend 2022/23 £'000
Commercial and Property	348	1,017	669
Communities	1,862	1,947	85
Customer and Digital	5,521	5,573	52
Planning and Development	772	943	171
Policy and Governance	5,399	5,432	33
Major Projects	(3,786)	(3,887)	(101)
Financing and Other Budgets	4,437	3,754	(683)
Total Net Expenditure	14,553	14,779	226
Funding	Budget 2022/23 £'000	Forecast 2022/23 at 30 th September 22 £'000	Variance (Under)/Oversp end 2022/23 £'000
Council Tax	(7,554)	(7,554)	0
Business Rates	(5,293)	(5,293)	0
New Homes Bonus	(886)	(886)	0
Government Grants	(709)	(709)	0
Reserves	(111)	(50)	61
Other	0	0	0
Total Funding	(14,553)	(14,492)	61
Net Outturn	0	287	287

Explanation of key variances by Directorate are as follows:

15. Commercial and Property – £669k overspend

The key variances to note are:

- £219k net overspend on staffing costs across the directorate. This overspend includes the cost of the proposed pay award (£58k) for 2022/23 compared to the provision included in the base budget of 2%, but in the main it is due to the additional costs of using agency staff. Given the recruitment difficulties in this area, e.g. surveyors, and the review and move to the Shared Service model, agency staff are providing the necessary support to the team in the interim, however the market for such staff is challenging, with significant increases in the salaries required by available candidates. This is a national issue and is also being felt in other areas of operation across the council.

- £179k overspend relating to the delay in the opening of Tatton Gardens. This has been offset by £100k reduction in financing cost as described below at point 21.
- £76k reduced income from market rents due to the renovation works for the new food and beverage area resulting in fewer market traders and some vacant stalls in the Cabin/Covered Markets that are not expected to be filled until later in the year.
- £68k reduction in income from car parking fees and charges compared to budget, reflecting the impact of the recovery from the pandemic on the Town Centre.
- £92k overspend due to increased utilities costs that are forecast, based on the current price increases.
- £22k forecast overspend due to increased legal fees on planning matters.
- £13k overspend relates to reduced rental income and other non-staffing variances.

16. **Communities – £85k overspend**

The key variances to note are:

- £81k net overspend on staffing cost across the directorate compared to the budgets for 2022/23 due to staffing vacancy savings which are more than offset by the proposed forecast pay award for 2022/23 compared to the provision in the base budget of 2%.
- £40k overspend compared to budget; this is a reduction of £40k from the previous year's overspend, achieved as we transition to the new shared services in Pest Control.
- £60k reduction in income as it has been confirmed by the NHS and Lancashire Constabulary that they will not be funding a contribution to the 21/22 and 22/23 salary costs within the Communities team. This under recovery of income for 22/23 is partially offset by an underspend on staffing cost (contained within the first bullet point above).
- £89k use of Homelessness Prevention Grant reserves due to overspends on Temporary Accommodation within Housing Options.
- £10k unbudgeted grant income in respect of weight management.

17. **Customer and Digital – £52k overspend**

The key variances to note are:

- £99k net overspend on staffing costs across the directorate compared to the budget for 2022/23. This reflects the timing of various vacant post being filled within Customer Transformation and ICT Services, and also includes costs for agency staff alongside the proposed pay award for 2022/23 compared to the 2% included in the base budget for this.

- £43k increase in the bad debt provision for Housing Benefits based upon an increase in the level of outstanding balances.
- £48k unbudgeted income received for New Burdens grants and DWP payments.
- £10k underspend relating to professional fees for the Empty Homes Review.
- £19k increase in the Leisure SLA recharge income compared to budget within ICT Services which is linked to the staff costs associated with the provision of services to the Leisure company.
- £13k underspend due to various small variances within the directorate.

18. Planning and Development – £171k overspend

The key variances to note are:

- £118k net overspend on staffing costs across the directorate compared to the budget for 2022/23. This is mainly due to vacant posts within Enforcement Services and vacant posts being covered by agency staff within Enforcement and Planning Services. This also includes the proposed pay award for 2022/23 compared to the set base budget of 2%.
- £127k overspend on professional fees, statutory notices, and legal fees within Planning Services.
- £100k additional income from Planning Application fees.
- £16k reduced income on pre-plan applications, as the service is still suspended.
- £10k overspend due to various small variances within the directorate.

19. Policy and Governance – £33k overspend

The key variances to note are:

- £99k net staffing underspend across the directorate compared to budget for 2022/23. This is mainly due to vacancies and a higher level of staffing recharges to SRBC and the Leisure company compared to budget, offset by the proposed pay award for 2022/23 compared to the budget provision for this of 2%.
- £107k overspend due to the forecast increase in utilities cost that are forecasted, based on the current price increases.
- £32k underspend due to an over provision in the Members Allowance budget.
- £64k overspend due to the increase in Audit fees for 2019-20 and 2020-21 which have been approved by Governance Committee.
- £7k underspend due to various small variances within the directorate.

20. Major Projects – £101k underspend

Further details of the major projects, including Market Walk and Digital Office Park, are outlined in **Appendix 4**.

The key variances to note are:

- £68k underspend for Market Walk – This includes £34k staffing overspend because of the proposed pay award for 2022/23 compared to the set base budget of 2%. £11k overspend due to a forecast increase in the cost of utilities based on the current price increases. £26k overspend due to various small variances within Market Walk. This is offset by an increase in income compared to budget as rental income has exceeded forecast which factored in a more cautious impact for Covid. However, some uncertainty remains due to expired leases and reduced service charge income on vacant units.
- £35k underspend for Digital Office Park - This includes an overspend of £27k on staffing due to agency staff cover and the proposed pay award for 2022/23 compared to the set base budget of 2%, along with a £10k forecast overspend on electricity cost due to the rise in current prices, offset by a £72k increase in various income streams (office rent, service charge, meeting rooms hot desk and pods).

21. Financing and Other Budgets – £683k underspend

The key variances to note are:

- This includes a £194k underspend on interest payable; whilst £10m of borrowing was undertaken in March 2022, this was lower than budget due to the timing of capital spend.
- Interest receivable is showing an underspend, or over-recovery against budget, of £44k due to interest rate increases which are providing a better rate of return on cash balances.
- There is also a £345k underspend on the Minimum Revenue Provision as a result of changes in the mix of funding used to finance capital schemes compared to budget, along with slippage in the capital programme, as reported at outturn. This offsets the overspend on Tatton Gardens detailed in point 15 above, as repayments have not yet started as the asset has not yet become operational.
- The revenue budget for 2022/23 included a provision of £100k for the Council to take ownership and responsibility for the management of Chorley Bus Station. As this has not yet been agreed, the £100k underspend remains.

22. Covid-19

- Some residual Covid 19 and COMF funding is remaining in 22/23. It is expected this will all be spent in line with original approvals and at year end there will be no remaining balances.

Other supporting information

23. Further information in respect of the variations noted above can be found as follows:

Appendix 4 – Commercial Services - Major Projects

24. Planned Reserves movement - £61k Overspend

- Reserves transactions have been reflected in the relevant service area.

General Fund Resources and Balances

25. As detailed at **Appendix 3**, the Council holds £4.140m in General Fund reserves to manage budget risks not covered by earmarked reserves or provisions within the budget. The forecast outturn for 2022/23 identifies that the General Fund closing balance will be £3.853m as detailed below.

Movement in General Fund Reserve

Summary of Movement in General Reserves	£'m
General Fund Reserves at 1 st April 2022	(4.140)
Transfers (to)/from General Reserves	
Forecast outturn revenue budget (surplus) / deficit	0.287
Other reserves Movement	0.000
General Fund Reserve Closing Balance 2022/23	(3.853)

26. As detailed at **Appendix 3**, the Council holds £4.140m in General Fund reserves to manage budget risks not covered by earmarked reserves or provisions within the budget. As noted at point 8 above and as detailed below, the forecast outturn for 2022/23 identifies that the General Fund closing balance will be £3.853m, however we will monitor the position during the year, particularly given the lobbying by local government for additional funding from central government to meet the additional costs of the pay award, and if necessary, drawdown will be recommended from ear-marked reserves to ensure general fund balances remain above £4.0m.

Movement in Earmarked Reserves

27. Taking account of the adjustments highlighted in **Appendix 3**, the level of Earmarked reserves held for discretionary use by the Council at 30th September 2022 is £6.382m compared to a balance of £11.805m at 31st March 2022.

Summary of Movement in Earmarked Reserves	£'m
Earmarked Reserves at 1 st April 2022	(11.805)
Transfers (to)/from Earmarked Reserves	
Release of S31 grant received and held in reserves in respect of Business	2.347

Rates reliefs (this was provided by the Government during 2020/21 – the grant offsets the Business Rates deficit for 2020/21 brought forward on the Collection Fund into 2022/23)	
Use of revenue reserves for Capital Financing	1.852
Transfers to reserves	(0.161)
Use of other specific Earmarked Reserves	1.385
Forecast Earmarked Reserves Closing Balance 2022/23	(6.382)

28. The £1.385m forecast use of other specific Earmarked Reserves shown in the table above includes the following items:

- £542k utilisation of approved reserves established in quarter 3 revenue monitoring report in 2021/22.
- £41k use of the Restructure Reserve following the staff review in the Procurement Team.
- £35k use of Market Walk Income Equalisation Reserves.
- £120k use of Income Generation reserves.
- £207k use of Covid support funding reserves within the Communities directorate.
- £89k use of Homelessness Prevention Grant reserves.
- £130k use of reserves within Commercial and Property directorate.
- £114k use of specific reserves within the Policy and Governance directorate.
- £57k use of the Local Plan reserve.
- £43k use of the Planning Appeals Reserve
- The remainder of the movements are various, smaller adjustments related to revenue spending.

29. Transfers to reserves of £161k relate to the balance of unspent Syrian Refugee Housing income reported in this period.

30. The use of earmarked reserves shown in the table above are reflected in the revenue budget monitoring position detailed in this report.

Climate change and air quality

31. The work noted in this report does not impact the climate change and sustainability targets of the Councils Green Agenda and all environmental considerations are in place.

Equality and diversity

32. N/A

Risk

33. There are significant risks due to rising costs especially in relation to utility bills. This is likely to be felt most by the Council's Leisure company. Forecasting of costs across the year have been undertaken and a report is expected to be made to November Council.

34. There are also some risks around Housing Benefit overspends due to the opening of schemes related to Exempt Accommodation. The full cost is still being quantified and will be incorporated into future reports.

Comments of the Statutory Finance Officer

35. The Financial implications are contained within this report.

Comments of the Monitoring Officer

36. None

Background documents

There are no background papers to this report.

Appendices

Appendix 1 – Revenue 2022/23 - position as at 30th September 2022

Appendix 2 – Revenue Budget Movements at 30th September 2022

Appendix 3 – 2022/23 Reserves Programme position at 30th September 2022

Appendix 4 – 2022/23 Major Projects position at 30th September 2022

Report Author:	Email:	Telephone:	Date:
Hemangini Chevli, Neil Halton, Louise Mattinson	Hemangini.Chevli@chorley.gov.uk, Neil.Halton@chorley.gov.uk, louise.mattinson@chorley.gov.uk	N/A N/A	17/10/22 17/10/22

This page is intentionally left blank

APPENDIX 1

Revenue 2022/23 - position as at 30th September 2022

Directorate	Department / Section	Original Budget £'000	Budget at 30th September 2022 £'000	Forecast Outturn based on position at 30th September 2022 £'000	Variance (Under)/ Overspend £'000
Commercial & Property	Director - Commercial Services	53	101	106	5
	Employment, Skills & Business Support	101	65	129	64
	Facilities Management	184	184	194	10
	Housing Accommodation	(12)	(17)	10	27
	Income Generation	2	-	-	-
	Markets & Town Centre	15	4	260	256
	Property Services	215	11	318	306
Commercial & Property Total		558	348	1,017	669
Communities	Communities	747	738	740	3
	Director - Communities	201	192	241	49
	Housing & Public Protection	953	933	966	33
Communities Total		1,901	1,862	1,947	85
Customer & Digital	Customer Transformation	697	601	603	1
	Director of Customer & Digital Services	59	58	60	2
	ICT Services	1,113	1,104	1,095	(9)
	Waste & Streetscene Services	3,853	3,758	3,816	58
Customer & Digital Total		5,721	5,521	5,573	52
Planning & Development	Director of Planning & Development	47	50	50	-
	Enforcement Services	270	265	349	84
	Planning Services	(52)	(61)	5	66
	Spatial Planning	529	518	538	20
Planning & Development Total		794	772	943	171
Policy and Governance	Change & Delivery	207	189	169	(20)
	Chief Executives Office	272	310	306	(4)
	Communications & Events	703	691	696	5
	Director - Governance	122	123	134	11
	Legal and Governance	2,017	2,334	2,402	68
	Performance & Partnerships	761	698	661	(37)
	Shared Financial Services	902	1,029	1,038	9
	Transformation Management	26	26	26	-
Policy and Governance Total		5,010	5,399	5,432	33
Major Projects	Digital Office Park	(146)	(150)	(185)	(35)
	Investment Properties	(241)	(68)	(68)	-
	Leisure	376	332	327	(5)
	Market Walk	(1,765)	(1,784)	(1,851)	(68)
	Primrose Gardens Retirement Living	(307)	(315)	(307)	8
	Strawberry Meadows	(141)	(141)	(141)	-
	TVS Logistics	(1,646)	(1,661)	(1,661)	-
Major Projects Total		(3,869)	(3,786)	(3,887)	(101)
Financing and Other Budgets	Adjustments	-	-	-	-
	Benefit Payments	(4)	(4)	(4)	-
	Financing	3,583	3,583	3,000	(583)
	Pensions Account	218	218	218	-

Directorate	Department / Section	Original Budget £'000	Budget at 30th September 2022 £'000	Forecast Outturn based on position at 30th September 2022 £'000	Variance (Under)/ Overspend £'000
	Pensions Deficit Recovery	450	450	450	-
	Transition Fund	190	190	90	(100)
Financing and Other Budgets Total		4,437	4,437	3,754	(683)
Covid-19	Covid-19 / COMF funding received to meet the operational costs of the council's response to Covid	-	-	-	-
Covid-19 Total		-	-	-	-
Funding	Collection Fund	(12,847)	(12,847)	(12,847)	-
	New Homes Bonus	(886)	(886)	(886)	-
	Other Funding	(709)	(709)	(709)	-
	Reserves	(111)	(111)	(50)	61
Funding Total		(14,553)	(14,553)	(14,492)	61
Net (Surplus) / Deficit		-	-	287	287

APPENDIX 2

Revenue 2022/23 - position as at 30th September 2022

Directorate	Commercial & Property £'000	Communities £'000	Customer and Digital £'000	Planning and Development £'000	Policy and Governance £'000	Major Projects £'000	Financing/Other Budgets £'000	Funding £'000	TOTAL £'000
Budget approved by Council 23rd Feb 2022	624	1,901	5,853	794	4,803	(3,728)	4,306	(14,553)	0
<i>Transfers between directorates</i>									
Correction of recharges to SRBC	4	3		(1)	(5)				0
Miscellaneous correction of budgets	(2)	(10)			12				0
Movement of Shopmobility budgets	17				(17)				0
Shared Service Restructure Budget Realisation			(58)		58				0
Transfer of Insurance budgets to General Insurance	(56)	(32)	(142)	(21)	341	(90)			0
<i>Realignment of budgets following Management changes</i>									
Transfer of Whittle GP Income	(173)					173			0
Realignment of budgets following management changes	(66)				207	(141)			0
Rent allowance benefit payments movements			(132)				132		0
<i>Transfers (to)/from Earmarked reserves</i>									
									0
									0
									0
<i>Transfers (to)/from General Fund reserves</i>									
									0
									0
									0
Revised Budget as at 30th September 2022	348	1,862	5,521	772	5,399	(3,786)	4,437	(14,553)	0

This page is intentionally left blank

APPENDIX 3

2021/22 Reserves Programme position as at 30th September 2022

Reserves	Opening Balance 1st April 2022 £000s	Forecasted Movements				Forecast Balance 31st March 2023 £000s
		Capital Financing £000s	Movement between Reserves £000s	Transfers from Reserves £000s	Transfers to Reserves £000s	
General Fund Balance	(4,140)	-	-	287	-	(3,853)
Change Management Reserve	(250)			41		(209)
Non-Recurring Expenditure - Revenue resources for capital financing	123	(173)				(51)
Market Walk / DOP Works	(485)	386				(99)
Green Agenda	(721)	475		42		(204)
ICT Capital Programme Reserves	(820)	820				-
Support for Apprentices, Graduates, Training Posts	(200)			200		-
Investment in Play & Open Space Across the Borough	(200)			200		-
Queens Jubilee Events	(30)			30		-
Check Out Chorley	(30)			30		-
Capital Bad Debts Reserve	(283)	163				(120)
Market Walk - Asset Management	(104)					(104)
Income Generation Reserve	(381)			120		(261)
VAT Shelter Income - Capital/revenue financing	(9)	9				0
LCC Transition Fund	(50)					(50)
Market Walk - Income Equalisation Reserve	(536)			35		(502)
Section 31 Grant - Empty property/small business rate relief	(29)					(29)
Section 31 Grant - EU Exit Preparation Grant	(35)					(35)
Business Rates Retention - Surplus on levy payment	(1,415)					(1,415)
Logistics House Income Equalisation Reserve	(450)					(450)
Covid Ongoing Commitments Reserve	-					-
Covid Recovery Reserve	(300)					(300)
Business Rates Exceptional Payments Reserve	(3,488)			2,347		(1,141)
Non-Directorate Reserves	(9,695)	1,679	-	3,046	-	(4,970)
Commercial & Property						
Business Investment for Growth (BIG) Grants	(276)			40		(236)
Choose Chorley Grants	(65)			40		(25)
Other Investment Projects	(45)			3		(42)
Retail Grants Programme	(98)			90		(8)
Employment Skills & Business Support	(484)	-	-	173	-	(311)
Slippage Items and other transfers to reserves	(20)					(20)
Future High Street Fund	(35)					(35)
Markets & Town Centre	(55)	-	-	-	-	(55)
IDOX Migration	(78)					(78)
Property Services	(78)	-	-	-	-	(78)
Commercial & Property	(617)	-	-	173	-	(444)
Communities						
NHS CCG Covid Support Project	(207)			207		-
Slippage Items and other transfers to reserves	(166)			89		(77)
Home Improvements - Housing Affordable Warmth Grant	(14)					(14)

Reserves	Opening Balance 1st April 2022 £000s	Forecasted Movements				Forecast Balance 31st March 2023 £000s
		Capital Financing £000s	Movement between Reserves £000s	Transfers from Reserves £000s	Transfers to Reserves £000s	
Buckshaw Youth Development Grants	(1)			3		1
Communities	(389)	-	-	299	-	(90)
Neighbourhood Working (pump priming)	(50)	50				0
Investment Budgets	(35)					(35)
Syrian Refugee Funding	(52)				(161)	(212)
Housing & Public Protection	(137)	50	-	-	(161)	(247)
Communities	(526)	50	-	299	(161)	(337)
Customer & Digital Services						
Slippage Items and other transfers to reserves	(123)	123				-
ICT/Streetscene Modernisation Reserve	(62)					(62)
ICT Services	(185)	123	-	-	-	(62)
Government & other Grant Funding	(30)					(30)
Slippage Items and other transfers to reserves	(96)					(96)
Maintenance of Grounds	(44)					(44)
Waste & Streetscene Services	(171)	-	-	-	-	(171)
Customer & Digital Services	(356)	123	-	-	-	(233)
Planning & Development						
Planning Appeal Costs	(240)			43		(198)
Planning Services	(240)	-	-	43	-	(198)
Slippage Items and other transfers to reserves	(5)					(5)
Local Plan Reserve	(57)			57		(0)
Spatial Planning	(62)	-	-	57	-	(5)
Planning & Development	(303)	-	-	100	-	(203)
Policy & Governance						
The Flower Show	(23)			23		-
Astley Hall Works of Art	(4)			4		(0)
Mayoral Charities	(8)			8		0
Slippage Items and other transfers to reserves	(7)			3		(3)
National Graduate Scheme	(4)					(4)
Mayflower 400 Celebrations	-					-
Arts Development	(16)					(16)
Communications & Events	(62)	-	-	38	-	(24)
Transformation Challenge funding	(34)					(34)
Public Service Reform funding	(11)					(11)
Digital Access & Inclusion	(10)					(10)
Shared Services Implementation Reserve	(13)			5		(8)
Performance & Partnerships	(68)	-	-	5	-	(63)
Slippage Items and other transfers to reserves	(3)			3		-
Boundary Commission Electoral Review	(12)					(12)
Elections	(101)			49		(52)
Legal, Democratic & H.R.	(116)	-	-	51	-	(64)

Reserves	Opening Balance 1st April 2022 £000s	Forecasted Movements				Forecast Balance 31st March 2023 £000s
		Capital Financing £000s	Movement between Reserves £000s	Transfers from Reserves £000s	Transfers to Reserves £000s	
Slippage Items and other transfers to reserves	(64)			20		(44)
Shared Financial Services	(64)	-	-	20	-	(44)
Policy & Governance	(309)	-	-	114	-	(195)
Directorate Reserves	(2,110)	173	-	686	(161)	(1,412)
Earmarked Reserves (Directorate and Non-Directorate)	(11,805)	1,852	-	3,732	(161)	(6,382)
Total Reserves - General and Earmarked	(15,945)	1,852	-	4,019	(161)	(10,235)
Provisions						
Insurance Provision - Potential MMI clawback	(14)					(14)
Total Provisions	(14)	-	-	-	-	(14)

This page is intentionally left blank

APPENDIX 4

Major Projects 2022/23 - position as at 30th September 2022

Market Walk

	2022/23 Budget £000s	2022/23 Forecast Outturn £000s	2022/23 Variance £000s
Rental Income	(1,668)	(1,804)	(136)
Service Charge Operational budget	385	429	44
Service Charge Income	(501)	(432)	68
Provision for Bad Debts	-	(44)	(44)
Net Income (excluding financing)	(1,784)	(1,851)	(68)
Financing Costs	915	915	-
Net Income (including financing)	(869)	(937)	(68)
Income Equalisation Reserve (Annual Contribution)	(50)	-	50
Asset Management Reserve (Market Walk)	50	-	(50)
Net Income	(869)	(937)	(68)

Digital Office Park

	2022/23 Budget £000s	2022/23 Forecast Outturn £000s	2022/23 Variance £000s
Rental Income	(639)	(721)	(82)
Operational Costs (excluding financing)	489	536	47
Net Budget/Income (excluding financing)	(150)	(185)	(35)
Financing Costs	168	168	-
Net Budget (including financing)	18	(17)	(35)

Primrose

	2022/23 Budget £000s	2022/23 Forecast Outturn £000s	2022/23 Variance £000s
Rental Income	(690)	(706)	(16)
Operational Costs (excluding financing)	376	399	23
Net Income (excluding financing)	(315)	(307)	8
Financing Costs	168	168	-
Net Income (including financing)	(146)	(139)	8

TVS

	2022/23 Budget £000s	2022/23 Forecast Outturn £000s	2022/23 Variance £000s
Rental Income	(1,661)	(1,661)	0
Operational Costs (excluding financing)	16	16	-
Net Income (excluding financing)	(1,646)	(1,646)	0
Financing Costs	1,211	1,211	-
Net Income (including financing)	(434)	(434)	0

This page is intentionally left blank

Report of	Meeting	Date
Director (Finance) (Introduced by Executive Member (Resources))	Executive Cabinet	10/11/2022

2022/23 Corporate Capital Programme and Balance Sheet Monitoring Report Position at 30th September 2022

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

Is this decision key?	Yes
-----------------------	-----

Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards
--	--

Purpose of the Report

1. To report the financial position of the Council in respect of the capital programme at 30th September 2022, highlighting key issues and explaining key variances, and to provide an overview of various elements of the Council's Balance Sheet at 30th September 2022.

Recommendations to Executive Cabinet

2. To approve the revised capital programme as attached at **Appendix A**, which includes an amendment to the programme of £23k, as detailed at point 11 of this report.
3. To note the variations to the programme (which are detailed by scheme at **Appendix B** and referenced within the body of the report);
4. To note the position in the Balance Sheet monitoring section of the report, in respect of cash, investment and loan balances and debtors, at 30th September 2022.

Reasons for recommendations

5. To ensure the Council's Capital Programme is monitored effectively.

Other options considered and rejected

6. None

Corporate priorities

7. The report relates to the following corporate priorities:

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

8. The capital budget for 2022/23 was set at £24.2m at Council in February 2022. This was increased following approval of the 2021/22 outturn to £32.2m, then further amended in the Capital Monitoring Report as at 31st July 2022 to £27.6m.
9. Following the changes detailed in this report, the total programme now stands at £25.5m, the detail of which is shown in Appendix B.

Section A: Capital Programme

Key issues

10. The total cost of the Council's capital investment programme for 2022/23 has decreased since the 2021/22 outturn report approved by Cabinet, **from £27.6m to £25.5m** as at 30th September 2022. The change reflects variations approved since the last monitoring report, along with those contained within this report. A summary of the total costs of the programme, and the funding of this, is detailed at **Appendix A**.
11. The breakdown of the net decrease in the programme of **£2.1m** is detailed in **Appendix B**. The net variation includes those variations approved since the previous monitoring report and variations in respect of the reprofiling of budgets within the existing programme
12. The report contains a request to increase the capital programme by **£0.023m** as below.

Table 1: Budget changes

Scheme	Increase / (Reduction) 2022/23 £'000	Increase / (Reduction) 2023/24 and future years £'000	Approved by	Date approved
Clean, safe and healthy homes and communities				
Play, Recreation and Open Space Projects -Westway Nature Reserve (see point 19)	23		Approval requested in this report	
TOTAL	23			

13. A re-profiling of budgets from 2022/23 to future years has been undertaken. The total movement of budgets from 2022/23 amounts to **£2.1m**. The movements are shown in Appendix B and explanations are contained in the major variations section of the report that follows.

Table 2: Slippage and reprofiling across years

Scheme	Slippage and Reprofiling £'000
Chapel Street and surrounding public realm	1,000
Bengal Street	1,100
Total	2,100

14. As at 30th September the actual capital expenditure across the programme was **£6.486m**, which represents 25% of the forecast programme spend as at 30th September.

Major variations in the 2022/23 Capital Programme since the previous report

A strong local economy

15. Alker Lane Development – The business and industrial hub is due to complete and become operational within the next month.
16. Chapel St and Surrounding Public Realm – Works on Chapel Street shop fronts and the Queen Street Car Park refurbishment will be undertaken in this financial year. £1.0m of this budget has been reprofiled to 23/24 as this is not anticipated to be spent in 21/22.
17. Bengal Street – Option studies on the relocation of the Depot are currently being undertaken; once a suitable alternative site has been found a full schedule for delivery of the programme will be reported. It is not anticipated that any major works will commence in this financial year.

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

18. IT Schemes – the initial roll out of the ICT equipment is ongoing, with works on the servers and CCTV to follow in the coming months.

Clean, safe and healthy homes and communities

19. Play, Recreation and Open Space – Approval is sought in the report to increase the budget by £23k for works at Westway Nature Reserve; this would be funded by £10k of S106 funding and a £13k revenue contribution and will complete in this year.
20. Tatton - As previously reported there are some budget pressures emerging relating to the Tatton development regarding increases in utilities cost, delays arising from third party statutory undertakers and an increase S278 Highways works. An update report on the position is expected to be presented to Council in November 2022.

Section B: Balance Sheet Monitoring

Overview

21. Strong balance sheet management assists in the effective use and control over the Council's asset and liabilities. Key assets comprise of the Council's tangible fixed assets, debtors, investments and bank balances, and key liabilities include long and short-term borrowing, creditors and reserves.

Non-current Assets

22. Tangible, non-current assets include property, plant and equipment held by the Council for use in the production or supply of goods and services, for rental to others or for administrative purposes. One fifth of all assets are re-valued every year, and annual reviews are undertaken to establish whether any impairment or other adjustments need to be applied. New assets and enhancements to existing assets are managed through the Capital Programme as reported in Appendices A and B.

Borrowing and Investments

23. Long-term borrowing requirements flow from the capital programme. Regular dialogue and meetings take place between the Director of Finance, her staff and the Council's independent Treasury Consultants, Link Treasury Services, and options for optimising treasury management activities are actively reviewed.
24. Both short and long-term borrowing interest rates have risen over the last few months following the increases in the Bank of England Base Rate, and this trend is predicted to continue until at least September 2023. Debt interest payable is currently £194k lower than the 2022/23 Budget, however further borrowing may be required dependent upon the timing of payments to be made in delivering the Capital Programme. There is an underspend on the MRP budget of £345k due to the differences in the mix of funding used to fund the capital programme in 2021/22 and the slippage of schemes into 2022/23.

Interest rates on investments are also now increasing, with a forecast yield of £46k compared to the budget of £3k.

A full “Mid Year Treasury Management Review” will be reported to Governance Committee on 23rd November in accordance with the Treasury Management Code of Practice.

	Original Budget 2022/23 £000s	Forecast Outturn at 30th Sep 2022 £000s
Interest and Investment Income	(3)	(46)
Debt Interest Payable	1,945	1,751
Minimum Revenue Provision (MRP)	1,641	1,296
TOTAL	3,583	3,001

25. The current borrowing and investment position, compared to the position at the same point last year, is as follows;

	As at 30th Sep 2022	As at 30th Sep 2021
Short term borrowing	£1.932m	£0m
Long term borrowing	£67.375m	£61.216m
Total Borrowing	£69.307m	£61.216m
Investments made by the Council	Nil	Nil
Cash Balances Held	£3.683m	£6.110m

Debtors

26. The Council has a corporate debt policy as well as other specific policies for the management of debt in the key areas of council tax, business rates and housing benefit overpayments. The table below summarises the collection performance of the various debts and the total outstanding debt in the respective areas as at 30th September 2022. The table also shows the corresponding level of debt at the same point in the last financial year.

	Position at 30th Sept 2022 £000s	Position as at 30th Sept 2021 £000s
Council Tax		
Expected Council Tax Collectable in 22/23 (21/22)	79,214	75,510
Current year balance outstanding	32,173	31,354
Previous years balance outstanding	4,413	3,972
Total Council Tax balance outstanding	36,586	35,326

Collection Rates Current Year	55.34%	55.10%
Business Rates		
Expected Business Rates Collectable in 22/23 (21/22)	25,055	22,427
Current year balance outstanding	10,930	11,069
Previous years balance outstanding	1,050	1,126
Total Business Rates balance outstanding	11,980	12,195
Collection Rates Current Year	51.97%	50.66%
Housing Benefit		
Overpayment balances outstanding	978	1,083
Sundry Debtors		
Balance Outstanding - General	389	427
Balance Outstanding - Commercial	1,239	1,666

27. Business rates collection can fluctuate month-on-month but collection is broadly in line with expectations.
28. In respect of the figures above, the Council's share represents 9.6% of Council Tax income and 20.8% of Business Rates income.
29. The Sundry Debtors figure reflects the position compared to the same period last year. The outstanding Commercial debt has significantly reduced as agreements have been reached on deferred rent during the pandemic and leases have been confirmed, especially at Market Walk. As a result, it is forecast that no further requirement will be needed to the bad debt provision in 2022/23.

Climate change and air quality

30. The work noted in this report does not impact the climate change and sustainability targets of the Councils Green Agenda and all environmental considerations are in place.

Equality and diversity

31. N/A

Risk

32. Risks are broadly addressed in the body of the report however recent tender results and cost changes have been seen due to inflationary pressures. These will be monitored on an individual project basis and any budget changes reported when necessary.
33. The VAT partial exemption has been completed as at 30th September 2022, there are no expected issues as this is currently within the 5% threshold.

Comments of the Statutory Finance Officer

34. The financial implications are contained within the body of this report.

Comments of the Monitoring Officer

35. No Comment.

Background documents

There are no background papers to this report.

Appendices

Appendix A – Capital Programme Summary

Appendix B – Scheme Variations

Report Author:	Email:	Telephone:	Date:
Neil Halton	Neil.Halton@chorley.gov.uk	N/A	11/10/2022
Gaynor Simons	Gaynor.Simons@chorley.gov.uk	N/A	11/10/2022

This page is intentionally left blank

Capital Programme 2022/23 - position as at 30th September 2022

APPENDIX A

	Budget 2022/23 Approved at Council Feb 2022	Budget 2022/23 Approved by Cabinet for the 4 months to July 2022	Slippage and reprofiling of budget (to)/from future years	Quarter 2 2022/23 Variations	Revised Budget 2022/23 as at 30th Sept 2022
--	---	--	---	------------------------------	---

COSTS

A strong local economy	9,451	10,447	(2,100)	-	8,347
An ambitious council that does more to meet the needs of residents and the local area	1,570	2,167	-	-	2,167
Clean, safe and healthy homes and communities	12,724	13,756	-	23	13,779
Involving residents in improving their local area and equality of access for all	489	1,176	-	-	1,176
Total Forecast Expenditure	24,234	27,545	(2,100)	23	25,468

RESOURCES

Disabled Facilities Grants	775	894			894
Brownfield Release Fund		1,100	(1,100)		-
Homes England	930	930			930
Rural Prosperity Fund					
LEP Grants		3,570			3,570
Other Grants	72	562			562
Total Grants	1,776	7,056	(1,100)	-	5,956
Capital Receipts	1,000				-
Community Infrastructure Levy (CIL)	1,534	1,654			1,654
Reserves and Revenue	1,795	2,052		13	2,065
Section 106	2,819	2,654		10	2,664
Unsupported Borrowing	15,310	14,130	(1,000)		13,130
Total Forecast Resources	24,234	27,545	(2,100)	23	25,468

Budget 2023/24 and Future Years Approved at Council Feb 2022	Budget 2023/24 and Future Years Approved by Cabinet for the 4 months to July 2022	Slippage and reprofiling of budgets (to)/from 2022/23	Quarter 2 2022/23 Variations	Revised Budget 2023/24 and Future Years as at 30th Sept 2022
--	---	---	------------------------------	--

1,300	5,495	2,100	-	7,595
-	1,300	-	-	1,300
875	1,749	-	-	1,749
-	-	-	-	-
2,175	8,544	2,100	-	10,644

-	-	-	-	-
---	---	---	---	---

776	1,549	-		1,549
		1,100		1,100
		-		-
			400	400
		-		-
		-		-
776	1,549	1,100	400	3,049

	-	-		-
-	-	-		-
	-	-		-
	595	-		595
1,400	6,400	1,000	(400)	7,000
2,176	8,544	2,100	-	10,644

This page is intentionally left blank

Scheme Name	Budget 2022/23 Approved at Council Feb 2022	Budget 2022/23 Approved by Cabinet for the 4 months to July 2022	Slippage and reprofiling of budget (to)/from future years	Quarter 2 2022/23 Variations	Revised Budget 2022/23 as at 30th Sept 2022
-------------	---	--	---	------------------------------	---

Budget 2023/24 and Future Years Approved at Council Feb 2022	Budget 2023/24 and Future Years Approved by Cabinet for the 4 months to July 2021	Slippage and reprofiling of budgets (to)/from 2022/233	Quarter 2 2022/23 Variations	Revised Budget 2023/24 and Future Years as at 30th Sept 2022
--	---	--	------------------------------	--

A strong local economy

Strawberry Meadows Development	1,000	4,608	-	-	4,608
Asset Improvements	500	465	-	-	465
Buckshaw Village Rail Station	696	101	-	-	101
Chapel St and Surrounding Public Realm	1,800	1,797	(1,000)	-	797
Chorley Borough Service Centres	500	-	-	-	-
Digital Office Park	120	255	-	-	255
Market Walk Extension	192	129	-	-	129
Markets - Works to Existing Markets	-	123	-	-	123
Park Rd Car Parking	-	-	-	-	-
Public Realm Town Centre	3,223	1,284	-	-	1,284
Town Hall and White Hart Works	1,220	485	-	-	485
Town Hall Mezzanine	-	-	-	-	-
Bengal Street	-	1,100	(1,100)	-	-
Unit Above Iceland	200	100	-	-	100
A strong local economy	9,451	10,447	(2,100)	-	8,347

-	-	-	-	-
300	600	-	-	600
-	595	-	-	595
1,000	1,000	1,000	-	2,000
-	500	-	-	500
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	2,000	-	-	2,000
-	800	-	-	800
-	-	-	-	-
-	-	1,100	-	1,100
-	-	-	-	-
1,300	5,495	2,100	-	7,595

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

Chorley Health Centre	250	250	-	-	250
Delivering Green Agenda	300	434	-	-	434
Town Hall Decarbonisation	-	290	-	-	290
Health Hub - Whittle Surgery	-	-	-	-	-
ICT Networks	-	73	-	-	73
ICT Mobile Devices, Citrix, CCTV, Software and Cloud-based upgrades	1,020	1,120	-	-	1,120

-	-	-	-	-
-	-	-	-	-
-	1,300	-	-	1,300
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-

Scheme Name	Budget 2022/23 Approved at Council Feb 2022	Budget 2022/23 Approved by Cabinet for the 4 months to July 2022	Slippage and reprofiling of budget (to)/from future years	Quarter 2 2022/23 Variations	Revised Budget 2022/23 as at 30th Sept 2022
An ambitious council that does more to mee	1,570	2,167	-	-	2,167

Budget 2023/24 and Future Years Approved at Council Feb 2022	Budget 2023/24 and Future Years Approved by Cabinet for the 4 months to July 2021	Slippage and reprofiling of budgets (to)/from 2022/233	Quarter 2 2022/23 Variations	Revised Budget 2023/24 and Future Years as at 30th Sept 2022
-	1,300	-	-	1,300

Clean, safe and healthy homes and communities

Chorley Adaptation Grant (Formerly DFG)	775	894	-	-	894
Duxburry Park Site	-	8	-	-	8
Land for Tree Planting	-	250	-	-	250
Leisure Centre Transfer	244	244	-	-	244
Leisure Centres Improvements	100	146	-	-	146
Leisure Centres Improvements - New Contract	2,000	2,000	-	-	2,000
Play, Recreation and Open Space Projects	2,423	2,720	-	23	2,743
Properties for Refugees	2,070	2,200	-	-	2,200
Purchase of Affordable Housing	-	5	-	-	5
Chorley Lodge	-	390	-	-	390
Tatton	5,112	4,898	-	-	4,898
The Willows	-	-	-	-	-
Yarrow Meadows	-	-	-	-	-
Clean, safe and healthy homes and communi	12,724	13,756	-	23	13,779

775	1,549	-	-	1,549
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
100	200	-	-	200
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
-	-	-	-	-
875	1,749	-	-	1,749

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

Astley	350	482			482
Astley Cottage	-	448			448
Bank Hall Restoration	-	112			112
Westway Playing Fields Sports Campus	139	135			135
Involving residents in improving their local ar	489	1,176	-	-	1,176

		-		-
		-		-
		-		-
		-		-
-	-	-	-	-

Scheme Name	Budget 2022/23 Approved at Council Feb 2022	Budget 2022/23 Approved by Cabinet for the 4 months to July 2022	Slippage and reprofiling of budget (to)/from future years	Quarter 2 2022/23 Variations	Revised Budget 2022/23 as at 30th Sept 2022
					-
Total	24,234	27,545	(2,100)	23	25,468

Budget 2023/24 and Future Years Approved at Council Feb 2022	Budget 2023/24 and Future Years Approved by Cabinet for the 4 months to July 2021	Slippage and reprofiling of budgets (to)/from 2022/233	Quarter 2 2022/23 Variations	Revised Budget 2023/24 and Future Years as at 30th Sept 2022
				-
2,175	8,544	2,100	-	10,644

This page is intentionally left blank

Report of	Meeting	Date
Deputy Chief Executive (Introduced by Executive Member (Resources))	Executive Cabinet	Thursday, 10 November 2022

Quarter Two Performance Monitoring Report 2022/23

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

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

Purpose of the Report

1. This monitoring report sets out the performance against the delivery of the Corporate Strategy and key performance indicators during the second quarter of 2022/23, covering 1st July 2022 to 30th September 2022.

Recommendations to Executive Cabinet

2. That the report be noted.

Reasons for recommendations

3. To ensure the effective performance monitoring of the Corporate Strategy and safeguard its delivery across 2022/23.

Other options considered and rejected

4. No other options have been considered or rejected. This is because the report does not present any items for decision.

Executive summary

5. This report sets out the performance against the Corporate Strategy and key service delivery measures for the second quarter of 2022/23. Performance is assessed based on the delivery of the 2021 Corporate Strategy along with the key service delivery measures for individual services.
6. The overall performance of key projects is good with 11 (79%) rated as complete or green, two (14%) rated as amber, and one (7%) rated as red. Action plans for those projects rated amber and red are set out within this report.
7. Performance of the Corporate Strategy indicators and key service delivery measures continues to be closely monitored, with 75% of Corporate Strategy measures and 83% of key service delivery measures performing on or above target or within the 5% threshold.

Corporate priorities

8. The report relates to the following corporate priorities:

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

9. The Corporate Strategy is the key strategic document for the authority and includes performance indicators and projects that focus in delivering the Council's four priorities.
10. The Corporate Strategy was approved by the Council in November 2021 and identifies fourteen corporate projects. This includes projects with a focus on the delivery of large-scale ambitious schemes that will have a significant impact on local outcomes.
11. Key performance measures for each service have been set so that targets remain challenging and reflective of the Council's ambitions. These are reviewed annually as part of the service level business planning process.

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



The long-term outcomes for this priority are:

- Residents who take pride in where they live and their achievements,
- Residents who are all able to take an active part in their local and wider community,
- Easy access to high quality public services, both face to face and online.

ACHIEVING THE LONG-TERM OUTCOMES IN QUARTER TWO

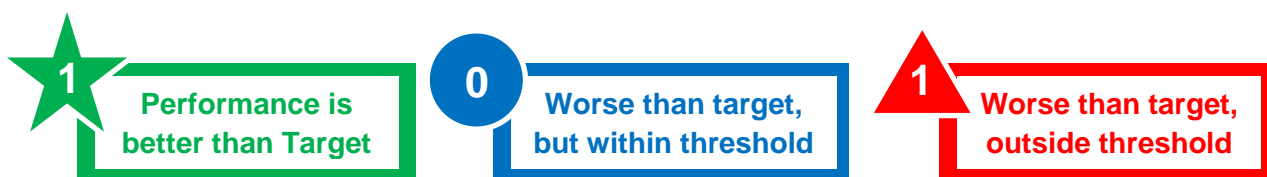
12. Astley Hall provided a stunning backdrop to the incredible three-day Chorley Flower Show event, following its extensive two-year restoration preserving the Grade II listed building for future generations. As of quarter two, there have been 4,694 tickets sold, generating over £10k in revenue that will secure the building’s long-term future and financial sustainability. The project to launch Astley Hall and visitor attraction has now been successfully completed with the next phases to focus on further improvement to other areas of the complex.
13. To support the aim of making it easier for everyone to access services online, two local training providers have commenced delivery of digital skills sessions across the borough. Age UK and UDevelop have supported 43 people with essential computer skills, such as filling out online forms, registering for housing, online shopping, and registering on the My GP app. The sessions provided by UDevelop will be advertised through local community networks, internal customer facing teams, as well as through social media with weekly sessions planned at both Chorley and Eccleston libraries during October. Investment of £7,500 has also been made with Age UK for the procurement of tablets and pre-loaded sim cards. These will be distributed to our most vulnerable residents through referrals, ensuring that those groups who are traditionally digitally excluded can access essential online services and support.
14. Tree planting in the borough is on schedule with another opportunity for residents to get involved in helping biodiversity through a tree giveaway in November. So far, the tree giveaways have helped to plant more than 60,000 trees over the last 2 years, towards the target of 116,000 by 2025. Residents are being invited to sign up now to receive a free tree for collection on the day of the event, which will see the distribution of native trees and hedgerows. The outcomes from the Climate Change Public Consultation and a Climate Change Handbook will be published in quarter three. The handbook will provide tips and guidance for individuals and households to support climate change objectives along with information on waste and recycling, energy saving tips tailored to different rooms in a typical house, as well as guidance on travelling sustainably.

Performance of key projects



15. There are three key projects included in the 2021 Corporate Strategy under this priority and at the end of quarter two, overall performance is good.
16. One project has been classified as completed indicating that it has delivered milestones planned for this year:
 - Launch Astley Hall attraction and visitor experience.
17. Two projects are rated as green, meaning they are progressing according to timescales and plan:
 - Deliver actions to increase digital skills across the borough.
 - Lead activity to address climate change including tree planting.

Performance of corporate strategy measures



18. At the end of quarter two, it is possible to report on two of the seven corporate performance indicators under this priority.
19. One indicator is performing on or better than target:
 - The number of claimants as a proportion of resident population of the area aged 16-64.
20. One indicator is performing below target and outside the 5% threshold:

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/23	Symbol	Trend
Number of people who have successfully completed basic digital skills training	Bigger is better	150	122	73	▲	Worse than Q2 2021/22
Reason below target:	Following the roll out of digital inclusion support with appointed partners (UDevelop and Age UK Lancashire), the uptake is increasing but is still lower than anticipated.					
Action required:	Advertising of these schemes have now begun through local community networks, internal customer facing teams, and area representatives such as elected members and parish councillors. The sessions provided by UDevelop, which will help residents to learn how to create documents, register for housing, do online shopping and register on the My GP app, are planned at both Chorley and Eccleston libraries during October, with further events due to be agreed and advertised.					
Trend:	The indicator has consistently seen an upward trend following disruption caused by the Covid-19 pandemic. The indicator has improved from the 30 reported in quarter one 2022/23 to 73 in quarter two 2022/23.					

Clean, safe, and healthy homes and communities



The long-term outcomes for this priority are:

- 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 in both urban and rural locations.

ACHIEVING THE LONG-TERM OUTCOMES IN QUARTER TWO

21. As part of the project to work with partners and residents to improve local play and community facilities across the borough, several improvement schemes have been completed. This includes Carr Brook Natural Flood Management Scheme, which created a wetland basin and wildflower meadow as well as planting additional trees to increase the woodland cover and installing new surfaced paths. The Astley lighting scheme has also been completed, which has been designed around the needs of residents and wildlife to provide a lit route to make the park usable in the winter evenings for events and safety. Improvement works have been completed at Cripplegate Lane Pond, enhancing biodiversity and creating a new wetland habitat, hedgerow, wildflower meadow and a community orchard, as well as installing a notice board and seating. The Wigan Lane Playing Pitch scheme has created a well-drained, level playing field for use both for football and archery, whilst improvement works to Riverside Crescent in Croston has enhanced the open space with the planting of an avenue of semi mature trees and hedgerow. Together, all of these improvements delivered through the project promote clean, safe and healthy communities in both rural and urban locations and ensure residents can access high quality park, play areas and open spaces.
22. Access to affordable and safe housing remains a key priority. Over the last quarter, the council has been focused on continuing to stimulate an increase in additional housing units to support vulnerable members of the community. Seven properties have so far been sourced to support the housing of refugees. Three are ready for occupation with a family identified for one of them, and the remaining four are either undergoing preparation or subject to discussions with providers. Progress against the Registered Provider framework and its effectiveness will continue to be monitored over the coming months to ensure those in need of social housing can easily access high quality properties through the central Select Move system.
23. The show apartment for Tatton Gardens was open for four weeks between August and September and attracted 75 viewings by potential residents. This has in turn helped to generate 78 applications for the 62 apartments within the development. Externally, the areas surrounding the development are progressing well with kerb edgings and paving being installed, and the recreation ground landscaping continuing to take shape with planting now taking place. When completed, the development will provide fantastic on-site amenities such as a courtyard garden, GP surgery, pharmacy, community café, new community centre, hair salon, mobility scooter hire and much more. This will allow residents to live as independently as they like and integrate into the local community.

Performance of key projects



- 24. There are three key projects included in the 2021 Corporate Strategy under this priority.
- 25. One project is rated as green, meaning it is progressing according to timescales and plan:
 - Work with partners and residents to improve local play and community facilities across the borough.
- 26. One project is rated as amber, which is an early warning sign of delays within the project’s delivery:
 - Deliver affordable housing within the borough.

Project title:		Project status:
Deliver affordable housing within the borough		Amber
Explanation:	<p>Reported in previous quarters, the council is in discussions with a local developer to acquire up to 24 properties as part of a bulk purchase. The negotiations were set to conclude, however due to delays on the side of the provider as a result of staff changes, this has set back the original intended deadlines.</p> <p>The delays on the development of Tatton Gardens, has also contributed to the supply of available affordable housing units. Further information on this delay is available in the proceeding action plan under the corporate project to open the Tatton Gardens Extra Care development and community facilities.</p>	
Action required:	<p>In the next quarter, the negotiations for the bulk purchase are expected to conclude, and a formal commercial agreement will be established. The purchase is still subject to budget approval, and the proposed costings and budget is scheduled to be presented to Council in September 2022.</p> <p>A forward look on wider developments across the borough forecasts that there are 538 affordable houses to be delivered over the next two years, of which 111 are expected to be brought forward for development over 2022/23. This estimate is based on the schemes approved through planning applications.</p>	

- 27. One project is rated as red and is considered off track for delivery:
 - Open the Tatton Gardens Extra Care development and community facilities.

Project title:		Project status:
Open the Tatton Gardens Extra Care development and community facilities		Red
Explanation:	<p>Due to ongoing delays and increasing costs the project has been rated off track with a 'red' status.</p> <p>Delays to the overall timescales of the project have been impacted over the course of the project due to an earlier delay at the site and most recently due to the delays of programming power to the site as a result of the testing and commissioning programme.</p> <p>Some significant progress has been made over the last quarter in particular with progressing the internal elements and some exterior landscaping works, and the show apartment opened for viewings.</p>	
Action required:	<p>To address the delays a revised programme of works has been approved and the project is now scheduled for completion in February 2023.</p> <p>Countdown to completion meetings have also commenced to ensure all activities and crucial information is picked up and in hand well in advance of the completion date.</p>	

Performance of corporate strategy measures



- 28. At the end of quarter two, it is possible to report on five of the nine corporate performance indicators under this priority.
- 29. Four indicators are performing on or better than target:
 - The number of visits to Council's leisure centres,
 - Number of volunteer community groups supported to improve by the Council,
 - Number of long-term empty properties within the borough,
 - Percentage of household waste sent for reuse, recycling or composting,
- 30. One indicator is performing below target and outside the 5% threshold:

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/23	Symbol	Trend
Number of affordable homes delivered	Bigger is better	50	11	10	▲	Worse than Q2 2021/22
Reason below target:	As previously reported, the period of operation for the local plan is close to its expiration. Under the plan there are few allocated housing sites remaining for development for new affordable homes, therefore, reducing the number of affordable homes being delivered.					

Action required:	<p>The Central Lancashire local plan will propose housing land supply for the next 15 years and beyond and will also continue to secure on-site delivery on affordable housing as developer contributions.</p> <p>As part of the 2021 Corporate Strategy, the project to deliver more affordable housing in the borough will address some supply and the shortfall in provision, which will involve two elements. Firstly, working with registered providers to increase the number of social housing available through choice-based lettings and strengthening pathways to affordable homes. Secondly, in the short/medium term, the council are in the process of seeking additional housing stock as a registered provider. Currently, there are a number of properties identified which may be suitable for purchase from developers, however this is subject to negotiations and meeting the required housing needs.</p>
Trend:	Performance remains consistent with that reported at the end of quarter two 2021/22.

A strong local economy



The long-term outcomes for this priority are:

- A vibrant town centre and villages,
- A strong and expanding business sector across the whole of the borough,
- Access to high quality employment and education opportunities across the borough.

ACHIEVING THE LONG-TERM OUTCOMES IN QUARTER TWO

31. In quarter Two, the Economic Development Strategy was finalised and approved by Council and an action plan to deliver the priorities has been developed. The Economic Strategy aims to set out a clear ambition and vision for Chorley, considering the local, regional and national context. Four priorities are identified: space for business, jobs and skills, employability and business support. Each priority is accompanied by a number of objectives and supporting actions set out in the strategy, along with a summary of delivery options such as business support, employability services and investment. Success measures have been identified to monitor the effectiveness of the strategy and help to provide a strong local economy within Chorley.
32. During the last quarter we have continued to deliver business support workshops and webinars to respond to the needs of businesses post Covid, with a total of 226 business engagements and 94 businesses referred for further support. To further build a dialogue with local businesses, two more round table sessions have been held with high profile business representatives from 19 companies. The sessions aimed to understand the challenges facing the construction sector and the cost of doing business in the current environment, as well as providing direct access to support and advice from the Business Engagement Team.
33. There have been further works to the Covered Market as part of the project to deliver town centre improvements and provide a vibrant town centre. During quarter two, 1498@The Markets seating area was completed and opened ahead of Chorley Live, with all the cabin upgrades completed, the communal seating, and heating and lighting installed, and work will now start on letting the newly created food and beverage cabins. In other areas, works continued to install height barriers at ten car parks in and around the town centre, which will complete in October and improve safety and prevent misuse. Consultation on the proposed designs for the redevelopment of Queens Road car park took place to provide local people the opportunity to provide their feedback and shape the plans, and a program of works for delivery is now being developed.
34. The project to deliver Strawberry Meadows employment site has continued in quarter two. Blocks A-F are now more or less complete aside from snagging, testing and commissioning works which are underway. Practical completion is now set to take place at the beginning of quarter three including the transfer of all final plans, manuals and building information to the councils project teams and asset management team. The Strawberry Meadows employment site will provide a mixture of light industrial units, hybrid units containing workshop and office space, and larger units capable of being expanded, helping to provide a strong and expanding business sector across the borough. Marketing and interest in the facility is extremely positive with offers accepted from prospective tenants and a small number of units remaining available.

Performance of key projects



- 35. There are four key projects included in the 2021 Corporate Strategy under this priority and at the end of quarter two, overall performance is good.
- 36. One project has been classified as completed, indicating that it has delivered its milestones:
 - Refresh the Economic Development Strategy.
- 37. Two projects are rated as green, meaning they are progressing according to timescales and plan:
 - Complete the town centre projects including market renovations,
 - Provide support for enterprise across the borough post Covid.
- 38. One project is rated as amber, which is an early warning sign of delays within the project’s delivery:
 - Deliver Strawberry Meadows employment site.

Project title:		Project status:
Deliver Strawberry Meadows employment site		Amber
Explanation:	<p>The programme is nearing completion, however has faced a number of delays which has impacted on achieving the contractual completion date. Practical completion/handover is set to take place on 6th October 2022.</p> <p>The main reasons for the delays have been as a result of unidentified water main diversionary works, delays faced with statutory service connections, legal agreements and general contractor delays due to resourcing/labour shortages.</p>	
Action required:	<p>Practical completion is set to take place on the 6th October including the transfer of all final plans, manuals and building information to the council’s project teams and asset management team.</p>	

Performance of corporate strategy measures



- 39. At the end of quarter two, it is possible to report on two of the seven corporate performance indicators under this priority.
- 40. One indicator is performing on or better than target:
 - The number of projected jobs created through Chorley Council support or intervention
- 41. One indicator is performing worse than target and outside the 5% threshold:

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/23	Symbol	Trend
Overall employment rate	Bigger is better	80%	74.7%	75.1%	▲	Better than Q2 2021/22
Reason below target:	The employment rate is below the target of 80% set locally, however it remains above the regional average (73.3%) and is in line with the national average (75.5%). The rate has seen a steady increase over the past twelve months.					
Action required:	<p>The council will continue to monitor the national and local trend. Work with be undertaken with local support agencies and stakeholders to ensure businesses receive the best available recovery and growth support. New plans will be developed under UKSPF to help to safeguard and create jobs where possible.</p> <p>Support measures continue to be undertaken as a result of the impact of the Covid pandemic upon employment including Job Matching in partnership with Job Centre Plus and facilitating referrals to providers of the Kickstart scheme, which supports unemployed 16 to 24 year olds into work.</p>					
Trend:	The overall employment rate is steadily improving, performance is better than the 74.7% previously reported in quarter two 2021/22, as well as the 74.1% reported in 2020/21.					

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



The long-term outcomes for this priority are:

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

ACHIEVING THE LONG-TERM OUTCOMES IN QUARTER TWO

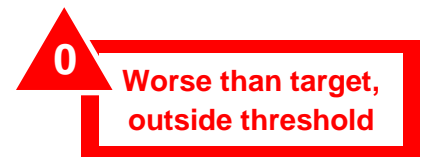
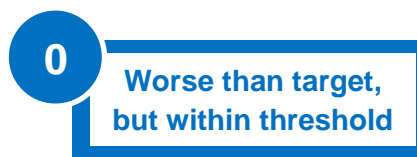
42. The council has an ambitious transformation programme which includes delivering an even better customer experience. The new telephony system is due to be implemented in quarter three and will provide better routing functionality to move customers more quickly through to officers who can provide specialist support. The draft Customer Access Charter is now complete and will be presented to Cabinet in October 2022 for final sign off, which takes into account best practice from other local authorities and the private sector, reflecting the shift in customer expectations and behaviour as a result of the Covid pandemic, and the efficiencies of automated and digitised services. Following approval, duty officers will be available for all front facing services and corporate training will be delivered to embed the new culture across all teams.
43. Application of technologies to tackle grot spots is one of the ways the council is taking forward its priorities on cleaner and greener streets and neighbourhoods. Within the town centre and Astley Park, ten dual waste bins have been installed that accommodate both mixed and recyclable waste, with the collections now being monitored for contamination. Wildlife corridors have been managed through the quarter, removing large weeds where appropriate and cutting them back if impacting on sight lines. During the next quarter, planting of wildflower bulbs in agreed locations will take place. To address weed growth, hand applicators have been deployed to increase the levels of weed treatment using Nomix Dual and Duplex herbicides that contain lower levels of glyphosate and kinder to the wider environment. This contributes towards the council's objectives for addressing climate change and supports communities to take part in sustainable practises and recycling whilst out in the town centre.
44. The Chorley and South Ribble partnership has moved forward with health partners arrangements for developing a place based intelligence dashboard. Progress has been focused on developing the data governance and work will now concentrate on designing a single interactive and visual dashboard with area profiles and maps to be demonstrated at the next partnership meeting. Planning is underway for the annual Chorley and South Ribble Partnership Summit which will take place in early November and focus on the cost of living crisis. The Summit will bring together key strategic partners to develop collective a collective response and solutions.

Performance of key projects



45. There are four key projects included in the 2021 Corporate Strategy under this priority and at the end of quarter two overall performance is good.
46. All four projects are rated as green, meaning they are progressing according to timescales and plan:
 - Deliver an even better customer experience and increase access to services for everyone,
 - Deliver the Future Workplace Strategy,
 - Join up public services by working with our partners through the Chorley and South Ribble partnership,
 - Deliver street level improvements to ensure cleaner and greener streets and neighbours across the borough.

Performance of corporate strategy measures



47. At the end of quarter two, it is possible to report on three of the six corporate performance indicators under this priority.
48. All three indicators are performing on or above target:
 - Percentage of service requests received online,
 - Percentage of customers dissatisfied with the service they received from the Council,
 - Number of referrals to Social Prescribing service.

PERFORMANCE OF KEY SERVICE MEASURES

49. There are some important indicators that are not included within the Corporate Strategy but are measured locally as indicators of service performance. Of these, six can be reported at the end of the second quarter. The full outturn information for this is available at Appendix B.



50. Five of the key service measures are performing on or above target:

- % Council Tax collected,
- % Business Rates (NNDR) collected,
- % major planning applications decided within 13 (16 for EIA) weeks or agreed time extension,
- % minor planning applications decided within 8 weeks or agreed time extension,
- Time taken to process all new claims and change events for Housing Benefit and Council Tax Benefit.

51. One indicator is performing below target and outside the 5% threshold:

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/23	Symbol	Trend
Town Centre Vacancy Rate	Smaller is better	8%	10.6%	9.4%	▲	Better than Q2 2021/22
Reason below target:	<p>The vacancy rate remains below target at 9.4% but has improved further compared with last quarter when it was reported at 9.6%.</p> <p>There has been a further three new businesses opening in the town centre during quarter two. This includes business such as a clothing store, an electrical shop, and an international store.</p> <p>The figure has continued to see constant improvement from its height of 11.9% in quarter one 2021/22.</p>					
Action required:	<p>There have been further new openings during quarter three assisting in further recovery, and we will continue to promote Chorley proactively as a good place to do business, investing in the market and Market Walk to keep a vibrant town centre. The redevelopment of the Market @1498 area should also assist when it becomes fully operational.</p> <p>A Town Centre Action Plan continues to be developed, which identifies vacant properties in need of improvement. This will inform the Shop Front Enhancement Scheme on Chapel Street and focus on driving improvements to vacant shop fronts in order to make them more attractive for perspective business tenants, which will also directly influence the figure.</p>					
Trend:	<p>The figure is better than the 10.6% reported in quarter two 2021/22 as well as the 10.5% recorded in quarter two 2020/21, and is now almost at its lowest pre-Covid rate of 8.3% (quarter two 2019/20)</p> <p>It should also be noted that town centre vacancy rates remain better than the current average national vacancy rate of 11.2% and the regional rate of 12.4%.</p>					

Climate change and air quality

52. The work noted in this report impacts on the following areas of climate change and sustainability targets of the Councils Green Agenda: net carbon zero by 2030, reducing waste production, limiting non sustainable forms of transport, working with sustainable and green accredited companies, limiting or improving air quality, limiting water waste and flooding risks, improving green areas and biodiversity.

Equality and diversity

53. An Integrated Impact Assessment (IIA) was completed in November 2021 as part of the approval process for the Corporate Strategy 2021. This has insured that the impact that the corporate projects have on equality, our communities, and the environment is fully considered and addressed. The completed IIA is available under background documents within this report.

Risk

54. Each Corporate project has a risk register established on the GRACE risk management system to ensure the effective identification, monitoring, and mitigation of risks to the Corporate Strategy and its delivery. These will inform the wider risk assessment for the Corporate Strategy on an ongoing basis.

Comments of the Statutory Finance Officer

55. The performance detailed in this report informs the financial position and is reflected within the budget reporting and MTFS.

Comments of the Monitoring Officer

56. There are no concerns with this report from a Monitoring Officer perspective. The report is part of our commitment to act in an open and transparent fashion and to allow monitoring of progress against the Corporate Strategy.

Background documents


57. The following documents are background items to this report
- [Corporate Strategy 2021](#),
 - [Corporate Strategy Refresh 2021/22 – 2023/24 Report](#),
 - [Corporate Strategy 2021 Integrated Impact Assessment](#).


Appendices


58. The following appendixes are included with the report:
- Appendix A – Performance of Corporate Strategy key measures,
 - Appendix B – Performance of key service delivery measures.










Report Author:	Email:	Telephone:	Date:
Howard Anthony, Jon-James Martin (Policy Officer (Engagement), Performance and Policy Officer)	howard.anthony@chorley.gov.uk, Jon-James.Martin@chorley.gov.uk	01257 515151	21/10/2022

Appendix A: Performance of Corporate Strategy key measures

 Performance is better than target

 Worse than target but within threshold

 Worse than target, outside threshold

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/33	Symbol	Trend
Involving residents in improving their local area and equality of access for all						
Number of people who have successfully completed basic digital skills training	Bigger is better	150	122	73		Worse than Q2 2021/22
The number of claimants as a proportion of resident population of the area aged 16-64	Smaller is better	4.2%	N/A	2.5%		New for 2022/23
Clean, safe, and healthy homes and communities						
Number of visits to Council leisure centres	Bigger is better	Baseline	134,248	219,643		Better than Q2 2021/22
Number of affordable homes delivered	Bigger is better	50	11	10		Worse than Q2 2021/22
Number of volunteer community groups supported to improve by the Council	Bigger is better	50	61	115		Better than Q2 2021/22
Number of long-term empty properties within the borough	Smaller is better	150	148	105		Better than Q2 2021/22
Percentage of household waste sent for reuse, recycling or composting	Bigger is better	46.3%	46.3% ¹	46.9% ²		Better than Q1 2021/22¹
A strong local economy						
Overall employment rate	Bigger is better	80%	74.7%	75.1%		Better than Q2 2021/22
Number of projected jobs created through Chorley Council support or intervention	Bigger is better	100	48	127		Better than Q2 2021/22

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/33	Symbol	Trend
An ambitious council that does more to meet the needs of residents and the local area						
Percentage of service requests received online	Bigger is better	40%	53.17%	52.80%	★	Worse than Q2 2021/22
Percentage of customers dissatisfied with the service they received from the Council	Smaller is better	20%	14.60%	15.76%	★	Worse than Q2 2021/22
Number of people referred to social prescribing, including Population Health Management	Bigger is better	350	407	1043	★	Better than Q2 2021/22

¹Performance is for quarter one 2021/22.

²This is the confirmed quarter one 2022/23 data as there is always a delay in the reporting of this indicator due to receipt of third-party information. Therefore, due to the timescales for this report a provisional figure for quarter two 2022/23 is not available at this time.

Appendix B: Performance of key service delivery measures

★ Performance is better than target
 ● Worse than target but within threshold
 ▲ Worse than target, outside threshold

Indicator	Polarity	Target	Q2 2021/22	Q2 2022/33	Symbol	Trend
% Council Tax collected	Bigger is better	55.10%	55.10%	55.34%	★	Better than Q2 2021/22
% Business Rates (NNDR) collected	Bigger is better	50.66%	50.66%	51.97%	★	Better than Q2 2021/22
Time taken to process all new claims and change events for Housing Benefit and Council Tax Benefit	Smaller is better	3.72 days	3.72 Days	3.40 days	★	Better than Q2 2021/22
% minor planning applications decided within 8 weeks or agreed time extension	Bigger is better	85%	100%	100%	★	Same as Q2 2021/22
% major planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is better	80%	100%	80%	★	Worse than Q2 2021/22
Town Centre Vacancy Rate	Smaller is better	8%	10.6%	9.4%	▲	Better than Q2 2021/22

This page is intentionally left blank

Report of	Meeting	Date
Director (Communities) (Introduced by Executive Member (Early Intervention), Executive Member (Resources))	Executive Cabinet	Thursday, 10 November

Household Support Fund - Phase 3 Delivery Plan

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

Is this decision key?	Yes
-----------------------	-----

Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards
--	---

Purpose of the Report

- To agree how the district element of the government's Household Support Fund Phase 3 (HSF3), allocated to Chorley Council by Lancashire County Council, should be allocated to enable it to be issued to those recipients most in need through to 31st March 2023.

Recommendations

- To allocate the grant amount of £320,000 as per the details within this report.
- To use the specific criteria set out in the government guidance published to allocate and administer the grant.
- To allow any adjustments to the proposed funding allocation to be agreed subsequently via delegated responsibility to the Executive Member of Resources.

Reasons for recommendations

- To ensure the funding is allocated to residents who are facing financial pressures throughout winter months until 31st March 2023.

Other options considered and rejected

- To not allocate the grant funding would mean that those residents that need the support would not receive it.
- To aim to deliver this funding in isolation of the voluntary sector and other partners would not maximise the support that residents are able to access from this sector.

Executive summary

- 8. In August, the government announced an extension to the Household Support Fund with a fund of £500million made available to County Councils and Unitary Authorities in England to support those most in need due to rising cost of living until March 2023.
- 9. Upper tier authorities are required to work with districts and Third Parties Organisations (TPO), including the VCSE sector to ensure the funds reach those in most need.
- 10. Lancashire has been awarded £9,678,235.22 of which Chorley Council have been allocated £320,000.
- 11. Guidance for Phase 3 has been sent to Local Authorities with details of type of support and expectations on what local delivery should look to achieve.
- 12. Local provision will focus on working in partnership with community organisations and develop a delivery plan that responds to current issues but also encourages those who are in difficulty to access wider and more impactful support.

Corporate priorities

- 13. The report relates to the following corporate priorities:

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

- 14. The government announced an extension to the Household Support Fund with a fund of £500million made available to County Councils and Unitary Authorities in England to support those most in need due to rising cost of living until March 2023. Upper tier authorities are required to work with districts and Third Parties Organisations (TPO), including the VCSE sector to ensure the funds reach those in most need.
- 15. Lancashire has been awarded £9,678,235.22 of which Chorley Council have been allocated £320,000. Lancashire County Council have retained funding to allocate Free School Meal vouchers during October, Christmas and February holiday periods and provide support to other relevant services via this fund.
- 16. Guidance for Phase 3 has been sent to Local Authorities with details of type of support and expectations which local delivery should look to achieve.
- 17. New guidance for Phase 3 has been sent to Local Authorities and in terms of type of support, a authorities are encouraged to adopt similar principles as in previous HSF delivery in administering this grant.
- 18. Main areas that the guidance would like delivery to focus include,

- Focus on groups who have not benefitted from any recent cost of living support payments
- No ringfence of any proportion of the funding for any cohort of people/households (within HSF 2 there were targets on families and pensioners)
- Must operate an element of the scheme on an application process
- Emphasis on supporting low-income households with cost of energy
- Provide support with food and wider essentials
- Support with housing costs in exceptional cases of genuine emergency and where existing housing support schemes do not meet this exceptional need, use discretion on how to identify and support those most in need, considering a wide range of information
- Use the funding by the 31st March to meet immediate needs and help those who are struggling.
- There is no requirement to apply means testing as a way of determining eligibility
- A resident does not need to be on benefits or unemployed to receive this funding if they can demonstrate need.
- A resident can access the fund on more than one occasion if necessary
- This fund is open to people with no recourse to public funds

Proposed approach

19. This report sets out recommendations for how the funding could be allocated with the objectives of directing the funding towards those in most need and meeting the guidance provided.
20. The Communities team has worked through the Chorley Together network to gain insight and collaboration in how to approach the distribution of the third phase of funding. Feedback from delivery partners and those who access the fund confirmed that the delivery partner approach provides greater opportunities for residents in difficulties to receive wider support, alongside the financial support both in the immediate and long term.
21. This approach is achieved by directing applicants through community organisations, social prescribing and other health pathways to provide a more holistic approach to resolving issues and encourage the development of skills and social contacts that will increase resilience and wellbeing as well as providing financial support.
22. Appendix A details the proposed breakdown and allocation of the funding across the recommended categories and delivery partners.
23. It is recommended to increase the number of partners delivering the funding to widen the reach and create additional processing and support capacity. As per the initial phase, delivery partners will be able to make direct contact with residents known to their service and known to be in difficulty as well as receiving referrals from other delivery partners, those involved in other support networks such as PIVOT and Social Prescribing and will be able to receive direct referrals from members of the public not known to other services.
24. Officers will work through the school's networks to raise awareness of this funding with families who may not be receiving benefit or support already but are suffering financially.

25. Data gathered from the previous phases will be used to highlight those who were assessed as in need, as well as reaching new applicants who need support.
26. Details of the funding and how to access it will be widely shared with partners and community stakeholders and made available on the council's website.
27. All referrals will go via the most suitable delivery partner and transfer of referral to a more appropriate delivery partner will be conducted if needed utilising an existing platform (Refernet) and associated data sharing agreement of which all delivery partners will have access.
28. Through our council benefit systems, we can identify those who are on benefits/low income but have not triggered other cost of living payments. Using this data, it is recommended we make direct payments to support with energy costs.
29. Within Phase 2, we identified a cohort of pensioners in need of support who were receiving guaranteed credit. Utilising this data, it is recommended again to make £60 direct payments. Pensioners have access to all forms of partner delivery, but there is lower take up by pensioners that seek this support. Using the direct payment, it ensures we provide a proportion of funding that targets this cohort.
30. There is a small contingency fund remaining which will be held until mid-way through deliver and then allocated to areas with greatest demand.
31. The summary of the methods to allocate and distribute the funding is as follows:
 - A direct payment to identified pensioners in receipt of pension payment and receiving one passported benefit, for support towards energy costs.
 - A direct payment to those identified are on low income but not triggered other cost of living support payments for support towards energy costs
 - A grant award to Citizens Advice to administer energy support payments
 - A grant award to several delivery partners from the VCFSE sector to administer payments for food and essentials along with providing wider support
 - A grant award to Central Lancashire Homestart to support families
 - Supplementing food banks and an existing community-based voucher scheme
 - Retaining a proportion for Chorley Council to allocate whilst the scheme is mobilising and to support general delivery
 - Allocation of funding to cover delivery / administration costs
 - Retaining a contingency to allocate mid-way through the delivery period to increase areas where demand is higher

Grant agreements

32. Of the list of delivery partners grant agreements are already in place for most partners, agreement will be amended to include this additional funding and agreements will be created for those who do not currently have one in place.

Funding control

33. Funding is proposed to be allocated to delivery partners in the form of direct payments and voucher codes which are redeemable by the recipients at major local supermarkets.

34. Delivery partners will record funding issued in line with the management information template provided by DWP. Chorley Council will collate this information and submit this to LCC at prescribed intervals during delivery and final submission at the end of the scheme.
35. Whilst the fund is available to be accessed on more than one occasion applicants will be asked to declare if they are accessing the scheme through a different delivery partner and sense checks with other delivery partners will be conducted where a delivery partner feels it is appropriate.
36. A maximum value payment of £300 per applicant has been set as an initial guide. Payments above this limit will be assessed via our delivery partner steering group before being approved by Chorley Council.
37. Delivery partners will receive a fee for delivery/administration costs which is available through this fund. The fee received has been agreed in discussion with delivery partners but based on a suggested target of 4% of the overall fund.

Eligibility and evidence

38. As the intention of the fund is intended to reach a wider cohort of vulnerability and is not exclusive to those on benefits, the evidence of need will be controlled by the delivery partner and in line with the guidance, will be appropriate based on a case by case scenario. The risk of applying too many controls in determining eligibility and evidence could result in those in most need not having the ability to access the support.
39. Delivery partners will be required to determine that the resident is a Chorley resident.
40. Guidance material used to deliver the scheme will be provided to delivery partners to help guide them through assessment and checking processes.

Data control

41. Delivery partners will use their own in-house policies and procedures to control data and will be required to maintain the requirements as set out in grant agreement documentation regarding applicable policies.

Information and support in delivering the scheme

42. Communities Team will oversee coordination of funding, support delivery partners and liaise with LCC. They will be the point of contact for complex cases, internal communication, and external enquiries.
43. Guidance documentation outlining the delivery approach and any specific details will be provided to delivery partners.
44. Delivery partners will have access to regular steering group TEAMS sessions to review demands and discuss feedback from casework. Any additional pathways or processes needed will be devised jointly with the Council and the delivery partner group.

Monitoring

45. Delivery partners will be expected to record data in accordance with the requirement of the funding and provide this to the Council to collate and report to the DWP via LCC.

46. Delivery partners will also record wider data to help gather insight on the root causes of the resident's difficulties.
47. We also aim to conduct follow up contact on a sample of the recipients to understand the impact of the funding.

Linking to other workstreams

48. This delivery proposal will link the support provided by the delivery partners to several other existing and emerging workstreams and existing early intervention and support pathways within the Council and other external partners.
49. This will ensure support options are maximised in an efficient way and demonstrates the ambition to co-deliver community impact projects directly with community partners.

Climate change and air quality

50. The work noted in this report does not impact the climate change and sustainability targets of the Councils Green Agenda and all environmental considerations are in place.

Equality and diversity

51. The programme will be open to all Chorley residents who are eligible using the criteria provided by central government with a targeted approach to ensure all households can access support such as families, adult only, pensioners

Risk

52. Risk associated with this funding is the ability to ensure the funding is allocated prior to the 31st March to ensure all the funding is used to support those in need.
53. Risk that external partners may have capacity issues and struggle to cope with demand/levels of outputs, but risk will be minimised as all partners for delivery have been scoped accordingly through previous working relationships and risks identified through appropriate policies and procedures. Regular contact will be maintained to manage issues and performance.

Comments of the Statutory Finance Officer

54. This funding must be spent by 31st March 2023 or returned to Lancashire County Council and ultimately the Government. This leaves approximately 4 months to distribute funds to eligible residents.
55. Spend levels will be closely monitored to ensure funds are used to the best effect, and fully spent by 31st March 2023.
56. A partnership approach has been developed which will see existing partners utilising their established networks to distribute funds. A number of safeguards are in place;
 - a. Vouchers will be digital and have system generated reference numbers to avoid misuse.
 - b. Activity will be recorded on the Refernet system to mitigate the risk of duplicate applications to different Partners.

57. There are no wider budget / resource implications for the Council.

Comments of the Monitoring Officer

58. Clearly it is imperative that the council allocates the grant monies expeditiously and in accordance with relevant Government guidance. Working through and with our partners clearly makes great sense in this regard. Grant agreements will be amended as necessary and all partners will need to comply with their own data control procedures. There are no legal concerns with what is proposed

Background documents

Household Support Fund - <http://mod/mglIssueHistoryHome.aspx?IId=92910&optionId=0>

Household Support Fund Extension 2022 -

<http://mod/mglIssueHistoryHome.aspx?IId=97984&optionId=0>

Appendices

Appendix A: Household Support Fund Phase 3 - Breakdown of Funding

Report Author:	Email:	Telephone:	Date:
Bernie Heggarty (Community Grants and Commissioning Officer)	bernie.heggarty@chorley.gov.uk	01257 515818	21/10/2022

This page is intentionally left blank

Appendix A

Category	Target Group	Amount	Details / Partners	Supports with
All	All	£18,580	Contingency	small contingency remaining to allocate to areas with greatest demand
Energy	Families	£36,000	Citizens Advice (CAB)	Funds awards to residents to support fuel costs and direct to other support
Energy	Other	£36,000	Citizens Advice (CAB)	Funds awards to residents to support fuel costs and direct to other support
Energy	Pensioners	£10,000	Citizens Advice (CAB)	Funds awards to residents to support fuel costs and direct to other support
Energy	Other	£32,000	£200 x 160 direct payments	Direct payment to support increased living costs
Energy	Pensioners	£43,620	£60 x 727 - direct payments	Direct payment to support increased living costs
Housing	All	£20,000	Council - Discretionary housing payment	Existing scheme to give short term financial support
Essentials	All	£10,000	Council - supermarket vouchers	Vouchers issued by Council to support residents
Essentials	Families	£15,000	Homestart	Funds to make awards to residents and provide support
Essentials	Families	£5,000	EF Food Club - Clayton	Funds to make awards to residents and provide support
Essentials	Other - at risk of homelessness	£5,000	Chorley Help the Homeless	Funds to make awards to residents and provide support
Essentials	Other / Pensioners	£5,000	EF Food Club - Clayton	Funds to make awards to residents and provide support
Essentials	Other / Pensioners	£5,000	Living Waters	Funds to make awards to residents and provide support
Essentials	other	£5,000	Chorley Refugee / Key Charity	funds to support with essential living items moving out of refugee
Food	other	£5,000	Chorley Refugee / Key Charity	Funds to make awards to residents and provide support
Food	Families	£15,000	Homestart	Funds to make awards to residents and provide support
Food	Families	£5,000	EF Food Club - Clayton	Funds to make awards to residents and support delivery costs of food club
Food	Other	£3,000	United Reform Church	Funds to support delivery of meal provision
Food	Other	£3,000	St Laurence's Church	Funds to support delivery of meal provision
Food	Other - at risk of homelessness	£5,000	Chorley Help the Homeless	Funds to make awards to residents and support delivery cost of food scheme
Food	Other / Pensioners	£15,000	Living Waters	Funds to make awards to residents and support delivery costs of food bank
Food	Other / Pensioners	£10,000	Chorley Buddies Food Clubs	Funds to support delivery of food clubs
	Total Delivery	£307,200		Total Admin
Admin	ALL	£12,800	Admin / Coordination costs	Admin %
Target Group	Food	Essentials	Energy / Housing	Total
Pensioners	£0**	£0	£53,620	£53,620
Families	£20,000	£20,000	£36,000	£76,000
Other (singles/couples)	£41,000	£20,000	£68,000	£129,000
All target groups	£0**	£10,000	£20,000	£30,000
Totals per category	£61,000	£50,000	£177,620	£288,620
% per category	19.06%	15.63%	55.51%	
			Contingency £	£18,580
			Contingency % of spend	5.81%
			Delivery Spend	£307,200
			Admin Spend	£12,800
			Admin % of total budget	4.00%
			Full Total Spend £	£320,000
			Total Budget	£320,000
**Please Note: Pensioners will also be supported with access to food and essential items but for purpose of finance funds are included within 'Other' target group				

Agenda Page 143

Agenda Item 8

This page is intentionally left blank

Report of	Meeting	Date
Director (Commercial Services) (Introduced by Executive Member (Resources))	Executive Cabinet	Thursday, 10 November 2022

Car Park Strategy, Fees & Charges

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

Is this decision key?	Yes
-----------------------	-----

Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards
--	--

Purpose of the Report

1. This strategy seeks to address the main car parking priorities with regards to capacity, accessibility, price and impact on the environment for the next 5 years to reflect the change in demand since the completion of the Market Walk extension with leisure offer, changing consumer habits since the Covid pandemic and the declaration of a Climate Emergency by Chorley Council

Recommendations to Executive Cabinet

2. To make the Flat Iron car park chargeable for 7 days a week between 8am and 5pm
3. To increase the tariff on the Flat Iron car park from 50p/hr to £1/hr
4. To reduce Free Parking on Long Stay car parks (for vehicles eligible to pay) from 3 hours to 1 hour the (same as short stay car parks) with up to 4 hours stay being £1
5. To designate Portland Street car park as a Leisure car park with a maximum stay of 4 hours (for £1)

Reasons for recommendations

6. To ensure there is sufficient parking capacity to accommodate future demand by visitors & workers to keep the town centre a thriving and support the local economy
7. To ensure that the car parks are fit for purpose in terms of stay period for primary users in that location
8. To consider the future of vehicle types and sizes and changes required to accommodate those vehicles

- 9. To maintain a revenue stream for the council to at least cover the costs of providing & maintaining the service
- 10. To highlight opportunities for future environmental improvements to the parking facilities

Other options considered and rejected

- 11. Pay-on-Foot
This type of payment for parking is undeliverable due to the configuration of our car parks as it lends itself to multi-storey situations whereby off highway queues can be accommodated. To implement on ground level car parks would lead to a significant reduction in spaces whilst also requiring a permanently manned office to resolve any issues at the barrier / pay centre.
- 12. ANPR
All car parks are Council owned (public car parks). Car parks covered by Traffic Regulation Orders under the Road Traffic Regulation Act 1984 (criminalised regime) requires contraventions to be addressed in person to a stationary vehicle thus preventing the deployment of ANPR cameras/ parking systems on public car parks.

Corporate priorities

- 13. The report relates to the following corporate priorities:

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

- 14. There have been a number of significant changes in Chorley town centre in recent years prior to the Covid pandemic, such as the Market Walk extension (which involved reducing the capacity and re-configuration of the Flat Iron car park); the creation of a Youth Zone; the provision of Primrose Gardens Extra Care accommodation and commercial facilities on Fleet Street; town wide public realm improvements and more recently Buzz Bingo hall being demolished in anticipation of a new Civic Square, as identified in the Town Centre Masterplan in 2016, - this site has become a temporary overflow car park to the original Cleveland Street Car Park until plans for the development of this site are confirmed through a Levelling Up Fund bid in 2022.
- 15. This strategy seeks to address the main car parking priorities with regards to capacity, accessibility, price and impact on the environment for the next 5 years to reflect the change in demand since the completion of the Market Walk extension with leisure

offer, changing consumer habits since the Covid pandemic and the declaration of a Climate Emergency by Chorley Council.

16. These changes are anticipated to generate an additional £175k based on current revenues. Current revenues, however, are down on pre-Covid budgets and parking as a whole is suffering reduced income of £100k. It is anticipated; therefore, this will bring an additional £75k beyond current budgeted levels".

Climate change and air quality

17. 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.
18. In particular the report impacts on the following activities:
 - a) net carbon zero by 2030
 - b) sustainable forms of transport
 - c) air quality
19. The following mitigation measures have been undertaken to limit the environmental impact:
 - a. The Car Park Strategy promotes the uses of alternative and sustainable forms of transport including walking and cycling

Equality and diversity

20. The Officer will be undertaking a piece of work to address the accessibility issues of ticket machines for wheelchair users to comply with the current Disability Discrimination Act.

Risk

21. N/A

Comments of the Statutory Finance Officer

22. The impact overall is a potential increase in income of £175k to the Council. However following Covid-19 car parking income has been significantly down and is currently reporting an overspend of £100k. As a result, it is currently anticipated there may only be a net increase in income of £75k.

Comments of the Monitoring Officer

23. The Council has power to charge for off street parking under the Road Traffic Regulation Act 1984 in relation to any land acquired or appropriated for that purpose. Any variation of charges must be published in a local newspaper at least 21 days before the variation is due to come into force. The notice must also be displayed in the car parks affected until the date it comes into force.

There are no background papers to this report.

Appendices

Appendix A: Car Park Strategy

Report Author:	Email:	Telephone:	Date:
Nicola Banks, Chris Grundy, Neil Halton, Mark Lester (Asset Manager (Market Walk and Town Centre), Service Lead - Commercial and Assets, Principal Management Accountant, Director of Commercial and Property)	nicola.banks@chorley.gov.uk, chris.grundy@chorley.gov.uk, Neil.Halton@chorley.gov.uk, mark.lester@southribble.gov.uk		

CHORLEY TOWN CENTRE CAR PARKING STRATEGY



2023 - 2028

Executive Summary

There have been a number of significant changes in Chorley town centre in recent years prior to the Covid pandemic, such as the Market Walk extension (which involved reducing the capacity and re-configuration of the Flat Iron car park); the creation of a Youth Zone; the provision of Primrose Gardens Extra Care accommodation and commercial facilities on Fleet Street; town wide public realm improvements and more recently Buzz Bingo hall being demolished in anticipation of a new Civic Square, as identified in the Town Centre Masterplan in 2016, - this site has become a temporary overflow car park to the original Cleveland Street Car Park until plans for the development of this site are confirmed through a Levelling Up Fund bid in 2022.

This strategy seeks to address the main car parking priorities with regards to capacity, accessibility, price and impact on the environment for the next 5 years to reflect the change in demand since the completion of the Market Walk extension with leisure offer, changing consumer habits since the Covid pandemic and the declaration of a Climate Emergency by Chorley Council.

Key Changes for 2023

1. To make the Flat Iron car park chargeable for 7 days a week between 8am and 5pm
2. To delete the 1hr tariff option on the Flat Iron car park
3. To reduce Free Parking on Long Stay car parks (for vehicles eligible to pay) from 3 hours to 1 hour (the same as short stay car parks) with up to 4 hours stay remaining just £1
4. To designate Portland Street car park as a town centre leisure (cinema/bowling/hospitality) car park with a maximum stay of 4 hours (for £1)

Principal Aims of the Strategy

5. To ensure there is sufficient parking capacity to accommodate future demand by visitors & workers to keep the town centre a thriving and support the local economy
6. To ensure that the car parks are fit for purpose in terms of stay period for primary users in that location
7. To consider the future of vehicle types and sizes and changes required to accommodate those vehicles
8. To maintain a revenue stream for the council to at least cover the costs of providing & maintaining the service
9. To highlight opportunities for future environmental improvements to the parking facilities

Introduction

Parking is always an emotive issue and often very personal to people who may have a 'favourite' place to park. This can be based on location in respect to where they are going; the relationship to where they live and how easy it is to get to; the size of parking bays; the feeling of safety; likelihood of getting a space; a quiet car park where it is easy to manoeuvre; a level car park; number of available disabled/parent & child/electric bays; the surrounding ambience; ease of getting out quickly (no queues); type of payment method; how long they intend to be there; and what it costs. There are other considerations depending upon the purpose of the visit such as popping to the bank, shopping, meeting for a coffee, eating lunch, working (full or part-time), commuting and also the time of day – morning for workers, after dropping the kids off to school (or picking them up), for an appointment, for lunchtime, in the evening, on the weekend or even overnight. With all this in mind we all tend to have a car park we 'usually' go to and more often than not a specific area within the particular car park we feel comfortable using and head for intuitively because it is familiar and little thought required. The same cannot be said of first time or infrequent visitors who will have a different set of needs and more reliant on ease

September 2022
Conrad Heald
Commercial & Assets

to locate and understanding of wayfinding for where they need to be. They are also more likely to have looked for parking information ahead of setting off.

Parking becomes a habit, regardless of all the contributing factors, and if we want people to use new or under-utilized car parks instead of where they ‘usually’ go then changes need to be significant rather than incremental. By default people are inherently looking for convenience and will usually prefer to go to a central location closest to the area they intend to visit or work - and for people with mobility issues (blue-badge holders) this may be out of necessity. If you combine this impulse for everyone wanting to be in the same location, with the fact that people also value the availability of spaces, the only way to accomplish that is by the use of tariffs and enforcement to ensure a churn of vehicles throughout the day.

The above is reflected in research done by both the ¹British Parking Association (BPA) and ²Association of Town & City Managers (ATCM).

References

¹*In-Town Parking: What Works* by the Association of Town & City Managers 2014.

²*Re-Think: Parking on the High Street* by the British Parking Authority 2013.

Availability of Spaces

The table below shows the current town centre car parking space provision across the town centre either within council ownership or available to the public through private operation (non-exclusive to the business).

Table 1

Long Stay Car Parks	Standard	Disabled	Parent/child	Electric	Motor cycle	Total capacity
*Portland St	91	10	0	0	0	101
Friday Street (Deck)	235	9	2	0	5	246
Friday Street North	74	0	0	0	0	74
Farrington Street^^	51	2	0	0	0	53
Back Mount	25	0	0	0	0	25
Queens Road^^	92	3	0	0	0	95
Water Street	69	2	0	0	0	71
Fleet Street (Long)^	67	3	2	0	0	72
George Street	33	0	0	0	0	33
*Long stay permits not valid on this car park						770
^6 spaces allocated to WTH						
^^ In need of resurfacing &/or relining						

Table 2

Short Stay Car Parks	Standard	Disabled	Parent/child	Electric	Motor cycle	Total capacity
Flat Iron	157	12	6	6	5	181
Hollinshead Street	42	2	0	0	0	44
Cleveland Street	39	3	0	2	2	44
Cleveland Street Extension	88	7	0	0	2	95
St Mary's	42	2	0	0	0	44
West Street^^	111	5	2	0	3	118
Fleet Street (Short)	49	2	0	0	0	51
						577

There are currently 1347 spaces available in total on all of the council owned car parks combined.

Table 3

Other available Parking provisions						
Market Street (on street)	24	2	0			26
Market Street / Cunliffe St (d	10			2		10
ASDA^^	405	21	24			450
Park Road (on street)	31					31
^^ The Council has no control over the management of this car park						517
TOTAL						1864

Local Plan

The Chorley Local Plan 2015 states that locations that are considered to be more sustainable and well served by public transport may be considered appropriate for lower levels of car park provision.

Policy ST4 provides that factors to consider when deciding how much parking to provide should include:

10. The quality of provision for pedestrians - width of footways, quality of surfaces, access points to the site, provision and quality of street furniture and lighting;
11. The quality of provision for cyclists - cycle parking, dedicated cycling facilities, access points to site, quality of design and provision, any restrictions on cycle movement;
12. The distance to and quality of bus stops, the frequency of services, quality of footways and lighting to stops, and the distance to the nearest interchange;
13. The number of train stations within 1,200m walking distance, quality of station, and frequency of services; and
14. Evidence of local parking congestion.

The availability of car parking has a major influence on the choice of means of transport. The Council supports and encourages measures to reduce car journeys in conjunction with the availability of other modes of transport including public transport, walking, and cycling.

Location of Parking

Accessibility and pedestrian movement for the car parks have been dealt with in more detail within the Public Realm and Town Centre Masterplan produced in 2016 and being refreshed in 2022 alongside the Levelling Up Fund bid.

The majority of car park provision is to the north west side of the town centre primarily accessed from the Shepherds Way bypass (A6). There are several car parks to the east of Market Street anchored by ASDA in the south which are primarily accessed from B5251 (Pall Mall) and A581 (St Thomas Road). Due to the nature of approach the east car parks should be promoted to local residents whereas the north west car parks are more appropriate for regional visitors, unfamiliar with local geography.

It should also be noted that Friday Street & Portland Street car parks, with their proximity to Chorley Station, are used as commuter parking during the week and city shopping parking during the weekend.

Designation of car parks

Convenience Flat Iron car park

15. Flat Iron car park remains a maximum 2 hour stay car park to distinguish it from other short stay car parks and identify it as a premium destination
16. To ensure that availability of spaces are managed as well at the weekend as they are mid-week, since the opening of the leisure facilities, the free parking option after 1pm Saturday will be removed and introduce charges 8am – 5pm on Saturday and Sunday. Other car parks in proximity will remain with free parking options available at the weekend

Shoppers Short Stay car park

17. Hollinshead Street, Cleveland Street, St Mary's & West Street will all remain Shoppers Short Stay car parks
18. The temporary car parks located where the Civic Square is to be developed will continue to be Shoppers Short Stay car park after proving very popular since their introduction. A car park of similar capacity is proposed to be retained on the site once redeveloped – however there will be a period where these spaces are unavailable during redevelopment

19. Long Stay car parks

Leisure Medium Stay car park

20. Portland Street will have its maximum stay reduced to 4 hours to deter town centre workers from parking all day whilst still allowing sufficient time for visitors to the leisure facilities and shops

Workers Long Stay car parks

21. Friday Street remains a Long Stay car park and has a single deck doubling its capacity. This is a popular car park for town centre workers and railway commuters who are permit holders
22. Water Street remains a Long Stay car park. This car park is also popular with NHS permit holders working in the Union Street Civic Offices
23. Farrington Street remains a Long Stay car park. This car park is popular with Council staff permit holders as well as businesses in proximity
24. Queens Road remains a Long Stay car park. This car park is popular with visitors to the nearby park and customers to the nearby businesses as well as employees from the town centre businesses

- 25. Fleet Street Long Stay car park is popular with permit holders from the town centre businesses
- 26. George Street remains a Long Stay car park but is small and serves relatively few local businesses. This site has redevelopment potential

Large Vehicle/Overnight Parking

- 27. Friday Street (north) is used by market trader permit holders for vans and facilitates overnight lorry parking

Tariffs

The current car park tariffs were introduced in May 2017 when the council introduced up to 3 hours free parking on all the long stay car parks and up to 1-hour free parking on the short stay car parks (except the Flat Iron). The council also made it free to park after 1pm on Saturdays and all-day Sunday (Flat Iron still had the maximum 2 hour stay between 8am – 5pm). The tariffs have been successful in so much as parking in Chorley town centre is no longer considered to be expensive in comparison to its neighbouring towns, however as the majority of visitors take advantage of the free parking available it has had a significant impact on the council revenue budget. The Flat Iron car park remains the largest contributor to the parking revenue due to its popularity and running constantly at capacity churning each space several times a day.

A recent study of shopping centre car parks commissioned by property management company ³Jones Lang LaSalle shows that, on average (pre-2020), 61% of a car park’s income is generated in the first 2 hours and 63% of income was in cash.

Reference

³*Shopping Centre Car Park – Driving Change* by Jones Lang LaSalle 2020.

Summary of Tariff Changes

- 28. To make the Flat Iron car park chargeable for 7 days a week between 8am and 5pm
- 29. To delete the 1hr tariff option on the Flat Iron car park
- 30. To reduce Free Parking on Long Stay car parks (for vehicles eligible to pay) from 3 hours to 1 hour (the same as short stay car parks) with up to 4 hours stay remaining just £1
- 31. To designate Portland Street car park as a town centre leisure (cinema/bowling/hospitality) car park with a maximum stay of 4 hours (for £1)

Proposed Tariff Structure (Table 4)

a. Flat Iron (Market Walk):

Up to	Existing Charge	New Charge
1 hour	50p	N/A
2 hours (max stay)	£1.00	£1.00

b. Short Stay (Shoppers):

Up to	Existing Charge	New Charge
1 hour	FREE	FREE
2 hours	N/A	N/A
3 hours (max stay)	£1.00	£1.00

c. Portland Street (Leisure):

Up to	Existing Charge	New Charge
1 hours	FREE	FREE
3 hours	FREE	N/A
4 hours (max stay)	£1.00	£1.00
Up to All Day	Up to £3.50	N/A

d. Long Stay (Workers):

Up to	Existing Charge	New Charge
1 hour	FREE	FREE
3 hours	FREE	N/A
4 hours	£1.00	£1.00
Up to All Day	Up to £3.50	Up to £3.50

Free Parking Incentives were introduced in response to concerns that the amount of development occurring, in a relatively short period of time, across several areas of the town centre would deter people from coming to Chorley. Now that the redevelopment of Market Walk is complete, the period of free stay on the long stay car parks will be reduced from 3 hours to 1 hour.

The existing low rate tariff of 50p for 1 hour for the Flat Iron car park will be removed resulting in a simple tariff of £1.00 for 2 hours (maximum stay). Parking fees can be refunded to customers of Booths (or any Market Walk tenant) under their current arrangement - which is made available at their sole discretion. Dual ticketing machines are installed at two car parks (Flat Iron and Portland Street to facilitate retailers / leisure operators with this refund option).

Shoppers Short Stay car parks will continue to allow for an initial hour's free parking but any longer is £1 for up to 3 hours maximum stay. A 3hr limit will enable a 3x churn per space in a 9hr day (8am to 5pm).

Portland Street car park is currently a long stay car park that becomes occupied with town centre workers who pay the daily charge as permits are not permitted on this car park. The council proposes to change this car park to be a maximum 4 hour stay (for £1) with 1 hour free in order to help availability for customers to be able to park closer to the Leisure offer in the town.

Long Stay car parks currently allow free parking up to 3 hours. This will change to be 1 hour free and £1 for 4 hours, removing the 3 hour option and keeping the all-day cost the same at up to £3.50 [The pay & display machines do operate incremental charges for time remaining up to a maximum of £3.50 depending upon the time of day a ticket is acquired – i.e. all day parking costs less at 10:30am than it does from 8:30am]

Tariff Periods

- All car parks, except the Flat Iron, are to remain enforceable from 8am to 5pm Monday to Friday and until 1pm Saturday

- Car parks will remain free after 1pm on Saturday and all day on Sunday except on the Flat Iron Car Park where charges will apply 8am-5pm 7-days a week
- Bank Holidays will remain free but maximum stay periods will continue to apply to the Flat Iron car park
- Other conditions such as no-return periods and non-transferability will remain as they are on all car parks

Blue Badge Holders

A large proportion of parking provision on the Flat Iron car park is regularly occupied by Blue Badge holders who can currently park up to 2 hours free in any space. All other car parks will remain unchanged with 4 hours free parking in any bay. Free parking for Blue Badge holders will continue where an authorised scheme disc showing time of arrival is displayed alongside a valid blue badge.

The exemptions for Blue Badge parking will be reconsidered at each future tariff review.

Free Parking

The free parking offer will still be available to many users to stay for up to 1 hour on all car parks on any mid-week day. On a Saturday (from 1pm), Sundays and Bank Holidays all car parks would be free all day without need for a time of arrival ticket, excepting the Flat Iron car park where charges still apply as well as the maximum stay of 2 hours parking.

To enable effective enforcement of the initial free parking period the council introduced a system to prove time of arrival (TOA) tickets to indicate the “free” period commencement. All pay and display machines have been programmed to issue a ticket, without a fee, for the free periods. The mobile App will also register free periods.

Timing of Tariffs changes

The changes identified above will be made from early 2023.

Costs to Change Tariffs

Legal adverts – £500-£1000 each (multiple changes can go at one time)

Tariff boards – Approximately £100 each (depends on number of sections being changed)

P&D machines – Approximately £500 each (depending on model and number of changes required)

The Council currently have 23 machines/tariff boards of which 14 will need re-programming and tariff boards updating so a budget of approximately £10-13,000 would be required to make the above changes.

Costs/Revenue

Annual Running Costs

Rates	£134k (Building the extension on the Flat Iron has reduced these costs)
Utilities	£ 26k
Enforcement	£ 67k
P&D maint.	£ 15k
TOTAL	£242k (plus surface maintenance & gritting)

Previous Revenues

Since the last tariff change, where the council introduced periods of free parking whilst redevelopment works were ongoing, parking revenue took a significant drop of £162,580 across all car parks from 2016/17 to 2017/18 with £104,950 being attributed to the Flat Iron alone.

The impact of Covid was to significantly reduce this revenue further with all car parks dropping by £240,276 from 2018/19 to 2020/21 with just £27,164 being attributed to the Flat Iron as the main impact was felt on the peripheral car parks rather than those serving the central supermarkets/discount stores.

Revenue has since recovered slightly in the past 12 months 2021/22 with an increase of £135,243 over 2020/21 across all car parks with £42,051 of that attributed to the Flat Iron.

Table 5

			Pay by app introduced 25/07/17		Covid March 20		
	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Paid for Tickets by app			1756	9456	15625	16317	34901
Free Tickets by app			6	10	0	4270	13075
Revenue by app			£3,550.50	£18,788.50	£31,360.00	£26,071.40	£56,810.00
Free Tickets by machine				499102	577602	321558	550604
Paid Tickets by machine				481903	399003	252488	354887
Revenue by machine	586,124.65	579,374.57	413,243.25	£464,804.00	£393,163.20	£216,794.80	£321,433.00
Total revenue	586,124.65	579,374.57	416,793.75	£483,592.50	£424,523.20	£242,866.20	£378,243.00
Change from previous year		-£6,750.08	-£162,580.82	£66,798.75	-£59,069.30	-£181,657.00	£135,376.80
Flat Iron Revenue (App)			£295.50	£1,833.50	£2,979.50	£5,299.40	£10,792.00
Flat Iron Revenue (cash)	£296,569.75	£304,454.96	£199,209.08	£173,296.65	£164,665.85	£142,667.00	£179,225.05
Flat Iron Total Revenue	£296,569.75	£304,454.96	£199,504.58	£175,130.15	£167,645.35	£147,966.40	£190,017.05
Change from previous year		£7,885.21	-£104,950.38	-£24,374.43	-£7,484.80	-£19,678.95	£42,050.65

Table 6

					Covid		
	2015/16	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Permit Sales Income							
60141	36,403.71	39,559.31	44,996.40	70,980.67	67,227.32	50,658.71	74,927.01
PCN Revenue 60143	78,682.06	65,191.19	91,585.81	87,583.58	66,999.65	22,509.39	30,350.81
PCN Issue	3146	2,929	3,813	3,642	2,685	981	1,053
		107,679.50	140,395.21	162,206.25	136,911.97	74,149.10	106,330.82

Penalty Charge Notices (PCN)

The number of PCN's issued has decreased significantly since 2018/19 due to more people using the free parking, a customer friendly approach with lenient enforcement to support business through Covid, compounded by proportionally less vehicles to enforce on.

Annual Permit revenue

Currently annual permits charges are £250+vat = £300

There are currently around 450 active permit holders (excluding staff) generating £75,000 per annum. It is expected that this number will continue with all-day parking tariffs remaining the same. Rail commuters are more likely to use the station car park first, with a lower all-day tariff of £2, although our long stay permits work out slightly cheaper if attending every day. With more people being able to work from home at least part of the week the weekly ticket savings may no longer be appropriate.

Table 7

Permit Types	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Councillor Season Ticket	42	45	40	38	42	27	38
Market Trader Permit	2	0	0	0	0	7	7
Season Ticket	202	235	329	343	314	278	452
Staff Season Ticket - LS	213	278	305	286	308	314	339
Staff Season Ticket - Short & Long Stay	16	13	6	16	15	18	16
	475	571	680	683	679	644	852

NB: Not all active permits are annual with Monthly, Quarterly and 6-Month permits available

Future Revenues

Now that redevelopment in the town centre is complete, the town centre should be more resilient and free parking not required to the extent it was during periods of extended disruption between 2017 and 2019.

It is difficult to model the impact of the changes proposed in this strategy because of the number of variables but estimated changes to revenue are shown below:

owned and managed by

**Predicted Revenues for Chargeable Stock 2022**

Table 8

Revenue per car park for period 01.04.21 - 31.03.22							
Car Park	£ from machine	£ from MiPermit	£ total	no-Spaces	£/Space*	Flat Iron £1/ 2hrs & 7 day tariffs	£/Space
Flat Iron	179,225.10	10,792.00	190,017.10	181	£1,049.82	£ 366,893.68	£ 2,027.04
Portland St	16,366.65	18,438.50	34,805.15	101	£344.61	£ 34,805.15	£ 344.61
St Marys SS	13,938.60	672.00	14,610.60	44	£332.06	£ 14,610.60	£ 332.06
Fleet St SS	14,196.95	760.00	14,956.95	51	£293.27	£ 14,956.95	£ 293.27
Fleet St LS	11,347.15	7,676.00	19,023.15	72	£264.21	£ 19,023.15	£ 264.21
West St SS	30,392.10	676.00	31,068.10	118	£263.29	£ 31,068.10	£ 263.29
Hollinshead SS	7,786.55	334.00	8,120.55	44	£184.56	£ 8,120.55	£ 184.56
Farrington St LS	5,641.10	3,222.50	8,863.60	53	£167.24	£ 8,863.60	£ 167.24
Cleveland St SS^	17,307.95	1,598.00	18,905.95	139	£136.01	£ 18,905.95	£ 136.01
George St LS	3,398.30	1,010.00	4,408.30	33	£133.58	£ 4,408.30	£ 133.58
Queens Rd LS	6,907.85	5,050.50	11,958.35	95	£125.88	£ 11,958.35	£ 125.88
Friday St LS	14,476.70	5,727.50	20,204.20	320	£63.14	£ 20,204.20	£ 63.14
Water St LS	236.95	853.00	1,089.95	71	£15.35	£ 1,089.95	£ 15.35
	321,221.95	56,810.00	378,031.95	1322	£285.95	£ 554,908.53	£ 419.75
*some of the very low revenue per space car parks are due to primary occupancy being by permit holders							
^part year for bingo extension							

Table 8 excludes Back Mount Street parking which would be lost to the Town Hall/White Hart redevelopment.

Subject to the final design of the Civic Square as part of the Levelling Up Fund bid, the Cleveland Street car park capacity and revenue will be lost during the period of redevelopment but improved once complete.

Whilst changes to the peripheral car parks are minor and hard to predict whether people currently getting Free parking for up to 3 hours will reduce their stay to up to 1 hour if the free period drops or buy a £1 ticket for 4 hours and stay longer, there would likely be a positive impact on revenue, but marginal in context of the Flat Iron. The caveat to this increase is the popularity of free parking for up to 3 hours remaining for BEV's (Green number plates) and likely to increase over time as more enter circulation. It is assumed that revenue will stay overall remain the same for car parks other than the Flat Iron for budgeting purposes.

The Flat Iron – this is a convenience car park

- With the 50p for 1-hour tariff removed it results in £1 for up to 2 hours for every user (except blue badge). If the space is in high demand, and churned over quickly, it may generate another £1 for the same period of occupancy. The impact on revenue, assuming occupancy remained the same, would be double the current revenue received from people paying the 50p tariff but no more for people paying £1 so an estimated £275,000 per annum could be achieved compared to the current £190,000.

owned and managed by



- b) In 2021/22 there were 103,265 time or arrival tickets issued for Saturday after 1 pm, all day Sunday and bank holidays. If these were made chargeable periods, and the numbers stayed approximately the same, it would generate approximately an additional £85,000 per annum

The net effect of introducing measures outlined in a) and b) above would approximately double the revenue generated from this car park.

The availability of spaces on the Flat Iron is important as it is still the most attractive car park for residents and new visitors to aim for when visiting the town centre. Anecdotally, many people at weekends are confused by the need for a time of arrival (TOA) ticket on the Flat Iron at weekend when they are not required elsewhere and a consistent tariff throughout the week would be easier to understand from a customer perspective.

Note:

- Blue Badge parking remains free for up to 2 hours maximum stay on the Flat Iron (in any available space)

Payment Methods

All Chorley Council car parks currently operate cash only pay & display machines. The Market Walk car park machines are dual ticketing to enable retailer tariff refunds. The same machines in Portland Street car park to enable reimbursement stubs for charges if retailers wish to introduce/extend such schemes as operated on the Flat Iron. The council does not currently reimburse any retailers for their customer parking.

Having considered options for new pay & display machines to enable card payment, the on-costs per transaction are not considered viable for such low tariffs that the council operate, and other payment options would be more cost effective based on our existing technology. By keeping a simple fee structure the lack of card payment is not considered a high factor for not choosing to visit Chorley.

Pay-by-Phone (App & Web)

In 2017 Mi-Permit pay by app/phone was introduced on all car parks. This has proven popular and usage has increased year on year. The facility also allows for a ticket for the free period to be obtained this way. In 2017/19 only 1756 tickets were purchased through the App which compares to 47,976 tickets in 2021/22.

The ongoing costs are largely borne by the customer as an additional charge (set by the operator) on the tariff.

- Convenience Charge (per transaction) 20p
- Optional SMS confirmation 10p
- Optional SMS reminder 10p

These fixed fees are quite a high percentage of the overall transaction cost of tickets being purchased but acceptable to the generation used to paying for services this way and evidence that the perception of Chorley Parking fees is that they are affordable.

owned and managed by



Pay-on-Foot

This type of payment for parking is undeliverable due to the configuration of council car parks as it lends itself to multi-storey situations whereby off highway queues can be accommodated. To implement on ground level car parks would lead to a significant reduction in spaces whilst also requiring a permanently manned office to resolve any issues at the barrier / pay centre. In the private sector parking management pay on foot is being replaced by automated ANPR systems for this reason.

ANPR

All car parks are Council owned (public car parks). Car parks covered by Traffic Regulation Orders under the Road Traffic Regulation Act 1984 (criminalised regime) requires contraventions to be addressed in person to a stationary vehicle thus preventing the deployment of ANPR cameras/ parking systems on public car parks.

As government regulations are reviewed this position is expected to change soon and will offer different opportunities for enforcement on some council car parks when it does.

Other Considerations

Council Staff Parking

Since the Covid pandemic many council staff have been able to adapt through technology to work from home for parts of the week resulting in less demand for parking spaces thus freeing up capacity for shoppers, visitors and other town centre workers. As the number of teams operating under Shared Services with South Ribble Council increases several staff also operate from their offices to serve both authorities to the same effect of reducing demand on capacity throughout the week by council employees and consequently freeing it up for visitors.

Staff based at Union Street are encouraged to use Arley Street (staff only) car park if staying all day but demand has drastically decreased since Covid and the option for staff to work from home.

External employees based at Union Street will have to purchase a Mi-Permit and not be entitled to use Arley Street staff parking.

There is currently no provision for Council employees to charge personal use Electric Vehicles.

The current Mi-Permit system for all Council employees will always continue in its current format with the Market Walk (Flat Iron) car park excluded from Mi-Permit for all users .

Market Traders Parking

The provision on Friday Street (north) for Market traders van parking has been reintroduced following completion of the redevelopment and lower Water Street car park is still offered as an alternative option to Friday Street North on each Tuesday with several Street Market traders continuing to trade from Market Street itself. Traders will still need to continue to use Friday Street long stay car park and pay £1 all day alongside displaying a market trader's permit issued with their license to trade on Chorley market.

owned and managed by



Covered Market traders have the option to purchase a long stay permit at a heavily discounted price or pay £1 per day at the machine and display their ticket alongside their annual market trader permit allowing the concession for that vehicle.

Electric Vehicles

There are currently 6 designated spaces for electric vehicles on the Flat Iron car park and 2 on Cleveland Street car park whereby the electric is free to charge if the vehicle is parked with a valid pay & display ticket. The use of these spaces has increased since their introduction and it is envisaged that their demand will only rise in the future with increasing number of vehicles becoming available with this technology - although if commercial charging is introduced, for recovery of costs for energy and investment, their use may subside.

Lancashire County Council have installed 2 EV charging points on Market Street through the BP Polar network.

The future of EV provision on public car parks is unclear due to the rapidly changing technology meaning that the chargers are evolving quickly and the range of BEV's are increasing. Most residents will have charging points at home and a range of 250+ miles will last them a week of normal use. The fuel companies are rapidly changing their forecourts to provide EV charging points with the latest technology available for fast charging. There is a risk that the council could invest significant sums on infrastructure to facilitate EV charging points which would be quickly outdated and require ongoing investment to keep on top of technology which will increasingly be provided by the private sector in place of fossil fuels.

A separate strategy is being developed for the implementation of EV charging points across Chorley Borough through the Climate Change work and feasibility studies are being commissioned to establish the viability for integration of EV charging provision within the council's car parks.

Other Car Parks to Consider

There are other car parks in Chorley, currently free to use, that could be changed to paid for parking. To implement this option, it would cost in the region of £7k per location, broken down as follows:

Legal adverts – £500-£1000 each

Tariff boards – Approximately £900 each

P&D machines – Approximately £5k

There would also be additional costs for enforcement made more difficult due to being located outside of the town centre foot patrols currently deployed. If these car parks were cashless that would alleviate a cash collection service being required. For these reasons it is worth reviewing again when the regulations on ANPR enforcement change.

Introducing charges on these car parks would create an income revenue but depending on site specific circumstances, tariffs, frequency, and duration of visit it is difficult to forecast the amount of surplus it might generate. If it were £1 for 4 hours and each space therefore churned at least twice a day for 5 days a week that would be around £500/space/annum (inclusive of VAT).

owned and managed by

Potential Revenues* from Additional Car Park Enforcement

Table 9

Other Car Parks	Total capacity	Standard	Disabled	£1 for 4hrs	50p for 4hrs or £1 all day
Sandham Street	24	24	0	£ 12,000.00	£ 6,000.00
Hallgate, Astley Village	162	157	5	£ 78,500.00	£ 39,250.00
Ackhurst, Southport Road	95	95	0	£ 47,500.00	£ 23,750.00
Yarrow Park	122	115	7	£ 57,500.00	£ 28,750.00
Total	403	391	12	£ 195,500.00	£ 97,750.00

*revenues are inclusive of VAT

Maintenance

The car parks scheduled for improvements in the next 5-year period are:

Queens Road – Full resurface and reconfiguration with additional planting

Hollinshead Street – developed as part of the Levelling up Fund bid

Cleveland Street – developed as part of the Levelling Up Fund bid

Capital Expenditure

The officer will carry out a review of all current Pay Machines & Electric Charging Points to seek approval for capital expenditure to meet the current Disability Discrimination Act requirements.

Coach Parking

The Council has an agreement with the Bus Station that it can use the 4 coach parking spaces at no charge to the Council for pre-booked excursions to the town centre. In addition to the free parking the council also offer a refreshment voucher to the driver and a meet and greet service. If there is a need for further coach parking there is an informal agreement in place to use the overflow car park spaces at Morrisons.

On Street Parking

The existing town centre on-street parking provision has 190 standard bays and 28 disabled bays, and it is enforced by Lancashire County Council.

In 2021 the on-street parking bays were reintroduced on Fleet Street following the completion of Primrose Gardens and the waiting limit of this bay, Cheapside, Cunliffe St and George St all raised to 2 hours.

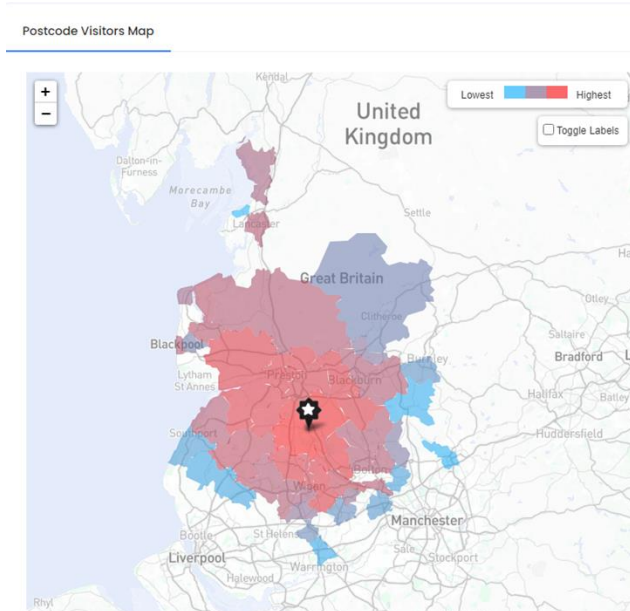
Resident Parking

A resident parking permit scheme is operated for on-street parking bays by Lancashire County Council. With increased demand on these spaces as town centre living increases it is inevitable that many residents rely on parking on council car parks overnight and weekend during un-enforced periods. Whilst no change is proposed at this time, this should be kept under review as circumstances change and residential developments are completed.

Visitor Draw

As Chorley Town Centre is a visitor attractor from across the Northwest it is important to keep the parking offer affordable to benefit from the great motorway links in close proximity for M6, M61 & M65 meaning it is within easy reach for people outside the borough.

2022 Postcode Heatmap



Conclusion

Following the council’s investment in the town centre to reinvigorate business and encourage residents and visitors back to the town centre it is more likely to be considered to be a destination town where people want to dwell and socialise as well as shop in the range of high street names and specialist independents.

The parking provision is a key element in getting the balance right between affordability for customers and raising revenue for the authority. People are willing to pay to park if it is proportional to the purpose of their visit i.e. If you just need to pop in to pick something up of low value (convenience) you are more likely to do so if parking was free compared to someone on a shopping trip to several stores who is prepared to pay a ‘reasonable’ amount. In comparison to other alternative town centres (Appendix 1) Chorley offers very good value.

APPENDIX 1

Neighbouring Towns

The current tariffs are already very competitive with neighbouring towns, although larger towns can often command higher tariffs as people are prepared to pay more for bigger high street stores and restaurants. Having said that; Wigan, Blackburn and Bolton are large towns which do offer free parking in all council car parks at weekends and Bank Holidays. The free parking at any time is something that none of our neighbouring large towns are doing but nearby out of town developments do such as Middlebrook and the Capital Centre.

In comparison to other neighbouring towns shown below, Chorley is still cheaper to pay to park for up to 4 hours at £1.

Wigan car park charges

- 3 to 4 hours - £3.70
- Free Saturday, Sunday & BH

Leigh Pay & Display car park charges

- 3 to 4 hours - £2.60
- Free Saturday, Sunday & BH

Blue Badge parking on surface car parks is not free but on purchase of the relevant tariff there will be a concession of 2 hours additional free parking

Preston Market Hall car park

- Up to 4 hours £3.00
- Up to 12 hours £4.00
- Up to 24 hours £6.00

Fishergate Shopping Centre Car Park

- Up to 4 hours £3.50
- Up to 5 hours £4.50
- Over 5 hours £7.50

Blue Badge holders can park for up to 3 hours, free in a designated bay only.

Preston also have a free designated car park for blue badge holders

Blackburn The Mall

- 2 - 4 hours - £2.50
- Sundays & Bank Holidays - Normal daily parking charges apply

Blackburn Feilden Street

- Monday - Saturday 7am - 11pm
- Up to 4 Hours - £2.90

Bolton Central - NCP

- Up to 2 hours £3.00
- 2 to 24 hours £4.50
- Sunday £1.80
- Night rate 1800-0800 £1.80

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank