

Chorley Markets

ANNUAL REPORT

2022/23

Welcome to Chorley Council's Annual Report

This report presents Chorley Council's annual report for 2022/23. It provides an overview of activities and achievements over the last year, outlining the key steps that we have taken to ensure that we continue to deliver our vision and priorities as outlined below:

Our Vision:

A proactive community leader, supporting the borough and all its residents whether in rural or urban areas, to reach their full potential through working in partnership to deliver services that achieve the best outcomes for local people and protect vulnerable people



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



A strong local economy



Clean, safe and healthy homes and communities



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



Council Leader's Introduction

From Councillor Alistair Bradley, Executive Leader and Executive Member for Economic Development and Public Service Reform

The Corporate Strategy for 2022 has delivered extensive positive outcomes, allowing us to respond to challenges and meet the needs of our local communities. We have successfully delivered major initiatives that will provide vital options for residents as they grow older including a second high quality extra care scheme at Tatton Gardens with a range of facilities including GP and pharmacy. We have prioritised supporting our local communities and businesses in response to the economic challenges presented by the cost of living crisis and inflation by creating more than **316** jobs through council support and intervention. As part of our commitment to addressing climate change we have planted over **117,000** trees, surpassing our target of 116,000 trees across the borough by 2025.

Businesses across the borough are growing and the completion of the Strawberry Meadows Business Park creates vital space in a prime location. This state of the art facility, costing **£10.3 million** offers a wide range of office and light industrial space for local businesses. We are also proud to launch our Business Energy and Road Net Zero Support Scheme. The project aims to address the challenge of rising energy costs for businesses by providing grants of up to £2,000 towards the cost of purchasing energy reduction equipment.

As we look to the future, the Corporate Strategy has been refreshed to reflect the future aspirations and intentions of the Council. Building on progress made over the last year the strategy will focus on ensuring that Chorley is in the best possible position for the future. The Council is committed to addressing the issues that matter most by delivering action to 'make it happen' so that everyone can thrive in a prosperous borough.



Overview of Resources

From Councillor Peter Wilson, Deputy Executive Leader, Executive Member for Resources

I am pleased and proud to report that over the past year we have continued to deliver against our corporate priorities as well as supporting residents with high quality services across the borough.

Following the last two years of renovations, we have successfully reopened Astley Hall attraction and visitor experience to the public. Thousands of visitors have been welcomed back, and the Hall has been used as the perfect venue for a multitude of events such as the Chorley Flower. Chorley residents can once again enjoy the Hall's rich history and its new found conservation and enhancements. As a Council we are committed to enhancing Chorley's visitor experience using technology and effective marketing to ensure the long term sustainability of the Council's valuable assets, contributing to tourism, the local economy and fostering residents pride in their local community.

Moving forward, we will continue to optimise our resources to deliver the Council's priorities while meeting the needs and expectations of our residents.

"As a council we are dedicated to providing excellent services across the borough so that we can achieve our goals of making Chorley a great place to live, work and do business for all"

Over the year in 2022/23 we...

Assisted
780 residents each week
with service requests via email,
phone or online



Planted
55,870 trees
across the borough.



Recycled
368* tonnes each week
of household waste
(*Provisional Figure)



Benefited
99 residents each week
with opportunities created
by the Communities Team

Emptied each week
79,107 wheelie bins



Created
316 projected jobs
through council support or
Intervention



Facilitated
6,250 visits to leisure
centres each week



Completed
537 handy person jobs
across Chorley

Supported
175 community groups
over the year to thrive



Engaged with
968 businesses
to provide support and advice

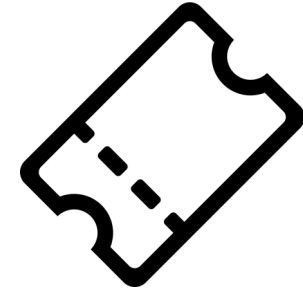


Over the year in 2022/23 we did more to support our communities...

Over **12,000 attendees** supported young people and families at holiday, activity and food sessions across the borough



Nearly **10,000 households** in need were supported with funding, food vouchers and energy support



Over **600 residents** were supported to access new forms of support to better meet their needs as a result of more joined up council and NHS provision

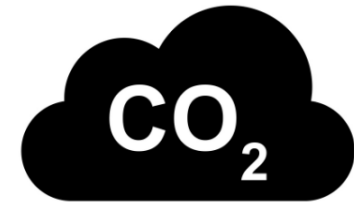


41 Warm Spaces were provided as a result of coordination by the Council which were attended by **2800 residents** where they were able to seek protection from rising fuel costs

Over **50,000 meals** were provided as a result of Good Food Clubs across the borough, helping people have access to better food and nutrition



36,362kg of CO₂ savings were made by reducing food waste through the use of the Good Food Clubs





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

- **Launch Astley Hall attraction and visitor experience**
- **Lead activity to address climate change including tree planting**
- **Deliver actions to increase digital skills and across the borough**



OUR ACHIEVEMENTS 2022/23:

34 People who participate in volunteering as a result of intervention by the Employment Service.

359 people have successfully completed basic digital skills training

1846 Residents supported to improve their overall wellbeing through our Social Prescribing service



The events programme reignited a sense of Community and boosted our local economy post pandemic. The award-winning Chorley Live returned in October 2022 with great success

and was held across **35** venues with **280** separate appearances across the two days. Over **9,000** people attended the event and feedback was very encouraging. This year we also facilitated the return of the much-loved Chorley Winter Wonderland which included the Alpine Fun House, Hook a Santa, Teacup Ride and Mini Train Ride as well as the highly popular ice rink. This gave residents a fantastic opportunity to get together with friends and family and experience the thrill of ice skating at an affordable price.



We managed to improve the uptake of digital skills across the borough, existing sessions were developed to include socialisation elements such as refreshments and forming new friendships. Across the borough **359** residents accessed digital skills focused sessions, the training focused on enhancing the skill level of participants to better understand the online opportunities available for local services.



We continued to work towards our commitment on climate change by giving away **21,500** native trees and hedgerows to our communities. This brings the total of trees planted for the year up to **55,870**. This has helped us surpass our goal of planting a tree for every resident across

the borough. In fact, the Council has achieved this milestone two years ahead of schedule, exceeding our initial goal of 116,000 trees with a total of **117,142** trees planted.



Astley Hall provided a stunning backdrop to the incredible three-day Chorley Flower Show event, following its extensive two-year restoration preserving the Grade two listed building for future generations. A total of **4,694** tickets were

sold, generating over **£100k** 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.



Clean safe and healthy communities

- Open Tatton Gardens Extra Care development and community facilities
- Work with partners and residents to improve local play and community facilities across the borough
- Deliver Affordable housing within the borough



OUR ACHIEVEMENTS 2022/23

175 volunteer community groups have been supported to improve by the Council

77 affordable homes delivered.

45.8%* of Household waste sent for reuse, recycling or composting (*Provisional figure)



We provided a **£450k** investment with Parkwood Leisure to create quality entertainment and leisure facilities at Duxbury Park. These new facilities appeal to all the family and golfers giving people another reason to want to visit Chorley. The new 12-hole adventure gold course is modelled on Chorley's links to Myles Standish's voyage across the Atlantic Ocean on the Mayflower Ship and offers fun for budding explorers of all ages, to navigate moats, rope bridges, sand pits and more.



We have made improvements to **13** different parks and open space areas across the borough, major schemes we invested include Milestone Meadows and Foxcote Play Area. We delivered a **£90k** brand new play area to Milestone Meadows in Euxton for children ages two

to 12 years old. The final designs were made following a consultation and feedback from **500** residents and the equipment now installed include a basket swing, ball shoot, climbing net, slides and swings. Additionally, the Council allocated **£50k** to refurbish Foxcote Play Area in Astley Village with brand new state of the art play equipment for children aged two to eight-years old.



We have now completed and opened the Tatton Gardens Extra Care Development this year which will provide brand new state of the art care facilities for over 55s. This extensive development

was supported by a **£8.92m** investment from Lancashire Enterprise Partnership's Getting Building Fund with additional funding from Homes England and Chorley Council. The facility features **62** assisted living apartments for those aged **55** and above, of which **25** have now been occupied with a further **9** provisional offers having been made. The development includes a community centre, which is now welcoming community organisations such as youth, dance, and baby groups, as well as a fully operational GP surgery and nursery, supporting our residents to start, live, and age well.



We spent over **£800k** on properties for refugees and the purchasing of affordable housing across the borough in 2022/23. The Council has been focused on continuing to stimulate an increase in additional housing units to support vulnerable members of the community. The Registered Provider framework was monitored this year to ensure that those in need of social housing were able to access high quality properties through the central Select Move System. **Nine** properties in total have been sourced to support the housing of refugees and are at various stages of renovation, purchase, and occupation.



A strong local economy

- Provide support for enterprise across the borough post Covid
- Refresh the economic development strategy
- Complete the town centre projects including market renovations
- Deliver Strawberry Meadows employment site



OUR ACHIEVEMENTS 2022/23

316.5 projected jobs created through council support or Intervention

396 businesses supported by the Council

499 business attended council networking events



We completed the construction of the new state of the art business and industrial hub at Strawberry Meadows on Euxton Lane in Chorley. The site boasts 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. The business park has a mix of office and light industrial space with a range of options for let ranging from small 500sqft units providing a multitude of uses through to larger 5,000sqft units. Of the 35 units available to rent at the site all 35 are now let out. Some of the businesses renting out these spaces include a florist, online auctioneer, scaffolder and an engineering firm. This facility will enable us to continue to succeed in attracting people to do business in Chorley.



This year we set out our new economic development strategy for the next three years. This new 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. Under this we have seen the launch of the business energy efficiency grants scheme, which aims to address the challenge of rising energy costs for businesses by launching grants that can support energy efficiency measure.



We spent over **£150,000** on the Market this year which included the completion of the 1498 Markets seating area as part of our commitment to improving the town centre making it a more vibrant place to visit. The new leisure areas within the covered

Market feature a communal industrial design. This area includes new lighting, heating and a selection of newly created food and beverage cabins with a variety of different cuisines on offer. This venue has been used throughout the year to host several well attended live music events. These improvements to the market enable the Council to host more events and attract more visitors with over 2 million people Visiting Market Walk this year.

This year we have also invested in our local businesses giving out over **£37k** in grant money to six businesses through schemes we provide such as the BIG Grant and Shop Front Grants.



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

- Deliver an even better customer experience and increase access to services for everyone
- Deliver street level improvements to ensure cleaner, greener streets and neighbourhoods across the borough
- Join Up public services by working with our partners through the Chorley and South Ribble Partnership
- Deliver the Future Workplace Strategy



OUR ACHIEVEMENTS 2022/23

59.17% of service requests received online

82% of customers satisfied with the service they received from the Council

1846 referrals to Social Prescribing service



We successfully implemented our new Future Workplace Strategy, which has enhanced our working environment and business models, aligning them with the future needs of the Council and its employees. The strategy maximises and utilises technology and our assets to foster a positive organisational culture. Our focus on employee wellbeing led us to launch the People Strategy. This strategy included a range of events such as six employee engagement events that attracted the participation of over 90 employees, and an enjoyable Christmas Bake-off. Additionally, we had great results back from our staff satisfaction survey with 95% of staff feeling they understand their role within the council and there was a 10% increase in staff happiness at work compared to last year.



We are working within the Chorley and South Ribble Partnership and health organisations to implement changes proposed by the Integrated Care Board. These proposals will see more co-ordination of services at a local level through an integrated team approach. This will bring together key teams from community health services, adult and children's services and the Council to deliver services within the borough, known as place based working.



As part of the Mini Meadows and Wildlife Corridor programme we planted 8,000 wildflower bulbs across the borough. The council has explored the use of new technologies for weed control and sowing methods to maximise

the yield of mini meadows and opted for a more sustainable approach to weed treatment. We have now planted on 51 designated wildflower sites in preparation for next year. These meadows have been strategically established in prominent locations such as Ackhurst Lodge and Preston Road. To create cleaner, greener streets and neighbourhood, we have utilised various technologies to address grot spots including installing multiple dual waste bins in the town centre and Astley Park.



The Council has adopted a new Customer Access Charter replacing the previous Customer Care Policy. This charter outlines our commitment to exceptional customer services and sets expectations for customers when accessing our services. Since its adoption, we have actively integrated the charter into mandatory training, ensuring its widespread implementation within the organisation. A key aspect of the charter is the requirement for the Council to strive for customers to have their enquiries resolved at the first point of contact, facilitating prompt redirection to specialist officer support. This initiative aims to improve overall customer experience whilst increasing access to Council services.

Investments 2022/23

The Council has continued to invest in improvements right across the borough that have helped deliver better long-term outcomes for residents in 2022/23



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

£200k in grant funding was provided to make improvements around the borough, supporting our young people, health and wellbeing, and local areas.

£30k was given to refresh Check Out Chorley to ensure visitors continue to see Chorley as a great visitor destination.



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

£260k was added to increase the existing Green Agenda Fund to £500k.

£30k spent on events to celebrate the Queens Jubilee.

£16m was spent creating Tatton Gardens Extra Care Facility, an extra care scheme for the borough.



A strong local economy

£200k increase in funds available in a refreshed and refocussed package of support and grants for local businesses.

£200k committed to developing our approach to apprenticeships, graduate and training posts in areas of high market demand.

£10.3m spent to help deliver a Strawberry Meadows for business use to drive forward local economic growth.



Clean safe and healthy communities

£2.7m invested to improve local play and community facilities across the borough.

£3m was invested to support the delivery of affordable housing to provide properties for refugees, as well as providing adaptation grants to assist residents.

Future Challenges

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

RESOURCES AND CAPACITY

To balance the delivery of our services and the needs of our residents with the financial constraints the Council faces, it is crucial that we have the resources and capacity in the right places.

To do this we will continue working with South Ribble to enable us to have additional capacity and resilience within our workforce, work on growing our own talent within the organisation where there are national skills gaps and streamline our processes and systems to work efficiently by investing in new technology.

HEALTH AND WELLBEING

If we are to give our residents the best opportunities to have sustainable health and wellbeing then we will need to work closely with partners to make sure that services are designed with residents at the centre and the right organisation is delivering the right service to meet local needs.

Over the next year we will be working with our partners from across the district to support integrated ways of working to improve the health and wellbeing of our residents and support achieving our outcomes through the United Kingdom Shared Prosperity Fund (UKSPF).

GENERAL ELECTION

Financial and political uncertainty at a national level including a potential upcoming general election, how local government receive finances, inflation and the cost of living will mean that we need to plan for a range of scenarios so that we can sustain high quality services for our residents.

We will continue to work towards a balanced budget, delivering the Medium Term Financial Strategy and driving forward our transformation programme to ensure that the organisation is in a strong position to respond to future challenges.

COST OF LIVING AND INFLATION

Over the past 12 months the cost of living crisis and inflation have made everyday life considerably more challenging both mentally and financially for our residents.

In order to address these challenges the Council will work in partnership with local community services and groups to deliver a range of support and intervention through initiatives such as delivering the Cost of Living Action Plan and the Household Support Fund.

Looking ahead to 2023/24

Looking forward to 2023/24 we will continue to focus on delivering positive outcomes for residents against our new corporate priorities set out below, this will include the following:



Housing where residents can live

Deliver affordable housing Through implementing a plan for development and acquisition

Deliver flexible housing solutions To meet the needs of all communities

Open the extra care scheme at Tatton Gardens To provide safe and secure self-contained accommodation for older adults

Implement a home energy support scheme Including advice and energy saving measures

Deliver the Local Plan To ensure sustainable future development and investment



A green and sustainable borough

Deliver natural green initiatives Deliver tree planting, development of 'green corridors', and improvements to local natural habitats around our canals and waterways

Launch Sustainable Energy Package for Businesses Providing support and advice on carbon reduction, including access to appropriate grant schemes

Improve our Council buildings To create a modern environment and attractive work space to support the way we work

Develop use of green energy in the Borough By exploring feasibility of green energy production in Chorley and deliver electric vehicle charging points

Deliver improvements to public transport networks Replacing bus shelters and green shelters to improve transport networks and enhance biodiversity



An enterprising economy with vibrant local centres in urban and rural areas

Open Strawberry Meadows To provide a mix of office and light industrial space for new and existing businesses

Continue Development at Astley Hall Undertaking renovation works to the wider hall complex and visitor experience

Launch a Skills and Jobs Programme Focused on job creation in high growth sectors

Deliver improvements to local service centres By enhancing local service centres across the borough, including the town centre



Healthy, safe and engaged communities

Increase digital connectivity in the rural areas By developing a scheme to improve broadband provision in targeted areas

Provide support for families and young people to start and live well By enhancing our social prescribing service to support family and early years

Deliver the Cost of Living Action Plan By providing a range of support and intervention including food and fuel poverty, debt and housing

Deliver a health and wellbeing programme Working with local partners to include support around mental health as well as physical health

Deliver high quality, responsive council services Implementing the Shared Property and Assets service, and to continue with our programme of improvement and transformation

Appendix A

Trade Union Facilities time for 2022/23

The trade Union (Facility Time Publication Requirements) Regulations 2017 came into force on 1 April 2017. These regulations place a legislative requirement on relevant public sector employers to collate and publish, on an annual basis a range of data on the amount and cost of facility time within their organisation. The facility time data for Chorley Borough Council for the period of 2022/23 is shown below. We have included the tables to illustrate the information required, and it is published alongside the Annual Report for the period 2022/23.

Table 1 - Relevant Union Officials

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

| Number of employees who were relevant union officials during the relevant period | Full-time equivalent employee number |
|--|--------------------------------------|
| 6 | 6 |

Table 2 - Percentage of time spent on facility time

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

| Percentage of time | Number of Employees |
|--------------------|---------------------|
| 0% | 4 |
| 1-50% | 1 |
| 51-99% | 1 |
| 100% | 0 |

Table 3 - Percentage of pay bill spent on facility time

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

| | Figures |
|---|-------------|
| Provide the total cost of facility time (including oncosts) | £26,648 |
| Provide the total pay bill | £12,261,874 |
| Provide the percentage of the total bill spent on facilities time | 0.22% |

Table 4 - Paid trade union activities

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

| | |
|---|---|
| Time spent on paid trade union activities as a percentage of the total paid facilities time hours | 0 |
|---|---|

