

Report of	Meeting	Date
Chief Executive (Introduced by Executive Member (Resources))	Executive Cabinet	13 September 2023

Chorley Quarter One Performance Monitoring Report 2023-24

Is this report confidential?	No
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Is this decision key?	No
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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 first quarter of 2023/24, covering 1 April 2023 to 30 June 2023

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 2023/24.

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 first quarter of 2023/24. Performance is assessed based on the delivery of the 2022 Corporate Strategy along with the key service delivery measures for individual services.
6. Overall performance of the Corporate Strategy projects is excellent with 95% (18) rated as complete or green, meaning they are progressing according to schedule. One project (5%) has been rated amber, which provides an early warning sign of potential delays. An action plan for this project is contained 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 100% 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:

Housing where residents can live well	A green and sustainable borough
An enterprising economy with vibrant local centres in urban and rural areas	Healthy, safe, and engaged communities

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 2022 and includes 19 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 and ensuring that Chorley is in the best possible position for the future.
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.

Housing where residents can live well



Our commitments:

- Deliver affordable and energy efficient housing,
- Strive for good quality housing for all,
- Work with partners supporting new ways to prevent homelessness,
- Support our most vulnerable residents

Delivering our Commitments in Quarter One

12. Since the completion and official opening of the new extra care facility at Tatton Gardens in quarter four, the project was shortlisted for three awards in this year's North West Regional Construction Awards and was awarded Sub-regional Project of the Year Lancashire. This is an outstanding achievement for everyone involved in what is now a fantastic facility providing extra care accommodation for the over 55's, healthcare provisions, and community facilities, whilst transforming the area and most of all bringing value to the local community. A community event has also been planned to take place during quarter two where residents will have the opportunity to help shape the activities and services that are run from the new Tatton Community Centre. Remaining snagging issues, including to the recreation ground, will continue over the coming quarters.
13. The Council has committed in its Corporate Strategy to develop further options for the delivery of solutions for high quality, affordable and green housing. The proposal is to take forward this priority through a new Housing Strategy and action plan. A Housing fact file has been produced in quarter one and includes key information and statistics to inform wider discussions on housing related activity. Over the next quarter, the development of a new Housing Strategy and action plan will take place, initially identifying priorities that can be developed into more tangible actions and projects.
14. As part of the Council's commitment to supporting residents with the high cost of energy and support positive action on climate change, progress has been made on the implementation of a home energy support scheme. Over the quarter, work has been underway to develop a comprehensive two-year programme, which will include conducting energy audits with households at high risk of fuel poverty and delivering recommendations, providing residents will access to home energy advice and practical support to install energy saving measures. The council will also deliver community energy saving awareness and networking events to residents as part of the project. Over the next quarter, work will be carried out to agree the energy audit process, recruit a Support Advisor to aid the delivery of the scheme and meetings will be held with commissioned partners to support the delivery of energy saving measures
15. The project to deliver the Local Plan continued during the quarter with the successful recruitment of a Local Plan Assistant Planning Policy Officer. The analysis of the Preferred Options consultation responses has now been completed and the Statement produced, which will go to the Local Plan Working Group and the Joint Advisory Committee in quarter two before being published. Discussion have taken place to agree the process for assessing the heritage impact of sites. An outline structure of the new Central Lancashire Local Plan has been developed and a desktop assessment of all remaining and new sites for housing and employment has been undertaken. The sites for housing and employment have been assembled and mapped ready for the site assessment process with a clear roadmap developed.

Performance of key projects



16. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter one, overall performance is good.
17. One project was classified as completed in quarter four 2022/23 indicating that it has delivered all milestones planned for this year:
- Open the extra care scheme at Tatton Gardens.
18. Three projects are rated as green, meaning they are progressing according to timescales and plan:
- Deliver affordable housing,
 - Deliver flexible housing solutions,
 - Implement the home energy support scheme.
19. One project is rated as amber, which is an early warning sign of delays with the project:
- Deliver the local plan.

Project Title:		Project Status:
Deliver the Local Plan		Amber
Explanation:	<p>There has been significant progress on the Local Plan delivery during the quarter, however vacancies within the Local Plan Team continue to pose a risk to deliver against the planned programme.</p> <p>One of the three vacant posts have now been successfully recruited to, however two remain vacant and as these posts will provide essential capacity to deliver the project the current low resourcing continues to pose a significant risk to the proposed delivery schedule.</p>	
Action required:	<p>To mitigate any potential risks caused by the lack of capacity within the team and to ensure that progress can continue on the Local Plan delivery, the contract to provide additional plan making capacity in lieu of the remaining vacant posts has been extended.</p> <p>Timescales for the development of the Local Plan will be assessed and reprofiled to ensure that resourcing is fully considered, and that sufficient progress is achieved.</p>	

Performance of corporate strategy measures



20. At the end of quarter one, it is possible to report on two of the three corporate performance indicators under this priority.
21. Both indicators are performing on or better than target:
 - The number of long-term empty properties in the borough
 - The percentage of households living in fuel poverty.

A green and sustainable borough



Our commitments:

- Work towards our commitment to be carbon neutral by 2030,
- Support waste reduction, reuse and recycling,
- Work with partners to retain natural habitats and improve air quality,
- Promote sustainable transport and infrastructure.

Delivering our Commitments in Quarter One

22. Chorley Council remains committed establishing an environmentally friendly and sustainable borough. Progress continues in quarter one with the focus on implementing natural green initiatives including the completion to the enhancement work at Westway Ponds Nature Reserve, the preparation and sowing of wildflower meadows and planning has begun for the wildflower bulb locations for autumn planting. Work on the towpath enhancement delivery plan continues to deliver improvements to enhance safety and accessibility for residents. Progress has been made on the Whins Lane and Withnell Fold area and additional locations have been scoped for future phases of the towpath enhancement. Quarter two will see the launch of a new tree giveaway initiative, strategically aligned with promotion during the Chorley Flower Show for widespread visibility and engagement.
23. The project to launch a sustainable energy package to support businesses to thrive despite the current economic climate has made progress this quarter with discussions commencing with the Chamber of Commerce to establish a new streamlined grant process ensuring that businesses can quickly access grant funding and implement the energy saving measures recommended from the energy audit. In early June, a soft launch of the grants scheme was carried out with a press release and promotion on social media. The Council website has been updated with details of the grant, and following agreement on the new process with the Chamber of Commerce, the energy grant scheme is set to launch to local businesses in quarter two
24. As part of the Council's commitment to delivering improvement to key Council building, work has progressed in quarter one with site visits and discussions taking place with external consultants to develop potential future heating options for the Town Hall. An accommodation working group has been established bringing together different services across the council to take forward the heating options at the Town Hall and oversee improvement works to Council buildings. The project will ensure that the Council buildings are modern, fit for purpose and support the Council's ambitious net zero targets.
25. The project to explore the feasibility of green energy in Chorley has progressed with work being undertaken towards the production of two options papers looking at further Electric Vehicle (EV) Charge Point across the Council's assets (commercial, residential and car parks) and the production of low carbon green energy. Site visits have been carried out contributing to the Electric Vehicle (EV) Charge Point Study. The study will enable the council to set a future budget and ensure that a definitive plan is in place for future Electric Vehicle charging points to be installed. A low carbon options paper is being drafted and once complete will be presented to the Climate Change Working Group for review in quarter two.

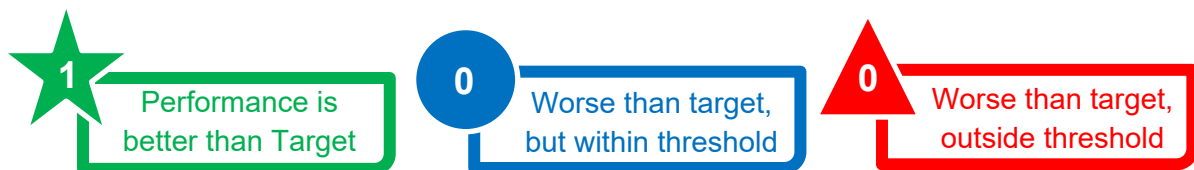
26. The project to undertake a programme of bus shelter upgrades across the borough as part of the council commitment to improving public transport networks has progressed with a procurement route identified and tender documents drafted for year one of the five year programme to replace 19 shelters. Commercial discussions have concluded, and an Executive Member Decision received to undertake the installation of five living roof bus shelters next year (2024/25). Scoping work has also commenced to develop an options paper identifying opportunities for a community car-based scheme in areas where bus services are limited. Looking ahead at quarter two, a procurement exercise will be undertaken for the supply and installation of the bus shelters and phasing of year one of the installation programme will be agreed.

Performance of key projects



27. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter one overall performance is excellent.
28. All five projects are rated as green, meaning they are progressing according to timescale and plan:
- Deliver natural green initiatives,
 - Launch sustainable energy package for business,
 - Improve our Council buildings,
 - Develop the use of green energy in the borough,
 - Deliver improvements to public transport networks.

Performance of corporate strategy measures



29. At the end of quarter one, it is possible to report on one of the four corporate performance indicators under this priority.
30. One indicator is performing on or better than target or within the 5% threshold:
- The percentage of household waste sent for reuse, recycling, or composting.

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



Our commitments:

- Support business growth and expansion across the borough,
- Work with partners to support skills, development, and innovation,
- Work with partners to promote the district as a visitor destination and attract investment in our local service centres,
- Promote the green economy.

Delivering our Commitments in Quarter One:

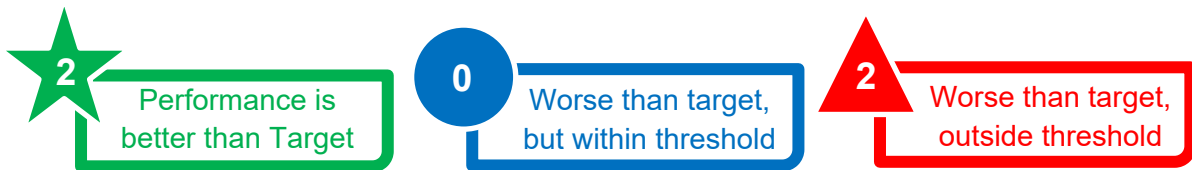
31. As part of the council's commitment in preserving Astley Hall as a valuable community asset and promoting it as a visitor destination and attraction. Work has been undertaken during the quarter to develop and cost a plan of wider improvement works to the Hall to further enhance the visitor experience. Activities within the improvement programme include the conversion of the Conference Room into a new Workshop and Activity Room for educational visits, re-opening of the art gallery, and opening of the servant's rooms and oak dressing room in the Hall. Staff have been relocated back into the cottage at the rear of Astley Hall during quarter one, a newly created space with a mixture of areas to accommodate and enable hybrid working. Over the next quarter, the artwork will be moved back into the art store, and detailed plans will be produced for projects to be delivered.
32. Working with our partners to support skills, development, and innovation, the project to launch a skills and job programme continued in the quarter to promote future career pathways and provide a local skills pipeline to meet the needs of local enterprise. Early engagement has taken place with liaison meetings held with schools and other key stakeholders and plans are underway for a new academic year event. An Employment and Skills Officer has now been successfully recruited, who will support the delivery of the Skills and Jobs Programme for Chorley and enable the development of a comprehensive programme of support allowing aspiring local businesses to stay and grow in the borough.
33. In response to the government's decision not to support the Council's levelling up Town Centre bid, several schemes to improve local service services are being developed. The schemes will include areas outside of the Chorley Town Centre and be focussed around improving the local environment and public realm. During this quarter initial site investigations have taken place to help identify the work required and the indicative costs. The project plan will be developed in the next quarter with a view to presenting the schemes and options for consideration by members during quarter three.

Performance of key projects



34. There are four projects included in the 2022 Corporate Strategy under this priority and at the end of quarter one, overall performance is excellent.
35. One project was classified as completed previously in quarter four, indicating that it has delivered its milestones:
 - Open Strawberry Meadows.
36. Three projects are rated as green, meaning they are progressing according to timescales and plan:
 - Continue development of Astley Hall,
 - Launch a skills and jobs programme,
 - Deliver improvements to local service centres.

Performance of corporate strategy measures



37. At the end of quarter one, it is possible to report on four of the five corporate performance indicators under this priority.
38. Two indicators are performing on or better than target or within the 5% threshold:
 - The number of projected jobs created through Chorley Council support or intervention,
 - Number of business engagements by the Council.
39. Two indicators are performing below target and outside the 5% threshold:
 - The percentage of 16-17 year olds who are not in education, employment, or training (NEET),
 - The number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)

Indicator	Polarity	Target	Q1 2022/23	Q1 2023/24	Symbol	Trend
The percentage of 16-17-year olds who are not in education, employment, or training (NEET)	Smaller is better	3%	3.4%	3.5%	▲	Worse than Q1 2022/23

Reason below target:	The figure of 3.5% reflects that there are 92 known NEETs at the end of quarter one (June 2023). The NEET figure has worsened when compared to the figure of 3.4% at the same time last year (Q1:2022/23). This quarter, submissions were made from schools and other institutions informing Lancashire County Council that students have left and have either become NEET or they do not know what they have moved onto. Examining the detailed breakdown of the full 16 and 17 year cohort, the numbers in full time education have increased slightly when compared to the same time last year. The numbers in apprentices and employment have also increased in Chorley, with 34 more apprenticeships as a destination as well as more people moving into employment without training.
Action required:	Lancashire County Council (LCC) continue to work with the 16 and 17 year olds who are not in education, employment or training and signpost them to other partner agencies. In July 2023, LCC have recruited 3 employees to work with partners to support NEET young people and it is expected that with their support the number of NEETs will reduce. Chorley Council will work with local partners to support young people into work and training opportunities. This includes supporting Inspire Youth Zone to promote their Mentor Scheme, recruiting volunteer mentors and identify young people who would benefit through the Chorley network. This scheme along with others aims to support young people in difficulty to strive towards good, fulfilling careers. In addition to this an employability event "Raising Aspirations", delivered in partnership with Lancashire Adult Learning (LAL) and the Job Centre is scheduled to take place in September 2023 at the Town Hall in Chorley.
Trend:	The indicator is performing slightly worse than the 3.4% reported in Q1 2022/23, which was also worse than target, then performed better than target from quarter two onwards. This indicator also performed below target at quarter one 2021/22.

Indicator	Polarity	Target	Q1 2022/23	Q1 2023/24	Symbol	Trend
The number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	18	5	9	▲	Better than Q1 2022/23
Reason below target:	<p>Central Government funding has led to a significant increase in employment sector resource and as such, while the Council's employment service offer remains the same, engagement is largely signposting and referring individuals and partners into this existing provision.</p> <p>Support is provided to the employment network, working alongside the Department for Work (DWP) and Pensions and Lancashire Adult Learning (LAL) to deliver the events 'Raising Aspirations' in September 2023 and '50+ Mid-Life MOT' in October 2023.</p>					
Action required:	The council continues to recognise and support the impact of volunteering and its role in strengthening community capacity and resilience (as outlined within the Community Resilience Framework) via other mechanisms within the Service.					

	<p>Alongside the revised Volunteering Policy, the Community Volunteering Referral Partnership formalises the support offered to the Voluntary, Community and Faith Sector (VCFS) and volunteer organisations to recruit volunteers and supports them in offering a high-quality volunteering experience.</p> <p>Tempo Time Credits in Chorley is celebrating its 10th year this year and the council have developed an action plan that reinvigorates the earn and spend sides of this offer, bringing the Food Clubs into the network and securing additional high quality spend opportunities, including an improved leisure offer. A celebration event is currently being planned to take place in November, with a robust communications plan in the preceding month that will highlight to residents and organisations the impact of time credits, the value of volunteering in Chorley's communities and routes into volunteering in Chorley. The event will also help to showcase the community wide impact of the time credits volunteering model to key local stakeholders.</p> <p>The council continues to routinely support community groups to provide training opportunities for their volunteers through the community training calendar, delivering bereavement support training in July and August 2023.</p>
Trend:	The indicator is performing better than the five reported in Q1 2022/23, which was also worse than target.

Healthy, safe, and engaged communities



Our commitments:

- Support and encourage active lifestyles and health and wellbeing,
- Support development of leisure services and facilities meeting the needs of residents,
- Deliver events and places to go for everyone,
- Ensure all residents of all ages can access the services they need physically and digitally,
- Promote resilient, cohesive neighbourhoods by listening and responding
- Work with partners to join up public services so that they make sense for everyone.

Delivering our Commitments in Quarter One

40. The project to provide support for families and young people to start and live well progressed during the quarter with a consultation with pupils and parents taking place to find out what is important to them. The pupil groups were made up of 10-15 students from the higher year groups, and the feedback gathered will help shape what the programme will cover, identifying the key areas of challenge and concern for young people and their families. The results from the consultation will help identify key areas and themes for schools' speakers, and potential delivery partners will be approached to deliver the advice and information. Delivery of the school speakers programme will commence in September 2023 with a launch event at the Town Hall in Chorley to support parents in navigating the key challenges young people face.
41. The Cost of Living Action Plan continues to deliver a range of activities that will support residents with pressures on food and energy prices. Following on from the success of the warm spaces programme, the programme was expanded over the summer as part of the 'welcome spaces' initiative working with local groups and organisations to support residents through the summer months with cost of living challenges, offering meals and household essentials for residents in need, and also providing them with information or referrals where required. The Household Support Fund phase 3 was completed in quarter four with 6,744 households supported financially, and during quarter one the delivery for phase 4 was agreed with distribution of the £640,000 commencing in quarter two. The Good Food clubs which aim to reduce food waste by saving food that would have gone into landfill and offering a supportive space for people within the community have been supported during the quarter to consider opportunities to integrate time credits in a way that supports their programme delivery.
42. The project to deliver a health and wellbeing programme continued in the quarter supporting and encouraging active lifestyles and health and wellbeing. The walking sessions linked to the Weight Management programme now take place every Thursday at sites across the borough, these are regularly attended by up to 20 people both those currently on the programme and those who have already completed the programme helping to provide a sense of belonging, encouragement and peer support. The HAF programme was agreed within the quarter with delivery partners, with uptake already set at around 50% of all available spaces by the end of quarter one and these will be delivered throughout the summer during quarter two. New links

have been established for the PASTA (Play and Skills at Teatime Activities) programme to be delivered in Clayton le Woods North and this fun, friendly activity programme where families can cook, play and spend time together will begin in the area at the start of the new school year at the end of quarter two. A delivery partner has been identified to deliver suicide prevention community-based training 'orange button' which will provide learners with the confidence and tools to understand the impact of suicide and using a first aid approach, take someone who is experiencing thoughts of suicide from a place of danger and isolation to a place of safety and support.

43. In quarter one the focus of the project to increase digital connectivity in rural areas has changed. The Rural England Prosperity Fund seeks to help support specific challenges in rural areas including lower productivity, poor connectivity, and access to services. Options for the delivery of the rural element of the prosperity funding have been considered including rural broadband to address gaps in connectivity and a rural grants scheme to promote growth and sustainability. Given the timescales for the funding and feedback received from local businesses, taking forward the digital connectivity was no longer feasible. The proposal is to offer a rural grants scheme to enable eligible businesses to make capital improvements to their operations. During quarter two consultation with businesses is underway to test demand and help refine the scope and parameters of the scheme aligned to local priorities and needs, as well as the exploration of options for administrating the scheme.
44. The Council has an ambitious transformation programme that includes delivering improvements to ensure high quality and responsive services. This quarter the focus has continued with the joint operating model for Property and Development with South Ribble Council. Individual development discussions have been undertaken to ensure that staff are positively engaged and involved in the shared services implementation process and are using the engagement process for opportunities to identify areas for further development and support. To ensure that services are more accessible for residents, external forms for the Council website have been reviewed. Next quarter, work will continue with ICT and services to deliver channel shift improvements by enhancing the capability for online self-serve bringing forward new web forms and technology.

Performance of key projects



45. There are five key projects included in the 2022 Corporate Strategy under this priority and at the end of quarter one overall performance is excellent.
46. All five projects are rated as green, meaning they are progressing according to timescales and plan:
 - Increase digital connectivity in rural areas,
 - Provide support for families and young people to start and live well,
 - Deliver the Cost of Living Action Plan,
 - Deliver the health and wellbeing programme

- Deliver high quality, responsive council services.

Performance of corporate strategy measures



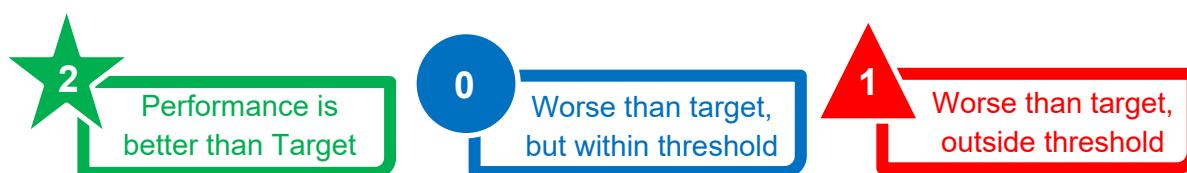
47. At the end of quarter one, it is possible to report on five of the six corporate performance indicators under this priority.
48. Four indicators are performing on or above target:
- The number of referrals to the Social Prescribing service,
 - The percentage of service requests received online,
 - The percentage of customers dissatisfied with the service they received from the Council.
 - No. of volunteer community groups supported to improve by the Council
49. One indicator is performing below target and outside the 5% threshold:
- Number of visits to council leisure centres

Indicator	Polarity	Target	Q1 2022/23	Q1 2023/24	Symbol	Trend
The number of visits to Council leisure centres	Bigger is better	117,00	86,354	89,854	▲	Better than Q1 2022/23
Reason below target:	<p>Participation for quarter one has increased year on year based on the data from 2022/23 showing the company's actions are having a positive impact to the levels of participation across the leisure centres.</p> <p>Performance has been impacted by the closure to Brinscall Baths and the Leisure Centre improvement works. The target for 2023/24 was established with the expectation that the improvement works to the leisure Centres and Brinscall Baths would have concluded and therefore expanding the current offer within the centres and driving an increase in visitor numbers.</p>					
Action required:	<p>The following actions have been identified to improve the number of visitors to the Council's leisure facilities:</p> <ul style="list-style-type: none"> • Recruitment has commenced for a Commercial Activity Manager, who once in post will work across the four sites, driving participation and increasing the activity offering for leisure centre users through the creation of new programming with a particular focus to be placed on programming for juniors and those aged 65 and over. • A range of new classes are set to launch from September 2023, and will include Yoga at West Way Hub, Antenatal fitness and Spin Shred at Clayton Green and Circuits and Social at All Seasons. 					

	<ul style="list-style-type: none">• The café at All Seasons will be opening for 'Grab and Go' in September 2023 and additional swim lessons will be added to the timetable to meet the current demand and accommodate the current waiting list.
Trend:	The indicator is performing better than Q1 2022/23, and this quarter also represents the highest number of visits in quarter over the last twelve months.

PERFORMANCE OF NATIONAL AND REGIONAL COMPARATORS

50. In addition to delivery indicators under each of the key priorities, the Council also measures outcomes compared to national and regional performance indicators within the Corporate Strategy.



51. At the end of quarter one, it is possible to report on three of the six corporate performance indicators under this category, and the full outturn information is available at appendix A.
52. Two indicators are performing on or above target:
- The number of claimants as a proportion of resident population of the area aged 16-64,
 - Town Centre vacancy rate.
53. One indicator is performing below target and outside the 5% threshold:
- Overall employment rate

Indicator	Polarity	Target	Q1 2022/23	Q1 2023/24	Symbol	Trend
Overall employment rate (better than the regional average)	Bigger is better	73.6%	74.5%	67.5%	▲	Worse than Q1 2022/23
Reason below target:	<p>The overall employment rate has performed below target this quarter and represents the lowest rate for Chorley in many years and is tracking below the regional and national average.</p> <p>One key factor affecting employment rates is the performance of the wider economy. High inflation rates, labour costs, interest rates, and the pandemic have all impacted on businesses across the country with growth being constrained and businesses closing, add to this the impact on public services, with reduced budgets. The result has been redundancies and a rise in unemployment nationally over the past few years. Chorley has not experienced anything unusual in the previous quarter which could affect these figures and therefore further investigation will be required and monitoring will take place over the next few months to see if this is an ongoing trend.</p> <p>In comparison, when considering employment activity Chorley performs well with unemployment currently at 3.4% compared with a national rate of 3.6% and regional 3.9%. Economic inactivity is another factor to take into consideration when looking at overall employment and this has increased substantially nationally during and since the pandemic. The Lancashire Skills and Employment Hub has commissioned research to gain a better understanding of the reasons for the unusually high percentage of economically inactive people in Lancashire (i.e. those that could work who are not working) that could possibly affect the reported figures, with reasons such as health, caring responsibilities and being financially stable and therefore not needing to work provided.</p>					

<p>Action required:</p>	<p>A full-time Employment and Skills officer has been successfully recruited to enable the development of a comprehensive and ongoing programme of support. The work carried out by Chorley Council seeks to encourage businesses to create employment opportunities in the borough alongside Lancashire County Council and the LEP, Job Centre Plus, education and many others. The council works with partners to ensure that residents are able to access opportunities that are available through funded or specialist programmes, apprenticeships, training, and skills development.</p> <p>Work has already started on the development of an Employment and Skills programme for Chorley, which will create pathways into employment regardless of where a resident is on their journey. This will include activity around employability as well as upskilling people already in employment and those that are seeking work or the next step in their career, and in addition working with businesses to identify their skills needs, vacancies and types of roles that they will need in the future. Current training provision is being mapped and gaps are being identified to ensure that we can source the types of training required to ensure that we can match opportunities with residents. A successful Employers and Careers Fair was held in March with another planned for October. The council have engaged with Chorley High Schools and the Job Centre for careers focus days and similar work with students and jobseekers. The council continue to work with delivery partners to support local businesses to encourage employment opportunities, and the Choose Chorley inward investment grant is available for businesses relocating to Chorley and bringing job opportunities with them. Work continues to ensure that Skills and Employment plans are implemented into any new developments in order to provide job opportunities.</p>
<p>Trend:</p>	<p>This indicator is performing worse than the 74.5% reported in Q1 2022/23.</p>

PERFORMANCE OF KEY SERVICE MEASURES

54. There are some important indicators that are not included within the Corporate Strategy but are measured locally as indicators of service performance.



55. At the end of quarter one it is possible to report on all of the seven key service measures. The full outturn information for this is available at Appendix B.

56. Six indicators are performing on or above target:

- Percentage of minor planning applications decided within 8 weeks or agreed time extension,
- Percentage of major planning applications decided within 13 (16 for EIA) weeks or agreed time extension,
- Average working days per employee (FTE) per year lost through sickness absence,
- Percentage of Business Rates (NNDR) collected,
- Contact Centre inbound calls answered within wait time of < 5 minutes
- Percentage of inbound calls to the Contact Centre answered within 90 seconds.

57. One indicator is performing below target but within the 5% threshold:

- Percentage of Council Tax collected.

Climate change and air quality

58. 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

59. An Impact Assessment (IA) was completed in October 2022, which was considered as part of the approval process for the Corporate Strategy 2022. IAs have also been individually conducted for each corporate project as part of the planning and documentation process. This has ensured that the impact on equality, our communities, and the environment has been fully considered and addressed. The completed IA for the Corporate Strategy is available under background documents within this report.

Risk

60. 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

61. There are no direct financial implications of this report. The impact of this report is seen within the quarterly financial reports where updates on revenue and capital are reported.

Comments of the Monitoring Officer

62. This report is for noting. Essentially it reports on performance against the Corporate Strategy. It enables monitoring and scrutiny in this regard. There are no direct legal implications arising.

Background documents

63. The following documents are background items to this report:

- [Corporate Strategy 2022](#),
- [Corporate Strategy 2022 Cover Report](#),
- [Corporate Strategy 2022 Impact Assessment](#).

Appendices


64. The following appendices 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:
Michael Johnson, Louise Wingfield (Senior Policy and Performance Advisor, Policy and Performance Advisor)	Michael.johnson@chorley.gov.uk, louise.wingfield@chorley.gov.uk	01257 515151	21/08/2023




This decision will come into force and may be implemented five working days after its publication date, subject to being called in in accordance with the Council's Constitution.



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 Name	Polarity	Target	Previous Reported Period	Quarter 1 2023/24		Trend	
 Housing where residents can live well							
Number of long-term empty properties in the borough	Smaller is better	150	133 (Q4 2022/23)	129		Worse than Q1 2022/23	122
% of households living in fuel poverty	Smaller is Better	14.6%	-	11.1%		Better than Q1 2022/23	11.6%
No. of affordable homes delivered	Bigger is Better	55	77 (Q4 2022/23)	To be reported Q2 2023/24		-	-

 A green and sustainable borough							
Number of bus shelters improved	Bigger is better	14	NEW	To be reported Q3 2023/24		-	-
Number of Trees Planted	Bigger is better	93500	(Q4 2022/23)	To be reported Q4 2023/24		-	-
Number of improvements to parks, open spaces and playing pitches linked to strategy delivery	Bigger is better	10	15 (Q4 2022/23)	To be reported Q4 2023/24		-	-
% of household waste sent for reuse, recycling, or composting (Q4 data)	Bigger is better	44.1%	46.2% (Q3 2022/23)	45.4% ¹		Better than Q4 2021/22	44.1%

 An enterprising economy with vibrant local centres in urban and rural areas							
Number of projected jobs created through Chorley Council support or intervention	Bigger is better	50	316.5 (Q4 2022/23)	95		Better than Q1 2022/23	40
The % of 16-17 year olds who are not in education, employment or training (NEET)	Smaller is better	3.0%	2.5% (Q4 2022/23)	3.5%		Worse than Q1 2022/23	3.4%
Number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	18	62 (Q4 2022/23)	9		Better than Q1 2022/23	5
Number of Business Engagements by the Council	Bigger is better	225	NEW	235		NEW for 2023/24	-
Growth in business rate base	Bigger is better	0.5%	-0.03% (Q4 2022/23)	To be reported Q4 2023/24		-	-

¹ This indicator is reported in arrears and reflects quarter four 2022/23 performance. Its previous performance relates to quarter three.

Indicator Name	Polarity	Target	Previous Reported Period	Quarter 1 2023/24		Trend	
 Healthy, safe and engaged communities							
The number of visits to Council's leisure centres	Bigger is better	117,000	325,012 (Q4:2022/23)	89,854	▲	Better than Q1 2022/23	86,354
Number of people referred to social prescribing, including Population Health Management	Bigger is better	175	1846 (Q4 2022/23)	253	★	Worse than Q1 2022/23	512
Number of volunteer community groups supported to improve by the Council	Bigger is better	25	175 (Q4 2022/23)	51	★	Better than Q1 2022/23	38
% of service requests received online	Bigger is better	40%	59.17% (Q4 2022/23)	61.02%	★	Better than Q1 2022/23	57.73%
% of customers dissatisfied with the service they have received from the council	Smaller is better	17%	17.54% (Q4 2022/23)	12.1%	★	Better than Q1 2022/23	16.46%
% increase in visitor numbers to Chorley	Bigger is better	2%	113% (Q3 2022/23)	To be reported Q3 2023/24		-	-

 National and Regional Comparators							
Overall employment rate	Bigger is Better	73.6% (Regional Average)	71.8%	67.5%	▲	Worse than Q1 2022/23	74.5%
The number of claimants as a proportion of resident population of the area aged 16-64	Smaller is Better	4.20% (Regional Average)	2.7%	2.4%	★	Better than Q1 2022/23	2.6%
Town Centre Vacancy Rate	Smaller is better	10.9% (National Average)	13.56%	10.2%	★	Worse than Q1 2022/23	9.6%
Median Workplace Earnings better than the North West Average	Bigger is better	Regional average	£552.80 (Q4 2022/23)	To be reported Q4 2023/24		-	-
Earnings by place of residence (better than the North West average)	Bigger is better	Regional average	£645.10 (Q4 2022/23)	To be reported Q4 2023/24		-	-
% of the population with NVQ level 3 and above	Bigger is better	Regional average	69.9% (Q4 2022/23)	To be reported Q4 2023/24		-	-

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 Name	Polarity	Target	Comparison (previous quarter)	Quarter 1 2023/24		Trend	
				Value	Status	Comparison	Value
% MINOR planning applications decided within 8 weeks or agreed time extension	Bigger is Better	85%	100% (Q4 2022/23)	98%	★	Worse than Q1 2022/23	100%
% MAJOR planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is Better	80%	87% (Q4 2022/23)	100%	★	Same as Q1 2022/23	100%
Average working days per employee (FTE) per year lost through sickness absence	Smaller is Better	2.79	9.01 (Q4 2022/23)	1.96 days	★	Better than Q1 2022/23	2.79
Percentage of Council Tax collected	Bigger is Better	28.25%	97.19% (Q4 2022/23)	28.09%	●	Worse than Q1 2022/23	28.25%
Percentage of Business Rates (NNDR) collected	Bigger is Better	24.56%	96.26% (Q4 2022/23)	25.68%	★	Better than Q1 2022/23	24.56%
Contact Centre inbound calls answered within wait time of <5 minutes	Bigger is Better	40%	NEW	76.49%	★	New for 2023/24	-
Percentage of inbound calls to the Contact Centre answered within 90 seconds *	Bigger is Better	40%	NEW	45.66%	★	New for 2023/24	-