

Report of	Meeting	Date
Chief Executive (Introduced by Executive Member (Resources))	Executive Cabinet	Thursday 9 November 2023

Chorley Quarter Two 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 second quarter of 2023/24, covering 1 July 2023 to 30 September 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 second 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 17 (90%) 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, and one project (5%) has been rated as red. Action plans for the amber and red projects are contained within this report.

7. Performance of the Corporate Strategy indicators and key service delivery measures continue to be closely monitored, with 79% 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 Two

12. The council has committed to develop further options for the delivery of solutions for high quality, affordable and green housing. Work on this project has included a review of the data and intelligence around housing to enable effective discussions with stakeholders and to shape future plans.
13. As part of the council's commitment to supporting residents with the high cost of energy and to promote positive action on climate change progress has been made this quarter on the implementation of a home energy support scheme. A Home Energy Support Adviser has been successfully appointed. A home energy questionnaire has been developed, along with a list of addresses targeting residents with low energy efficiency. The council website has been updated to include information about the scheme and how individuals can participate. Promotional materials for the scheme will be distributed at community events and posted on social media. Work will continue during the next quarter with more scheduled community events and the commencement of home visits.
14. The project to deliver the Local Plan continued during the quarter with the sites for housing and employment being provided by the three councils. The sites have been mapped and provided to the various consultants and statutory consultees/public bodies for assessment. The Preferred Options Consultation response data has been collated and analysed. A Consultation Statement has been prepared and will be published in due course. Work is being undertaken with all stakeholders to conclude the site assessment and viability work and bring forward a report which will include a revised Local Development Scheme (LDS) setting out the time frame for the plan making process. Timescales for the development of the Local Plan will then be assessed and reprofiled to ensure that that sufficient progress is achieved.

Performance of key projects



15. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter two, overall performance is good.
16. 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.

17. 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.
18. One project is rated as red, and is considered off track for delivery:
 - Deliver the local plan.

Project Title:		Project Status:
Deliver the Local Plan		Red
Explanation:	<p>Despite progress being made on the delivery of the Local Plan, this project has been rated off-track with a 'red' status due to delays that have impacted on the overall timescales of the project. The project has been impacted by delays in relation to elements within the site assessment and key decisions required to progress the programme.</p> <p>Progress has been made over the quarter with the Part One Preferred Options Consultation Statement completed and shared with the Joint Advisory Committee before being published in due course. The sites for housing and employment have been identified, mapped, and provided to the various consultants and statutory public bodies for assessment and feedback.</p>	
Action required:	<p>To progress the programme, work is being undertaken with all stakeholders to conclude the site assessment and viability work and bring forward a report for agreement at all three Councils, which will include a revised Local Development Scheme (LDS) setting out the time frame for the plan making process.</p> <p>Following this, timescales for the development of the Local Plan will be assessed and reprofiled to ensure that that sufficient progress is achieved.</p>	

Performance of corporate strategy measures



19. At the end of quarter two, one of the three corporate performance indicators under this priority is due to be reported.
20. One indicator is performing on or better than target:
 - The number of long-term empty properties in the borough

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 Two

21. Chorley Council remains committed to establishing an environmentally friendly and sustainable borough. Progress continued during quarter two with the primary focus on the implementation of natural green initiatives. This includes the successful promotion of the tree giveaway at Chorley Flower Show, which not only engaged residents but also generated substantial interest. As a result, people have already signed up for the next Tree Giveaway in quarter three. The wildflower meadows have thrived in a number of locations and preparations are now underway for autumn planting. The council has proactively ordered wildflower bulbs and has identified suitable locations for agreement and planting in November 2023.
22. Over the quarter, progress has been made in advancing a sustainable energy package to support businesses to thrive amid the current economic climate. Contract terms have been agreed with the Chamber of Commerce, ensuring their commitment to delivering a streamlined grant process ensuring that businesses can quickly access grant funding and deliver the outcomes as required by the UK Shared Prosperity Fund (UKSPF). Businesses are currently able to apply for the grant and the scheme is being promoted through email newsletters, social media and at events. A launch event will take place on 1 November and will include the introduction of the council's Climate Change Accreditation Scheme.
23. As part of the council's commitment to delivering improvements to key council buildings, work has continued in quarter two with proactive maintenance being undertaken. An Accommodation Working Group has been established, bringing together different services across the council and will provide a consistent, co-ordinated approach to drive forward all non-routine improvements to the council's working accommodation to ensure a modern and fit for purpose environment that supports the workplace strategy. Over the next quarter, the scope of the project will be reviewed and reprofiled to ensure that it meets the needs of the council.
24. The project to explore the feasibility of green energy in Chorley has progressed with the completion of a low carbon technology options report and has been presented to the Climate Change Working Group for review. The options paper provided an overview of the available low carbon and renewable technologies for the council. The Electric Vehicle (EV) Charge Point Study looking at further Electric Vehicle (EV) Charge Point across the council's assets (commercial, residential and car parks) has progressed with all required data collected and reports drafted for review by the Climate Change Working Group over the next quarter.
25. The programme of bus shelter upgrades across the borough as part of the commitment to improving public transport networks has progressed during the quarter with the tender for the supply and installation bus shelters has been undertaken. This year will see 19 bus shelters installed this year as part of a five year programme.

Tender responses have been evaluated with a contract award to be presented for approval in quarter three. Following the decision to install five living roof bus shelters next year (2024/25), site meetings have taken place to review the potential locations with 10 viable sites identified. The agreement for the five living shelter locations will be undertaken in quarter three.

Performance of key projects



26. There are five projects included in the 2022 Corporate Strategy under this priority and at the end of quarter two overall performance is good.
27. Four projects are rated as green, meaning they are progressing according to timescale and plan:
 - Deliver natural green initiatives,
 - Launch sustainable energy package for business,
 - Develop the use of green energy in the borough,
 - Deliver improvements to public transport networks.
28. One project is rated as amber, which is an early warning sign of delays with the project:
 - Improve our Council buildings.

Project Title:		Project Status:
Improve our Council buildings		Amber
Explanation:	This project is rated as Amber due to delays in advancing the heating system options and the need for more comprehensive exploration of wider improvements to the council's buildings. Proactive maintenance has been a contributing factor.	
Action required:	To address this and ensure that that the project aligns to the organisation's needs, an Accommodation Working Group which includes Property, Climate Change and Transformation and Change services will be established in October 2023. The group's role will be to co-ordinate and drive forward all non-routine improvements to the council's working accommodation to ensure a modern and fit for purpose environment. The scope of the project will be reviewed and reprofiled through the Accommodation Working Group.	

Performance of corporate strategy measures



29. At the end of quarter two, one of the four corporate performance indicators under this priority is due to be reported.
30. One indicator is performing below target but 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 Two:

31. As part of the council's commitment to preserving Astley Hall as a valuable community asset and promoting it as a visitor destination and attraction. During the quarter, the council has relocated all the artwork back to the art store and refurbished the walled garden glasshouse. Preparatory work has been completed to identify a list of improvement projects, which will utilise UK Shared Prosperity Funding (UKSPF) to fund the project. A list of projects will be brought forward to be delivered with detailed timescales over the next quarter.
32. Working with our partners to support skills, development, and innovation, the project to launch a skills and job programme continued to promote future career pathways and provide a local skills pipeline to meet the needs of local enterprise. During the quarter mapping of needs has taken place to identify upskilling, training and employability provision that is currently available in the area. The key themes for the programme are being developed, and the Employment and Skills Officer will work in collaboration with partners to help build relationships and enable closer working.
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 centres are being developed. The schemes will include areas outside of Chorley town centre and be focussed around improving the local environment and public realm. During this quarter, site investigations have taken place to evaluate the potential improvements that can be undertaken by the council to improve the identified local areas with a view to developing the schemes and options in 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 two, 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 two, four of the five corporate performance indicators under this priority are due to be reported.
38. Three indicators are performing on or better than target:
- The number of projected jobs created through Chorley Council support or intervention,
 - Number of business engagements by the Council.
 - The % of 16-17 year olds who are not in education, employment, or training (NEET)
39. One indicator is performing below target and outside the 5% threshold:
- The number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)

Indicator	Polarity	Target	Q2 2022/23	Q2 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	36	10	29	▲	Better than Q2 2022/23
Reason below target:	<p>The Council continues to engage residents into volunteering opportunities via the employability service. However, the employability sector is very well resourced, and the council refers individuals and partners into existing provision.</p> <p>Support is provided to the employment network, working alongside the Department for Work and Pensions (DWP) 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:	<p>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. 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 elements of this offer; bringing Food Clubs into the network and securing additional high quality spend opportunities, including an improved leisure offer.</p>					

	<p>A celebration event is currently being planned to take place in November, with a communications plan that will commence prior to the event to 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 10 reported in Q2 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 Two

40. The project to provide support for families and young people to start and live well continued during the quarter with steps taken to strengthen the referral pathways into the new social prescribing role for families. The Social Prescribing Link Worker has attended a number of networking and partner events to promote the provision including drop ins at Cotswold House, Inspire Youth Zone, and Schools' Headteachers Network. The successful school event 'Empowering Parents, Guardians and Carers' took place at the Town Hall and provided practical insights and expert advice to protect young people whilst empowering them in the digital era. At the event there were guest speakers from Change Talks, Better Health/Better Self, Homestart and Children and Family Wellbeing who were also available for one-to-one discussions. Over the next quarter the children and families social prescribing role will continue to be promoted. Delivery of a Train the Trainer Money Management Programme and a Parenting Programme will be developed with partners.
41. The Cost of Living Action Plan continues to deliver a range of activities that will support residents with the pressures of increasing food and energy prices. During quarter two the Holiday Activities and Food programme (HAF) summer delivery was successfully completed, with 1,409 funded attendees engaged over the summer holiday period. The Household Support Fund phase three has been fully distributed, totalling £426k. A comprehensive plan to deliver the Household Support Fund phase four (HSF4) was agreed at Council with a total value of £640k to be distributed. Delivery has commenced with the expansion of the Warm Spaces Programme throughout the summer months and the Welcome Spaces Programme, supporting residents to access cost of living support alongside social inclusion activity. The Affordable Warmth Grant has been distributed to 53 eligible households to deliver 103 improvements, including essential boiler repairs, glazing repairs, and loft insulation. Over the next quarter, the council will continue to deliver HSF4, distribute the affordable warmth grant and deliver Warm Spaces scheme over the winter months.
42. The project to deliver a health and wellbeing programme continued in the quarter delivering a number of activities to support and encourage active lifestyles and health and wellbeing. The Holiday Activities and Food (HAF) summer programme has been successfully delivered with an impressive attendance rate of 82%. The Weight Management programme groups has also been well attended, with attendees reporting positive outcomes around achieving and maintaining a healthy weight with

additional benefits such as increased confidence. The Adult Health and Wellbeing Grant continues to be distributed with a wide range of activity being delivered across the borough, including walking netball, walking football, seated yoga, photography, boxing for veterans, woodwork, cheerleading, gardening, and crafts. Over the next quarter, suicide prevention training is due to commence, and the council's health and wellbeing webpages will be updated and promoted to residents.

43. To support the delivery of high quality and responsive services, work has progressed to deliver the council's ambitious transformation programme. The focus this quarter has been on aligning new ways of working and processes within the pest control service, which is now a shared service across both councils. Delivery of the Property and Asset development plan has continued to enable a joint operating model. Over the next quarter a Customer Relationship Management (CRM) system will be procured, new external website forms will be developed, and the project will continue to deliver the Property and Asset development plan to support the delivery of exceptional services.
44. Progress has been made on the development of the Rural England Prosperity Fund project, which seeks to help support specific challenges in rural areas by offering a rural grants scheme to enable eligible businesses to make capital improvements to their operations. Over the quarter a collaborative agreement for the administration of the scheme has been secured with Lancashire County Council, ensuing agreed procedures and processes are in place to support the delivery, monitoring, and evaluation of the scheme. To ensure that the scope of the scheme is aligned to local needs and priorities, a consultation has been undertaken with local businesses to understand the level of demand and identify potential applicants. The scheme was launched on 15 September with expressions of interest now open for rural businesses across Chorley to apply for grant funding. Eligible businesses will have to complete a three stage application process to access the funding. Over the next quarter, the council will deliver its plan to promote the scheme and encourage expressions of interests from rural businesses by the closing date (6 October). Business planning workshops will be arranged, and one to one sessions will be in place to support businesses through the application process.

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 two 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 two, five of the six corporate performance indicators under this priority are due to be reported.
48. Four indicators are performing on or above target or within the 5% threshold:
- 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	Q2 2022/23	Q2 2023/24	Symbol	Trend
The number of visits to Council leisure centres	Bigger is better	234,00	170,912	179,458	▲	Better than Q2 2022/23
Reason below target:	<p>Participation for quarter two has increased year on year based on the data from 2022-23 showing actions are having a positive impact to the levels of participation across the leisure centres.</p> <p>Performance has been impacted by the closure of Brinscall Baths. 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"> • A Commercial Activity Manager has been appointed and will be in post from October 2023, this is a new post created to drive participation across the contract, with a particular focus on 65+ and under 16 demographics. • A range of new classes launched from September 2023 which include Yoga at West Way Hub, Antenatal Fitness and Spin Shred at Clayton Green plus Circuits and Social at All Seasons. • Additional swim lessons will be added to the timetable and will launch from January 2024 to meet current demand and accommodate the current waiting list. 					
Trend:	The indicator is performing better than Q2 2022/23.					

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

Indicator	Polarity	Target	Q2 2022/23	Q2 2023/24	Symbol	Trend
Overall employment rate	Bigger is Better	73.8% (Regional Average)	75.1%	64.1%	▲	Worse than Q2 2022/23
Reason below target:	Unemployment is lower than the National and Regional averages. The biggest cohort affecting the employment rate relates to those people that are economically inactive. There has been a national trend since the pandemic of increasing numbers classified as economically inactive. The main reasons for this relate to ill health, looking after family members, students and retirement. A 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, leading to limited growth and businesses closures. This coupled with reduced budgets for public services, has caused businesses to be cautious on recruitment nationally over the recent years.					
Action required:	Further research is being undertaken to identify the reasons for economic inactivity. This will help identify those people who could potentially work but aren't currently. Work is continuing in collaboration with partners such as the Department of Work and Pensions (DWP), to develop employment support activities, which will be targeted at the cohorts identified. The council is working with businesses to identify job opportunities, this includes ensuring that any business growth leads to the creation of jobs and that businesses are meeting social value priorities. The council are also working with businesses to identify skills gaps to ensure that local residents are able to access any opportunities available.					
Trend:	This indicator is performing worse than then the 75.1% reported in Q2 2022/23 and is performing below the Northwest region and National average.					

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 two, all seven key service measures are due to be reported. The full outturn information for this is available at Appendix B.
56. All seven indicators are performing on or above target or within the 5% threshold:
- 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 Council Tax collected,
 - 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.

Climate change and air quality

57. 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

58. 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

59. 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

60. There are no financial implications arising from this report. The impact of performance on the financial position of the Council is reflected in the relevant revenue and capital quarterly financial monitoring reports.

Comments of the Monitoring Officer

61. There are no concerns with this report from a Monitoring officer perspective. The report is for information and noting – there are no direct legal implications arising.

Background documents

62. The following documents are background items to this report:
- [Corporate Strategy 2022](#),
 - [Corporate Strategy 2022 Cover Report](#),
 - [Corporate Strategy 2022 Impact Assessment](#).

Appendices

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

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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 2 2023/24			Trend
Housing where residents can live well							
Number of long-term empty properties in the borough	Smaller is better	150	129 (Q1 2023/24)	121	★	Worse than Q2 2022/23	105
Percentage of households living in fuel poverty	Smaller is Better	National Average 14.6%	11.1% (Q1 2023/24)	To be reported Q1 2024/25		-	-
No. of affordable homes delivered	Bigger is Better	110	77 (Q4 2022/23)	To be reported Q4 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 (Q1 data)	Bigger is better	46.9%	45.4% (Q4 2022/23)	146.2%	●	Worse than Q2 2022/23	46.9%
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	100	95 (Q1 2023/24)	159	★	Better than Q2 2022/23	127
The % of 16-17 year olds who are not in education, employment, or training (NEET)	Smaller is better	3.0%	3.5% (Q1 2023/24)	1.9%	★	Worse than Q2 2022/23	1.5%
Number of people who participate in a volunteering opportunity (as a result of an intervention by the Employment Service)	Bigger is better	36	9 (Q1 2023/24)	29	▲	Better than Q2 2022/23	10
Number of Business Engagements by the Council	Bigger is better	450	235 (Q1 2023/24)	527	★	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 one 2023/24 performance. Its previous performance relates to quarter four 2022/23.

Indicator Name	Polarity	Target	Previous Reported Period	Quarter 2 2023/24		Trend	
Healthy, safe, and engaged communities							
The number of visits to Council's leisure centres	Bigger is better	234,000	89,854 (Q1 2023/24)	179,458 (89,604)	▲	Better than Q2 2022/23	170,912
Number of people referred to social prescribing, including Population Health Management	Bigger is better	350	253 (Q1 2023/24)	499	★	Worse than Q2 2022/23	1043
Number of volunteer community groups supported to improve by the Council	Bigger is better	50	51 (Q1 2023/24)	86	★	Worse than Q2 2022/23	115
% of service requests received online	Bigger is better	50%	61.11% (Q1 2023/24)	56.79%	★	Worse than Q2 2022/23	63.01%
% of customers dissatisfied with the service they have received from the council	Smaller is better	17%	12.10% (Q1 2023/24)	17.46%	●	Worse than Q2 2022/23	15.76%
% 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	73.8% (Regional Average)	67.5% (Q1 2023/24)	64.1%	▲	Worse than Q2 2022/23	75.1%
The number of claimants as a proportion of resident population of the area aged 16-64	Smaller is Better	4.1% (Regional Average)	2.4% (Q1 2023/24)	2.4%	★	Better than Q2 2022/23	2.5%
Town Centre Vacancy Rate	Smaller is better	² 10.9% (National Average)	10.2% (Q1 2023/24)	8.5%	★	Better than Q2 2022/23	9.4%
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		-	-
Percentage 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		-	-

²This indicator tracks against the national average which is provided on a quarterly basis from an external source, the next report will not be available until November. Therefore, the latest available national average (Quarter One) has been used. At quarter two 2022/23 the national average was 10.9% and the average over the year was 10.8%.

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 2 2023/24		Trend	
				Value	Status	Comparison	Value
% MINOR planning applications decided within 8 weeks or agreed time extension	Bigger is Better	85%	98% (Q1 2023/24)	96.23%	★	Worse than Q2 2022/23	100%
% MAJOR planning applications decided within 13 (16 for EIA) weeks or agreed time extension	Bigger is Better	80%	100% (Q1 2023/24)	100%	★	Better than Q2 2022/23	80%
Average working days per employee (FTE) per year lost through sickness absence	Smaller is Better	5.37 days	1.96 days (Q1 2023/24)	3.83 days	★	Better than Q2 2022/23	5.37
Percentage of Council Tax collected	Bigger is Better	55.34%	28.09% (Q1 2023/24)	54.91%	●	Worse than Q2 2022/23	55.34%
Percentage of Business Rates (NNDR) collected	Bigger is Better	51.97%	25.68% (Q1 2023/24)	50.16%	●	Worse than Q2 2022/23	51.97%
Contact Centre inbound calls answered within wait time of <5 minutes	Bigger is Better	40%	76.49% (Q1 2023/24)	84.29%	★	New for 2023/24	-
Percentage of inbound calls to the Contact Centre answered within 90 seconds	Bigger is Better	40%	45.66% (Q1 2023/24)	58.91%	★	New for 2023/24	-