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Blue text – progress 1 April – 30 September 2012

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Key Action	Summary/proposed outcome	Lead Member/Officer	On Track Yes/No	Outcome at 30 September 2012
1. Continue to seek opportunities to improve parks and open spaces across the borough.	<ul style="list-style-type: none"> ▶ To improve parks and open spaces across the borough and maintain high levels of customer satisfaction through: <ul style="list-style-type: none"> ▶ delivery of play area refurbishment programme ▶ delivery of parks/open spaces improvement programme ▶ retention of 2 Green Flags at Hurst Grange Park and Longton Brickcroft ▶ (Note: Worden Park is covered by separate corporate plan key action number 2) 	Councillor Peter Mullineaux / Mark Gaffney	Yes	<ul style="list-style-type: none"> ▶ Gregson Lane play area completed ▶ Farington Park play area completed ▶ 2 Green Flags at Hurst Grange Park and Longton Brickcroft retained ▶ Hutton Playing Field improvement scheme completed except for minor finishing works ▶ Farington Park improvement scheme phase 1 (major works) completed with phase 2 (minor works) to be completed in spring 2013 ▶ First stage designs proposals produced for Hurst Grange Stables ▶ Prioritised programme of infrastructure improvement works currently being developed for parks and open spaces. ▶ Withy Grove Park awarded Netmums (North West region) Silver Award. ▶ Farington Park phase 2 works underway including tree planting and installation of parks furniture.
2. Work to enhance Worden Park as a local asset and visitor attraction.	<ul style="list-style-type: none"> ▶ Bring together the different services that input into Worden Park to enable a joined up approach and programme of works; this will help maintain high levels of customer satisfaction and enhance how the park is managed, improved and developed further as a visitor attraction. 	Councillor Peter Mullineaux / Mark Gaffney	Yes	<ul style="list-style-type: none"> ▶ Play area refurbishment completed ▶ Prioritised programme of infrastructure improvement works currently being developed ▶ Officer group working towards developing a strategic plan for the park ▶ Successful bid to Viola landfill fund for £100k with Brothers of Charity to develop phase 1 of the walled garden – works are on-going. ▶ 2 toilet facilities refurbished ▶ Food Kiosk installed and new licence issued for operating Kiosk and Ice Cream pitches (old coffee

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				<ul style="list-style-type: none"> shop now leased to chocolate making company which helps enhance the offer from the park) ▶ Green Flag retained ▶ Awarded Netmums (North West region) Gold Award ▶ Footpath improvement works completed at North Lodge area ▶ Capital programme underway with tendering process concluded for improvements to some footpaths and process due to commence for new bridge at Parkgate Drive access ▶ Capital programme works underway with second phase of footpath from North Lodge to playground completed and re-surfacing commenced to formal garden footpaths. Tendering process concluded for bridge at Parkgate Drive which is currently being built. ▶ Shaw Trust has now moved into the Derby wing of Worden Hall.
3. Maximise recycling and reduce the amount of waste going to landfill, in line with our commitment to the Lancashire Waste Strategy.	▶ Continue to deliver improvements and enhancements to the waste service which will increase recycling and waste management performance. The Council has signed up to the Lancashire Waste Strategy which contains the objectives, actions and targets for the Lancashire Waste Partnership of which the Council is a member.	Councillor Peter Mullineaux / Mark Gaffney	Yes	<ul style="list-style-type: none"> ▶ Weekly food waste collection implemented borough wide ▶ Exceeded recycling target for 2011/2012 achieving 48.22% ▶ Pilot bulky waste recycling scheme implemented in partnership with West Lancashire District Council and a social enterprise organisation which is successfully diverting waste from landfill ▶ The trade waste recycling service has been extended with 25% of customers now recycling

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				<ul style="list-style-type: none"> ▶ Number of missed bins remains low with collection rate of 99.97% ▶ Procurement process concluded for 6 replacement waste collection vehicles ▶ Delivery of all 6 new waste vehicles expected by end of January. Enterprise is installing in-cab technology. ▶ The performance reported earlier in the year for missed bins is being maintained at 99.96%.
4. Further develop our approach to neighbourhood working, including zero tolerance of dog fouling, litter and fly tipping.	<ul style="list-style-type: none"> ▶ Achieve a high quality environment and streetscene through effective enforcement and education, a zero tolerance approach to dog related issues and other environmental crime and maintaining a proactive and responsive approach to customer needs and feedback, thus maintaining high levels of customer satisfaction. 	Councillor Peter Mullineaux / Mark Gaffney	Yes	<ul style="list-style-type: none"> ▶ Budget for highway sign cleaning secured from LCC and a rolling 3 year cleaning programme is now in place ▶ Enforcement patrols reviewed and refreshed with 41 trained officers now able to issue Fixed Penalty Notices ▶ Working with partners in the Making Space for Water Group to reduce the flood risk in several areas of the Borough. ▶ The Air Quality Updating and Screening assessment has been approved by Department of Food and Rural Affairs and all permitted polluting premises in the borough have been inspected. ▶ Third mini sweeper procured – this is new investment to increase resources for maintaining a clean environment ▶ The schools educational programme continues to target Years 3, 6 and 9 ▶ Continuation of events programme and educational visits to parks and nature reserves

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				<ul style="list-style-type: none"> <li data-bbox="1429 347 2128 646">▶ A proactive approach to enforcement continues with 208 Fixed Penalty Notices issued from April 2011 to March 2012 compared to 95 for the same period in 2010/11. In the current year from April to September 2012 a total of 112 Fixed Penalty Notices have been issued (3 dog fouling, 20 litter, 64 dog off leads, 2 dog ban areas, 3 fly tipping, 14 fly posting, 6 waste carriers licence/note). This compares to 73 for the same period in 2011/12. <li data-bbox="1429 646 2128 813">▶ In addition to the issue of Fixed Penalty Notices, in the current year to date 16 written warnings have been issued and 8 successful prosecutions taken for fly tipping and dog related offences with fines totalling £1985. <li data-bbox="1429 813 2128 981">▶ A proactive approach to promoting the clean environment and zero tolerance approach to dog related issues and other environmental crime through effective public relations and the use of Forward <li data-bbox="1429 981 2128 1149">▶ A proactive approach to enforcement continues with 165 Fixed Penalty Notices issued from April 2012 to December 2012 (6 dog fouling, 25 litter, 81 dog off leads, 2 dog ban areas, 10 fly tipping, 26 fly posting, 15 waste carriers licence/note). <li data-bbox="1429 1149 2128 1292">▶ In addition to the issue of Fixed Penalty Notices, in the current year to date 23 written warnings have been issued and 14 successful prosecutions taken for fly tipping and dog related offences.

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5. Through the Safer Chorley and South Ribble Partnership, work to tackle crime, fear of crime and promote public confidence.	▶ Achieve positive crime figures through delivery of the Community Safety Action Plan and give resident's the confidence that South Ribble is a safe place.	Councillor Peter Mullineaux / Mark Gaffney	Yes	<ul style="list-style-type: none"> ▶ External funding to support the Community Safety Partnership has reduced significantly during 2011/12 and 2012/13. This left the future position unclear for IDVA (Independent Domestic Violence Advocacy) and CCTV. The Safer Lancashire Board agreed 50% funding for IDVA across the county for 2012/13 and developed a business case model seeking partner contributions. The Council agreed to pay its contribution of £1630. However, a number of partners would not agree to meet their contribution which resulted in the funding gap being met by the Safer Lancashire Board. South Ribble Partnership agreed a one off contribution of £10k to support the cost of CCTV. Cabinet also agreed a budget for 2012/13 to cover any gaps in community safety funding. ▶ The overall crime figure for 2011/12 has reduced by - 2.5% from the previous year. Areas of significant reduction include Serious Acquisitive Crime - 9.6% and Vehicle Crime - 14.2%. Mid-year figures for 2012/13 show a reduction of – 5.1% against last year. ▶ An additional SpID (externally funded) was introduced in April 2011 ▶ The Community Safety Action Plan for 2011/12 was successfully delivered and the new plan for 2012/13 is on track. The plan is structured around available funding. ▶ Continued delivery of crime and anti-social behaviour reduction campaigns such as

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				<p>Operations Bright Sparx and Shepherd</p> <ul style="list-style-type: none"> ▶ Alcohol use reduction has been identified as a joint project (currently being scoped) with the Clinical Commissioning Group. ▶ Delivery of Licensee training on substance misuse and continued delivery of test purchasing programme. ▶ The overall crime figure for the third quarter has reduced by - 9.4% compared to the same period last year. Whilst there have been some increases in Serious Acquisitive Crime, Burglary and Anti-Social Behaviour both Criminal Damage and Alcohol Related Violence have reduced. ▶ The Operation Shepherd and Lock it or Lose it crime and anti-social behaviour campaigns have been successfully implemented over the last quarter. ▶ Good performance against the Community Safety Action Plan which contains 67 actions. Of these 31 are complete, 34 are on track and 2 deferred until 2013/14.
6. Support development of the Cuerden Strategic Site.	<ul style="list-style-type: none"> ▶ The priority for the Council is to secure the comprehensive development of the Cuerden Strategic Location for employment led uses as quickly as possible. ▶ To support this priority the delivery of the site needs to have a robust but flexible policy in the LDF that sets out the 	Councillor Cliff Hughes / John Dalton	Yes	<ul style="list-style-type: none"> ▶ Policy drafted in preferred options Site Allocations Development Plan Document for the site. This draft policy has been generally supported and will be taken forward in to the Publication Version of the document. ▶ Planning Policy to facilitate the development of the site has been taken forward in the Publication Version of the Site Allocations DPD, which is to

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	<p>requirement for a masterplan to promote and control a range of uses on the site.</p> <ul style="list-style-type: none"> ▶ Landowners, developers and stakeholders are to be kept engaged to ensure the site is delivered in accordance with the Council's aims. 			<p>be submitted to the Secretary of State at the end of October 12 for Examination in Jan /Feb 13</p> <ul style="list-style-type: none"> ▶ The Site Allocations DPD was submitted for Examination at the end of October 2012 and is to be held in March 2013. ▶ LCC supported in its acquisition of the majority of the site from HCA and discussions commenced with interested parties on the preparation of a masterplan. ▶ Discussions continuing with interested parties on the preparation of a masterplan.
7. Deliver a range of town and village centre improvements and environmental schemes.	<ul style="list-style-type: none"> ▶ The first stage is to develop Neighbourhood Plans for all Forums. Plans to be considered and agreed by Cabinet 2012. 	Councillor Phil Smith / Denise Johnson	Yes	<ul style="list-style-type: none"> ▶ The 'My Neighbourhood' forums have transformed the way we involve communities with the development of five neighbourhood action plans, which are currently being implemented. The feedback has been very positive to date. ▶ 'My Neighbourhood' action plans have been developed, agreed and are currently being implemented..
8. Work with neighbours to develop opportunities for economic regeneration.	<ul style="list-style-type: none"> ▶ Working with Central Lancashire authorities to achieve approval of the Central Lancashire Economic Action Plan. ▶ Support business enterprise initiatives. ▶ Assist 300 local businesses. 	<p>Councillor Phil Smith / Denise Johnson</p> <p>Councillor Cliff Hughes / John Dalton</p>	Yes	<ul style="list-style-type: none"> ▶ The Central Lancashire Economic Regeneration Strategy was approved by the Central Lancashire Directors Group on 23rd May 2011. A 3 year action plan was agreed and action is monitored. ▶ Cuerden Strategic site – See update above ▶ Raise the profile of Central Lancashire to attract new inward investment - BAE systems Enterprise

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				<p>Zone confirmed, Local Development Order approved.</p> <ul style="list-style-type: none"> ▶ A masterplan for the Samlesbury Enterprise Zoe is currently in preparation. ▶ Work has progressed on the preparation of the Masterplan and the document is being finalised. ▶ Support tourism sector businesses - Cabinet Member on newly formed Lancashire wide group. Officers assisting the private sector to strengthen the tourism economy in Central Lancashire through development of a Tourism Association. ▶ Local business advice and networking event delivered on 4th October 2012, 185 people attended. Local businesses advised about effective networking and use of social media and assisted on issues including access to commercial property, start-up, sources of finance and business support information. ▶ Local business advice and networking event delivered on 4th October 2012, 185 people attended. Local businesses advised about effective networking and use of social media and assisted on issues including access to commercial property, start-up, sources of finance and business support information.
9. Work with partners to agree priorities and secure	▶ The Council continues to press for the delivery of affordable housing to meet a large demand in the borough. Currently the only delivery is through private sector	Councillor Cliff Hughes / John Dalton	Yes	▶ At the end of the year 11 affordable housing units were delivered at South View Terrace Leyland and 6 mortgage rescue homes converted to affordable units.

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investment in housing.	<p>development and the use of Section106 agreements. Work continues with partner Registered Providers who are developing the Affordable Rent model.</p> <ul style="list-style-type: none"> ▶ Since the withdrawal of the previous provider from the Home Improvement Agency contract, a new partner has been sought. ▶ The Government has signalled a number of changes for grants for home/energy improvement, and for homelessness legislation. In addition, there will be further changes arising from the Localism Bill. 			<ul style="list-style-type: none"> ▶ The Wigan Road site submission which forms part of the Buckshaw Village development will deliver 16 affordable homes in the coming year, and 5 mortgage rescue properties are being processed. 3 affordable housing bungalows have started on site in Penwortham and will be handed over in November. Recent Section 106 agreements have been agreed for Prestolite site, Walmer Bridge and Long Moss Lane if developed could provide some additional 40 affordable units. ▶ The three affordable housing bungalows in Penwortham have been developed and residents are due to be moving in at the end of January 2013. ▶ Outline planning for Wesley Street and residential developed will deliver additional homes in the future. ▶ The Matlings site in Penwortham has been vacated with the residents re-housed ready for demolition. Future development proposals are being progressed. ▶ An off-site contribution has been received from the Brindle road development. ▶ An initial programme will be developed to utilise the funds to kick start developments to deliver affordable homes. ▶ New Home Improvement Agency partner selected and contract mobilised in November 2011. At the end of year a number of disabled facilities grants had started to be processed and works

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				<p>committed.</p> <ul style="list-style-type: none"> ▶ The majority of customers waiting for disabled facilities grants have now been contacted and over 79 jobs are at various stages of delivery. The disabled facilities grants policy has been updated. ▶ The Home Improvement Agency contract has been extended to March 2013 and 25 grants have been completed, three extensions which are major adaptation works. ▶ The Prevention of Homelessness strategy and review has been produced consultation has finished and the final version is ready for publishing. ▶ From April an agreement has been reached with a Social Lettings agency to improve links and access to renting in the private sector. ▶ We have had a successful private landlord drop-in session which attracted a number of new landlords. We have housed 10 families in private rented homes and are in the process of bringing 6 empty properties back into use. ▶ Additional external funding has enabled grants for energy efficiency work to be reviewed with providers to allow them to be delivered at nil cost to the majority of customers and no financial contribution from the Council. ▶ The scheme for energy efficiency work to be delivered at nil cost to the majority of customers has been extended to December 2012. ▶ The energy efficiency scheme closed in

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				<p>December with 864 grants having been completed.</p> <ul style="list-style-type: none"> ▶ A bid to the winter warm fund attracted £67,000 which is being used to provide winter warm awareness packs, free gas boiler and fire servicing and up to 20 free gas boilers to over 75s. ▶ We have worked with other Lancashire districts to set up a collective energy switching scheme which will be established in March. ▶ Consultation on Green deal finalised at the end of the year and guidance was awaited from DECC,(Dept. of energy and climate change) and reporting requirements from HECA (Home energy conservation act) ▶ Guidance has been received and the Green deal is to have a soft launch at the beginning of October. Work has started on the production of a report that includes targets and priorities for energy conservation measures and carbon reduction in the borough.
10. Work with neighbours to deliver a joined up and long term approach to planning and development.	<ul style="list-style-type: none"> ▶ Work continues with the Preston and Chorley to achieve the adoption of the Central Lancashire Core Strategy and the approval of a CIL Charging Schedule. ▶ In line with this Core Strategy the Council is progressing the Site Allocations LDF. 	Councillor Cliff Hughes / John Dalton	Yes	<ul style="list-style-type: none"> ▶ The Central Lancashire Core Strategy Examination opened in the summer of 2011 but suspended for further evidence to be provided on housing numbers. The examination re-opened in March 2012 and consequently found the framework to be sound. ▶ The Central Core Strategy was formally adopted by the Council on 18th July 2012

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	<ul style="list-style-type: none"> ▶ Work to secure development of key sites such as; Lostock Hall Gasworks and Wesley Street Mill continues 			<ul style="list-style-type: none"> ▶ Consultation on the draft preliminary CIL Charging Schedule was completed at the end of April 2012. ▶ Consultation on the Deposit draft version for CIL is to take place in mid-October 12 with adoption anticipated in Spring 2013. ▶ Consultation on Preferred Options Site Allocations LDF was conducted in November/December 2011 with representations received and considered. The Publication Version of the Site Allocations document was drafted following those considerations. ▶ The Publication Version of the Site Allocations document and formal representations received following consultation is to be presented to full Council on 18 October 2012, for submission to the Secretary of State for public Examination, scheduled for Jan/Feb 13. ▶ The date for the Examination in to the Site Allocation DPD has now been set commencing on 5 March 2013 for 8 days. This has been put back slightly due to the Planning Inspectorates workload and capacity issues. ▶ Discussions and negotiations with the National Grid regarding the Lostock Hall Gasworks site continued through the year. ▶ Discussions and negotiations with the National Grid are continuing. Currently alternative models of delivery are being explored and a new planning application is anticipated by Spring 2013.

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				<ul style="list-style-type: none"> ▶ A public consultation in respect of revised planning applications for the Lostock Hall Gasworks site and associated link road and bridge took place in mid December 2012. Revised planning applications were received at the beginning of Jan 2013, in advance of the anticipated time scale. ▶ Two planning applications for residential development on the Wesley Street Mill site were received at the end of December 2012, one proposing access from Wesley Street, one proposing access from Station Road through the McKenzie Arms. The procurement process to secure a developer partner is continuing and PQQ's (expressions of interest) have been received and are being evaluated.
11. Work with LCC and providers to improve the local transport infrastructure.	<ul style="list-style-type: none"> ▶ LCC has produced the Local Transport Plan 3 Implementation Plan 2011/13. It includes a number of projects in South Ribble, including securing improvements to Leyland Railway Station ▶ It is a long established Council priority to 	Councillor Cliff Hughes / John Dalton	Yes	<ul style="list-style-type: none"> ▶ Improvements to Leyland Station, signage and passenger information have been completed as part of the Implementation Plan 2011/12. ▶ The Plan has been rolled forward for 2012/13 and 2013/14. ▶ At the Examination into the Central Lancashire Core Strategy in March 2012, LCC stated that it was to produce a Transport Masterplan in order to support the large development sites planned. ▶ LCC has commenced work on the Transport Masterplan with completion expected in October 2012. ▶ The LCC Strategic Transport Masterplan has

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	provide the Cross Borough Link Road.			<p>been published for consultation from the 7 January 2013 for a period of 6 weeks.</p> <ul style="list-style-type: none"> ▶ A policy to secure the CBLR was included in all the versions of the Site Allocations documents prepared over the year. Discussions continued with National Grid on delivering the CBLR as part of its development of Lostock hall Gasworks. ▶ The CBLR is included in the Publication Version of the Site Allocations DPD to be submitted for Examination at the end of October 2012. Discussions are continuing with National Grid to secure the CBLR through Section 106 developer contributions. ▶ A revised planning application for the Lostock Hall Gasworks site including the Link road and bridge was submitted at the beginning of January 2013.
12. Empower Members to fulfil their role as community leaders through a new approach to community involvement.	<ul style="list-style-type: none"> ▶ Complete and successfully implement the Community Involvement Review ▶ Support communities to prepare for 2012 celebrations (Olympics, Preston Guild, Diamond Jubilee). ▶ Develop the future approach to a local standards and ethics regime 	<p>Councillor P Smith / Denise Johnson</p> <p>Councillor Mrs Smith / Maureen Wood</p>	Yes	<ul style="list-style-type: none"> ▶ Community Involvement Review completed. ▶ Completed. – Support given to Lostock Hall Carnival, Leyland Festival held, Schools Olympic Celebration held, Leyland Live introduced successfully, Preston Guild supported, Queen Elizabeth 2nd fields adopted. <p>Standards:</p> <ul style="list-style-type: none"> ▶ New local standards project fully implemented with the new code of conduct adopted, training provided and Members' interest forms received

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	<ul style="list-style-type: none"> Develop proposals for the 2013 Boundary Commission Review. 			Boundary Review: <ul style="list-style-type: none"> Project documentation completed and initial meetings held. Member Boundary Committee created to take the review forward. Initial proposals prepared by both political groups Officers attended Boundary Commission Seminar Boundary Commission met and presented to all Councillors Boundary Committee initial meeting held Council size of 50 Members proposed Draft Submission on Council size submitted to the Boundary Commission
13. Work with partners to offer the best possible opportunities to South Ribble's children and young people.	<ul style="list-style-type: none"> Develop and implement the Children's Trust Action Plan Develop early intervention projects to support vulnerable families 	Councillor Phil Smith / Denise Johnson	Yes	<ul style="list-style-type: none"> Action plan developed and is being implemented. Projects have been developed on a range of subjects and Service level agreements developed, signed and submitted to Lancashire County Council in January as per the deadline. A wider Children's Trust Partnership workshop was held on 12th March (My Neighbourhoods Cllr representatives attended) to identify priorities which will be fed into the updated action plan for the coming year. Information is on the website. The Governments programme to work with

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				<p>vulnerable families is being rolled out across Lancashire. The scheme has yet to go live with an estimate of 110 families to be supported in South Ribble. It is estimated the scheme will be live December 2012.</p> <p>▶ The South Ribble Vulnerable families list has been received. This is currently being analysed to ensure the information is correct ahead of implementation</p>
14. Work with GPs and other partners on local health and wellbeing needs.	<ul style="list-style-type: none"> ▶ Track NHS reforms ▶ Reduce health inequalities across the borough. ▶ Develop partnership with transitional Clinical Commissioning Group and work on key projects. 	Councillor Phil Smith / Denise Johnson	Yes	<ul style="list-style-type: none"> ▶ National Reform programme still developing. Actions are focussed on establishing local working partnerships. The Chorley and South Ribble Health and Wellbeing Partnership was established in January 2012 following endorsement by the Cabinet. A joint health and wellbeing action plan agreed across all agencies, including the Clinical Commissioning Group, will be developed in 2012/13. ▶ Since the last report 5 South Ribble practices are now included in a Greater Preston Clinical Commissioning Group. Discussions have taken place with the Cabinet Member and the two Chairs of the Clinical Commissioning Groups to see how this will develop in practice to ensure residents are not adversely affected. ▶ The transition period for the health partners is nearing completion. Dialogue has continued with CCGS and the emerging Lancashire Public Health service. The structures will be in place

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				April 2013. The Chorley and South Ribble Health and Wellbeing Partnership action plan continues to develop. Links have been made with the Greater Preston CCG administration and its Chair. To help ensure consistency the commitment has been made for a representative from the Greater Preston CCG to be on the Chorley and South Ribble Health and Wellbeing Partnership.
15. Work with the South Ribble Community Leisure Trust to offer high quality, accessible sports and leisure activities.	<ul style="list-style-type: none"> ▶ 55% of residents satisfied with sport and leisure facilities. ▶ Delivery of an Olympic Coaching programme to 1000 primary children. ▶ Bikeability training programme delivered to 16 primary schools ▶ 10% increase in swimming and exercise across the leisure centres ▶ Achieve 75% in Quest Accreditation scores (measurement of quality and standards) across the four main leisure centres. (2012/2013) 	Councillor Phil Smith / Denise Johnson	Yes	<ul style="list-style-type: none"> ▶ Completed - The primary school Olympic Coaching programme has delivered coaching to 1,110 primary children. ▶ Bikeability Level 2 training has been delivered in 23 primary schools and 808 young people have been trained. ▶ Overall increase in attendance of 2.1% at the leisure centres. The Leisure Card Membership has increased by over 21% across all facilities and there has been a 19.5% increase in Fitness Suite membership. ▶ On target. The Quest assessment has changed and three of our centres have been assessed utilising this new system. All achieved the maximum satisfactory grade. Penwortham Leisure Centre assessment is due to be carried out in early 2013.
16. Deliver a shared	<ul style="list-style-type: none"> ▪ Working in collaboration with Chorley 	Councillor Phil	Yes	▶ Phase 1 of Shared Service completed

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service for Revenues and Benefits with Chorley Council.	<p>Council, South Ribble Borough Council have completed Phase 1 of the Shared Service for Revenues & Benefits</p> <ul style="list-style-type: none"> ▪ Financial savings from Phase 1 are circa £170,000 identified in the Council's efficiency agenda ▪ Business Modelling for Phase 2 is continuing as a consequence of: <ul style="list-style-type: none"> ○ Government's White Paper regarding Welfare Reform ○ Universal Credit ○ Abolition of Housing Benefit ○ Localisation of Council Tax Benefit ○ Localisation of Business Rates ○ Development of Single Fraud Service 	Hamman / Ian Parker		<ul style="list-style-type: none"> ▶ Savings realised exceeded initial forecasts and achieved in excess of £200,000 ▶ Phase 2 has been designed and developed in light of the Government's White Paper regarding Welfare Reform. Phase 2 implementation is already underway with the development of Revenues(+) ▶ Chorley Council expect to complete in-house transformation with a view to joining Revenues(+) in the summer. ▶ Localisation of Council Tax Support options are out for widespread consultation. ▶ The Localisation of Council Tax Support policy has been agreed at the last full Council meeting.
17. Seek to continually improve, ensuring that council services are fit for purpose and customer focused.	<ul style="list-style-type: none"> ▶ Gateway is now supported with Firmstep software, replacing the previous CRM system ▶ A wealth of additional services are now available via Gateway – and this process of migration is continuing ▶ Over 90% of all enquiries are dealt with at the first point of contact ▶ Customer Excellence Award in place and is being reviewed in January 2012 	Councillor Hamman / Ian Parker	Yes	<ul style="list-style-type: none"> ▶ Firmstep has fully replaced the previous Northgate CRM system, realising a financial saving in excess of £400,000 ▶ Additional services have also migrated to Gateway providing extra services directly to customers at their first point of contact ▶ Over 90% of all contacts are dealt with at the first point of contact with satisfaction levels in excess of 95% ▶ Customer Excellence Award inspection was extremely positive about Gateway and has

Key:

Green text – progress during 2011/2012

Blue text – progress 1 April – 30 September 2012

Red text – progress 1 October – 31 December 2012

Corporate Plan Progress Report**Third Quarter's Performance Report – 2012/2013****Appendix 1**

Key Action	Summary/proposed outcome	Lead Member/Officer	On Track Yes/No	Outcome at 30 September 2012
				requested it be identified as a beacon for others to emulate
18. Effectively manage change and organisational development to sustain a flexible workforce.	<ul style="list-style-type: none"> ▶ Undertake Leadership Development Programme for Managers and SMT, with a key element being management of change. ▶ Change Management Workshops to be undertaken for all service reviews. ▶ Our People Action Plan to be revised to address organisational development support the Corporate Plan. 	Councillor Mrs Smith / Steve Nugent	Yes	<ul style="list-style-type: none"> ▶ Programme completed. ▶ Workshops held. ▶ Revised and considered at Scrutiny Committee in November 2011. Investors in People accreditation retained. ▶ Our People Plan completed for 2011/2012 and final report passed to Scrutiny members for information. ▶ Member Development Charter re-awarded.
19. Establish opportunities to develop effective collaborative working with partners.	<p>Housing Benefits</p> <ul style="list-style-type: none"> ▪ Fraud service prosecutions undertaken by DWP removing the cost of such from SRBC <p>Revenues & Benefits Service Council Services – Generally Joint Procurement is already in place with Chorley Council</p> <ul style="list-style-type: none"> ▪ Shared Financial Services ▪ Shared Risk & Audit Service 	Councillor Hamman / Ian Parker	Yes	<ul style="list-style-type: none"> ▶ DWP partnering has secured a process whereby DWP manage (on SRBC's behalf) fraud prosecutions, thus elevating cost and time from our own legal services. ▶ Collaboration continues with Chorley Council for Revenues & Benefits services. A proposal has been ratified by the Joint Committee to develop Revenues(+) a new shared delivery model. This is currently being implemented in South Ribble Borough Council with Chorley planning to join fully, once their in-

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Corporate Plan Progress Report**Third Quarter's Performance Report – 2012/2013****Appendix 1**

Key Action	Summary/proposed outcome	Lead Member/Officer	On Track Yes/No	Outcome at 30 September 2012
				house re-engineering exercise is complete.
20. Explore all viable options for income generation and financial savings in order to deliver the Council's efficiency agenda whilst protecting front line services.	<ul style="list-style-type: none"> ▶ Deliver £1.8M of efficiency savings ▶ Carry out a number of service reviews as part of the efficiency programme ▶ Use the chest electronic procurement for intermediate and higher value procurement exercises <ul style="list-style-type: none"> ▶ Deliver the three-year asset management plan to ensure maximise investment property income, review operational assets and ensure effective maintenance regimes 	Councillor Stephen Robinson / Susan Guinness	Yes	<ul style="list-style-type: none"> ▶ Efficiency savings of £1,838,000 delivered in 2011/12. ▶ Current year's target of £643,000 achieved already. ▶ The Chest electronic procurement system has been used for; Civic Centre Windows, Building Consultants and the new structure at Moss Side Depot. ▶ It is intended that the chest be used for all schemes with an estimated value of £10,000 and above. ▶ The Asset Management Plan for 2011/12 has been delivered. Several property reviews were completed in 2011/12 including that of Moss Side Depot, which has resulted in a change of operation together with a capital investment to provide an income generating opportunity, boosting the council's income by £15,000. New management arrangements were put in place for Community Centres. ▶ The Plan has been reviewed for 2012/13 and will be reported on in the normal way. The major review of the Council's property assets for 2012/13 is at Worden Park which is also the subject of a Scrutiny review. The review is now under way. ▶ Our management practices have ensured income

Key:

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Corporate Plan Progress Report

Third Quarter's Performance Report – 2012/2013

Key Action	Summary/proposed outcome	Lead Member/Officer	On Track Yes/No	Outcome at 30 September 2012
				<p>has been maximised from investment assets, Leyland Market is fully occupied and produced a substantial profit for the 10th year running.</p> <ul style="list-style-type: none"> ▶ Income from the Investment Portfolio has exceeded budget estimates at the mid-way point in this year. ▶ The portfolio has continued to perform well and income at the end of the third quarter is still above budget estimates. ▶ In 2011/12 planned property maintenance accounted for 60%, while reactive maintenance accounted for 40%, in line with recommended best practice and providing an effective regime enabling a suitable portfolio with minimal backlog maintenance with a reduced call on capital resources. ▶ For 2012/13 this practice is being continued.