

**Corporate Plan Progress Report
Year End Performance Report – 2012/2013
(1 April 2012 – 31 March 2013)**

Corporate Plan Targets 2012/2013 Progress

Key Target 2012/2013	Leader Member / Officer	Year-end Outturn / Result	Achieved Yes/No	Comments
1. 72% of residents satisfied with the cleanliness of the borough.	Councillor Peter Mullineaux / Mark Gaffney	95.94%	Yes	
2. 85% of residents satisfied with the waste and recycling collection service	Councillor Peter Mullineaux / Mark Gaffney	97.58%	Yes	
3. 48% of household waste sent for reuse, recycling and composting.	Councillor Peter Mullineaux / Mark Gaffney	49.03%	Yes	The end of year figure is above target which is likely to be a positive outcome from the introduction of borough-wide food waste collection.
4. 83% of residents satisfied with parks, playgrounds and open spaces.	Councillor Peter Mullineaux / Mark Gaffney	86.96%	Yes	
5. 81% of residents with confidence in South Ribble being a safe place to live.	Councillor Peter Mullineaux / Mark Gaffney	98.92%	Yes	
6. Support the retail economy of Hough Lane: - 100% occupancy: Leyland Market - 90% occupancy: town centre retail units	Councillor Phil Smith / Denise Johnson	- 100% occupancy: Leyland Market - 90% occupancy: town centre retail units	Yes	
7. Number of town and village schemes started or planned.	Councillor Phil Smith / Denise Johnson	Leyland, Walmer bridge, Farington Mill Street	Yes	
8. 300 businesses assisted by the Council.	Councillor Phil Smith / Denise Johnson	The Council has supported 509 businesses over the 2	Yes	

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		years between 1st April 2011 and 31st March 2013, which has delivered the target. This includes enquiries through the internet-based commercial property database and direct advice on commercial property, sources of business funding, start-up assistance and other business information.		
9. Number of affordable homes delivered.	Councillor Cliff Hughes / John Dalton	Total delivered 47	Yes	<p>We have delivered 14 affordable units for rent this includes 7 units acquired through mortgage rescue</p> <p>33 affordable units have been delivered under the First buy initiative in Leyland and Buckshaw village.</p> <p>Recent planning approvals show that we can anticipate an increase in units delivered in 2013/14 with sites at Wateringpool Lane, Buckshaw/Wigan Lane/Station road and Wesley Street /Long Moss Lane/Walmer bridge and Cleveland road sites all at various stages 151units potentially</p>

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				delivered through planning permissions
10. Maximum of 28 households in temporary accommodation.	Councillor Cliff Hughes / John Dalton	32	No	<p>Whilst this target has not been achieved this figure reflects the current management arrangements with two Housing Associations and a private landlord to provide 34 units of interim accommodation. Of these 30 are self - contained and provided on a contractual tenancy basis. These placements are continuous for households whilst we make homelessness enquiries and whilst those who we have a duty to rehouse secure accommodation in the social rented or private rented sector.</p> <p>Of those placed in interim accommodation an average of 18 households secure a home each quarter.</p> <p>It is recommend reviewing this target to more closely reflect the aims outlined in the Prevention of Homelessness strategy 2012 – 16.</p> <ul style="list-style-type: none"> • No young person 16/17 in bed and breakfast • Less than 3 placements in bed and breakfast and placed for no

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				more than 6 weeks
11. 80% of members satisfied with development opportunities.	Councillor Margaret Smith / Steve Nugent	To be collected later in the year	-	-
12. 90% of residents satisfied overall with the local area as a place to live.	Councillor Margaret Smith / Denise Johnson	98.5%	Yes	
13. 55% of residents satisfied with sports and leisure facilities.	Councillor Phil Smith / Denise Johnson	The 'PLACE' survey was originally utilised to identify residents satisfaction with all South Ribble leisure facilities (Both public and private sector), this external survey is no-longer carried out. From a user perspective we carry out 'Customer Satisfaction Surveys' the most recent results show that 80% of users are satisfied with the provision of South Ribble Leisure Facilities.	Yes	
14. Delivery of an Olympic coaching programme to 1000 children in primary schools.	Councillor Phil Smith / Denise Johnson	The primary school Olympic Coaching programme has delivered coaching to 1,110 primary school children	Yes	

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15. Increase the number of premises achieving 3 and above star rating in the National Food Hygiene Rating Scheme by reducing the number of non-compliant premises by 10%	Councillor Phil Smith / Denise Johnson	Compliance rate now at 93%.	Yes	The success of the Scores on the doors scheme has raised compliance significantly.
16. 72% of residents satisfied with the Council.	Councillor Margaret Smith / Denise Johnson	96.79%	Yes	
17. External assessment: - Customer Service Excellence	Councillor Hamman / Ian Parker	Award Retained.	Yes	The feedback from the assessment was excellent.
- Investors in People	Councillor Margaret Smith / Steve Nugent	Award Retained.	Yes	
18. Council Tax 97.5% in year collection rate increase kept below inflation	Councillor Hamman / Ian Parker Councillor Stephen Robinson / Susan Guinness	97.6% Council tax frozen.- -	Yes	
19. Total savings made, as agreed as part of the budget / financial strategy.	Councillor Stephen Robinson / Susan Guinness	Our efficiency target of £643,000 was achieved	Yes	
20. 90% of customers satisfied with Gateway.	Councillor Hamman / Ian Parker	98%	Yes	
21. 90% staff satisfied with the Council as an employer.	Councillor Margaret Smith / Steve Nugent	94%	Yes	

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Corporate Plan Actions 2012/2013 Progress

Key Action	Summary/proposed outcome	Lead Member/Officer	Fully Achieved Yes/No	Outcome at 31 March 2013
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 ▶ 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. ▶ Hutton Playing Field improvement scheme complete. ▶ Farington Park improvement scheme phase 2 largely complete with some final works planned later in the year. ▶ Prioritised programme of infrastructure improvement works established for parks and open spaces. Cabinet has allocated £100k capital funding to this programme for the next 4 years. ▶ Withy Grove Park improvement scheme to Sergeant Street entrance completed (funded by Eastern My Neighbourhood Forum).
2. Work to enhance Worden Park as a	<ul style="list-style-type: none"> ▶ Bring together the different services that input into Worden Park to enable a joined 	Councillor Peter Mullineaux /	Yes	<ul style="list-style-type: none"> ▶ Play area refurbishment completed ▶ Prioritised programme of infrastructure

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local asset and visitor attraction.	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.	Mark Gaffney		<p>improvement works currently being developed</p> <ul style="list-style-type: none"> ▶ 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 phase1 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 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 ▶ Shaw Trust has now moved into the Derby wing of Worden Hall. ▶ Capital programme works largely complete with bridge at Parkgate Drive installed and footpaths in formal areas resurfaced with some finishing works (final surface) planned later in the year.
3. Maximise recycling and reduce the amount of waste going to landfill, in line with our	▶ 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,	Councillor Peter Mullineaux / Mark Gaffney	Yes	<ul style="list-style-type: none"> ▶ The trade waste recycling service has been extended with 25% of customers now recycling ▶ All 6 new waste vehicles procured during the year fitted with in-cab technology are now operational which represents a significant investment into the service.

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commitment to the Lancashire Waste Strategy.	actions and targets for the Lancashire Waste Partnership of which the Council is a member.			<ul style="list-style-type: none"> ▶ The recycling rate for 2012/13 is 49.03% which is an increase from the previous year and above target. ▶ The tonnage of residual waste (grey bins) has reduced again for the 8th consecutive year. ▶ The performance for missed bins has been maintained with a collection rate of 99.97%.
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"> ▶ 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. ▶ The schools educational programme continues to target Years 3, 6 and 9 ▶ Continuation of events programme and educational visits to parks and nature reserves ▶ 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. ▶ The proactive approach to enforcement has been maintained during the final quarter with 281 Fixed Penalty Notices issued in 2012/13 (14 dog fouling, 37 litter, 122 dog off leads, 4 dog ban areas, 17 fly tipping, 70 fly posting, 17

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				<p>waste carriers licence/note). This performance compares to 223 issued in 2011/12 and 98 in 2010/11.</p> <ul style="list-style-type: none"> ▶ In addition to the issue of Fixed Penalty Notices, in 2012/13 38 written warnings have been issued and 19 successful prosecutions taken for fly tipping and dog related offences.
<p>5. Through the Safer Chorley and South Ribble Partnership, work to tackle crime, fear of crime and promote public confidence.</p>	<ul style="list-style-type: none"> ▶ 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. 	<p>Councillor Peter Mullineaux / Mark Gaffney</p>	<p>Yes</p>	<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. ▶ Continued delivery of crime and anti-social behaviour reduction campaigns such as Operations Bright Sparx and Shepherd ▶ Alcohol use reduction has been identified as a joint project (currently being scoped) with the

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				<p>Clinical Commissioning Group.</p> <ul style="list-style-type: none"> ▶ Delivery of Licensee training on substance misuse and continued delivery of test purchasing programme. ▶ The Operation Shepherd and Lock it or Lose it crime and anti-social behaviour campaigns have been successfully implemented over the last year. ▶ The overall crime figure for 2012/13 has reduced by - 13% compared to the previous year. Whilst there have been some increases in Burglary and a very small increase in Serious Acquisitive Crime, both Anti-Social Behaviour and Criminal Damage have reduced significantly. <p>Good performance has been maintained against the Community Safety Action Plan. Of the 67 actions, 46 are complete, 18 are on track, 2 will carry over to 2013/14 and 1 is no longer a priority.</p>
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"> ▶ The Site Allocations DPD was submitted for Examination at the end of October 2012 and was held in March 2013. The outcome is still awaited. ▶ 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

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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. 			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. ▶ 'My Neighbourhood' action plans have been developed, agreed and are currently being implemented. ▶ Works undertaken to improve Walmer Bridge, Mill Street, Higher Walton, Greenbank Road, Leyland and detailed planning has started for Longton. The work programme has engaged and involved hundreds of local residents in delivering schemes they have identified as priorities in their areas to improve their communities .
8. Work with neighbours to develop opportunities for economic	<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. 	Councillor Phil Smith / Denise Johnson	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.

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regeneration.		Councillor Cliff Hughes / John Dalton		<ul style="list-style-type: none"> ▶ Cuerden Strategic site – See update above ▶ Raise the profile of Central Lancashire to attract new inward investment - BAE systems Enterprise Zone confirmed, Local Development Order approved. ▶ A masterplan for the Samlesbury Enterprise Zone is currently in preparation. ▶ Work has progressed on the preparation of the Masterplan and the document is being finalised. ▶ Work on masterplan continuing ▶ 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.
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	▶ 47 affordable house delivering during the year: 7 – affordable rents (new build) 7 – affordable rent mortgage rescue 33 – First buy completions

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investment in housing.	<p>development and the use of Section 106 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 Maltings 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. ▶ The majority of customers waiting for disabled facilities grants have now been contacted and over 79 jobs are at various stages of delivery.

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				<p>The disabled facilities grants policy has been updated.</p> <ul style="list-style-type: none"> ▶ 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. ▶ The energy efficiency scheme closed in December with 864 grants having been completed. ▶ 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.
10. Work with neighbours to deliver a joined up and long term approach to	▶ 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.	Councillor Cliff Hughes / John Dalton	Yes	<ul style="list-style-type: none"> ▶ The Central Core Strategy was formally adopted by the Council on 18th July 2012 ▶ Monitoring of the Core Strategy has commenced with a view to preparing the Annual monitoring Report (AMR)

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planning and development.	<ul style="list-style-type: none"> ▶ In line with this Core Strategy the Council is progressing the Site Allocations LDF. ▶ Work to secure development of key sites such as; Lostock Hall Gasworks and Wesley Street Mill continues 			<ul style="list-style-type: none"> ▶ The Examination of the CIL Charging Schedule took place in April 2013. Inspectors report anticipated in June 13. ▶ The Site Allocation DPD Examination was held in March. Re-consultation will be required in respect of Main and Additional Modifications and this is hoped to be carried out in May 13. The Inspector will consider the responses received and prepare her final report, which is anticipated to be received in July 2013. This is likely to delay adoption of the document until September 2013. ▶ 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. The planning applications were presented to the Planning Committee meeting on 29 May 13. Negotiations on the S.106 agreement have been undertaken. ▶ The two planning applications for Wesley Street Mile were presented to the Planning Committee on 24 April 13 and the Committee resolved to grant permission subject to the completion of a S.106 agreement and conditions. The landowner has confirmed partnership with a house builder to bring the site forward. In light of this excellent progress, the procurement

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				process to secure a developer partner has been terminated
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 provide the Cross Borough Link Road. 	Councillor Cliff Hughes / John Dalton	Yes	<ul style="list-style-type: none"> ▶ Improvements to Leyland Station, signage and passenger information have been completed . The LCC Highways and Transport Masterplan was adopted by the County Council in March 13. A revised planning application for the Lostock Hall Gasworks site including the Link road and bridge was submitted at the beginning of January 2013. The planning applications are anticipated were presented to the Planning Committee meeting on 29 May 13. Negotiations on the S.106 agreement have been undertaken.
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. Standards: <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. 			<p>Boundary Review:</p> <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 approved by full Council unanimously ▶ Draft Submission on Council size submitted to the Boundary Commission ▶ Boundary Commission consultation on Council size of 50 finalised ▶ Draft electorate submitted to 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"> ▶ Over the last 12 months the South Ribble Children's Trust has allocated £74272.40 on projects across South Ribble. These include but are not exhaustive of, mobile skate park, outdoor activities project by the Leyland Project, Inspiring Lives project for boys by Child Action North West, Freestyle Urban Soccer, Domestic Abuse

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				<p>counselling service, High 5 Young Carers club, Positive activities for young carers, Grassroots Family Group meetings, training volunteers in Grassroots and Family Fun Activity Sessions in Kingsfold run by Homestart.</p> <ul style="list-style-type: none"> ▶ In addition, £40,000 has been allocated between Bereavement and Specialist Counselling, Familywise by Child Action North West and a Volunteer led project by Homestart. ▶ Finally, work ended in March on the Beyond Sport project, primary school mentoring and the active participation programme with young people in Lostock Hall and Leyland. ▶ The Vulnerable Families programme has now started. The programme is called My Family South Ribble. 230 families have been identified on the list although funding exists for 108 families to be assisted in South Ribble. Information has been collated from partners and families prioritised based on known need. Support has been identified to the first 15 families prioritised and work is on-going to identify the most appropriate support for the next 30 families. Information on the process is on Members Connect.
14. Work with GPs	▶ Track NHS reforms	Councillor Phil	Yes	▶ National Reform programme still developing.

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and other partners on local health and wellbeing needs.	<ul style="list-style-type: none"> ▶ Reduce health inequalities across the borough. ▶ Develop partnership with transitional Clinical Commissioning Group and work on key projects. 	Smith / Denise Johnson		<p>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.</p> <ul style="list-style-type: none"> ▶ 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 new Health arrangements went live on 1st April. Public Health Lancashire are firming up local support for South Ribble. The current team arrangements are on Member Connect. The names of the CCG executive and admin team are also on Member Connect. ▶ The Chorley and South Ribble Health and Wellbeing Partnership have agreed a joint Framework for action. This will be reported through Cabinet in Summer.
15. Work with the South Ribble Community Leisure Trust to	<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. 	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

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offer high quality, accessible sports and leisure activities.	<ul style="list-style-type: none"> ▶ 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) 			<p>23 primary schools and 808 young people have been trained.</p> <ul style="list-style-type: none"> ▶ 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 all four of our centres have now been assessed utilising this new system. All achieved the maximum satisfactory grade. <p>All sports development projects delivered.</p> <p>Young people 5-11yrs</p> <p>Beyond Sport -398 Tots on Tyres -90 Bikeability -1016 (32 schools) Olympic torch relay 4800 School Olympic Coaching programme 1110 Total - 7414</p> <p>Young people 11-16yrs</p> <p>Cage Football 58 Sportivate 150 Total – 208</p> <p>Adults</p> <p>Back to Netball -21</p>

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				Adult Football -19 Beginner Running- 210 Total - 250
16. Deliver a shared service for Revenues and Benefits with Chorley Council.	<ul style="list-style-type: none"> ▪ Working in collaboration with Chorley Council, South Ribble Borough Council have completed Phase 1 of the Shared Service for Revenues & Benefits ▪ 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 	Councillor Phil Hamman / Ian Parker	Yes	<ul style="list-style-type: none"> ▶ Phase 1 of Shared Service completed ▶ 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(+) ▶ The Localisation of Council Tax Support policy has been agreed and implemented.
17. Seek to continually improve, ensuring that council services are fit for purpose and customer	<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 	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

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Key Action	Summary/proposed outcome	Lead Member/Officer	Fully Achieved Yes/No	Outcome at 31 March 2013
focused.	<ul style="list-style-type: none"> ▶ Customer Excellence Award in place and is being reviewed in January 2012 			<ul style="list-style-type: none"> ▶ excess of 95% ▶ Customer Excellence Award inspection was extremely positive about Gateway and has 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. ▶ 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 	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

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	<ul style="list-style-type: none"> ▪ Shared Risk & Audit Service 			shared delivery model. This is currently being implemented in South Ribble Borough Council with Chorley planning to join fully, once their in-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 ▶ 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"> ▶ Current year's target of £643,000 achieved. ▶ 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. ▶ Our management practices have ensured income has been maximised from investment assets, Leyland Market is fully occupied and produced a substantial profit for the 10th year running. ▶ Income from the Investment Portfolio has exceeded budget estimates. ▶ In 2012/13 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.