

SCRUTINY BUDGET AND PERFORMANCE PANEL

MONDAY, 22ND JUNE, 2020, 5.00 PM

ACCESSIBLE VIA MICROSOFT TEAMS

AGENDA

- | | |
|--|----------------|
| 1 Apologies for Absence | |
| 2 Declarations of Interest | |
| 3 Minutes of the Last Meeting | (Pages 3 - 6) |
| Held on Monday, 10 February 2020 to be signed as a correct record. | |
| 4 Matters Arising from Previous Scrutiny Budget and Performance Panel Meetings | (Pages 7 - 8) |
| Report attached. | |
| 5 Year End and Quarter 4 (Jan - Mar 2020) Performance Monitoring Report 2019/20 | (Pages 9 - 36) |
| Report of the Interim Chief Executive attached. | |

Gary Hall
INTERIM CHIEF EXECUTIVE

Electronic agendas sent to Members of the Scrutiny Budget and Performance Panel Councillors David Howarth (Chair), Will Adams, Colin Coulton, Colin Sharples and Karen Walton

The minutes of this meeting will be available on the internet at www.southribble.gov.uk

Forthcoming Meetings
5.30 pm Monday, 27 July 2020 -

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MINUTES OF	SCRUTINY BUDGET AND PERFORMANCE PANEL
MEETING DATE	Monday, 10 February 2020
MEMBERS PRESENT:	Councillors Colin Coulton, Colin Sharples and Karen Walton
OFFICERS:	Gary Hall (Interim Chief Executive), Jane Blundell (Interim Section 151 Officer), Howard Anthony (South Ribble Partnership Manager), Darren Cranshaw (Assistant Director of Scrutiny & Democratic Services) and Charlotte Lynch (Democratic and Member Services Officer)
OTHER MEMBERS:	Councillor Paul Foster (Leader of the Council and Leader of the Labour Group), Councillor Colin Clark, Councillor Margaret Smith (Leader of the Opposition and Leader of the Conservative Group), Councillor Phil Smith, Councillor Michael Titherington (Deputy Leader of the Council, Cabinet Member (Health, Wellbeing and Leisure) and Deputy Leader of the Labour Group) and Councillor Matthew Tomlinson (Cabinet Member (Finance, Property and Assets))
PUBLIC:	0

11 Quorum

At the commencement of the meeting at 5pm, the Panel was not quorate.

The Council's Constitution states that:

"During any meeting if the minimum number is not present then the meeting will adjourn for 15 minutes. If, after 15 minutes, the minimum number of members are still not present the meeting will immediately adjourn to a fixed date and time or the next ordinary meeting." (Point 29.3, South Ribble Borough Council Constitution).

As a result, the meeting was adjourned until 5:15pm when the Panel was quorate.

12 Minutes Silence

A minutes silence was observed in memory of Councillor Ken Jones, who sadly passed away on 8 February 2020.

13 Apologies for Absence

Apologies for absence were received from Councillors Will Adams and David Howarth.

14 Appointment of Substitute Chair

As Councillor David Howarth was unable to attend the meeting due to travel issues, nominations were sought for a substitute Chair.

RESOLVED: (Unanimously)

That Councillor Colin Coulton be appointed as Chair for the meeting.

15 Declarations of Interest

There were none.

16 Minutes of the Last Meeting

RESOLVED: (Unanimously)

That the minutes of the last meeting, held on Monday, 11 November 2019, be signed as a correct record.

17 Matters Arising from Previous Scrutiny Budget and Performance Panel Meetings

Members noted the report.

18 Period 1 Performance Monitoring Report

The Panel considered a report of the Interim Chief Executive which outlined the Council's performance during Period 1 (October – December 2019).

The Leader of the Council, Councillor Paul Foster, advised that this was the first report highlighting performance against the delivery of the new Corporate Plan projects and objectives, adopted in September 2019.

Overall, performance of the projects was good, with 2 of 46 succeeding and 41 on-track.

A Leadership Programme Board has been established to ensure thorough performance monitoring on a rolling basis. This is made up of members of the Council's Leadership Team and Senior Responsible Officers.

Members expressed concerns that the Council's pledge of carbon neutrality by 2030 was off-track as the scope for the climate emergency working group had not been agreed. Certain challenges were acknowledged in devising the climate strategy, but members were assured that progress was ongoing. A climate change officer had been appointed and a further report on climate change would be considered at Full Council in June 2020.

Significant improvements in the performance of the Council's business and conference centre were noted and members queried whether the income target should be increased as a result. This would be reviewed, and further information would be provided to Panel members on the hire fees for the centre.

In response to a query regarding the number of apprentices employed by South Ribble Borough Council, members were informed that nine apprentices were recruited within a 12-month period and that this exceeded a target of 7 apprentices per annum. Information on the number of apprentices recruited since the Apprentice Factory was established was requested and would be provided to Panel members following the meeting.

Members were pleased to note that some recommendations of the Scrutiny Review, 'Mind the Gap', were being implemented to support the borough's most vulnerable residents. A particular example of this was the holiday hunger project which was piloted in Bamber Bridge, Leyland and Penwortham.

An update on the progress of the wider 'Mind the Gap' review was requested for the next meeting of the Panel.

Significant improvements in call-waiting times and the new telephony system were welcomed.

Members thanked the Leader of the Council and the Interim Chief Executive for their attendance.

RESOLVED: (Unanimously)

That

1. the Scrutiny Budget and Performance Panel welcomes the reassurance provided on the data quality policy and new Leadership Programme Board to ensure robust programme management.
2. the income target for increased commercial income for the business and conference centre be reviewed in the future.
3. the Scrutiny Budget and Performance Panel commends the Apprentice Factory project.
4. a more detailed update be provided on 'Mind the Gap' at the next meeting of the Scrutiny Budget and Performance Panel.
5. the Scrutiny Budget and Performance Panel welcomes the Gateway's improved performance.

19 Budget Monitoring 2019/20 – Quarter 3

The Panel considered a report of the Interim Section 151 Officer which provided an update on the Council's overall financial position at the end of Quarter 3 of the 2019-20 financial year as at the end of December 2019.

Councillor Matthew Tomlinson, Cabinet Member for Finance, Property and Assets, informed the Panel that an underspend of £272,000 was forecasted for the end of the financial year and that significant work had been undertaken to reduce this forecasted figure over the last quarters.

In response to a query regarding the forecasted staffing underspend, members were assured that the Council was actively trying to fill vacancies and that there has been an increase in staff recruitment. Slight impact on performance was acknowledged as a result of staff vacancies but improvements were anticipated following the development of shared service arrangements with Chorley Council over the course of 2020.

Members had previously requested a breakdown of the budget by service area and this request was reiterated. Further in-depth information would be circulated to all members of the panel.

Pooling arrangements for business rates were queried and members were informed that the council would remain part of the Lancashire Pool for 2020/21 but that arrangements for the following year had not yet been confirmed.

The borough investment reserve accounted for a significant amount of the forecasted underspend, with £4.55 million earmarked for purchasing investment properties. Members queried the governance procedures for changing the Investment Property Strategy to enable expenditure and were informed that amendments would be subject to the approval of Full Council. There was an intention to amend the Strategy.

A further update on the progress of the Green Links project at Shruggs Wood in Leyland was requested.

The panel thanked the Cabinet Member and the Interim Section 151 Officer for their attendance.

RESOLVED: (Unanimously)

That

1. the Scrutiny Budget and Performance Panel welcomes the Budget Monitoring report.
2. the Scrutiny Budget and Performance Panel receives the revenue budget summary breakdown.
3. the Scrutiny Budget and Performance Panel looks forward to the future of the Borough Investment Reserve being presented to Full Council.
4. an update be provided on the Shruggs Wood Green Links project.

Chair

Date

**Scrutiny Budget and Performance Panel
Update on Recommendations made at previous Scrutiny Panel Meetings**

Date & Min	Recommendation	Lead Member	Lead Officer	Accepted?	Implemented?	Completed?	Progress/Comments
11/11/19 Min 9.2	The measure for licensed taxis inspected be reviewed.	Leader of the Council	Howard Anthony	Yes	Yes	No	This measure is being reviewed in line with all measures. A meeting has taken place to consider the measures and will be undertaking clarity on definitions.
11/11/19 Min 9.3	A review of the process for Disabled Facilities Grants applications be carried out to streamline the process where possible.	Leader of the Council	Peter McHugh	Yes	Yes	No	A review is currently underway and shall be reported to Leadership team in April 2020.
11/11/19 Min 9.5	An annual update on homelessness be provided to the Panel.	Leader of the Council	Peter McHugh	Yes	Yes	No	The homelessness strategy is presently being written and it is recommended that an annual review of the strategy takes place each June.
10/02/20 Min 18.2	The income target for increased commercial income for the business and conference centre be reviewed in the future	Finance, Property and Assets	Neil Anderson				
10/02/20 Min 18	The fees/charges for hiring a room in the conference centre be provided to members of the Panel	Finance, Property and Assets	Neil Anderson				
10/02/20 Min 18	Information on the number of apprentices hired since the Apprentice Factory was established be provided to Panel members	Leader of the Council	Jennifer Clough/Berni Markham	Yes	Yes	Yes	The Apprentice Factory Team was formally established in June 2018.

**Scrutiny Budget and Performance Panel
Update on Recommendations made at previous Scrutiny Panel Meetings**

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							<p>Since the Apprentice Factory was established there have been 17 apprenticeship training starts at the Council to date with more planned before the end of the current financial year. Of these, 7 were new recruits to the council and 10 were existing staff who are now up-skilling.</p> <p>Within the wider borough, in the financial year 2018/19 there were an additional 186 apprentice starts in the South Ribble area, this represents a 19.25% increase compared to the previous year.</p>
10/02/20 Min 18.4	A more detailed update be provided on 'Mind the Gap' at the next meeting	Health, Wellbeing and Leisure	Jennifer Mullin	Yes	Yes	No	Agreed a detailed update report will be provided on all of the actions that has been undertaken on 'Mind the Gap' project.
10/02/20 Min 19.2	The revenue budget summary breakdown be sent to all members of the panel	Finance, Property and Assets	Jane Blundell				
10/02/20 Min 19.4	An update be provided on the Shruggs Wood Green Links project	Health, Wellbeing and Leisure	Neil Anderson				

REPORT TO	ON
CABINET COUNCIL	Wednesday, 24 June 2020



TITLE	PORTFOLIO	REPORT OF
Quarter 4 (Period 2) Performance Monitoring Report 2019/20	Councillor Paul Foster	Interim Chief Executive

Is this report a KEY DECISION (i.e. more than £100,000 or impacting on more than 2 Borough wards?)	No
Is this report on the Statutory Cabinet Forward Plan ?	Yes
Is the request outside the policy and budgetary framework and therefore subject to confirmation at full Council? This should only be in exceptional circumstances.	No
Is this report confidential? If Yes , insert details of the relevant exclusion paragraph(s). These are listed in the Constitution Part 4, page 25 (Access to Information Procedure Rules)	No

PURPOSE OF THE REPORT

- To provide a summary of performance against the Corporate Plan during Quarter 4 (Period 2).

PORTFOLIO RECOMMENDATIONS

- The Scrutiny Budget and Performance Panel are asked to consider the report and make comments and recommendations to the Cabinet.
- Cabinet is asked to consider and comment on the report.

REASONS FOR THE DECISION

- The council's performance framework sets out the process for reporting progress against the objectives of the Corporate Plan. All reports will continue to be considered by the Council's Leadership Programme Board, Scrutiny Budget and Performance Panel, Cabinet, with a year-end report presented to full Council.

EXECUTIVE SUMMARY

- Overall performance during Quarter 4 2019/20 has been good with a number of key successes and objectives completed and the majority of projects and activities rated as on track.

Yet To start	Completed	Succeeding	On Track	Off Track
2%	4%	9%	70%	15%

Breakdown by Outcome				
Excellence, Investment & Financial Sustainability	1	-	4	1
Health, Wellbeing and Safety	-	1	10	1
Our People and Communities	1	2	5	-
Place, Homes and Environment	-	1	13	5

6. The report provides a summary of the activities that support each of the outcomes in the Corporate Plan along with a summary of performance and project delivery. If performance is off track, a reason and action plan is provided. A full summary of performance is provided at Appendix 1.
7. All performance measures that are available to be reported are included within Appendix 1. Where they are off track, additional information is provided within this report.
8. Part way through the year, the Corporate Plan was reviewed and refreshed, following an election and new administration. The refresh of the Corporate Plan was completed and approved by Council in September 2019 and from that point, performance has been reported on Periods 1 and 2 (Quarters 3 and 4 based on the previous reporting regime).
9. During quarter four, a resident survey was conducted to gather the views of residents about satisfaction with the council, their local area and community involvement to provide a baseline against which to measure the outcomes of the corporate strategy. A benchmarking exercise was conducted to provide a comparison ahead of the survey being completed. Overall performance is good and in line with expectations. Residents continue to be satisfied with South Ribble as a place to live and report similar with regards our parks and open spaces. The council's priorities around communities and the way we engage will be important going forward as in those areas residents provide less positive responses.

Impact of Covid 19 and approach to recovery

10. The Covid-19 crisis will continue to have a significant operational and financial impact on the council, its partners and the communities it serves. It's now important that the council has a clear plan for how it will recover its services and return to business as usual as quickly as possible. A key focus will be on getting core services back up and running efficiently. However, there are some aspects of the response effort that will need to remain in place for an extended period of time, such as the community hub and enhanced support for local businesses.
11. Our plans will need to assess and align the resources required to get the council back on track, while taking account of new responsibilities and priorities as a result of the impact of Covid-19 on residents and communities. In response to this the Corporate Plan will be reviewed so that activities and programs are aligned to supporting communities and businesses through the period of recovery, as well as ensuring activities are appropriate to be delivered in an environment of social restrictions and distancing.

CORPORATE OUTCOMES

12. The report relates to the following corporate priorities: (tick all those applicable):

Excellence, Investment and Financial Sustainability	✓
Health, Wellbeing and Safety	✓
Place, Homes and Environment	✓

Projects relating to People in the Corporate Plan:

Our People and Communities	✓
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BACKGROUND TO THE REPORT

13. The monitoring reports provided each quarter is one of the ways in which the council is able to demonstrate how they have met their objectives as set out in the Corporate Plan, to elected members, communities, key stakeholders and partners.
14. In response to the request made by the Scrutiny Budget and Performance Panel, a further detailed report will be provided around the council's approach to Health and Wellbeing which is called 'Mind the Gap'. This later report will be able to provide further clarification around how the approach is tailored to respond to the impact of Covid 19.
15. The report further provides the basis on which the Cabinet will proceed in the next period and coming year to ensure that resources and realistic plans are in place to support delivery of the Corporate Priorities and objectives.

PROPOSALS (e.g. RATIONALE, DETAIL, FINANCIAL, PROCUREMENT)

16. SUMMARY OF THE REPORT



Excellence, Investment & Financial Sustainability

Excellent services and a strong financial position that enables us to invest in the right way



Activities:

17. The Digital to Improve activity has been an integral part of progressing toward achieving the success objectives. The Digital Strategy is about opening accessibility to our services for both residents and businesses making it easier for people to get in touch with the council. Since April 2019 there has been an increase from 18% to 22% (4%) in the number of online transactions compared to phone and face to face. The Garden Waste scheme for 2020/21 has opened with residents being able to sign up via online form resulting in approximately 5,000 residents using this method. There has been 50% of new subscriptions taking place online.

18. The Digital strategy also takes the council forward with our employees, so that officers can be mobile and are able to do what they need to whilst out and about in the community. The strategy has enabled and supported over 200 members of staff, with the capabilities to work remotely. This has been achieved through procurement of new equipment and expanding remote access capabilities. The strategy has seen Windows 10 rolled out in the organisation, new IT policies adopted, application cloud migration, capability of virtual meetings and has supported Phase 1 of Shared services with Chorley Council.
19. There has been further development of shared services between South Ribble Council and Chorley Council. The shared senior management posts were implemented in December 2019. Plans have been completed for the relocation of staff between the two councils. The Digital Governance Board has been established and shared IT systems access plans have been finalised, with preparations being made for the testing and implementation of access. The consultation review on the terms and conditions has been presented to employees who will be affected by the transfer between the two councils.
20. The Council conducted a postal and on-line residents' satisfaction survey which was operative between February and March 2020. The measures of value for money and satisfaction with the way the council does things were largely as expected and provide a baseline against which to measure future improvement activity. Further information on the survey is included at point 43.

Key projects

21. Of the 6 projects reported this quarter 4 are on track, 1 is complete and 1 is off track: EIFS06 - Review of the Council's Surplus Sites.

Key Project	Status	Project description
EIFS06 -Review of the Council's Surplus Sites		The Strategic asset review shall enable the Council to identify land and buildings which may be under-performing and provide for options to enable the asset to perform more effectively or look to dispose the asset on the open market.
Reason for off track and action to address:		A draft asset review report has been received which officers have been assessing. The target of a Cabinet report for March 2020 was not met. However capacity has been provided to bring the work back on track. As Cabinet Committee meetings resume a finalised report of the findings will be presented to Cabinet in the middle of 2020/21.

Performance measures

22. Of all performance measures that are reported 100% are on track.



Health, Wellbeing and Safety

Residents are happy, healthy and safe, active and independent

1

More people telling us they feel safe at home and out and about

2

Fewer people homeless

3

More businesses and high streets are dementia friendly

4

More people engaged in physical activity

5

Improvements and extensions of multi use pathways across our Green Links

Activities:

23. As part of the Health, Wellbeing and Safety outcome a key activity was to make improvements, developing and promoting new green corridors (Green Links). These Green links would allow residents to become more active, promote bio-diversity, ecology and improve air quality in specific areas. The council set targets to deliver 7 km of new Green links multi use pathways, 6 Major Green Link access points and 17km of signage improvements along pathways. These targets have all been met ahead of the end date target of 31st March 2020.
24. An agreement has been reached with Citizens Advice to locate at the Civic Centre and provide full face to face advice services within the Borough. The provision of face to face services will assist those who need support with debt advice, benefit application support landlord and tenancy issues and a range of other services. This will impact upon a wide number of outcomes, but further support the objectives around homelessness where people are supported with financial and tenancy matters and able to access these services face to face within the Civic Centre.
25. The Holiday Hunger scheme distributes food vouchers and offers reassurance to vulnerable families. The scheme works with teachers and local community groups to operate a food voucher system in a 'Shop' model. Initially, targeting those areas where free school meal eligibility is highest; providing teachers with vouchers to be allocated to families and children that are at risk of hunger. In February 2020, 35 schools (66.7% of all South Ribble schools) there were 1546 vouchers issued to children, and of those vouchers issued 14.7% were redeemed.
26. South Ribble has been recognised as a Dementia Friendly Community for a successive year, continually working towards ensuring people living with Dementia are supported, and that they feel confident to continue to positively contribute to the community. We have achieved this by working with and supporting the South Ribble Dementia Action Alliance (DAA) which sets out an annual programme of activities against the framework of the Alzheimer's Society Dementia Friendly Communities Scheme. The DAA has managed to reach its target and approve 15 members of the South Ribble Dementia Charter Community.
27. As part of the postal and on-line residents' satisfaction survey, we asked what percentage of people feel safe when outside in their local area after dark and during the day. 61% of residents felt safe after dark and 88% felt safe during the day in their local area. The council also asked what percentage of people were satisfied with the leisure and sports facilities in their local area. 53% of people surveyed were satisfied with the provisions of leisure and sports facilities, highlighting opportunities for improvement so that we can continue to ensure that our services enable residents to feel safe healthy, well and safe.

Key projects

28. Of the 12 projects under this priority, ten are on track, one is succeeding, and one is off track: HWS09 – MH:2K.

Key Project	Status	Project description
HWS09 - MH2K		<p>The MH:2K programme published a report in 2018 detailing recommendations which were identified by young people as priority areas for mental health and at risk groups.</p> <p>The project is to support the implementation of recommendations from the report with continued involvement of young people.</p>
Reason for off track and action to address:		<p>Limited progress has been made against the objectives due to limited officer capacity. In addition there has been a delay in the production and output of the LGBTQ video due to unavailability of the videographer.</p> <p>To enable the project to move forward, additional resource has been agreed for the MyNeighbourhoods team where an officer will take the lead on youth engagement. This will enable closer working with young people.</p>

Our Performance measures

29. Of the eight indicators reported this quarter, six are on track, one is reported as a baseline and one is off track: Total number of young people's physical activity courses delivered. A full performance summary is included at Appendix 1.

Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
Total number of young people's physical activity courses delivered	2.5% increase	404	295	
Commentary	<p>There have been 166 sessions delivered and completed in February 2020. 129 sessions began at the end February, where 3 weeks of a total 5-week course was delivered.</p> <p>These sessions had to be cancelled before they could be completed due to the covid-19 outbreak and the introduction of the government's lockdown restrictions.</p> <p>Note: The 2.5% increase is to be baselined from July 2020 which follows the academic year. The information provided in this summary just gives the actual numbers of sessions.</p> <p>It should be noted that the number of sessions delivered are predicted to vary slightly during each term, due to schools activity request, facility availability and timetabling demands on staff.</p> <p>The ability to get back on track will be dependent on Covid 19 and how schools reopen and any restrictions that would be placed on how these activities are delivered. The Sports Development team are working proactively with schools to assess the situation, though it is unstable. For example sessions were due to commence with year groups 1 and 6 with 6 schools who were to open this week. However following the latest guidance from Lancashire County Council not all schools will open.</p>			



Our People & Communities

Strong and active communities where people are engaged and have a voice.

1

We have more people getting involved in their communities and with us as a Council as they have the right space and place to make their voice heard.

2

A Time Credits scheme is developed and piloted to encourage people to volunteer or engage who haven't done so before.

3

People pay less to the Council in fees and charges such as the green waste charges and council tax support.

Activities

30. Community involvement is at the heart of the way in which the Council undertakes its business. The development of a youth council is being implemented as part of the cross-party Member strategic review of community involvement, including My Neighbourhoods. The Member Working Group has undertaken research, looked at best practice, engaged with the youth, community services and other partners as part of their review. A key stakeholder group is young people and ensuring they are actively involved in shaping their communities, engaged with the Council and play their part in improving the Borough. The final report from the review was agreed at Cabinet on 22 January 2020, with an implementation plan from the strategic review prepared for Cabinet in March 2020. However, the meeting had to be postponed due to the Covid-19 pandemic. Although this missed March Cabinet, it is now being programmed to go to a future meeting and implementation of the action plan will follow.
31. South Ribble Borough Council sponsored two award categories as part of the South Ribble Partnership's borough wide Community Awards event. The Awards were hosted at the Civic Centre, with St Catherine's Hospice providing the catering and Dave Guest as the special guest host. The awards recognised those individuals, groups and organisations across South Ribble who consistently go above and beyond their call of duty and make a positive difference within communities.
32. The Tempo Time Credits scheme was formally launched at the event which aims to encourage more people to get involved in volunteering to help in their communities, support good causes, and shape the services they use. Within this period the mobilisation has taken place with the appointment of a network manager, workshops held with communities on the design of the Leyland and Penwortham credit notes and training provided to Neighbourhood officers and partners on using the Time Credit Platform. .
33. The Council have approved a revised Council Tax Scheme (CTS) for 2020/21; this approved scheme will remove the charge of £3.50 per week for certain protected groups. The CTS should also remove a financial burden which could help claimants focus better on seeking work and protect the most vulnerable. The revision of the scheme should also reduce the administrative burden in relation to recovery.

Key projects

34. Of the 9 projects under this priority, 1 has been completed, 2 are succeeding, 5 are on track, one is yet to be started: OPC04 - Community Bank/Credit Union.

Key Project	Status	Project description
OPC04 - Community Bank/Credit Union	-	To establish a Credit Union available to all South Ribble residents, supporting individuals in our communities to build up financial resilience.
Reason for off track and action to address:	This action is to be started in June 2020 with its plan to be approved and presented to Cabinet by September 2020.	

Our Performance measures

35. One indicator was due to be reported this quarter and it is on track. A full performance summary is included at Appendix 1.



Place, Homes & Environment

Our green spaces are valued, and development is well managed.

1

We have more green spaces protected as Fields in Trust

2

Masterplans for Leyland, Penwortham and Lostock Hall all completed

3

We deliver affordable homes

4

We deliver the actions of our air quality plan

5

We have planted 110,000 trees

Activities

36. The green areas that have been submitted for protected field status from the Fields in Trust include Kingsfold Drive Playing Field Penwortham, The Holme playing field Bamber Bridge and Tardy Gate playing field Lostock Hall the council is currently waiting for confirmation from Fields in Trust.
37. Leyland masterplan was identified as the first masterplan to complete this year in the Corporate Plan, however due to Covid-19 elements of the public consultation could not be carried out resulting in delays to the completion of the masterplan.
38. As part of the council's commitment to the environment and improving Air Quality, working with our partners we plan to plant 110,000 trees in South Ribble, one tree for each of our residents over the four years of the current Corporate Plan. The target in 2019/20 was to plant 30,000 trees, by the end of the financial year. This has been achieved with planting undertaken by the council and its partners such as Lancashire County Council, the Environment Agency, and developers who collectively have planted 45,323 trees.
39. The activities on the council's air quality action plan have progressed over the year. These activities include the location of all the borough's air quality monitoring sites which have been reviewed. This is to ensure the selected sites include both our air quality management areas and those areas experiencing significant change due to development. An anti-idling campaign was launched this year; however, this has had to be suspended as the schools and colleges closed in the last few weeks of March due to the Covid-19 outbreak. The council continues to work with other Local Authorities and partner organisations to deliver the actions within the Air Quality Action Plan.
40. In the last reporting period the project for Carbon Neutral was reported as off track. Following additional resource and recruitment of an officer to support this work, this is now back on track. The climate change strategy is currently being drafted with an update to Cabinet and Council in June/July of this year.

Key projects

41. Of the 19 projects under this priority, 1 is succeeding, 13 are on track and 5 are off track:
 - ▶ PHE07 - Invest and develop our parks and play areas;
 - ▶ PHE09 - Ensure our parks and existing cherished local open spaces can be protected;
 - ▶ PHE11 - Scope and prepare masterplans for Leyland, Bamber Bridge and Penwortham town centres;
 - ▶ PHE14 - Review the projects listed in the City Deal Business and Delivery Plan 2017-20
 - ▶ PHE19 - Private Sector Stock Condition Survey.

Key Project	Status	Project description
PHE07 - Invest and develop our parks and play areas		<p>The Project seeks to develop and implement improvement plans for the following parks and open spaces:</p> <ul style="list-style-type: none"> • Worden Park, Leyland, • Hurst Grange Park, Penwortham • Bent Lane Green, Leyland • Balcarres Green, Leyland • Tarn Wood, Penwortham
Reason for off track and action to address:		<p>Ground surveys at Bent Lane have revealed the site was a former waste site and the ground is contaminated below the surface, which may be hazardous if exposed through excavations. A remediation strategy will be brought forward with cost estimates in the next quarter to progress the project.</p> <p>At the end of the period, the Covid-19 lockdown led to the suspension of all works started and proposed on site. It is anticipated that once the lockdown restrictions have been lifted and the weather improves work on-site will recommence.</p>
Key Project	Status	Project description
PHE09 - Ensure our parks and existing cherished local open spaces can be protected		<p>Develop ways to ensure our parks and existing cherished local open spaces can be protected in perpetuity via the Fields in Trust model.</p> <p>Identify 3 areas of open space in the year 2019 / 20 suitable for protection and complete the necessary application. going forward to identify further suitable locations across the borough in future years</p>
Reason for off track and action to address:		<p>All the relevant data/documents have been submitted to Fields in Trust for processing, however the Covid-19 outbreak has resulted in delays receiving the confirmation documents. It is expected that the confirmation for the protected sites will be provided in Quarter 1 2020/21</p>
Key Project	Status	Project description
PHE11 - Scope and prepare masterplans for Leyland, Bamber Bridge and Penwortham town centres		<p>The project is to provide each year a completed masterplan for each of the following town centres, Leyland, Bamber Bridge and Penwortham.</p>
Reason for off track and action to address:		<p>Discussions about the focus and delivery of the City Deal are continuing with our partners. Towards the end of the quarter, the restrictions related to Covid-19 meant that the partners were unable to meet. The focus in the next quarter will on continuing those discussions. The consultation will be carried forward into Quarter 1 2020/21.</p>
Key Project	Status	Project description
PHE14 - Review the projects listed in the City Deal Business and Delivery Plan 2017- 20		<p>City Deal projects have been placed on hold to enable South Ribble Borough Council to review and agree heads of terms with Lancashire County Council.</p>

Reason for off track and action to address:	Discussions about the focus and delivery of the City Deal are continuing with our partners. Towards the end of the quarter, the restrictions related to Covid-19 meant that the partners were unable to meet. The focus in the next quarter will on continuing those discussions	
Key Project	Status	Project description
PHE19 - Private Sector Stock Condition Survey		The project is to evaluate both the 2019 and 2012 stock condition surveys carried out and make recommendations on changes to be made to the council's Housing Assistance Policy to ensure that financial assistance is targeted at the areas identified to qualifying Owner Occupied Households.
Reason for off track and action to address:	Available capacity has impacted the timelines on this work, however this has now been resolved and the project will move forward and present a paper to leadership team in late June/July 2020/21.	

Our Performance measures

42. Of the indicators reported this quarter 1 is succeeding and 4 are off-track.

Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
No. of green spaces protected as 'Fields in Trust' (Annual)	3	-	0	
Commentary	This indicator is a measure of project outputs. For information please see the update provided in the previous section on PHE09 - Ensure our parks and existing cherished local open spaces can be protected.			
Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
12 wildflower meadows 2019-20. (Annual)	12	-	0	
Commentary	<p>Sites had been provisionally identified for new wildflower meadows, however the Covid-19 outbreak means we are unlikely to be able to create any meadows this financial year."</p> <p>Despite this however, the council has made progress with regards bio-diversity and all programmed school talks where completed with the exception of 1 which had to be cancelled due to the Covid-19 pandemic. A number of relationships have been developed with schools and other groups to assist in developing wildlife areas at sites across the borough, however the pandemic has meant that this will now be delayed until at least the start of the new school year.</p>			
Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
Number of Affordable Homes delivered (Bi-Annual)	30%	-	20% (81)	
Commentary	This year there has been 81 new affordable homes delivered. This is a decrease of 16 new affordable homes, compared to the previous year.			

Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
Affordable housing provision is sought on-site for new housing developments wherever possible and in line with the council's planning policy requirements. On occasions and where appropriate, affordable housing contributions are made off-site through financial contributions. The council currently has plans to increase the provision of quality affordable housing in the borough through direct housebuilding by utilising these financial contributions.				
Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
Masterplans for Penwortham, Leyland and Lostock Hall are completed (Annual)	1	-	0	
Commentary	This indicator is a measure of project outputs. For information please see the update provided in the previous section on PHE11 - Scope and prepare masterplans for Leyland, Bamber Bridge and Penwortham town centres.			

Residents Survey 2019/20

43. The Council undertook a postal and on-line residents' satisfaction survey between February and March 2020. There were 1,722 responses overall. A number of the specific questions of the survey are related to key performance indicators to determine the impact of the Council's Corporate Plan. The indicators seek to display progress against the outcomes of the Plan on Health, Excellence, Communities and Environment.
44. An average from the Local Government Associations latest national results (June 2019) and our nearest neighbours of Newark and Sherwood and Blaby District Councils were initially used to establish an estimated baseline. The Resident Survey has broadly mirrored those initial baselines with a minor degree of percentage difference.

Key Performance Measures	Estimated Baseline	Result 2019/20
% of people who are satisfied with the way South Ribble Borough Council runs things (Resident Survey)	66% Initial baseline target	67%
% of people who agree that South Ribble Borough Council provides value for money (Resident Survey)	51% Initial baseline target	46%
% of people who feel safe when outside in their local area after dark (Resident Survey)	59% Initial baseline target	61%
% of people who feel safe when outside in their local during the day (Resident Survey)	87% Initial baseline target	88%
% of people satisfied with the leisure and sports facilities in their local area (Resident Survey)	53% Initial baseline target	53%
% of people who feel they belong to their local area (Resident Survey)	New To be baselined	69%
% of people who think the Council acts on the concerns of local residents (Resident Survey)	48% Initial baseline target	54%
% of people who feel involved in the local area and decision making (Resident Survey)	New To be baselined	50%
Overall % of people who are satisfied with South Ribble as a place to Live (Resident Survey)	83% Initial baseline target	82%
% of people satisfied with the parks and green open spaces in their local area (Resident Survey)	73% Initial baseline target	77%

45. **Strengths**

There are a number of areas within the report that demonstrate key strengths of the Council where it is recommended we look to maintain that level of satisfaction. These areas include:

- ▶ Satisfaction with South Ribble as a place to live;
- ▶ Keeping public land clear of litter and refuse;
- ▶ Satisfaction with our parks and green open spaces.

46. **Next steps**

Within the findings of the report a number of areas have been highlighted where there is an opportunity to develop and improve. These areas mainly relate to the outcomes of Excellence, Investment and Financial Sustainability and People and Communities.

47. The areas highlighted influence overall satisfaction with the Council, and they have a below average satisfaction rating which reflect the outcomes set down in the Corporate Plan in September 2019. This provides a level of assurance that the Council is focused in the right areas to provide services and business models that residents will be satisfied with: :

- ▶ Value for Money;
- ▶ Council Acts on the concerns of local residents;
- ▶ Information and Accessibility.

48. An appendix is attached which provides the executive summary findings of the residents survey. Further briefing sessions will be provided for members and additional analysis which will be available on request, following which the report will be published in full.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

49. N/A

AIR QUALITY IMPLICATIONS

50. N/A

RISK MANAGEMENT

51. The key risk to the Corporate Plan delivery at this point is Covid 19. The impact has not yet been reflected in the majority of existing projects and activities which have progressed well. However in mitigating this risk the Council is taking proactive steps on a recovery plan and will be aligning the Corporate Plan and the projects to ensure that they are relevant and respond to the changing environment that both the Council, its partners and residents find themselves in.

EQUALITY AND DIVERSITY IMPACT

52. Equality and Diversity is embedded within the Corporate Plan and how the council acts. Ongoing work around reducing inequalities, improvements to the outdoor environment and reducing the financial burden on residents are all demonstrable ways in which the council seeks to meet its equality and diversity duties and objectives.

COMMENTS OF THE STATUTORY FINANCE OFFICER

53. No comment.

COMMENTS OF THE MONITORING OFFICER

54. There are no issues of concern to raise from a Monitoring Officer perspective. The Quarter 4 report is a very thorough and robust document. Clearly it is imperative that we must be open and transparent with the public and our partners.

BACKGROUND DOCUMENTS (or)

55. Corporate Plan 2019-23

APPENDICES

- ▶ Appendix 1 Corporate Plan 2019-23 Performance Monitoring report Period 1, 2019-2020
- ▶ Appendix 2 -Residents Survey Summary of Main Findings

Gary Hall
Interim Chief Executive

Report Author:	Telephone:	Date:
Howard Anthony, Michael Johnson	01772 625339	4 June 2020

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Performance Data

Quarter 4 (Period 2) 2019-20

Appendix 1

Key Information

This report forms part of the appendices of the “Performance Monitoring Report” update to the Scrutiny Budget and Performance Panel, Cabinet and Council on the progress at the end of year and period 2 (Jan - Mar 2020) of the Corporate Plan 2019-23. This report reflects the changes to the Corporate Plan as approved September 2019 and outlines the performance broken down by four sections (Outcomes):

- ▶ Excellence, Investment and Financial Sustainability;
- ▶ Health, Wellbeing and Safety;
- ▶ Place, Homes and Environment;
- ▶ Our People and Communities

Within each section is a summary of all activities and their performance status at the end of the year and in period 2 (quarter 4).

Performance Key

Symbol	Determination
 Succeeding	If we are doing well then it is Succeeding . Where a project or task has been achieved ahead of the due date set or a measure has achieved beyond its target.
 On-track	It is On-track where a project or task will be delivered on the due date set or a measure is within its agreed targets
 Off-track	It is Off-track where a project or task has not met its required due dates, or a measure has not met its targets
	Completed: project has been completed, meeting milestones and actions.

The Key Performance Indicators (KPI) for Period 2 display progress against the outcomes of the Corporate Plan on Health, Excellence, Communities and Environment.

Trend	Determination	Note
	This shows that the reported figure has increased since it was last reported.	<i>The trend key shows how a measure is performing against its previous reported figure. The colour of the item details whether the direction is negative, positive. These are the same colours as used on the performance key for succeeding and off track.</i>
	This shows that the reported figure has decreased since it was last reported	
	This shows that a measure has stayed the same and not moved	

Appendix 1



Excellence, Investment & Financial Sustainability

Excellent services and a strong financial position that enables us to invest in the right way

1

People tell us that we are value for money and satisfied with the way we do things

2

We have more people using our online services

3

More people using online self service channels

4

We buy from local businesses as suppliers and contractors where we can

5

Investment in communities by delivering our Capital Programme

Our Key Performance Indicators:

Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
% of self-service channels access vs phone/face to face	18% (2019/20)	Not reported in this period	22%	
Increase in income from commercially operated assets: Business and Conference centre	10% Increase (Annual)	42%	20%	
Increase in meeting hours in the Business and Conference Suite	10% Increase (Annual)	40%	26%	

Service Level Indicators	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
% of telephone calls answered within 90 seconds	40%	77.6%	61%	
% of calls abandoned before being answered in a quarter	15%	5.6%	11%	
% of Business Rates collected (Annual)	98%	-	98.5%	
% of Council Tax collected (Annual)	97.5%	-	97.5%	
Average days to process a new Housing Benefit claim	19 days	-	16.6 days	

Period 2 Status (Quarter 4)

What we will do	2019-20	
	Period 1 Oct-Dec	Period 2 Jan – Mar
EIFS01 – Customer Experience		
EIFS02 – Shared Services		
EIFS03 – Conference and Business Centre		
EIFS04 – Leisure Management Options		
EIFS05 – Implement first year of the Councils Digital Strategy		
EIFS06 -Review of the Council’s Surplus Sites		



Health, Wellbeing and Safety

Residents are happy, healthy and safe, active and independent

1

More people telling us they feel safe at home and out and about

2

Fewer people homeless

3

More businesses and high streets are dementia friendly

4

More people engaged in physical activity

5

Improvements and extensions of multi use pathways across our Green Links

Our Key Performance Indicators

Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
South Ribble is recognised as a Dementia Friendly Community	Retention of Status	Retained	-	
Number who are prevented from becoming homeless (this is taken from the number of people presenting as homeless or threatened with homelessness, but where it has been prevented)	Baseline	85	96	
Total number of young people's physical activity courses delivered	Baseline	404	295	
Improvements delivered to local infrastructure: Multi Use Pathways (Annual)	7 KM	6.5km	7km	
Improvements delivered to local infrastructure: Major Green Links Access Points (Annual)	6	6	6	
Improvements delivered to local infrastructure: Improvements along pathways (Annual)	17KM	16km	17km	
An increase in the number of approved members of the South Ribble Dementia Charter Community (Annual)	15	13	15	
% of children on free school dinners taking up pilot Holiday Hunger offer	No target is set as it is simply to monitor uptake	18.05% (The percentage of vouchers issued and then redeemed)	14.7% (The percentage of vouchers issued and then redeemed)	-

Appendix 1

Period 2 Status (Quarter 4)

What we will do	2019-20	
	Period 1 Oct-Dec	Period 2 Jan - Mar
HWS01 - South Ribble Dementia Action Alliance		
HWS02 - Open Space Sports and Recreation		
HWS03 - Green Links		
HWS04 - Improving our Existing Leisure Centres		
HWS05 - Activities and Events for People of All Ages		
HWS06 - Interact with the Council Digitally		
HWS07 - Community Safety to tackle Crime and Disorder		
HWS08 - South Ribble Partnership		
HWS09 - MH2K		
HWS10 - Reduce the Number of Homeless		
HWS11 - Mind the Gap		
HWS12 - First Class Advice Services		

Appendix 1



Our People & Communities

Strong and active communities where people are engaged and have a voice.

1

We have more people getting involved in their communities and with us as a Council as they have the right space and place to make their voice heard.

2

A Time Credits scheme is developed and piloted to encourage people to volunteer or engage who haven't done so before.

3

People pay less to the Council in fees and charges such as the green waste charges and council tax support.

Our Key Performance Indicators

Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
Percentage of South Ribble Borough Council employees starting apprenticeships in any financial year	2.3% of the Workforce (Annual)	4%	3.5%	

Period 2 Status (Quarter 4)

What we will do	2019-20	
	Period 1 Oct-Dec	Period 2 Jan - Mar
OPC01 - Review Community Involvement approach		
OPC02 - My Neighbourhood Plans.		
OPC03 - Revised Council Tax Support Scheme for 2020-21		
OPC04 - Community Bank/Credit Union		Not Started (July 2020)
OPC05 - Member Induction Programme and Member Development Programme		
OPC06 - Develop a Youth Council		
OPC07 - Gain Accreditation as a Living wage Employer		
OPC08 - Council's Approach to Volunteering and Active Citizens		
OPC09 - Apprentice Factory Phase 2		

Appendix 1



Place, Homes & Environment

Our green spaces are valued, and development is well managed.

1

We have more green spaces protected as Fields in Trust

2

Masterplans for Leyland, Penwortham and Lostock Hall all completed

3

We deliver affordable homes

4

We deliver the actions of our air quality plan

5

We have planted 110,000 trees

Our Key Performance Indicators

Key Performance Indicator	Baseline / Target	Period 1 2019/20	Period 2 2019/20	Status
No. of green spaces protected as 'Fields in Trust' (Annual)	3	Not reported in this Period	0	
12 wildflower meadows 2019-20. (Annual)	12	Not reported in this Period	0	
No. of Trees Planted (Annual)	30,000	32,055	45,323	
Masterplans for Penwortham, Leyland and Lostock Hall are completed (Annual)	1 completed	Not reported in this Period	0	
Number of Affordable Homes delivered (Bi-Annual)	30%	Not reported in this Period	20% (81)	

Period 2 Status (Quarter 4)

What we will do	2019-20	
	Period 1 Oct-Dec	Period 2 Jan - Mar
PHE01 - Develop a strategy and action plan to halt overall loss of England's biodiversity		 -
PHE02 - Plant 110,000 trees in South Ribble		
PHE03 - Carbon Neutral by 2030		
PHE04 - Single Use plastics		
PHE05 - Borough's Air Quality Action Plan		
PHE06 - Bring Worden Hall back in to use		
PHE07 - Invest and develop our parks and play areas		
PHE08 - Develop a Programme for festivals and events, with at least 1 music festival		
PHE09 - Ensure our parks and existing cherished local open spaces can be protected		 -
PHE10 - Manage the rate of delivery of new homes and commercial floor space		
PHE11 - Scope and prepare masterplans for Leyland, Bamber Bridge and Penwortham town centres		
PHE12 - Implement Phase 2 of the Employment and Skills Plan (Cuerden)		
PHE13 - Prepare strategy for supporting new and small businesses		
PHE14 - Review the projects listed in the City Deal Business and Delivery Plan 2017- 20		
PHE15 - Review the Local Plan		
PHE16 - River Ribble Green Link		
PHE17 - Prepare and implement a Central Lancashire Economic Strategy		
PHE18 - Provide quality homes that people can afford to live in		
PHE19 - Private Sector Stock Condition Survey		

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Appendix 2

Residents Survey Executive Summary Findings

Quarter 4 (Period 2) 2019-20

Survey Undertaken by



Appendix 2

Summary of Main Findings

1. NWA Social Research were commissioned by the Council to conduct a postal and on-line residents' satisfaction survey in February and March 2020. There were 1,722 responses overall.

About your local area

- 1.1 Four-fifths (82%) of respondents said that overall they are 'satisfied' with their local area as a place to live, whilst 6% were 'neither satisfied nor dissatisfied', and 12% were dissatisfied.
- 1.2 Respondents were asked to what extent they think that the Council acts on the concerns of local residents, and more than half (54%) of those that expressed an opinion felt that the Council do this 'a great deal' (9%) or 'a fair amount' (46%), whilst 36% felt that they do this 'not very much', and 9% 'not at all'.
- 1.3 Over two-thirds (69%) of respondents feel that they belong 'very strongly' (24%) or 'fairly strongly' (45%) to their local area, whilst 23% feel that they belong 'not very strongly', and 8% 'not at all strongly'.
- 1.4 When asked to what extent they agree or disagree that they can 'influence decisions' made about their local area, half (50%) of respondents disagreed: 18% 'strongly disagree' and 32% 'tend to disagree'. Less than a fifth (18%) of respondents agreed they can influence such decisions, and 32% 'neither agree nor disagree'.
- 1.5 Respondents were asked about their perceptions of personal safety when outside in their local area 'after dark' and 'during the day'. After dark, 61% of respondents reported feeling 'very safe' (13%) or 'fairly safe' (48%), whilst 15% feel 'neither safe nor unsafe', and 24% feel 'unsafe'.
- 1.6 During the day, the great majority (88%) of respondents said that they feel 'safe' (47% 'very safe' and 41% 'fairly safe'), whilst 7% feel 'neither safe nor unsafe', and one-in-twenty (5%) feel 'unsafe'.
- 1.7 Thinking about their local area, the principal aspect that respondents considered to be 'most in need of improvement' was 'road and pavement repairs' (81%), with the 'level of traffic congestion' (51%) being the only other aspect mentioned by over half of respondents. Next most-mentioned was 'activities for teenagers' (45%), whilst a third referred to 'street cleanliness' (34%) and the 'level of crime' (33%), 30% to 'health services', and 29% each to 'public transport' and 'parks and open spaces'.
- 1.8 Around a quarter of respondents thought that 'facilities for young children' (27%), the 'level of pollution' (25%), 'sports and leisure facilities' (24%) and 'shopping facilities' (23%) were among the aspects that most need improving in their local area, whilst 22% referred to 'community activities', 20% to 'access to nature', and 19% to the 'affordable housing offer'.

General Satisfaction

- 1.9 Two-thirds of respondents (67%) were 'satisfied' overall with 'the way the Council runs things' (15% 'very satisfied' and 52% 'fairly satisfied'), whilst 15% were 'neither

Appendix 2

satisfied nor dissatisfied', and 18% were 'dissatisfied' (5% 'very dissatisfied' and 13% 'fairly dissatisfied').

- 1.10 Nearly half (46%) of respondents agreed that the Council 'provides value for money' (6% 'strongly agree' and 41% 'tend to agree'), whilst a quarter (24%) disagreed (7% 'strongly disagree' and 17% 'tend to disagree'), and 29% 'neither agree nor disagree'.

Satisfaction with Services Provided

- 1.11 Respondents were queried about their satisfaction with four different services provided or supported by the Council. The majority of respondents expressed satisfaction with each of the services, with more than three-quarters being satisfied with the 'waste and recycling collection' (81%) and 'parks and green open spaces in your local area' (77%).
- 1.12 Satisfaction was somewhat lower with 'keeping public land clear of litter and refuse' (62%), and 'sport/ leisure facilities' (53%); and substantial minorities of respondents were dissatisfied with these services: 26% and 20%, respectively.
- 1.13 When asked to indicate which 'leisure and sporting activities are most important' to them, more than three-quarters of respondents referred to 'visiting parks or green spaces' (82%), and 'walking' (77%), and 67% referred to 'socialising (e.g. at cafes, shopping, eating out)'. Smaller numbers said that 'using leisure centres' (35%), 'cycling' (30%), and 'access to learning' (17%) are among their most important leisure and sporting activities. [Note: multiple responses allowed, so answers total over 100%.]

Information and Accessibility

- 1.14 Half (51%) of respondents were of the view that the Council keeps them 'well informed' about the 'services and benefits it provides' (7% 'very well informed' and 44% 'fairly well informed'), whilst 35% think that they are 'not very well informed', and one-in-seven (14%) that they are 'not well informed at all'.
- 1.15 When respondents were asked how they like to be kept informed about the Council services in their local area, the three main responses were by 'letters' (45%), via 'email' (44%), and by 'community magazines' (41%). Over a third referred to 'Facebook or Twitter' (36%), 27% to 'website', 15% to 'posters', and 9% to 'texts'. [Multiple responses allowed so answers total over 100%.]
- 1.16 Respondents were asked to rate three digital methods of accessing Council services on a five point scale from 'very good' to 'very poor'. (Analysis here excludes 'don't know/ not used' responses). Nearly half (45%) of those respondents who expressed an opinion rated the Council's '(current) website' as a very or fairly good way of accessing services, whilst 36% gave 'average' ratings, and 19% rated it as 'poor'.
- 1.17 Whilst over a third (38%) of those who expressed a view felt that 'social media channels (Facebook, Twitter, LinkedIn)' are a 'good' way of accessing Council services, most respondents (45%) gave this method an 'average' rating, and one-in-six (17%) gave 'poor' ratings.

Appendix 2

- 1.18 A third (33%) of respondents (those who expressed an opinion) rated the 'automated phone service' as a 'good' way of accessing Council services, whilst 40% rated it as 'average', and 27% rated this method as 'poor'.

The Council Logo

- 1.19 Respondents were asked to consider the Council logo (pictured on the questionnaire) and then indicate, (through their level of agreement or disagreement with four statements), what impression the logo and brand colours give of South Ribble Borough Council. Overall 44% of respondents agreed with the statement that 'the logo gives no impression' of the Council, whilst 19% disagreed, and 38% gave neutral responses.
- 1.20 Almost the same percentage agreed as disagreed that the logo gives the impression that 'the Council is a modern organisation': 28% 'agree' and 27% 'disagree' – the major response being neutral, 'neither agree nor disagree' (45%).
- 1.21 Two-fifths (42%) of respondents agreed that the logo gives the impression that 'the Council is professional', whilst a similar number (45%) gave neutral responses, and 14% disagreed.
- 1.22 The majority of respondents neither agreed nor disagreed (56%) when asked if the logo gives the impression that 'the Council is trustworthy'; however, more respondents agreed than disagreed with the statement: 27% 'agree' and 17% 'disagree'.