# **Bolton Council**

### **Front Sheet**

Report to:	Executive Cabinet Member for: Place Scrutiny Committee				
Date of meeting:	12 <sup>th</sup> February 2020				
Report of:	Director of Place	Report number:	ECMESD/PSC/684		
Contact officer:	Janet Pollard	Telephone Number	01204 336710		
Report title:	Directorate of Place Performance Report Quarter 2, 2019/20				
	Not Confidential           nis report does not contain information which warrants its consideration in the absence of e press or members of the public.           urpose:         To present key Directorate performance information for the period July '19 – Sept '19 (Q2 19/20).				
Recommendations:	The Place Scrutiny Committee are recommended to: Note the Quarter 2, 2019/20 performance information for the Directorate of Place.				
Decision:					
Background documents:					
Signed:	Leader/Executiv Member	ve Cabinet	Monitoring Officer		
Date:					

Consultation with other officers				
Finance	No	N/A		
Legal	No	N/A		
HR	No	N/A		
Equality Impact Assessment required?	No	N/A		
Consultation Required	No	N/A		
Vision outcomes	1. Start Well			
Please identify the appropriate	2.Live Well			
Vision outcome(s) that this report	3.Age Well			
relates or contributes to by putting	4.Prosperous		X	
a cross in the relevant box.	5. Clean and Green		X	
	6.Strong and Distinctive		X	

### 1.0 INTRODUCTION

- 1.1 In order to monitor performance against key directorate priorities, a quarterly performance report is produced across all directorates within the Council. In Quarter 1 2018/19, the Directorate of Place introduced a new concept in its performance reporting. Details of this new performance management framework are highlighted below.
- 1.2 **Corporate Dashboard -** A dashboard style data style approach was introduced to:
  - report on the highest-level indicators pertinent to Bolton 2030 Strategy and aligned to the Greater Manchester Strategy.
  - provide the potential for the Directorate to evolve this dashboard to a web-based interface.
- 1.3 The dashboard is aligned with the Bolton Vision Place Priorities and for crossreference includes a bubble chart, which indicates which Vision Theme, GM priority and Place priority the indicator relates.

### 2.0 PROGRAMME OF CHANGE

- 2.1 A programme of change for performance reporting in the Directorate of Place was agreed in Quarter 1, 2019/20. It included reporting on the three Directorate Corporate Plan Priorities:
  - Lead on the development of a cleaner and greener borough
  - Deliver on key regeneration areas across the borough, including housing
  - Lead a prioritised approach to asset management across the organisation
- 2.2 During summer 2019, the Directorate Leadership Team, in conjunction with elected members & senior managers, devised a draft Directorate Plan for 2019/21. Within this Plan, there are four overarching themes and seven top level priorities. The draft Directorate Plan will be launched across the directorate in November 2019. The key priorities for the directorate during 2019/21 are highlighted in Diagram 1 below:

### Diagram 1 – Directorate of Place 19/21 Key Priorities

### Priority Theme

### Business Resilience

Aim: Develop and deliver the necessary business infrastructure to enable the directorate to be well led, supporting the delivery of quality front-line services.

### 2019/21 Priority Objective:

**P01.** To deliver effective, sustainable front-line services whilst continually reviewing and responding to internal and external factors.

## Priority Theme 🙎

### Connected Neighbourhoods

Aim: Create attractive well-connected places to live and work by building strong communities, where people feel safe and engaged.

### 2019/21 Priority Objectives: PO2. To review Directorate led engagement frameworks

**PO3.** To enable, develop and deliver connectivity (both transport and digital) across Bolton Priority Theme

### Sustainable Assets

Aim: Protect Bolton's physical assets and environment, providing a safe and connected borough with places to live, work, study, visit and socialise.

### 2019/21 Priority Objectives:

**PO4.** To lead on the development of the necessary strategies, policies and structures which will support the Vision partners to drive sustainable, co-ordinated and effective approaches to their business and the environment in Bolton.

**P05.** To lead a prioritised approach to asset management and sustainability across Bolton Council and the Vision partners

### Priority Theme

### Growth and Innovation

Aim: Unlock the potential to grow the local economy and to support employment and skills in Bolton, creating stability and prosperity, maximising opportunities to safeguard our long-term viability.

### 2019/21 Priority Objectives:

**P06.** To achieve sustainable, inclusive economic growth, including employment and skills for the borough and to ensure that Bolton's residents and businesses benefit.

**P07.** To develop new opportunities for Bolton's cultural offer to support and enhance the economy and local communities

2.3 Work has started to introduce a performance monitor for each of the Directorate's themes and priorities. This is an evolving process during this performance year, as embed the Directorate Plan and services identify the most relevant operational indicators to support the process.

### Performance Dashboard Quarter 2, 2019/20

Reference Table						
Bolton Vision Place Themes		GM P	GM Priority		Place Priority	
VT1	Prosperous	GM 1	Children starting school ready to learn	PL1	Business Resilience	
VT2	Strong and Distinctive	GM 2	Young people equipped for life	PL2	Connected Neighbourhoods	
VT3	Clean and Green	GM 3	Good jobs, with opportunities for people to progress and develop	PL3	Sustainable Assets	
VT4	Starting Well	GM 4	A thriving and productive economy in all parts of Greater Manchester	PL4	Growth & Innovation	
VT5	Living Well	GM 5	World class connectivity that keeps Greater Manchester moving			
VT6	Ageing Well	GM 6	Safe, decent and affordable housing			
		GM 7	A green city region and a high-quality culture and leisure offer for all			
		GM 8	Safe and strong communities			
		GM 9	Healthy lives, with good care available for those that need it			
		GM 10	An age-friendly Greater Manchester			
				1		

### The dashboard is reported using the Bolton Vision Place Priorities:

Vision Place Priority: Creating jobs and attracting new investment

Vision Place Priority: Create a workforce responsive to demand

Vision Place Priority: Provide Quality Housing

Vision Place Priority: Create a strong and distinctive place

Vision Place Priority: Places and neighbourhoods which people are proud of

Vision Place Priority: Create a safe and welcoming Bolton

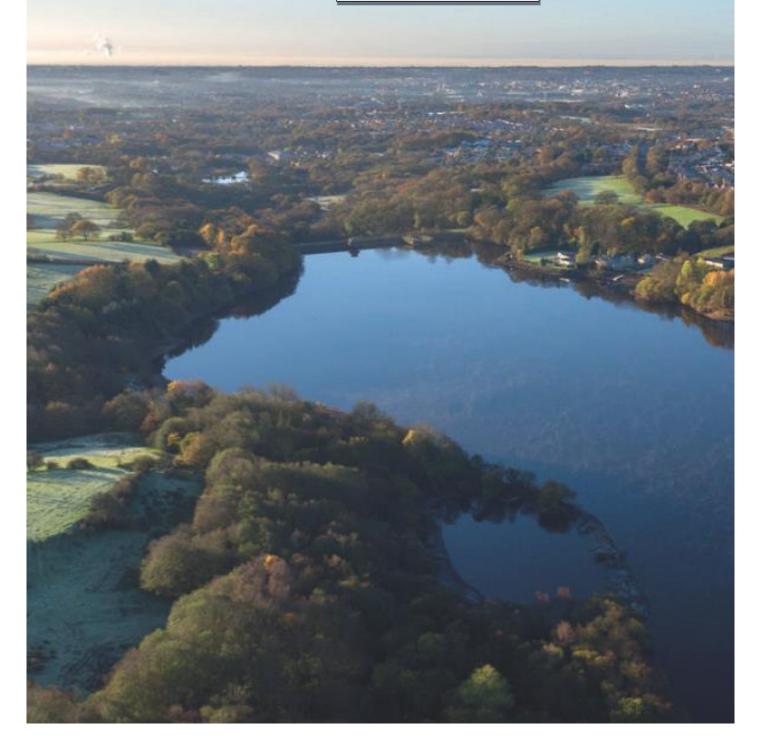
Vision Place Priority: Create a well-connected Bolton

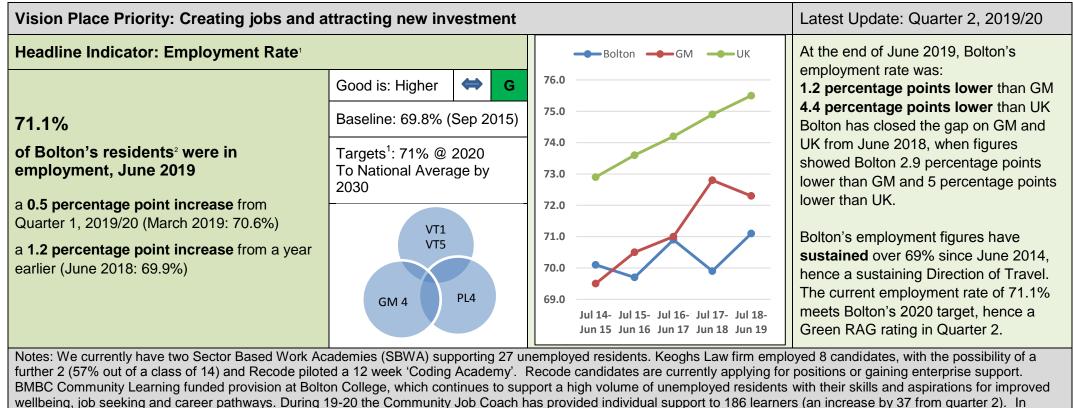
It is aligned to Place Directorate Priorities, Bolton Vision Themes and the Greater Manchester Strategy Priorities. Each indicator includes a bubble chart which details which Place Directorate Priority, Bolton Vision Theme and GM Strategy Priority the indicator relates.



## **Place** Corporate Measures







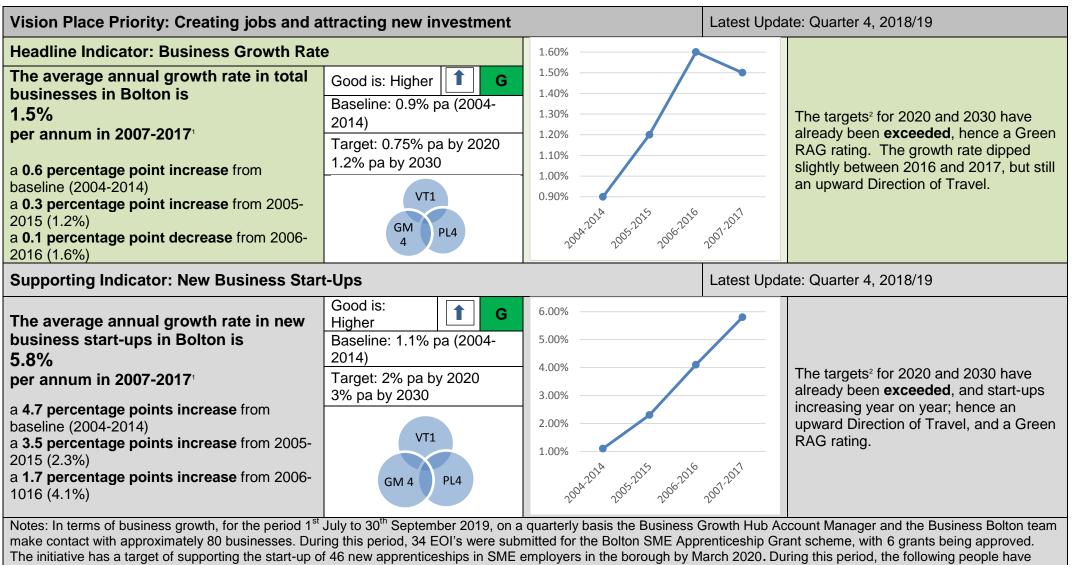
addition, 225 universal credit claimants have received IAG (Information, Advice and Guidance) from Bolton College at the Job Centre around courses to support job seeking and employment. During quarter 2 The Workshop Skills Support for Employment programme has supported 27 people into employment and 5 into sustained education/traineeships. Team Bolton Partner updates\*:

18-19 Bolton at Home Skills Programme have reported an outcome of 350 residents into work

18-19 Ingeus Bolton Work and Health Programme reported an outcome of 332 job starts

\*A job outcome may be reported for one resident by a range of supporting organisations

<sup>1</sup>Ambition is to increase the employment rate. Targets included in Bolton's Economic Strategy. <sup>2</sup>Bolton residents aged 16-64. Source: ONS annual population survey. Frequency: Quarterly



been supported through the New Enterprise Allowance Scheme in Bolton, which supports business start-ups:

Starts on scheme- 58, Trading starts - 22, 26 weeks survival - 26

<sup>1</sup>Latest data. A rolling ten-year growth rate average. Source: Business Demography (ONS) Frequency: Annual. <sup>2</sup>Targets included in Bolton's Economic Strategy



Latest Update: Quarter 4, 2018/19

Headline Indicator: Level 4 Qualifications

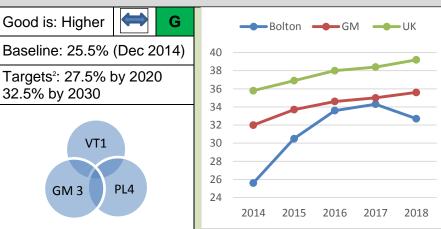
### 32.7% of Bolton's residents<sup>1</sup> were qualified to at least Level 4 in December 2018

a **7.2 percentage point increase** from the baseline (2014)

a 2.2 percentage points increase since 2015

a 0.9 percentage points decrease since 2016

a 1.6 percentage points decrease since 2017



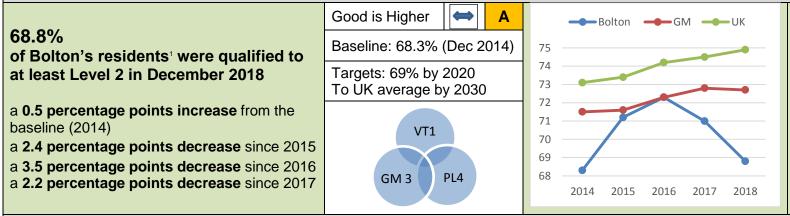
At the end of December 2018, Bolton's Level 4 attainment was:

**3.6 percentage points lower** than GM **6.5 percentage points lower** than UK

Bolton's Level 4 attainment has **sustained** over 32% since 2016.

The targets<sup>2</sup> for 2020 and 2030 have already been **exceeded**; hence a sustaining Direction of Travel, and a Green RAG rating.

### Headline Indicator: Level 2 Qualifications



3.9 percentage points lower than GM
6.1 percentage points lower than UK
Bolton's Level 2 has attainment improved since baseline with the target<sup>2</sup> for 2020 exceeded. However, the gap is

At the end of December 2018, Bolton's

Level 2 attainment was:

widening with the 2030 target; hence a sustaining Direction of Travel, and an Amber RAG rating.

Notes: The information provided from Bolton College is drawn from the end of year July report. The narrative indicates the number of residents supported through Community learning in gaining positive employment and skills outcomes. The final 'positive destinations' survey reporting on the academic year 18-19 will be available in January 2020 following a second stage survey. The college provision is typically less active during July, August and September. 2177 residents benefited from a range of community learning provision, resulting in 4437 enrolments during 19-20. 40% of these were on courses preparing them for skills for employment and/or enterprise. This includes entry into the workforce and workplace advancement. 28% of these were on courses to improve ESOL, maths and English. The remainder digital inclusion, wellbeing, family learning and citizenship. Bolton College hosted its first Young People's Open Event of the academic year. Hundreds of young people visited the college for the event, to learn more about its vast range of study programmes and apprenticeships.

<sup>1</sup>% is a proportion of resident population of area aged 16-64. <sup>2</sup>Targets included in Bolton's Economic Strategy. Source: ONS annual population survey. Frequency: Annual

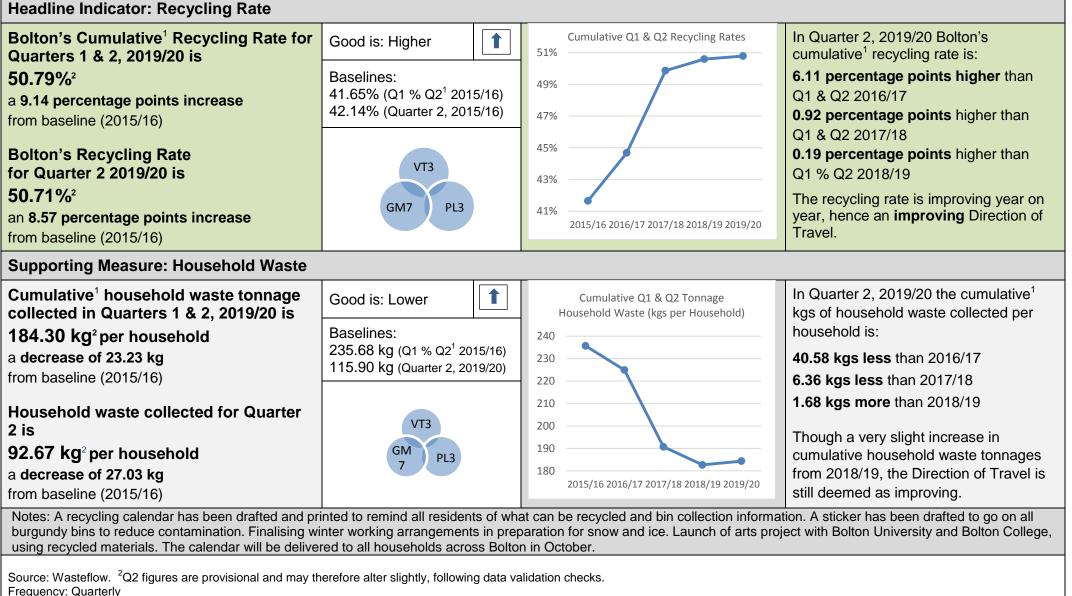
Vision Place Priority: Provide Quality Hou	using			
Latest Update: Quarter 2, 2019/20		Latest Update: Quarter 4, 2018/19		
Headline Indicator: Additional Dwellings		Supporting Indicator: Band D and above properties <sup>2</sup>		
544	Good is Higher 1 R	00.0%	Good is Higher 🛛 🖨 🗛	
net housing completions <sup>1</sup> in 2018/19	Baseline: 513 (2015/16)	23.9% of council tax receipts in 2017 were for	Baseline: 23.8% of council tax receipts (2015)	
513 net housing completions in 2015/16 438 net housing completions in 2016/17	Target: 694 net completions	Band D and above properties	Targets: 25% by 2020 28% by 2030	
483 net housing completions in 2017/18 Figures show a dip in net housing completions in 2016/17, but an increase in completions through 2017/18 to end 2018/19, hence Direction of Travel as improving and a Red RAG rating.	VT5 GM 6 PL2	<ul><li>23.9% in 2016</li><li>23.8% in 2015</li><li>Results have sustained over the 3-year period, hence Direction of Travel sustaining and an Amber RAG rating.</li></ul>	VT5 GM 6 PL2	
requirements from Homes England on funding criteria	<ul> <li>Preparations for the Council's H total number of properties in Co</li> </ul>	es England). Work continuing on the development of the p ousing Delivery Plan launch underway with confirmed dat puncil Tax bands D to H is estimated at 20,444. This is an ty housing across the borough.	e of 4 <sup>th</sup> November 2019.	
<sup>1</sup> 'Net housing completions' – total of new houses/apartmen changes of use. <sup>2</sup> Target is included in Economic Strategy. Source: DCLG Frequency: Annual	ts added though new build, changes o	of use or conversion minus losses through demolition of houses,	re-development or losses from	

Vision Place Priority: Create a strong and		Latest Update: Quarter 4, 2018/19			
Headline Indicator: Visitor Economy	Headline Indicator: Tourism Jobs				
Visitor Expenditure in Bolton in 2017	Good is: Higher	5,209 FTE jobs were supported by the Tourism industry in Bolton in 2017		Good is: Higher	<b>A</b>
was £438.9m	Baseline: £420.4m (2015)			Baseline:5,177 FTE Jobs (2015)	
a <b>£18.5m increase</b> from baseline (2015) a <b>£7.1m increase</b> from 2016	Target: £433m (2018) <sup>1</sup>			Target: 5,700 FTE Jobs (2018) <sup>1</sup>	
The 2018 <b>target</b> has been <b>exceeded</b> , and the visitor economy growing year on year; hence an improving Direction of Travel and a Green RAG rating.	VT2 GM7 PL4			VT2 GM7 PL4	
Notes: Bolton Pride returned for a three day festival weekend. The festival was launched five years ago as a hate crime awareness campaign. It is a is a non-profit organisation which brings together the diverse communities of Bolton, organising a number of events throughout the year that celebrate local LGBT+ communities. The 14th Bolton Food and Drink Festival was a huge success. Hundreds of Bolton Council staff and partners work tirelessly to organise and deliver the event, described by celebrity chef and regular star guest James Martin as "the best food and drink festival in the UK". This year, 400,000 visitors flocked to the event, smashing last year's record. A new restaurant, 'The Northern', from Bolton-born chef Paul Heathcote opened in our beautiful Albert Halls Bolton in August 2019. The catering partnership between the Albert Halls and Heathcote's & Co will run for 10 years. This follows an extensive search to find a quality food provider that reflects the architectural grandeur of the Grade II listed venue. Tour of Britain competitors cycled through Bromley Cross, Egerton, Horwich and Blackrod, with national TV coverage through-out the event. Iron Man and Iron Kids events are well established in Bolton. This year, Bolton greeted thousands of athletes, their families and visitors for a three-day Ironman sporting spectacular. 3,000 children took part in the world's largest IronKids race. Bolton hosted its first 5k Night Run, followed by the Ironman UK triathlon.					

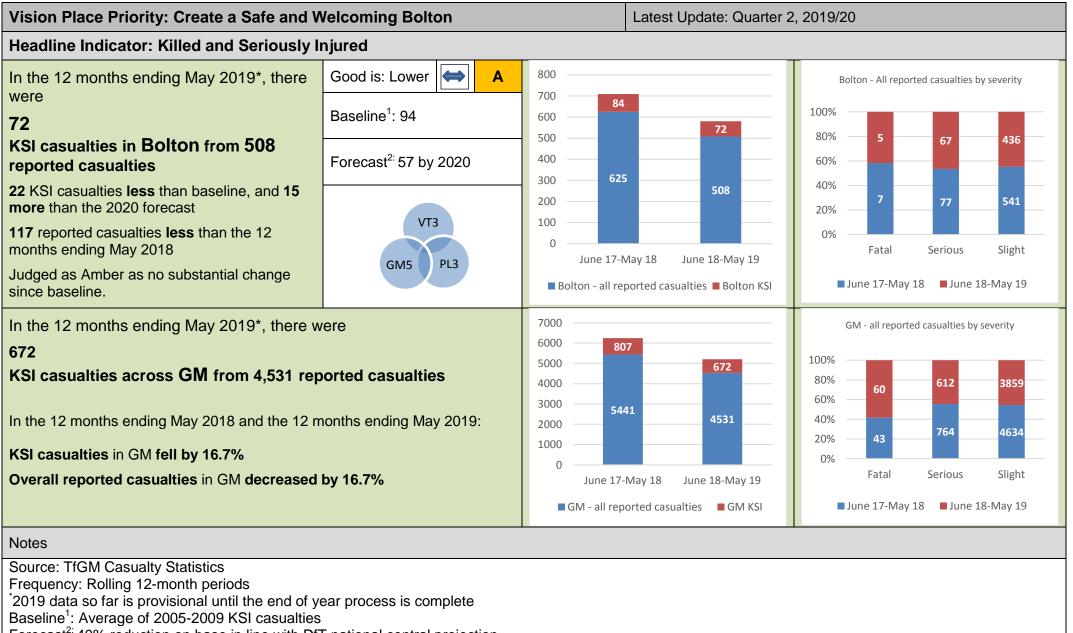
<sup>1</sup>Targets relate to 2018 data – which will be released at the start of 2020. Data Source: Global Tourism Solutions Frequency: Annual Indicators included in Bolton's Economic Strategy

### Vision Place Priority: Places and neighbourhoods which people are proud of

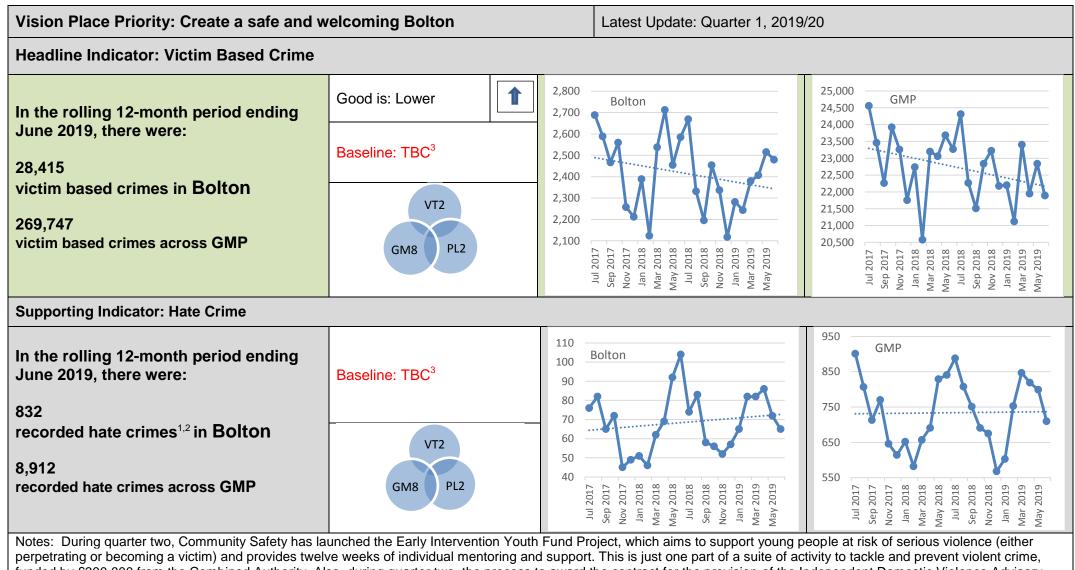
Latest Update: Quarter 2, 2019/20



<sup>1</sup>Cumulative – Quarters 1 and 2 combined



Forecast<sup>2:</sup> 40% reduction on base in line with DfT national central projection



funded by £300,000 from the Combined Authority. Also, during quarter two, the process to award the contract for the provision of the Independent Domestic Violence Advisory Service has been finalised. This will ensure the ongoing delivery of comprehensive support to the highest risk victims of domestic abuse and their families. In other activity, new arrangements for managing community safety priorities within each of Bolton's neighbourhoods have completed with the launch of refreshed Local Area Partnerships. Our work in relation to modern slavery has resulted in the delivery of two local conferences with over 100 local practitioners in attendance at each. We have also developed a programme with Bolton CVS and local voluntary sector partners to engage with communities disproportionately affected by issues of modern slavery.

<sup>1</sup> This figure includes victim-based hate crime.	<sup>2</sup> Higher because of historic under-reporting.
<sup>3</sup> Baseline to be confirmed.	
Source: This data is owned by Greater Manchester Police and is reported through Bolton's Be Saf Frequency: Rolling 12-month periods.	e Strategic Partnership.

## **Place** Directorate Measures



Directorate Priority Theme	Directorate 2019/21 Priority Objective	Overall Outcome	Who	
Business Resilience	PO1. To deliver effective, sustainable front-line services whilst continually reviewing and responding to internal and external factors	Strategic management of operational delivery arrangements for front-line Place Directorate services	All services	Workforce: Ac days per FTE; same quarter short-term abso lost. There are Directorate has including; 99 referrals, 9 wa warnings & 1 M
				Sustainable I overspend on is underway t modelling.
		Develop business plans which focus on income generation for Services to Schools, Security and Response, Heaton Fold and Bolton Markets and the Albert Halls	Place Based Services	These income with the Financ models in orde business mode
		Deliver agreed Leisure Trust Contract Arrangements	Neighbourhood and Regulatory Services	ECM approval the current gra
		Develop volunteering / behaviour change / partnership opportunities	Neighbourhood and Regulatory Services	Currently lookin programme wit on household r
		Programme Management of Directorate and Chief Executive Savings' options, by service review and income review	Policy, Projects and Community Safety	The directorate period. At Q2,
		Review and develop the Directorate's approach to sustainable information and knowledge management	Policy, Projects and Community Safety	The Directorate and has re-des order to better directorate and
Connected Neighbourhoods	PO2. To review Directorate led engagement frameworks	Develop a framework for business and investor engagement in Bolton	Economic Development and Regeneration	To be updated
		Review Bolton Council's approach to Community Engagement in the light of the new neighbourhoods' model	Policy, Projects and Community Safety	To be updated
Connected Neighbourhoods	PO3. To enable, develop and deliver connectivity (both transport and digital) across Bolton	Produce a Local Integrated Transport Plan for Bolton, reflecting GMSF, GM 2040Transport Strategy, Economic Strategy, Town Centre Strategy and local district/ township plans	Highways, Engineering and Parking Services	Outline plan be Transport Strat
Connected Neighbourhoods	PO3. To enable, develop and deliver connectivity (both transport and digital) across Bolton	Plan, and implement operational delivery of infrastructure and transport changes to facilitate the GMSF, Economic Strategy, the Town Centres Strategy and other major economic developments	Highways, Engineering and Parking Services	LITP progress
Sustainable Assets	PO4. To lead on the development of the necessary strategies, policies and structures which will support the Vision partners to drive sustainable,	GM Waste Disposal Contract negotiation and implementation	Place Based Services	The directorate disposal contra issues to repor
	co-ordinated and effective approaches to their business and the environment in Bolton	Produce a Waste Strategy for Bolton, reflecting the imminent UK Waste Strategy and the Directorate's behaviour change response	Place Based Services	Preparing for the Strategies. New sought to produce Strategy' within commissioning strategy chang collection and commissioning

### Q2 19/20 Update

Across the Directorate, staff absence was 2.6 E; a 3.4 day per FTE improvement from the er in 2018/19. There were 318 occasions of bsence, accounting for 30.5% of the total days re 48 on-going long-term absence cases. The las undertaken significant management action 9 informal counselling meetings, 52 OH warnings were issued, 4 of which were final Medical Incapacity dismissal.

**Finance:** The directorate is predicting an n its revenue budget of approx. £1.1m. Work to reduce this through financial business

e generating services are currently working ncial Services Team, creating new business der to generate additional income. Identified dels will be presented at DLT during Q3 & Q4. al given in Dec '18 for a 2 year extension to rant arrangements with the Trust.

king at options to continue the volunteer vith voluntary organisations. Increase publicity I recycling has also taken place this quarter.

te has a savings target of £5.7m for the 19/21 2, £1.6m savings have been achieved.

ate has launched its 19/21 Directorate Plan esigned its quarterly performance report, in er report against key priorities across the nd the Council.

ed in Q3

ed in Q3

being developed in line with GMSF, 2040 rategy, etc as they are being progressed. The s is dictated by completion of these.

ate continues to embed the new GM waste tract, which commenced in June '19. No ort.

the new forthcoming UK and GM Waste ew DEFRA bill delayed. Political approval duce a 'Reduction in Single Use Plastic nin council buildings. In addition, the GMCA is ng a study to look at the impact of proposed nges relating to food waste on waste d disposal in GM.

		Develop Bolton's Air Quality Strategy	Regulatory Services	Environment P with directorate
		Contribute to GM's Environmental Plan	Various across Place	going re. the A £1.5m received cleaner and gr Programme of
Sustainable Assets	PO5. To lead a prioritised approach to asset management and sustainability across Bolton Council & the Vision partners	nd		Housing Delive
		Produce a Strategic Asset Management Plan	Economic Development and Regeneration	Strategic asset
		Income Generation and Grant bids to support service, directorate and corporate unfunded objectives	Highways, Engineering and Parking Services	To be updated
		Produce annual, prioritised, funded programmes of activity across the network and maintain a strategy to address asset decline and / or funding opportunities	Highways, Engineering and Parking Services	To be updated
		Delivery of key outputs for Corporate Property Service function to be outsourced and established	Policy, Projects and Community Safety	External delive property servic surveys of core underway.
		Launch a Corporate Community Asset Transfer Policy	Policy, Projects and Community Safety	To be updated
Sustainable Assets	PO5. To lead a prioritised approach to asset management and sustainability across Bolton Council & the Vision partners	Produce annual, prioritised, funded schemes of activity across the division	Neighbourhood and Regulatory Services	Cleaner & gree approval. Prog
Innovation inclusive employment and ensu	PO6. To achieve sustainable, inclusive economic growth, including employment & skills for the borough	Ensure the Town Centre Strategy and other major developments are operationally delivered	Economic Development and Regeneration	Detailed action Development S on getting lega
	and ensuring that Bolton residents and businesses benefit.	Define a programme of delivery options for Horwich, Westhoughton and Little Lever Town Centres	Economic Development and Regeneration	viability. Procu appointed to de Dedicated ema comments/sug priorities. Future High St Farnworth and stage.
		Develop an overarching Employment Plan for Bolton	Economic Development and Regeneration	To be updated
		Strengthen processes to ensure that the social infrastructure necessary for physical regeneration is incorporated in plans.	Economic Development and Regeneration	To be updated
Growth and Innovation	PO7. To develop new opportunities for Bolton's cultural offer to support and enhance the economy and local communities	Cultural Strategy development including shaping and supporting the Greater Manchester cultural audit / plan	Deputy Director	To be updated

Plan performance monitor in draft, linking in ate & corporate priorities. Consultation on-Air Quality Strategy. Identified funding of ved political approval during Q2 to deliver greener activities across the borough. of works being drafted. ivery Plan completed and launched. Now in ion. set management plan in development ed in Q3 ed in Q3 ivery partner has been appointed to deliver vices on behalf of the council. Asset condition ore buildings completed. Remaining surveys ed in Q3 reener funding has been given political ogramme of works currently being drafted. ion tracking is undertaken by the Major Steering Group and Board. Work continues gal agreements in place, acquisitions and curement process undertaken and consultant do the masterplans for the 3 town centres. mail accounts set up for public to send uggestions in. Site visits undertaken to set Streets Fund announcement in August nd Bolton successful in moving to the next ed in Q3 ed in Q3 ed in Q3