

Bolton Council

Report to: Corporate Culture and External Issues
Scrutiny Committee

Date: 14th August 2017

Report of: Director of Place

Report No: CCEISC/02/17

Contact Officer: Janet Pollard - Head of Finance and
Business Development

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Report Title: **Place Department Performance Report – Quarter 4, 2016/17**

Non Confidential:

This report does **not** contain information which warrants its consideration in the absence of the press or members of the public.

Purpose:

The purpose of this report is to

- give an overview of priorities for services within the Place Department; those being Strategic Development, Economic Strategy, Planning and Building Control, Libraries and Museum Service and Corporate Property Services;
- provide relevant performance information for Bolton Community Leisure Trust; and
- provide relevant internal departmental information for Quarter 4, 2016/17, and the outturn position as appropriate, for the above-named services.

Recommendations:

Corporate Culture and External Issues Scrutiny Committee is recommended to note the performance information contained within this report.

Decision

Background Doc(s):

Leader/Executive Cabinet Member

Monitoring Officer

Date:

1.0 Introduction

1.1 This performance report is designed to

- give an overview of priorities for services within the Place Department; those being Strategic Development, Economic Strategy, Planning and Building Control and Corporate Property Services;
- provide relevant performance information for Bolton Community Leisure Trust; and
- provide the internal departmental Quarter 4 2016/17 position, and the outturn position as appropriate, for the above-named services. It includes:
- an update on delivering the strategic and service priorities; and
- an update on operational management priorities.

1.2 The detailed financial aspect will be separately reported (via the quarterly finance report) to the Executive Cabinet Member.

1.3 The services included in this report remain on track to deliver their strategic and operational priorities for the Council. Highlights of the report are:

- Development at Logistics North continued with Whistl and Lidl announced as occupiers.
- NVQ Level 2 data released for the calendar year 2016 is 126,000 (72.3%) - representing a 12 year high for Bolton, GM (72.3%) and nationally (74.2%).
- NVQ Level 4 data released for the calendar year 2016 is 58,500 (33.6%) – representing a 12 year high for Bolton, GM (34.6%) and nationally (37.9%).

2.0 Delivery of Strategic and Service Priorities

2.1 Town Centres – Bolton Town Centre

The **Town Centre Strategy and action plan** outlines interventions to stimulate and support the Bolton Vision ambition to ‘sustain existing and further develop key employment sites (primarily Bolton town centre and district centres)’. Quarter 4, 2016/17 update:

- The Baltic Cellar Grill Bar and The Bank Restaurant both opened in the Vaults at **Market Place**.
- **Town Centre Interchange** remains under construction with the building substantially complete. Client and contractor snagging is on-going. The pouring of the bus apron slabs and the S278 highways works commenced. Sub-structure works continued on the skylink bridge and possessions were granted for early and late April 2017 to permit the physical structure to be installed.
- **Bolton Central Development** – Practical completion was reached, 29 March 2017. Contractor snagging commenced and will complete in mid-April 2017. Discussions are on-going with a potential tenant.
- The **Newport Street shop front improvement scheme** continued with work starting on Phase 2A (2-20 Newport Street including Arcade entrance area but excluding 10 Newport Street), with anticipated completion, Summer 2017 (subject to condition surveys on the properties). Discussions continue with the landlord and tenants in order to secure the involvement of the remaining properties in the scheme including 10 Newport Street. As part of the Newport Street Public Realm Improvement Programme:
 - Paving works from the drainage channel to the shop fronts were completed for the sections from 18-38/40 and 29-53 Newport Street.
 - Works commenced on the transitional paving where Newport Street meets Victoria Square and also on the first pod/island area that house the trees and benches.

- The first 6 of 11 trees were planted.

Public realm works due to be completed by the end Quarter 2 2017/18.

Planning for the summer **events programme** continued in Quarter 4. The latest figures (end April 2017) for calendar year 2015 show that 6.5m visitors came to Bolton (either on a day trip or overnight stay) - a 2% increase on 2014; spending £420m - a 4% increase on 2014; and supporting 5,177 Full Time Equivalent jobs - a 1% increase on 2014.

2.2 Town Centres – Farnworth Town Centre

A pre-planning consultation exercise took place in March 2017 regarding the new design for the re-configured Farnworth bus station. Outcomes are being reviewed by TfGM, prior to submission of a planning application, scheduled for Spring/Summer 2017.

2.3 Development Sites

Development at **Logistics North** continued:

- Construction of Aldi store commenced. Due to open, Summer 2017.
- Construction of Greene King Pub/Restaurant underway. Due to open, Summer 2017.
- Whistl announced as occupier of Plot A6a Logistics 225. Team Bolton is supporting recruitment requirements.
- Lidl announced as occupier of Plot G1.

Rivington Chase (former Horwich Loco Works) - the Capacity Funding bid submitted to the Department for Communities and Local Government was successful and an award of £224,000 secured. Works are on-going with landowners to finalise S106 supplemental agreements, design the off-site highways works and discharge planning conditions prior to the submission of reserved matters applications. A company has been appointed by landowners to deliver housing on the first phase of the development.

2.4 Planning and Building Control

2.4.1 Quarter 4, 2016/17 saw the service continuing to enable the delivery of **strategic development priorities** (Bolton Town Centre, Logistics North Bolton, and Horwich Loco Works) and to provide a high quality, effective and efficient statutory planning and building control and enforcement service, dealing with applications, enquiries and complaints in a professional and timely way.

2.4.2 Live tables for statistics on **planning applications** at national and local planning authority level are published by the DCLG on gov.uk. In Quarter 4:

- Major applications. Indicator: Percentage determined within 13 weeks (16 weeks where an Environmental Impact Assessment (EIA) is involved) or over 13 weeks within an agreed extension of time.
- Bolton's current performance, 95% which includes decisions with an extension of time - exceeding the government's target of above 50%.
- There was 1 County Matters' application. Dealt within the target
- There were no major application appeals.
- Minor applications determined within 8 weeks or within an agreed extension of time, 98%.

2.4.3 The number of **building regulations' applications** in Quarter 4 was:

- 258 – a decrease of 25 applications (283) when compared with Quarter 4, 2015/16.
- 159 Approved Inspector applications – an increase of 44 (115) when compared with Quarter 4, 2015/16.

Site inspections totalled 1,588 – a decrease of 195 when compared with Quarter 4, 2015/16 (1,783).

In performance year 2016/17, there were:

- 1,087 building regulations' applications. 1,086 in 2015/16.
- 544 Approved Inspector applications. 455 in 2015/16.
- 7,487 site inspections. 8,198 in 2015/16.
- 181 dangerous buildings' cases. 170 in 2015/16.
- 24 demolition cases. 30 in 2015/16.
- 93 street naming and numbering applications. 90 in 2015/16.

Statistics have more or less sustained when comparing 2016/17 with 2015/16. However, there were substantially more (19%) Approved Inspector applications in 2016/17 than in 2015/16.

2.5 **Strategy and Policy Development**

2.5.1 **Economic Growth Priorities**

Bolton Council continues to work together in partnership with a number of stakeholders on a range of initiatives, which aim to **support and improve local businesses**. In Quarter 4:

- The Business Bolton Team engaged with approximately 350 businesses on a range of areas including procurement, property searches, recruitment, new start and growing businesses.

Also in Quarter 4, there was:

- Team Bolton apprenticeship levy briefing for employers, smithills enterprise woodland trust
- Octagon Gala Event.
- Wigan Bolton & Bury Construction Club.
- Sector Based Work Academies including Keoghs, Whistl and Aldi.
- Sector specific events including workshops on retail, employment law, exporting, sustainable energy.
- The Bolton Business Growth Advisor provided a minimum of 12 hours assistance to 8 businesses and; engaged with, and provided support to a total of 39 businesses.
- The Business Growth Hub have awarded:
 - As part of the **Textiles Growth Programme**, 8 grants (£781,233) to Bolton companies, which has created or safeguarded 157 jobs.
 - As part of the **GM Export Fund**, 3 grants (£163,629), which has created or safeguarded 33 jobs.

2.5.2 In Quarter 4:

- Formal consultation on the draft **Greater Manchester Spatial Framework** started, 31 October 2016 and ended in Quarter 4 - 16 January 2017. Comments received are still being considered and will be used to inform how the plan is taken forward.
- The **Authority Monitoring Report** was reported to Cabinet in Quarter 4 and placed on council's website.
- On-going support has been provided for **Blackrod Neighbourhood Plan** and the initial approach from the community in Over Hulton.
- Silver standard was achieved for the **Local Land and Property Gazetteer (LLPG) Improvement Schedule** for Land Charges and Property Search services in March 2017.

2.6 Labour Market Performance

2.6.1 The Working Age Employment Rate, Worklessness and NVQ levels are key indicators used to assess Bolton's labour market performance. **Bolton's Skills Strategy** addresses improvements in the skill and qualification levels alongside measures to remove barriers to employment and support the hardest to help with integrated services.

2.6.2 The **Working Age Employment Rate** measures the percentage of the working age population who are 'economically active' and in employment. Higher is therefore better. The latest data to the end of December 2016 details that:

- There were 126,500 people in work in Bolton – 4,300 (122,200) more than September 2016 and 200 more (126,300) than a year earlier.
- The proportion of people aged from 16 to 64 in work (the employment rate) was 71.1% - a 2 percentage point increase from September 2016 data (69.1%) and the highest rate since June 2008 (71.3%).

Regionally, December 2016 figures show that Bolton's performance is slightly above the GM rate (70.5%). Both rates show sustaining figures over the calendar year – with the GM rate sustaining 70.2% - 70.5% and Bolton 70.5% - 71.1%. Bolton's performance also shows an overall sustainment of the employment rate over 69% since 2014:

- Year to December 2012, 65.7%.
- Year to December 2013, 66.2%.
- Year to December 2014, 68.1%.
- Year to December 2015, 70.5%.
- Latest: Year to December 2016, 71.1%.

2.6.3 **Worklessness** measures the percentage of the working age population on key out of work benefits (including Job Seekers Allowance, Employment and Support Allowance (ESA)/Incapacity Benefit, Lone Parents and other income related benefits). Lower is therefore better. To August 2016, Bolton's worklessness rate was 11.1%, a 0.7 percentage point decrease from a year earlier (11.8%) and the lowest rate since 1999. Regionally, Bolton's performance is mirroring GM performance trends; despite being slightly above the August 2016 GM rate (10.5%). Bolton's performance, showing a gradual sustained improvement since 2012:

- August 2012, 15.2%.
- August 2013, 14.5%.
- August 2014, 13.1%.
- August 2015, 11.8%.
- Latest: August 2016, 11.1% (17 year low, 19,400).

2.6.4 **NVQ Level 2** measures the number and proportion of the resident population of Bolton, aged between 16 and 64, who are qualified to NVQ Level 2 or above. Higher is therefore better and the data released for the calendar year 2016 is 126,000 (72.3%) - representing a 12 year high for Bolton, GM (72.3%) and nationally (74.2%).

2.6.5 **NVQ Level 4** measures the number and proportion of the resident population of Bolton, aged between 16 and 64, who are qualified to NVQ Level 4 or above. Higher is therefore better and the data released for the calendar year 2016 is 58,500 (33.6%) – representing a 12 year high for Bolton, GM (34.6%) and nationally (37.9%).

2.6.6 The Workshop delivers the **Work Programme** G4S contract in Bolton. The number of people currently on the programme was 226. These figures show the continuing net impact of people finding work, thus the decrease of referrals to the programme. In Quarter 4 at the Workshop:

- 42 were attached to the programme.
- 30 were assisted into employment.
- 27 Job Outcomes were achieved.
- 243 continual sustainments (people staying in work) were achieved over the period.

Figures for the performance year 2016/17 are:

- Number referred: 151
- Number attached: 142
- Job Starts: 175 - 78% Job Retention Rate.
- Jobs starts of those on ESA (Employment Support Allowance): 20 – 85% Job Retention Rate.
- Job Outcomes: 77
- Continual Sustainments: 1127

2.6.5 The SFA (Skills Funding Agency) ceased to trade independently on the 1st April 2017. It was combined with the younger learner funding agency and is now known as the Education Funding and Skills Agency (ESFA). The ESFA will manage the Adult Education Budget (AEB) until devolution. Currently, there are 5,758 enrolments against the council's annual target of 7,252 individual learners for the academic year 2016/17. Currently, AEB provision is delivered in the Community Learning Centres and across the borough in 'spokes'. The spokes are local surestart centres, primary schools, community centres and church halls. The council's employability provision continues to be a strength and more sector work based academies will be delivered in this academic year.

The re-modelling of the AEB 2017/18 curriculum is on-going (to offer longer courses) and accredited provision has begun. This will enhance progression and build learner skills and will ultimately improve learner outcomes. There will be no further claims for short initial engagement provision in the 2016/17 curriculum. The amount of enrolment numbers will drop as courses will become accredited and take longer to achieve. It is therefore expected that enrolments will be around 5,000 for 2017/18. All provision will continue to be mapped against the council vision 2030 and ESFA priorities in preparation for devolution.

Following the OFSTED inspection of the Council's AEB Community Learning (CL) contract, the 2015/16 self-assessment report (SAR) was rewritten to align with the inspection report recommendations. A council post inspection action plan was put in place with the contract deliverer (Bolton College) to improve weaknesses. The council action plan has now been completed except for on-going council support regarding curriculum planning and observation of teaching, learning and assessment. The council now has full access to the college management information dashboard and the Quality Assurance platform. The council's Adult Learning Manager (ALM) has now written a college wide improvement plan for their staff to support Ofsted improvement. The council ALM will work with the Ofsted lead inspector in April 2017 to make steps towards becoming a grade 2 provider again. It is expected that the council will be re-inspected by Ofsted around November 2017.

2.7 Public Service Reform (PSR)

The Department has responsibility for delivering key public service reform programmes including Family First, Working Well and Place Based Integration. Bolton's delivery has a particular focus on integrated support with the aim that more residents are enabled to manage their lives and to be active, connected and able to access the opportunities that economic growth brings. A key ambition for 2017/18 onwards is to further integrate and accelerate reform programmes and wider service delivery at a local level, including Working Well and the emerging Work & Health programme, Troubled Families and Place Based Integration.

The Working Well and Family First programmes are focused on providing participants with multiple and complex social and health needs with access to integrated, coordinated and appropriately sequenced packages of support. During 2016/17 both programmes have continued to deliver successful outcomes for local residents supporting them to live more stable and fulfilled lives.

The **Working Well** programme is now working with over 1000 residents locally and continues to perform well at getting local residents into sustained employment and supporting people to live stable, fulfilled lives. In Bolton, Ingeus provides the key worker service which provide holistic, person centred support to individuals. The Working Well Lead from the Department works closely with Ingeus and local services to tackle the range of barriers impeding participants' chances of work and to improve their overall wellbeing. This has included brokering bespoke provision between Ingeus and partners where a specific need or gap in service provision has been identified and supporting the development of relationships between Ingeus and multi-agencies. The expansion of Working Well at the start of 2016/17 has meant working with a broader range of unemployed residents, most of whom have been out of work for more than 6 years (with 8 % never having worked) and have a number of barriers to employment including health problems of which most of the cohort present with a mental and/or physical health condition. At year end, Bolton had exceeded its target for job starts across both Working Well programmes with a total of 180 residents moving into work in sectors such as retail, logistics and health and social care and, overall, residents were shown to be making good progress on the programme. Bolton's delivery of Working Well across the Pilot and Expansion Programme (diagrams 1 and 2 below) continues to perform well month on month consistently exceeding our GM counterparts' performance. The Department is currently working with the combined authority on the emerging devolved Work and Health Programme which will support approximately 22,000 unemployed residents across Greater Manchester with a disability or health condition from early 2018.

Diagram 1

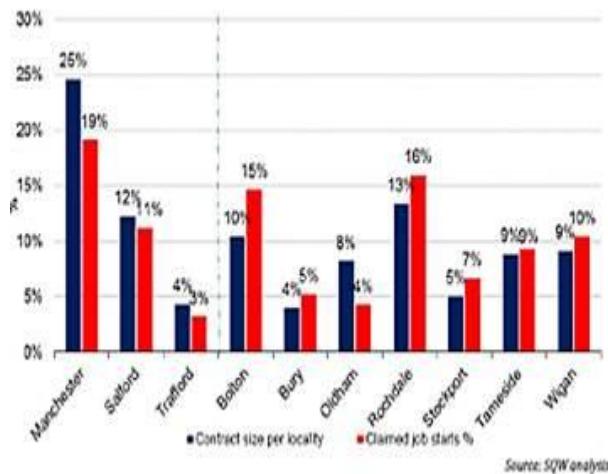
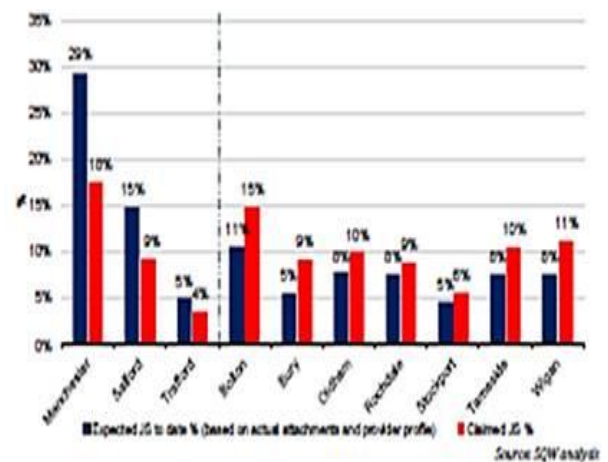
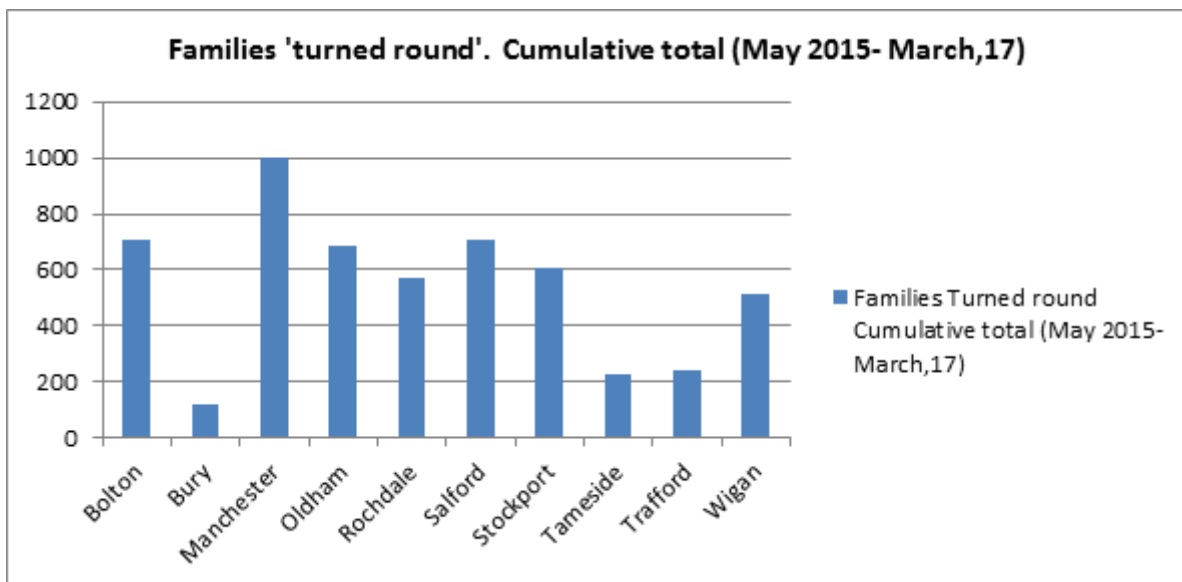


Diagram 2



The Troubled Families (TF) programme in Bolton, known locally as **Family First**, continues to provide support to vulnerable families within the borough with 1,456 families currently supported by the programme. It operates along similar principles to Working Well and other reform programmes by delivering co-ordinated support to individuals through a key worker service ensuring that families receive the right support at the right time. Since January 2015, Troubled Families have turned round the lives of 952 families whom present with issues such as debt, drug and alcohol abuse and mental health conditions. This success rate equates to turning round the lives of 65% of the families Family First has supported and is currently one of the best rates within Greater Manchester. The programme is integrated across a range of services and organisations in Bolton and its key delivery principles are being used to develop the local approach to Place Based Integration. Family First has an excellent track record of turning the lives around of vulnerable families.



Progress has been made over the last year in planning Bolton's approach to **Place Based Integration** which looks at how we better manage residents' needs in a neighbourhood thereby reducing demand on local services. The aim is for delivery and 'testing' of our approach to take begin in Quarter 1. The local approach, led by Bolton Council and Bolton at Home, and supported by key local delivery partners from across the Bolton Vision Partnership, aims to test how we increase the integration of services (including key strands of reform activity at a local level) and empower our communities to build capacity, skills and connections to enable them to have a greater role in their neighbourhoods. In addition, the approach looks to build on the existing good practice of partnership working in our neighbourhoods and local delivery of Greater Manchester reform programmes.

There are two main stages to delivery:

- identifying an early adopter site to test the local approach
- developing a full roll out plan within each area drawing on the learning from the early adopter site.

During Quarter 2, Bolton chose two distinct communities to test the approach locally:

- Johnson Fold estate: with a focus on innovative approaches to increasing community engagement and capacity, reduce demand on acute services and behaviour change.
- Halliwell: with a focus on moving beyond co-location of multi-agency services to integration, in order to address deep-rooted challenges affecting communities and service providers.

In recent months preparation has been taking place to begin delivery in both areas. This has included leadership of both sites and agreeing the key partners who will be actively involved. While both early adopter sites will have different areas of focus, there are common principles which will be tested to understand the impact of the place based working and to inform a sustainable roll-out plan. The following objectives have been agreed:

- Explore the benefits of an integrated multi-agency team in two distinct areas.
- Identify the skills our workforce need to work as part of an integrated team including working collaboratively with voluntary sector partners and community members.
- Explore how we unlock the skills and capacity of the community.
- Reach a fuller understanding of the resident's journey through services.
- Understand and wherever possible quantify the impact of intervening earlier.
- Examine how we could maximise our assets through place based working.

- The effectiveness of holistic, asset based conversations with residents and using this to inform training and wider delivery.
- Understand what success means to the community and, therefore, how far the Adopter has met the community's aims or ambitions.
- Test how can further integrate and accelerate reform and wider service delivery at a local level.

Extensive evaluation of both adopters will be undertaken to understand the effect the approach has had on residents' lives and overall demand on services.

2.8 **Libraries and Museum Service**

Bolton Library and Museum Services are responsible for managing and delivering the Council's cultural offer across the Borough. In Quarter 4, there were:

- 288,054 visits.
- 47,736 computer sessions with 30,798 hours of use.
- 1,063 events and activities with 16,912 attendees.

In performance year 2016/17, there were:

- 961,989 visits.
- 196,128 computer sessions with 123,018 hours of use.
- 4,373 events, 72,014 attendees.

Capital Projects

- The service has been awarded £200k from the Department for Culture, Media and Sport's Wolfson Fund to improve museum facilities.
- A £500k – funded by the sale of land in 2015 - to restore the west wing of Smithills Hall began in Quarter 4. There are plans to use this investment to create more income opportunities.

Participation and Learning

Blackrod Library, the Schools' Library Service and Blackrod Church School have been shortlisted as a finalist in the Library Partnership Award category at the North West Cultural Education Awards 2017.

A key piece of artwork – from the 1930s social experiment 'Mass Observation' - has been acquired by the Museum and can be viewed as part of the 'Landscapes' exhibition in the Central Library. It was purchased with funding from the Arts Council / V&A Purchase Grant Fund, the Art Fund and The Friends of Bolton Museum.

In performance year 2016/17, the service has supported the 'Making It REAL' (Raising Early Achievement in Literacy) project, which has worked with families in targeted areas of Bolton with the aim of improving literacy outcomes, to narrow the gap. More than 300 children have engaged in library visits and in Quarter 4, Farnworth library hosted a community event to celebrate the project.

The events programme continues. In Quarter 4:

- Author talks continued with 3 author visits in the quarter.
- Spring Live Literature events were held – delivered in partnership with the University of Bolton.
- World Book Day, 2 March 2017 recognised with various events and activities, including a 'Fairy Tale Trail' and 'Stories in the Woods' at Smithills Hall.
- Shakespeare Week, 12-18 March 2017 was marked by a Shakespeare Workshop for 2 local schools.

- British Science Week, 10-19 March 2017 saw events at Brightmet, Farnworth and High Street libraries. At Brightmet Library's 'Make Stuff' event there were interactive science activities which were attended by 430 people.
- A Harry Potter event at Central Library, 28 January 2017 with a fully booked main event.

Local Economy

- The Central Library hosted staff from HM Revenues and Customs Bolton - promoting adult apprenticeship job opportunities during National Apprenticeship Week (6–10 March 2017).
- Bolton at Home trialled its Barrier Busters initiative and an employment support drop-in at the Central library.
- Promotional sessions were hosted for Bolton at Home and the PopUp Business School - which aim to inspire and help people start businesses.
- The Ask Bolton Libraries team and colleagues from Business Bolton attended the Big Bolton Expo on 28th March 2017, to answer business information enquiries and to showcase the service offer.

Greater Manchester Shared Working

£250,000 has been granted to Greater Manchester's (GM) library services for the 'Big Ideas Generators' project which aims to support innovation and enterprise in libraries. The project will be delivered by one team working across the GM Combined Authority, which is a first for the city region. It will include personalised one-to-one business information surgeries, 'how to' sessions, workshops and informal networking opportunities, as well as specialist training in skills such as 3D printing. To support this, each library service will receive a 3D printer, a Smart TV (for presentations and event streaming) and Raspberry Pi kits (for coding and Internet of Things workshops).

There were 2 other GM projects awarded funding in performance year 2016-17 - the GM Libraries eBook and eAudio service contract (to be implemented in Bolton in June 2017) and the GM Libraries Zinio eMagazine service, which was launched in July 2016.

Health and Wellbeing

- The Museum has developed a programme of heritage walks linked to key events in the history of Bolton.
- In Quarter 4, the Central Library introduced regular chair-based exercise and yoga classes.

Workforce Development

The management team engaged in a service wide consultation programme with all staff in March 2017 - to contribute to the Library and Museum Services business planning, in line with the town's new Vision.

2.9 Leisure

Bolton Community Leisure Trust (BCLT) and its managing agent, Serco Leisure Operating Limited is responsible for the day to day operation of five leisure centres in the Borough.

Quest is a tool for continuous improvement, designed primarily for the management of leisure facilities and sports development. It defines industry standards and good practice. The Jason Kenny Centre was assessed under **Quest Plus**, December 2016 and received a 'very good' score. Horwich and Farnworth leisure centres have undertaken their Unannounced Directional Review Assessment Performance as part of the Quest Plus scheme - Horwich's overall score, 'excellent' and Farnworth's, 'Good'.

Work to **re-develop Horwich Leisure Centre** started, 20 June 2016. The project remains on track. Communication and consultation with all stakeholders is on-going throughout the re-development. At end, Quarter 4:

- Temporary edge protection to all roofs complete.
- Roofing works to the fitness suite, sports hall, village changing all on-going.
- Cladding works to the main pool; main pool slab works; internal sports hall works and roof parapet works all on-going.

Quarter 4 saw:

- a growth in overall **patronage** – a 2.7% increase (8,876) when comparing end March 2017 (330,150) with end March 2016 (321,274) – and patronage numbers exceeding all previous years.
- a reduction in **health and fitness memberships** when comparing Quarter 4, 2016 with Quarter 4 2017. New member sales at Horwich Leisure Centre are currently presenting a challenge due to the re-development work; however there has been some growth across Jason Kenny and Westhoughton centres.
- a continued growth of enrolments to the **swimming lesson programme** and an overall maintenance of swim lesson numbers.
- The successful launch of **Les Mills Virtual Spin** at Horwich.

Work continues with partners, national governing bodies and clubs to deliver and enhance services; including in Quarter 4:

- **'This Girl Can'** funding continuing to support ladies only swimming lessons and casual swims at Farnworth, Jason Kenny and Horwich leisure centres. The Trust received £55k in funding to end, December 2016.
- A **Neighbourhood Management funded programme** started at Farnworth from February 2017, working out of King Street Youth Centre, engaging young men and women (13-19 year olds) to take part in gym based positive activities. 8 people were supported in Quarter 4.
- Two members of staff have undertaken and passed their training to become **Dementia Champions**. A cascade training programme will take place between May and August 2017 for all staff to become Dementia friends.
- **Health Pathway** work is continuing - from January 2017 health pathway was made available across all 5 sites and has had 55 new starters.

2.10 Low Carbon and Environmental

In Quarter 4:

- A 'Fairtrade break' was held for Bolton Council staff, 7 March 2017 as part of the Fairtrade Foundation's Fairtrade Fortnight and a Fairtrade themed lunchtime walk took place, 1 March 2017.

2.11 Corporate Property Services

Corporate Property Services (CPS) is leading on the following projects and in Quarter 4:

- **Le Mans Crescent** – the building was vacated by council services and The University of Bolton have now taken occupation.
- **Howell Croft House (HCH)** – The Youth Offending Team has taken occupation of the ground floor. Elections have taken occupation of the second floor.
- **Albert Halls** –preparations for future use/occupiers on-going by Environmental Services with CPS input as required to the café/restaurant area.

- **Wellsprings** – accommodation currently under review with the intention of re-locating remaining council staff by Autumn 2017.

Other major schemes with CPS involvement:

- **Re-development of Horwich Leisure Centre** - works are ongoing. Works due to complete, September 2017.
- **Bolton Central** - the Grade A office building development is now complete. The lease with the potential occupier is currently being finalised.
- **Central Library and Museum** – The ‘Eternal Egypt’ project is on-going - enabling works have commenced on site. The stage 4 design review and approval process is currently underway with a projected start on site, Summer 2017.
- **Octagon Theatre** – Discussions are underway to progress the extension and further development in partnership with the Trust. The Octagon are currently utilising the 3rd floor of Wellsprings in preparation for their refurbishment project. The stage 3 design and costing information is currently being reviewed. Works are to commence, 2018.
- **Chorley New Road Primary School** – As part of the **primary school expansion programme**, proposals are being developed for the building of a new school building. This will alleviate some of the anticipated pressure from the Rivington Chase housing development. Stage 4 design and costing information is currently under review.
- **Smithills Tea Room** – works are on-site. Projected go-live, Summer-2017.
- **Turton High School** – design works are underway for re-modelling works to include a new kitchen servery with additional classrooms.
- **Rumworth Primary School** – design works are underway to rectify roof damage and provide additional classroom facilities.
- **Sunninghill Primary** – phased heating works due to continue throughout Summer 2017.

3.0 Delivery of Operational Priorities

3.1 Service Investment Update and Divisional Savings and Efficiency Targets

The final outturn position for Development and Regeneration excluding Housing Services is an underspend of £15,000 after reserve movements, leaving a general reserve balance of £15,000. Capital expenditure for Development and Regeneration at final outturn including one-off funding was £11,088,000 against a revised projection at Quarter 3 of £11,148,000. The £1,358,000 savings target for 2016/17 has been achieved.

3.2 Managing Customer Care

The number of **complaints** received by services included in this report are monitored and compared with 2015/16 data. When making comparisons with 2015/16 data, it should be noted that any complaints relating to Community Housing were included in this report in 2015/16*.

Complaints are answered within twenty working days (standard) – a timescale set locally to Bolton. Fifteen complaints were received for Quarter 4, 2016/17:

- 5 more complaints* (20) were received in Quarter 4, 2015/16.
- Development Management received the majority of complaints (6).
- 13 complaints were answered in ‘standard’ (87%). 2 were answered out of ‘standard’; due to
 - the complaint being linked to a FOIA/Subject Access Request.
 - the complaint being dealt with through the planning enforcement process.

Further analysis of the 15 complaints shows that:

- The main reason that complainants identified for making their complaints was ‘Unsatisfactory / substandard level of service’, of which there were 8.
- 1 complaint was upheld (i.e. the Department found in the customer’s favour); 4 were partially upheld (i.e. the Department found partially in the customer’s favour) and 9 were not upheld. 1 complaint was deferred because the complaint was linked to a FOIA/Subject Access Request.

1 complaint was upheld because information was uploaded to the web in error. A full apology was given. The 4 complaints were partially upheld because of:

- Customers unable to access Wi-Fi at Libraries (2).
- Staff unaware of availability of first aid kit (1) and people smoking outside public building (1).

Recording of compliments is also an important indicator within customer care. 11 compliments were logged in Quarter 4.

- 7 for Libraries and Museum service.
- 3 for Corporate Property Services.
- 1 for Economic Development and Regeneration.

3.3 Managing Sickness

Staff absence within the whole Place Department, Quarter 4 2016/17 is 3.4 days per FTE and is detailed in Table 1. Cumulative absence for performance year 2016/17 has improved when comparing it to 2015/16 - 12.5 days, compared to 13.2 days for 2015/16.

Table 1					
Average Days Sickness Per FTE in 2016/17 – Place Department					
Quarter 1 2016/17	Quarter 2 2016/17	Quarter 3 2016/17	Quarter 4 2016/17	Total 2015/16	Total 2016/17
2.8 days per FTE	2.7 days per FTE	3.8 days per FTE	3.4 days per FTE	13.2 days per FTE	12.5 days per FTE

At present there are 49 on-going long term absence cases in the Place Department, the principal causes of which are stress-related, musculoskeletal / neck or back problems and post-operative recovery. The Department has undertaken significant management action on attendance during Quarter 4:

- 122 informal counselling meetings
- 54 OH referrals
- 8 warnings were issued, 4 of which were final warnings
- 2 Ill Health Retirements

All current cases, both long and short term are managed in accordance with the Managing Sickness Absence Framework.

Staff absence in the Economic Development and Regeneration Division was 11.2 days per FTE in performance year, 2016/17. Cumulative absence has improved when comparing with 2015/16 – 11.2 days, 2016/17 compared with 15.1 days, 2015/16 – a 3.9 day per FTE improvement.

Table 2

Average Days Sickness Per FTE in 2016/17 – Economic Development and Regeneration Division						
Division	Quarter 1 2016/17	Quarter 2 2016/17	Quarter 3 2016/17	Quarter 4 2016/17	Total 2015/16	Total 2016/17
Economic Development and Regeneration	1.9	2.5	3.9	2.9	15.1	11.2

3.4 Health and Safety

The department continues to deliver a programme of training and site assessments to ensure that all services operate in a safe environment. There were 6 staff-related incidents in Quarter 4. Management will continue to monitor the number of incidents within the department and deliver important health and safety training to all staff.

3.5 Managing Information: Freedom of Information, Environmental Information Regulation and Subject Access Requests

Information requests are answered under the **Freedom of Information Act (FOIA) 2000**, the **Environmental Information Regulations (EIR) 2004** or the **Data Protection Act 1998**. The Council is required to respond to requests within 20 working days and Subject Access Requests within 40 days.

- 47 requests were received during Quarter 4 - 35 of these were for the department alone and 12 were cross-cutting. The largest proportion of requests received by the services was for Planning and Building Control who received 17 requests.
- 89% of requests were answered on time.

Working on an average of 4.3 officer hours per request, the department allocated 202 hours of officer time on information requests during Quarter 4.

4.0 Recommendation

- 4.1 The Corporate Culture and External Issues Scrutiny Committee is recommended to note the performance information contained within this report.