

Bolton Council

Report to: Corporate and External Issues
Scrutiny Committee

Date: 24th November 2014

Report of: Director of Development and
Regeneration

Report No: CEISC/07/14a

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Business Development

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Report Title: **Development & Regeneration Department Performance Report –
Current Position and Quarter 1, 2014-15**

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 a current overview of the big issues and performance information for the Development and Regeneration Department (including Housing Services) and Bolton Community Leisure Trust; and
- provide the 2014/15 internal departmental Quarter 1 position.

Recommendations:

The Corporate and External Issues Scrutiny Committee is asked to note the information contained within this report.

Decision

Background Doc(s):

Leader/Executive Cabinet Member

Monitoring Officer

Date:

1.0 Introduction

1.1 This report summarises the performance outturn for Quarter 1 of 2014/15 for the Development and Regeneration Department. The report summarises delivery against both qualitative and quantitative indicators, recognising the balance between hard and soft outputs which the Department's workload encompasses. It provides:

- a summary of progress against the major strategic priorities for which the Development and Regeneration Department is responsible within the Council;
- a summary of progress against the operational priorities which the Department fulfils, as a provider of a number of front line and support services; and
- conclusions and key messages.

2.0 Summary of Key Performance

Priority	Comments
Town Centres	<p>Bolton Town Centre</p> <ul style="list-style-type: none">• Work is ongoing to create a stronger town centre office market with progress being made on the new Asons Solicitors office development on Clarence Street and the new office development at the Interchange.• Construction of the new cinema at the Market Place is imminent along with the opening up of the Victorian Vaults for a restaurant, bar and shop venue improving the town centre leisure and cultural offer.• Public realm improvement works are ongoing with the works to Hotel Street and Mealhouse Lane to be completed following the Food and Drink Festival.• Work is ongoing to secure a number of housing developments in the town centre - with significant progress being made delivering new student accommodation at the Cube development on Bradshawgate.• A number of high profile, well attended events continue to be successfully delivered including Skyride, Ironkids/Ironman and the British Transplant Games. The Bolton Food & Drink Festival took place, 22-25 August 2014.• Interest in the Destination Bolton business support grant scheme remains high with a number of potential applications being developed further with support from Council Officers and Business Support Advisors. <p>Farnworth Town Centre</p> <ul style="list-style-type: none">• Once the legal development agreement is completed between the Council and St Modwen then progress can be made to deliver the approved master plan for Farnworth.
Development Sites	<p>Logistics North</p> <ul style="list-style-type: none">• Work is ongoing to deliver the employment site with planning permission being approved for a regional distribution centre for Aldi and a manufacturing centre for MBDA. Work on discharging detailed technical conditions and on implementing the off-site junction improvements is well advanced.• It is encouraging that both Aldi and MBDA are committed to maximising opportunities for local residents to access employment and training at Logistics North. <p>Rivington Chase (formally Horwich Loco Works)</p> <ul style="list-style-type: none">• Work is ongoing and negotiations continue to secure the successful redevelopment of this site.

Priority	Comments
Residential Growth	<p>Work is underway in Quarter 1 to support the delivery of more new homes to respond to the mismatch between supply and demand triggered by the dramatic decrease in housing completions since the peak of the market in 2007/08. A Project Team has identified sites which could potentially be targeted alongside work at a regional level to identify potential interventions within the context of a GM approach to the housing challenges.</p> <p>Bolton at Home has seen the number of Right to Buy sales up 125% in 2013/14 which increases pressure on stock available for letting. In Quarter 1 73 affordable homes have been added to the supply with a pipeline on site and funding approved for an extra 219 homes. The number of empty properties in Bolton reached a 5 year low this quarter.</p> <p>House sales and resultant property searches continue to follow an upward – albeit fluctuating - trend since Jan 2013. In Quarter 1 service standards and market share were maintained with income targets achieved.</p>
Planning	<p>The service continues to deliver strong performance against nationally-determined standards for both throughput and quality of decisions. Development Management underpins the delivery of key strategic developments including through the delivery of Section 106 agreements and discharging of conditions and this is an area we are progressing through a bid for additional CLG funding.</p>
Strategy and Policy Development	<p>Bolton supported GM in its successful Growth and Reform Plan bid to Government, securing a £476m Growth Deal in Quarter 1 to create jobs, support over people learning new skills and generate up to £80million in public and private investment including the new Quality Bus Network Route 8 from Bolton to Manchester.</p> <p>The Department is playing a key role in the 2014/20 European Structural and Investment Funds (ESIF) Growth Programme (c£356m for GM) alongside work to ensure that Bolton benefits from other funds targeted at economic growth priorities, science and innovation, competitive business and places, low carbon, employment, skills and reform.</p> <p>With regard to the implementation of strategic priorities, Quarter 1 saw increased activity on the GTA Shared Apprenticeship scheme in construction increase; networking events with businesses take place; and a £15m high-speed fibre broadband programme launched in a partnership project with British Telecom (BT).</p> <p>Bolton's Allocation Plan examination hearings were completed successfully in Quarter 1 and consultation on the modifications started ahead of timetable.</p>
Labour Market Performance	<p>This quarter there were 115,500 people in work in Bolton, 2,600 more than for January to March 2014 and 2,700 more than a year earlier.</p> <p>The proportion of people aged from 16 to 64 in work (the employment rate), was 66.7%. This was higher than for January to December 2013 (+0.5%) and for a year earlier (+0.8%).</p> <p>Based on a small sample population survey, there were 11,900 unemployed people (9.3%), 800 fewer than for January to December 2013 and 600 less than a year earlier.</p> <p>There were 43,900 people aged from 16 to 64 who were out of work and not seeking or available to work (known as economically inactive). This was 800 more than for January to December 2013 but 1,200 fewer than a year earlier. The economic inactivity rate was 26.2% which is down 0.9% on a year earlier.</p>

	<p>There were 24,990 (14.2%) workless people (claiming the key out of work benefits) in February 2014. This was 30 less than November 2013 and 1,780 (-1.0%) less than a year earlier.</p> <p>Work Programme contracts have generally improved against performance nationally and Bolton Council's 'Workshop' is no different, contributing to a contract that is the best performing in the North of England and 5th nationally. Referrals onto the programme are however following a downward trend with a higher proportion of people requiring more support and assistance. Income projections are on target.</p> <p>The Council's Skills Funding Agency (SFA) contract for Community Learning and Adult Skills delivered by Bolton College continues to achieve outstanding assessments and exceed learner numbers with a focus on employability and basic skills.</p>
Housing Services	<p>Homelessness remains a strategic objective which is being well managed and contained at this time, however there has been an increase in the number of cases presenting that have more complex needs and vulnerabilities. There has been a significant increase in the number of homelessness cases accepted by the Council, which are the victims of domestic abuse. Partnership working with Health and Adult services ensures that appropriate interventions are applied and risks to the individual minimised.</p> <p>There has been an increase in the demand for DFGs compared to previous quarters, which is having an impact on timescales and stretching current resources. This is being carefully monitored and a review of the service is being undertaken.</p>
Public Service Reform	<p>The Department, led by Economic Strategy Service, continues to play a key role in the implementation of Bolton's PSR agenda. Under the Work and Skills strand, progress made in the delivery of Bolton's Skills Strategy this quarter includes an apprenticeships action plan, supporting employers to recruit local people and working with schools to develop improvements in careers advice and guidance.</p> <p>The high profile Working Well programme is on track in Bolton with case studies demonstrating successful interventions between the Ingeus key worker local services to the benefit of participants who are moving closer to sustainable employment. Bolton's approach and services, for example Money Skills, are being shared regionally as best practice</p> <p>On the Complex Dependency Strand, a significant claim has been made under the Family First work domain for securing employment outcomes which if confirmed will represent a very successful period for Bolton families in the programme.</p> <p>The Department is supporting the wider PSR agenda and housing services are making significant progress with integration into the health and social care strand in particular where reviews of DFGs and Care and Repair have commenced.</p>
Leisure	<p>Bolton Community Leisure Trust has faced some significant challenges over the last few years, not least a reduction of nearly £1 million (some 40%) in the grant it receives from the Council. The Trust's proactive approach to respond to this challenge has seen an increase in patronage of 19.5% when compared with 2012.</p>
Low Carbon and Environmental	<p>Further to work at a GM level to support the development of the Heat Network project pipeline, work commenced this quarter on priority low carbon energy projects - such as Raikes Lane - and the establishment of governance arrangements.</p> <p>National Bike Week took place this quarter with Bolton events promoting cycling for all including events on Victoria Square and rides attracting c250 participants.</p>

3.0 Delivery of Strategic Priorities

3.1 The Department provides a wide range of front line and support services which contribute to a number of the Council's priorities including increasing job opportunities, implementing the Town and Planning Act, regenerating the borough's town centres and key development centres and increasing residential growth. An update on some of the major operational priorities and achievements for the Department are set out below. The 'BV' footnotes throughout this section relate to the key performance indicators in Appendix 1.

3.2 The **Town Centre Strategy** 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)'. Its action plan encompasses a wide-ranging host of activity grouped under six interventions. Quarter 1, 2014/15 update:

3.2.1 Creating a stronger town centre office market BV1

- Consideration is being given to conversion of council owned office space - for example, The Wellsprings and Le Mans Crescent - to managed work space and is being progressed by the Public Sector Partnership (PSP).
- Planning permission (91315/14) for a new 40,000 square feet office development – including a café on the ground floor - for Asons Solicitors at Clarence Street has been granted and Section 106 funding for public realm improvements to the value of £75,000 has been agreed and signed. Disposal of the land is nearing completion.
- Land has been secured to bring forward a commercial development scheme as part of the Interchange Project. Council officers are working with the PSP to bring forward an office development. A meeting of the Council, PSP and Transport for Greater Manchester took place in the middle of May and the parties will meet again in mid-July to discuss design and programme. Design for new building has been signed off and approval to proceed has been sought from the Executive Member at his meeting, 18 August 2014.

3.2.2 Further improvements to the town centre leisure and cultural offer BV1

- Planning applications for cinemas at both the Market Place and Crompton Place have been approved. Commencement of construction of the cinema at the Market Place has commenced.
- Listed Building Consent was granted in May 2014 to open up the Victorian Vaults - on the bottom floor of the Market Place - and create new shop fronts within the listed structure as well as creating new restaurant mezzanines. The bottom floor is to be transformed into a new restaurant, bar and shop venue. Work has commenced, August 2014.

3.2.3 Public Realm Improvement Programme BV1

- The Hotel Street and Mealhouse Lane corridor scheme works commenced, July 2014. Works to Hotel Street will be completed following Bolton's Food and Drink Festival (22-25 August 2014).
- A contractor has been appointed to deliver the new Skate Park in the town centre - start on site is expected the second week in September. The project is expected to take approximately 12 weeks to complete.
- Enabling works for the Newport Street scheme are scheduled to commence, September 2014.

3.2.4 Town centre living BV1

- Terms have been agreed for the sale of the Westbrook site land - former college site on Manchester Road - to a national house-builder. Completion is imminent.
- Chorley Street car park is currently being marketed for residential development.
- Bolton University will be relocating their halls of residence to a new build 'Academic Village' of 850 units initially – pre-application discussions have taken place and work on this (in partnership with the University) is underway.

- Significant progress was made during Quarter 1 on the Cube (development of the former Metrolands House on Bradshawgate) into student accommodation – with anticipated completion of Phase 1, September 2014 and Phase 2, September 2015. The conversion of the existing building includes the addition of 2 extra floors and an extension, together with a 7 storey block will provide 216 student accommodation rooms formed from 72 self-contained studio rooms and 144 cluster flat rooms. A further application was approved, June 2014 to replace a proposed communal area and games room with a further cluster flat of 5 rooms. Permission was also granted, June 2014 to allow the change of use of 91 Bradshawgate (formerly an internet cafe) to a reception and communal area for students as part of this development.

3.2.5 **Developing the Town Centre Campaign** BV1 & BV3

A year of high profile, well attended events is planned for Bolton in 2014-15. In Quarter 1:

- Skyride, 8 June 2014 attracted 6,000 visitors.
- Planning commenced on Bolton's summer programme including Ironkids/Ironman, UK Transplant Games and Bolton Food & Drink Festival. Activity will continue into the winter with the Christmas Lights Switch-On event and Christmas Winter Wonderland.

Since May 2013, thousands of spaces at Deane Road, the Octagon, and Topp Way multi-storey car parks have been free all day Saturday and Sunday and Bank Holidays as part of Bolton's successful Town Centre Parking Initiative. This initiative has seen an encouraging 55% increase in the occupancy of car parking spaces since the scheme began in 2013, therefore approval was granted in May 2014 to extend this initiative for a further 12 months.

3.2.6 **Other opportunities to support the town centre economy** BV1

Two 'Destination Bolton' grants have been awarded since the grant funding scheme's launch - to Elite Dress Agency Bolton Limited and Vegas Boutiques, April 2014 BV5. 42 potential applications are currently being developed for further evaluation with support from Council Officers and Business Support Advisors. A team of architects has been appointed (August 2014) to work up a design for a shop front improvement scheme on Newport Street.

3.4 **Farnworth Town Centre** BV1

Dialogue is on-going with:

- TfGM with regard to the bus station options for Farnworth Bus Station and
- NHS England, Bolton Clinical Commissioning Group and St Modwen Developments with regard to the potential of a health centre forming part of the development.

The legal agreement, to enable planning application, is due for completion in Quarter 2.

3.5 **Town Centre Interchange**

All issues in relation to the alignment of Platform 5 and the skylink have been agreed. The skylink will now be straight as opposed to the previously approved dogleg design - this change will require planning consent. The revised application submitted in May for an amended design of the cycle hub and relocation of the sub-station has been approved and a further application is to be submitted seeking approval for changes to the design of the accommodation block.

3.6 **Bolton Market** BV1

Work is complete on new lifestyle hall and outdoor market with attention switched to the highways works on Ashburner Street which includes extension to the car park, new car park entrance and exit off Moor Lane, new coach drop off and pick up point, relocation of the compactor unit and new retail lock up units. The lock up units on Ashburner Street will soon commence trading with one unit potentially retained for users of the charity canopy. All works will be complete by the end of summer 2014.

3.7 **Logistics North** BV2

Site works have started at the Logistics North site after planning permission was granted in November 2013. April 2014 saw significant planning progress for the site when applications for phased employment use, the country park and detailed permissions for a B8 regional distribution centre for Aldi and B1 manufacturing centre for MBDA were all approved. However some schemes are still to be finalised. Stakeholder consultation meeting with regard to the country park was held, 23 May 2014 and schemes were submitted, July 2014. Both Aldi and MBDA are committed to maximising opportunities for local residents to access employment and training at Logistics North. Aldi have agreed to pilot a recruitment programme with Team Bolton in autumn 2014 well ahead of their planned opening in 2015 and are considering construction apprentice opportunities with contractors. In addition to their established, market leading and award winning apprenticeship programme which Bolton residents can access, MBDA have agreed to develop an employment and skills action plan and this will be submitted in Quarter 2 with a particular focus on supporting Careers Education Information Advice and Guidance (CEIAG).

3.8 **Rivington Chase (formerly Horwich Loco Works)** BV2

Planning application submitted and is due to be considered by Planning Committee, September 2014.

3.9 **Other Housing Developments**

Three sites allocated for housing on the Allocations Plan DPD were granted planning permission over the Quarter 1 period. This comprised of outline permission for 12 dwellings on Crown Lane, Horwich; new house types at Chorley Place Horwich and a further extension of time for the implementation of permission to build 64 apartments at Old Hall Street, Kearsley.

3.10 **Housing Needs and Strategic Housing Market Assessment**

The specification has been completed in conjunction with Stockport and Tameside Councils and all tender documentation finalised. However there have been significant delays in commissioning the work due to concerns raised by Association of Greater Manchester Authorities (AGMA). Discussions are taking place with colleagues between all three authorities and AGMA to try and develop a way forward that provides local housing needs and market information whilst not conflicting with work being undertaken at the GM level.

3.11 **Residential Growth Programme (RGP)**

Since the peak of the market in 2007/08, there has been a dramatic decrease in housing completions which is mirrored across the country. New housing delivery in Bolton has been consistently below the 694 target p.a. since the recession took hold and across GM, new supply is running at around 3,000 – 4,000 per annum rather than the demand of roughly 9,000 - 10,000 per annum that various analyses and forecasts suggest. This picture, common nationally, is a product of the dramatic tightening of lending to households and to developers, substantially undermining housebuilders' ability to fund development and households' access to affordable mortgage finance. There are some tentative signs of recovery in the housing market which has seen an increase in development activity and work is underway locally and regionally to secure delivery of more new homes in this changed market. In Quarter 1 a Bolton cross-departmental RGP Project Team has been initiated and the initial phases of the Project Plan have focused on site prioritisation with 34 'stalled' sites identified which could yield approximately 2,400 units. The sites have been prioritised according to intervention required and deliverability. Initial discussions with developers and landowners are taking place to understand the type of intervention required to bring the site forward

and during the next quarter identification of potential interventions working with external partners including Public Sector PLC (PSP) and the Homes and Communities Agency (HCA) will take place

3.12 Older Persons People Strategy (OPPS)

- The Housing Learning and Improvement Network have been commissioned to deliver a piece of research which will look at the housing needs of older people in the borough. Consultation with a wide range of stakeholders and customers has commenced this quarter. Initial results are expected towards the end of next quarter.
- A steering group has been established to oversee all work relating to the Older Person's research and Strategy and has met twice this quarter.
- A framework document for an Older Person's strategy has been completed and during the next quarter this will be discussed with Adult Services and Health colleagues.
- A review of the Disabled Facilities Grant and Care and Repair service has commenced. During the next quarter a process review and research into best practice will be undertaken.

3.13 Delivery of Affordable Housing BV12

Bolton at Home has seen an increase of 125% in the number of Right To Buy (RTB) sales in 2013/14. On 21st July, RTB discount on houses increased to 70% and there are currently some ongoing cases which will take advantage of this. The increase in RTB sales results in a reduction of social/affordable housing stock available for letting, thus increasing the pressure on the Housing Register and the ability to meet housing needs. In order to increase affordable housing supply, the following actions are taking place:

- A total of 73 new affordable homes have been developed in Quarter 1, including new supply as a result of the return of Empty Homes / Premises into residential use. There were 53 new build and 20 former empties.
- An additional 38 homes are currently on-site, 18 of which are part of the 2013-17 Affordable Housing Guarantee Programme.
- The HCA has recently announced the approval of funding for an extra 219 homes in the Borough between 2015/18.

3.14 Empty Properties BV11

The number of empty properties this quarter is the lowest it has been in the last 5 years at 3,917. Four properties have been brought back into use through enforcement and a further forty have agreements in place to bring the property back into use through formal or informal mechanisms. This is an increase on the previous two quarters. Twenty properties have been brought back into use through the HCA empty homes programme of which, six have been purchased and the remainder leased through the Lease Management Service. During the next quarter, work with Council Tax will be undertaken to identify those with exemptions in order to be able to focus Housing Standards resources more appropriately. Five properties are at various stages along the combined approach process. These properties have been empty for a combined period of 43 years. The cost of works is in the region of £132,000 (HCA grant element approximately £51,500 and £81,000 under Safe, Warm and Dry). The Safe, Warm and Dry element will be recovered through the rental income. Further proactive work with owners of empty properties will be carried out to develop tailor made responses and mail-outs to encourage return to use.

3.15 Land Charges, Property Searches and GIS Mapping

In Quarter 1 the same day Property Search service standards and market share were maintained. Chart 1 below shows that the Council's income from property searches is broadly following the upward trend of house sale volumes in Bolton since January 2013. Income levels reflect market share which is plotted in Chart 2. Seasonal fluctuations affect the plotting of this series data and should be noted. The Greater Manchester Combined Authority validation project was commissioned (with IDOX).

Chart 1 – House Sale Volumes in Bolton and Council Property Search Income

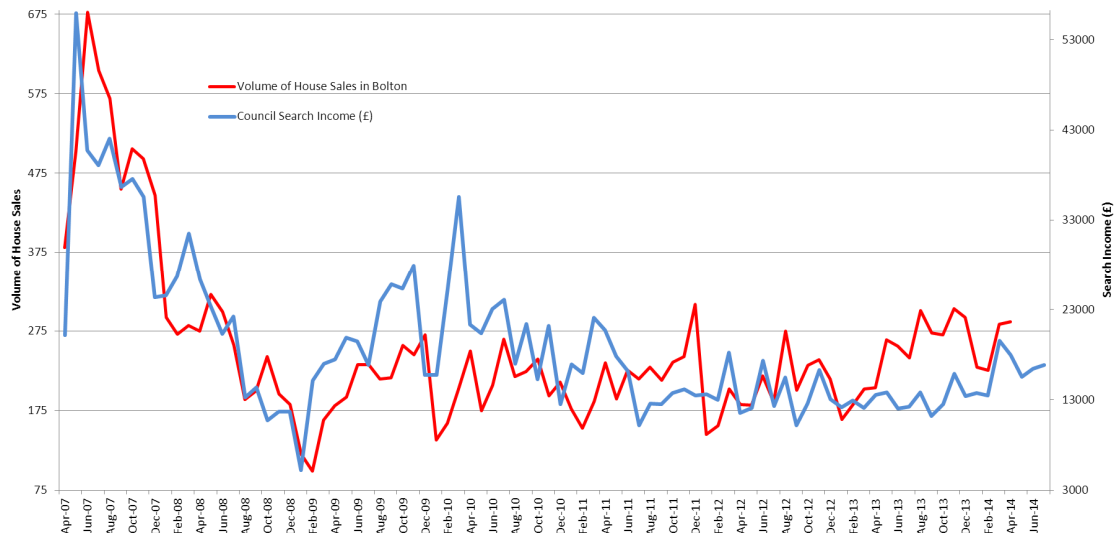
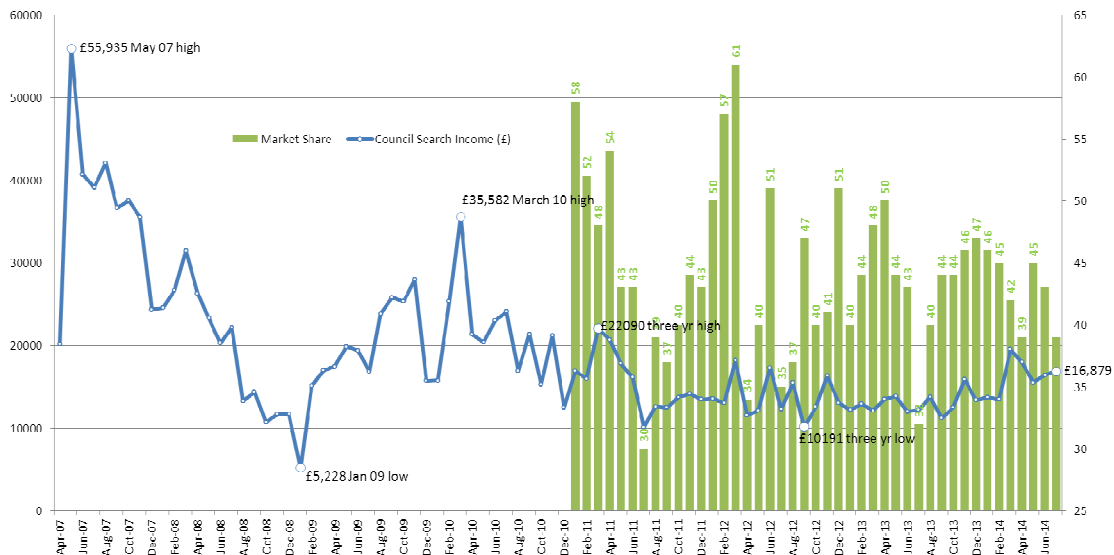


Chart 2 – Chart of Council Property Search Income and Market Share



3.16 Planning Update

- Planning Committee's (training and development) wind farm visit took place.
- Procedures for recording Planning Performance Agreements, negotiated extensions and cut-offs for determining applications reviewed.
- Initial draft on design Supplementary Planning Document completed.
- Meetings held with Environmental Services and Legal colleagues to discuss the 'as-is' flow-chart for business processes with regard to Tree Preservation Orders.

- With regards to processing major applications, Bolton's current performance stands at 68.42% of applications having been processed within the nationally agreed timescales of 13 weeks (16 weeks where an Environmental Impact Assessment is involved). This figure includes Planning Performance Agreements and extension of times and is currently exceeding government's target of above 30%. There have been no County Matters applications in Quarter 1.
- With regards to the percentage of decisions on major applications overturned by the Planning Inspectorate on appeal, no appeals have been overturned during this quarter, against a government target of less than 20% being overturned.

3.17 **Economic Growth Priorities (Greater Manchester Strategy)**

The Department continues to take a lead role in supporting the GM Combined Authority (GMCA) along with the Local Enterprise Partnership (LEP) to implement the Greater Manchester Strategy (GMS) priorities, influence and shape funding programmes. Work throughout this report contributes to the wider strategic priorities e.g. town centres, new housing and Public Service Reform. Further information on strategic framework, business and infrastructure is included below.

- 3.17.1 With regard to **investment and funding**, at the end of Quarter 4, GM submitted the Growth and Reform Plan to Government - including aspirations to eliminate the £4.7bn gap between public spending and taxes generated so that GM becomes a net contributor to the national economy by maximising investment in growth priorities, supporting the private sector and helping businesses to do better and pay more tax; and reforming the way public services are delivered to reduce barriers to productivity and the need for spending on reactive services. As a result, in Quarter 1 a Growth Deal was agreed for GM with the Government which will see a total of £476.7million invested in Greater Manchester - £169.7million in the first year and as part of the Government's on-going commitment to the LEP, an indicative amount of £307million of funding from 2016/17 onwards. Projects will start in 2015/16 and help to create 5,000 jobs, support over 75,000 people learning new skills and generate up to £80million in public and private investment including the new Quality Bus Network Route 8 from Bolton to Manchester; securing GM as a major centre for Life Science in the country; and reforming public services. Local businesses and council leaders have been invited to open discussions immediately on the next set of projects to be funded, building on the momentum that has been established. These funds complement the 2014-20 European Structural and Investment Funds (ESIF) Growth Programme (c£356m for GM) and the Greater Manchester Investment Fund (GMIF) held by the GMCA, together with other externally managed funds (c £160m) targeted at economic growth priorities, science and innovation, competitive business and places, low carbon, employment, skills and reform.
- 3.17.2 The department is supporting the Planning and Housing Commission, Team Manchester Economic Development Leads and GMCA/AGMA partnership activity to **create the conditions for growth**. In Quarter 1 initial work on the Greater Manchester Strategic Framework commenced and the £15 million high-speed fibre broadband programme launched in a partnership project between eight local authorities, including Bolton, and BT which will extend to a further 39,000 homes and businesses in Greater Manchester by the end of March 2016.

Bolton Council works in partnership on a number of Greater Manchester initiatives, which aim to improve competitiveness of local businesses. Specific examples this quarter include a meeting of the Bolton, Bury and Wigan Construction Club (May 2014), which was attended by 78 businesses, who heard presentations on forthcoming tender opportunities across three districts ^{BV4}. New Economy Greater Manchester are currently working with 10 Bolton textile companies as part of 'The Alliance Project', which aims to support UK based textile companies, by providing specialist support and funding ^{BV4}. During this period the Construction Group Training Association (GTA) shared apprenticeship programme has supported 6 apprentice positions on developments at Bolton Town Hall and Bolton Market and a further pipeline of potential developments is being developed with commitments anticipated in Quarter 2.

- 3.18 **Bolton's Allocation Plan** follows the strategic planning approach of Bolton's Core Strategy - adopted by the council in 2011 - and supports economic development across Bolton including the Town Centre Strategy, town centre development and the M61 Development Corridor. It shows how

sites could be used for developments such as new housing, new sites for jobs, and health facilities, during the next 15 years. It also shows areas of land that should be protected from development, for example because they are in the Green Belt or are used for recreation. Bolton's Allocations Plan was submitted to the Secretary of State for Communities and Local Government for independent examination in 2013/14. In Quarter 1 the examination hearings were completed successfully (May 2014) and consultation on the modifications started ahead of timetable. The Inspector's report is anticipated in Quarter 2 following which the Plan will move into adoption phase.

3.19 Labour Market Performance

The Employment Rate (Working Age Employment Rates ^{BV8}, Worklessness ^{BV9} and NVQ Rates ^{BV6} ^{BV7} ¹) measures the percentage of the working age population who are 'economically active' and in employment. Higher is therefore better and the latest data to March 2014 (66.7%) is improving and above the Bolton Vision target (65.3%). The figures have remained relatively static since 2010, a trend reflected both across GM (67.8%) and nationally (71.7%):

- 10 year high (year to Mar 2005) 73.7%
- Year to Mar 2011 65.3%
- Year to Mar 2012 66.8%
- Year to Mar 2013 65.9%
- Latest - Year to Mar 2014 66.7%

'Worklessness' measures the percentage of the working age population on key out of work benefits (including Job Seekers Allowance, ESA/Incapacity Benefit, Lone Parents and other income related benefits). Lower is better and the Bolton Vision target is to maintain less than 17%. The latest figures are unchanged nationally and locally (from November) and following a downward trend. Performance nevertheless remains slightly below the GM average (13.5% -1.5% in 12 months); and the national picture (10.6%/1.1% drop in 12 months):

- 14 year high (August 2009) 16.5%
- February 2011 15.3%
- February 2012 15.7%
- February 2013 15.2%
- Latest - February 2014 14.2% - 6 year low

Overall comparing the estimates for April 2013 to March 2014 with those for January 2013 to December 2013, employment continued to rise and unemployment continued to fall. These changes continue the general direction of movement over the past two years and are summarised as follows:

- There were 115,500 people in work in Bolton, 2,600 more than for January to March 2014 and 2,700 more than a year earlier.
- The proportion of people aged from 16 to 64 in work (the employment rate), was 66.7%. This was higher than for January to December 2013 (+0.5%) and for a year earlier (+0.8%).
- Based on a small sample population survey, there were 11,900 unemployed people (9.3%), 800 fewer than for January to December 2013 and 600 less than a year earlier. The unemployment rate is the proportion of the economically active population (those in work plus those seeking and available to work) who were unemployed.
- There were 43,900 people aged from 16 to 64 who were out of work and not seeking or available to work (known as economically inactive). This was 800 more than for January to December 2013 but 1,200 fewer than a year earlier. The economic inactivity rate was 26.2% down 0.9% on a year earlier.
- There were 24,990 (14.2%) workless people (claiming the key out of work benefits) in February 2014. This was 30 less than November 2013 and 1,780 (-1.0%) less than a year earlier.

Under Bolton's Skills Strategy, improvements in the skill and qualification levels alongside measures to remove barriers to employment and support the hardest to help with integrated services, aim to

¹ NB. There have been no updates to the ONS published data on Skills/NVQ Levels since that included in Q4 Report

increase the employment rates and reduce worklessness in Bolton and across Greater Manchester in the medium to longer term.

- 3.20 The latest national performance data on the **Work Programme** includes data up to March 2014 (Quarter 4 reported to December 2013). In its third year, all contracts are now achieving the minimum performance levels (MPL) across JSA and new ESA having fluctuated in the previous years (and with no contract previously achieving the ESA MPL anywhere in the UK). The longer people spend on the programme the more likely they are to achieve job outcomes with proportions increasing over time and as you would expect, earlier intakes who have spent longer on the programme are statistically attaining higher numbers of sustainment payments.

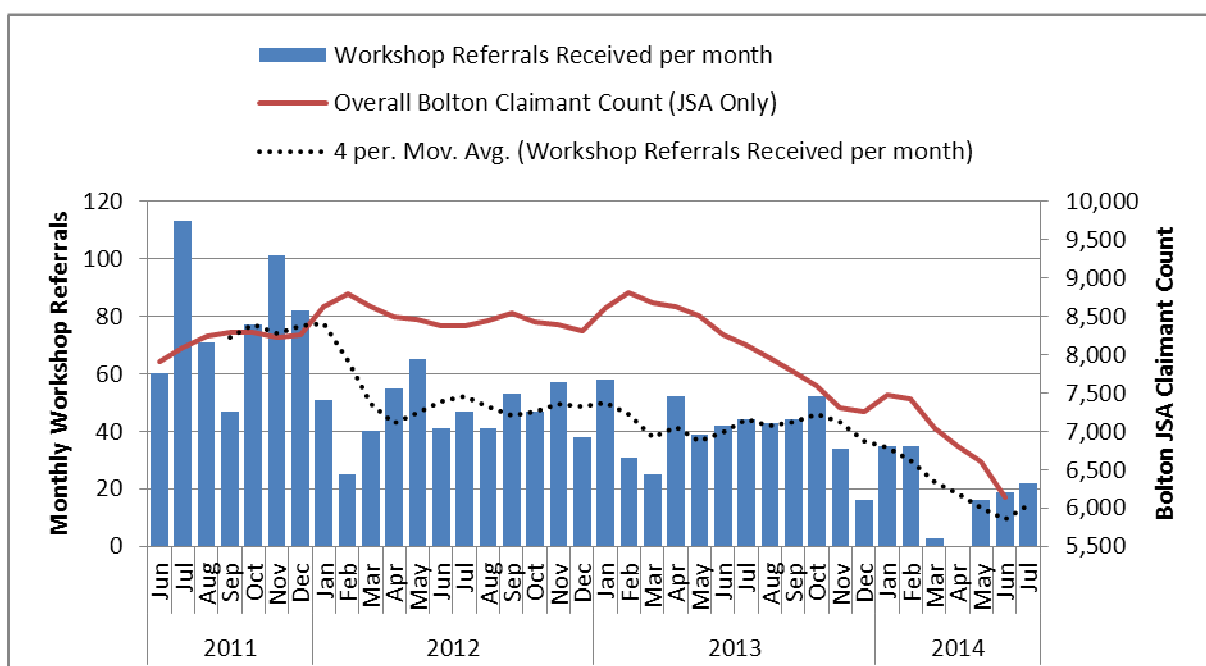
As at March 2014, nationally, 1.55m people (up from 1.48 to Dec 2013) have been referred. The majority remain on the programme with 296,000 (+44,000) achieving job outcomes and approaching 74,000 (+26,000) staying in sustained employment long enough to qualify for the maximum number of payments which equates to 10.5% of those completing the Programme. Of the 477,000 returning to the Job Centre after 2 years on the programme, 35,000 have sustained work for at least 3 months.

In Bolton, 9570 (+460 from December 2013) people have been referred onto the Work Programme across the whole supply chain in Bolton with 9420 (+460) attached and 1930 (+300) in work long enough to be counted as a job outcome. The Workshop continues to contribute to a G4S contract placed 5th best out of 40 nationally and the best performing in the North of England. The total number of referrals to the Workshop to June 2014 is 1701 (+58 from March 2014). The total number of people on programme at present is 588 (-118). In Quarter 1 the Workshop attached 35 people to the programme (-43); 125 started employment (+32); 48 (-1) reached the job outcome target (3 or 6 months) with a total of 561 (+99) continual sustainment's (people staying in work) achieved over the period.

Monthly volumes of referrals show a continuing downward trend (see Chart 3). This primarily reflects the economic recovery and the fewer number of overall benefit claimants. More recent intakes also contain a higher proportion of individuals expected to require more support and assistance, reflecting changes in access to the programme especially ESA Claimants who make up 30% of March 2014 Referrals compared to 3% at the start of the programme in June 2011.

Chart 3 - Referrals onto Work Programme Contract – Workshop.

Note: The series is affected by months with fewer working days (e.g. December) when fewer referrals are made.



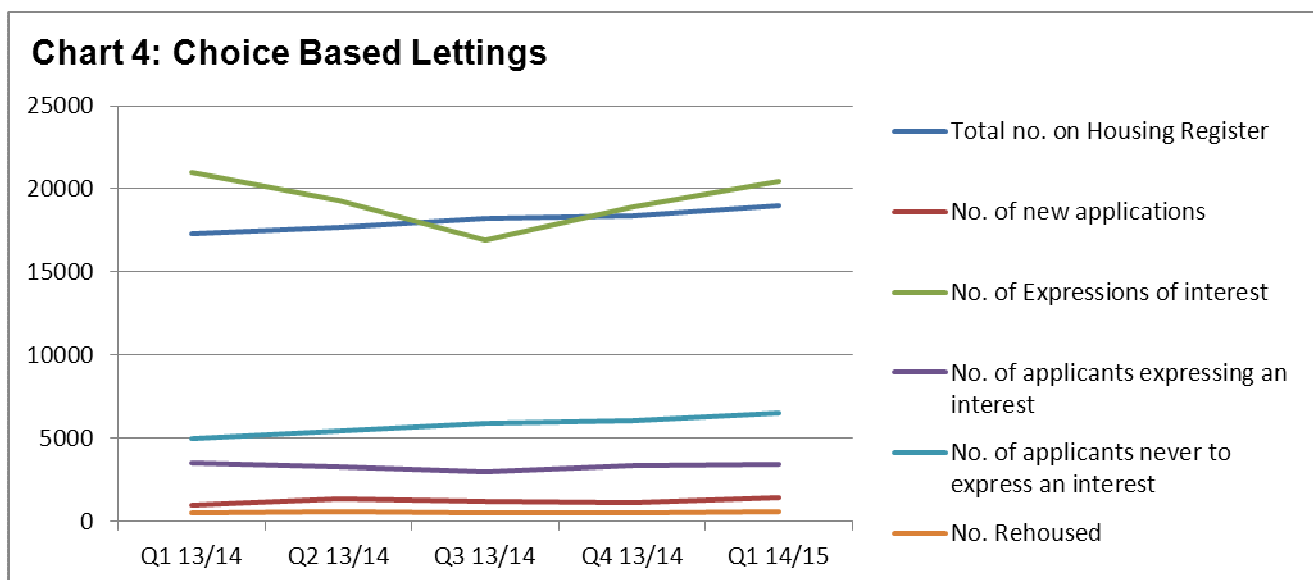
3.21 SFA Community Learning Contract (via Bolton College)

In Quarter 1, academic year enrolment targets set by the Council continue to be exceeded with Bolton College delivering 8,300 (+ 1568 from March 2014) against the annual target of 7,500 individual learners at the end July 2014. Following the 'outstanding' 2012-13 self-assessment report (SAR) completed in Quarter 4, data is currently being reconciled to support the self-assessment for 2013-14. Success and retention rates for this academic year remain in the high nineties.

As reported in Quarter 4, measures have been put in place to maximise the pre-employment benefit of the Skills Funding Agency (SFA) funded contract. The Workshop is initially assessing all clients for personal levels of Basic Skills. Under the national World Skills agenda, the Workshop will be actively promoting Maths, English and IT to support the improvement of Basic Skills in Bolton's 19+ population.

3.22 **Housing:** Provide housing that is affordable and offers choice whilst meeting the needs and demands of the future BV12

Chart 4 provides an overview of the activity which has taken place through Choice Based Lettings over the last 12 months.



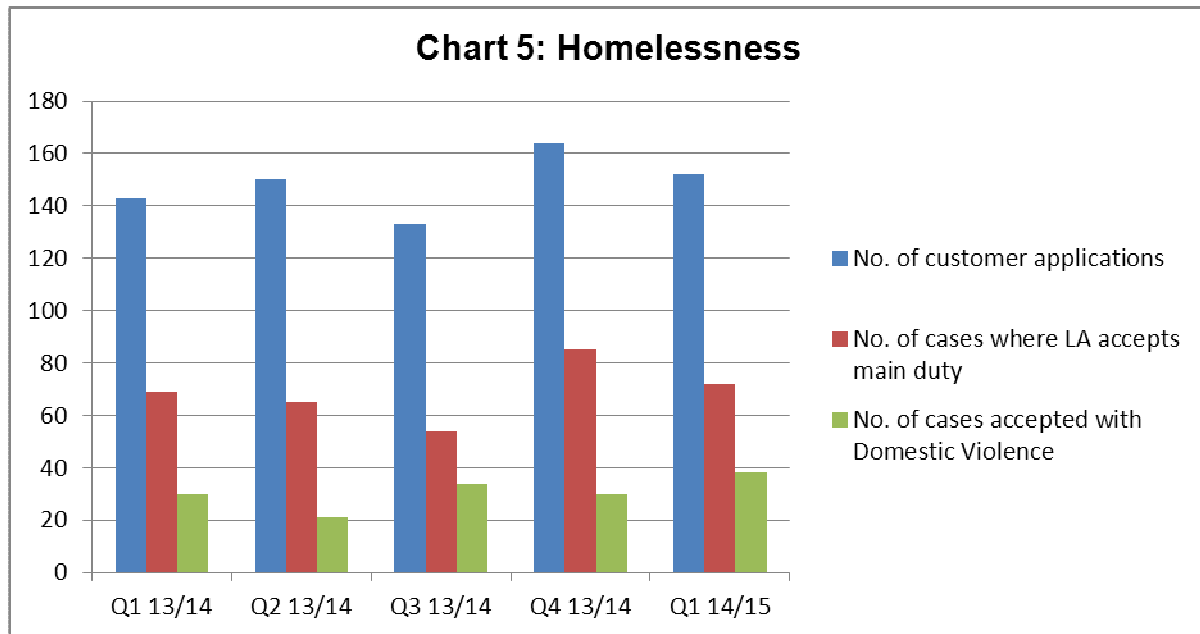
Applications received this quarter have increased significantly compared to last year. There are a number of factors which may explain this:

- A number of affordable housing new build developments have been completed this quarter - which attract a lot of interest and many would be registering in order to be able to place an expression of interest.
- The service continues to assist with ensuring that those affected by Welfare Reform are registered and able to apply for more appropriate accommodation – therefore landlords will refer customers to Homes for Bolton to re-register. This would also account for those who may be downsizing which would be referred directly by the Moving Options Officer.
- Whilst properties let have increased, there has been a slight drop in the number of applicants making an expression of interest. This may be explained by the way in which New Build properties are advertised. Many are advertised over a longer period of time of 2 - 6 weeks to allow for a cumulative list to build. As a result a customer may place just the one expression for this property over a 6 week period, leading to less bids being placed on a weekly basis.
- The Lease Management Service is a joint project with Bolton at Home and is an alternative housing option to social housing and provides much needed additional housing for vulnerable households. Quarter 1 performance has improved within the Lease Management Service, with the number of days void decreasing, and the number of sign ups and properties procured onto

the leased portfolio increasing. This is the first quarter performance has been reported on, while the service has been fully staffed and the impact on service delivery shows a marked improvement. The service has been able to improve processes and, at a total of 51 new tenancies signed up, this is the highest number of new tenancies in a quarter.

3.23 Homelessness

Chart 5 below shows the trends for the last 12 months in homeless cases.



This quarter, homelessness continues to remain high, although there has been a slight decrease in the number of applications since last quarter. Cases being dealt with are more vulnerable than previous years with many applicants having complex needs. In Quarter 1, of the 152 customer applications received, the Council accepted 72 as a main duty to rehouse. Of these, 38 (52%) were accepted due to domestic abuse. This shows an increase when compared to 35% in Quarter 4 and an average of 42% of cases that were accepted due to domestic abuse over the year 2013 / 2014. In the acceptances within Quarter 1 there has also been an increase in cases where there have been other threats of violence outside the home.

During this quarter there has been significant work undertaken with Health Services to facilitate discharge from hospital and secure suitable accommodation for those patients that are homeless or threatened with homelessness and have complex needs:

- There has been increased activity to assist mental health inpatient wards, community teams, and mental health network staff to move on those service users ready for discharge.
- There has been an increase in the number of cases referred by the Community Mental Health Team to assess service users current accommodation circumstances, assist clients to prevent their homelessness, sustain their current accommodation and move to more suitable accommodation in a planned way - which in turn prevents admissions and re-admissions to hospital; improves outcomes for service users of mental health services and in most cases prevents homelessness.
- The Homeless Hospital Discharge Protocol has been developed by Community Housing Services, Bolton Council in consultation with Royal Bolton Hospital NHS Foundation Trust, Bolton Public Health, Bolton Clinical Commissioning Group (CCG), Greater Manchester West Mental Health NHS Foundation Trust, Urban Outreach Bolton and the wider Community and Voluntary Sector. It has been widely circulated amongst staff and displayed in public areas to ensure that there is early identification and intervention to prevent homelessness as well as ensuring that homeless patients attend follow up appointments to receive health care.

- There have been a number of appropriate referrals which have been assisted with prevention of their homelessness and/or housing options, moving them on into suitable accommodation with the appropriate care package if necessary.

3.24 **Homelessness Prevention** BV13

In Quarter 1, there has been the lowest number of mortgage possession cases listed at Bolton County Court since the court duty rota for the mortgage arrears service started in September 2009. This may in part be due to a change in the type of cases heard at Bolton, which have been moved from Bury, therefore allowing less time for possession cases to be heard this quarter whilst the Court adjusts to the new arrangements. Lenders do however seem to be giving borrowers more time to work through their financial difficulties where money advisers are involved, which is reflected in the current national trends including properties taken into possession. The Mortgage Rescue Scheme ended at the end March 2014 however, there are 2 cases with solicitors awaiting completion.

Money advice services continue to experience increased demand with an increase in the number of debt referrals from Local Welfare Provision since there is greater pressure on their funds. The main reasons for debt are cited as low or reduced income. In the private rented sector targeted prevention work to improve engagement with landlords, in order to resolve issues with tenants, has resulted in 38 less Notices Seeking Possession being issued compared with Quarter 4.

In Quarter 1 the combined approach to homeless prevention has achieved 33% more in outcomes for casework when compared to the regional target (appendix 1).

3.25 **Gypsy and travellers**

A higher than normal number of unauthorised encampments has occurred during this period. However with the assistance of the Police and other council departments it was possible to move them on quickly. In relation to refurbishment works at the Caravan Site, the works are now in the latter stages of being completed on the amenity blocks which has been funded in part by the Homes and Communities Agency. The next stage of replacement, repair and additional security will commence following the completion of the initial works in July 2014.

3.26 **The Safe, Warm and Dry Initiative**

The Safe, Warm and Dry approach involves targeting properties that have been identified by BRE stock condition model as being at a 60% or higher risk of failing decency and lived in by a vulnerable person. This quarter:

- 32 homeowners have been contacted – follows-ups to previous mail-outs where no contact was made.
- 52 assessments have taken place.
- 39 properties are waiting for works to start.
- work is underway on 19 properties.
- 5 cases have been completed this quarter - an increase of 2 on last quarter.

In the next quarter, a further mail-out will be undertaken to those households identified as potentially eligible for grants during the next quarter. In addition, work continues to take place with Health and Adult Services to ensure appropriate referrals are made to assist with reducing admissions to hospital and the need for care and support services.

Work is also on track with other initiatives designed to improve the quality of the private rented market, specifically:

- Rogue landlord work in Halliwell and Crompton is continuing, with the team achieving the target for HHSRS inspections this quarter. Links have been made with key partners and local groups to gather information and jointly address issues.

- A Health and Housing Safety Rating System course has been provided to a major private landlord giving them a better understanding of hazards present in housing, with the intention that the properties they procure and maintain will be of a better standard.

3.27 **Affordable Warmth**

AGMA has procured three providers to deliver Green Deal. Keepmoat have been announced as the provider for Bolton and planning sessions have been held this quarter to develop the partnership approach in Bolton. Keepmoat are the only provider to still have access to some ECO funding and therefore all referrals for new boilers will be sent through to them. During the next quarter, planning for the delivery of the Green Deal Communities Fund will be undertaken including a targeted marketing approach in specific areas. The offer includes 75% of costs for energy efficient measures being paid for upfront by the scheme, with the owner making a 25% contribution.

3.28 **Care and Repair** BV14

Work carried out under the Care and Repair Scheme has assisted 278 customers in quarter 1 to remain in their own home. This is a slight decrease on last quarter. However, the service continues to be in high demand with 461 enquiries received this quarter from people seeking advice and information, Home Repairs Assistance, Handyperson Services and Affordable Warmth measures.

3.29 **Disabled Facilities Grant (DFG)**

- There has been a significant increase in the number of enquiries regarding DFGs this quarter (165) in comparison to the same period last year (105).
- Waiting times for priority 1 and 3 cases have increased since last quarter - however there has been a significant decrease in priority 2 waiting times.

During Quarter 1:

- 59 cases have been completed
- 174 are awaiting assessment - 5 of which are priority 1 cases.
- Just over £436k has been spent against a reduced budget of £1.4m at the end of quarter 1 and a further £570k is already committed.

A review of the DFG service is currently being undertaken to identify ways in which timescales can be reduced and flexibilities within the legislation maximised. The review will also look at how the DFG service can work better and more efficiently with the Independent Living Service and Community Equipment service.

3.30 Public Service Reform

In March this year, a refreshed **Skills Strategy 2014-15** delivery plan was agreed for delivery by the Team Bolton Partnership. 2014 delivery has been shaped to align with new and emerging local, regional and national priorities - including a clearer focus on delivering careers education information, advice and guidance (CEIAG) in schools, engagement with business sectors and implementation of Working Well in Bolton. The following progress has been made during Quarter 1:

- 150 employers have committed to offering a range of Team Bolton employment and skills opportunities. During this period, partners have been working closely with key employers at Logistics North to ensure that Bolton residents access and have the right skills to fit available jobs. In particular, the Job Centre, College and the Council have worked together to provide training and recruitment support to Aldi with the first tranche of recruitment due to start in August this year well ahead of Aldi's planned opening in 2015. Similarly, Team Bolton is working collaboratively to support MBDA on bespoke provision including CEIAG.
- While the partnership is continuing to influence and engage with occupiers at the key employment sites, the resources required for regular engagement with employers is proving challenging. During Quarter 1 there was slippage against the milestone of engaging with 50% of employers signed up to the skills pledge. The partnership is monitoring this slippage carefully to ensure that key opportunities are realised and that, via Team Bolton's sector networks, there is clarity about employers' immediate and future workforce needs. However, feedback from employers about the Team Bolton engagement model is positive, with businesses such as Room 4 Dessert returning to the partnership for further support.
- During the last year, partners via the **Apprenticeship** Working Group adopted a number of measures to drive the number, range and take up of apprenticeships. This has included a targeted marketing group to raise awareness of apprenticeships through roadshows, media campaigns etc. and engagement with schools including apprenticeship 'taster' sessions. This is starting to show results with Bolton having the third highest increase in Greater Manchester for 16-18 year old apprenticeship starts at the start of 14/15. The group's 14/15 delivery plan will look to sustain this momentum and also raise awareness and take up of traineeships to assist those young people requiring extra support to get into employment. During Quarter 1, a Traineeship sub-group has arranged information session with Connexions and the Job Centre and distributed information to schools and other partners. It is hoped that this activity will help to demystify this route to employment for young people.
- Bolton is supporting implementation at a Greater Manchester level on a **Careers Education Information Advice and Guidance (CEIAG) Strategy** and delivery plan. Partners have been collaborating on the offer to schools informed by local and regional intelligence on employer need and aspirations. In Quarter 1 the Bolton Association of Secondary Heads (BASH) were engaged in the Strategy and wider programmes and a Bolton event in Quarter 2 will enable schools to sign up to access bespoke support which will be rolled out to a number of schools in 2014/15.
- During Quarter 4, approval was given for a **University Technical College** to open in September 2015 to teach 14-16 year olds health sciences and engineering, with consultation on the building taking place during this quarter. Collaboration via partnership curriculum groups in priority areas such as health and social care and STEM has developed to include clear routes from College to University, sharing resources and promotional activities. Construction of the Bolton College Science Technology Engineering and Mathematics (STEM) Centre is nearing completion and will open this September.
- Strategic oversight and performance monitoring of the **Working Well Programme** is overseen at Greater Manchester level and by Bolton's Employment and Skills Board. Regular operational groups consisting of key local partners and Ingeus are being scheduled to complement 121 case conferencing. During this period, significant evaluation of the programme at a GM and local level has begun, work that will also inform other PSR strands. Case studies have been developed in Quarter 1 which are supporting the programme locally and at a GM level, with both individual cases and the wider partnership approach in Bolton (e.g. Work under BCH to draft housing protocols with

RSLs) being picked up as good examples and reported back to Government. Extensive communication across local partners has continued on a one to one basis and via partnership meetings to raise awareness of the Programme and the key role of partners in supporting the pilot both with the integration of services and the generation of opportunities for participants. This has included engagement on supported work and volunteering opportunities with the community, voluntary and faith sectors at the Stronger Communities Partnership meeting, with work and skills partners at the Team Bolton Partnership and with public sector leaders. At the end of June, 57 clients had been referred on to the programme. Common barriers to work presented by these clients include: mental and physical health problems (including oral health), drug and alcohol abuse, family problems, housing issues and debt. To date, Ingeus have been working with partners who have integrated services and referring residents into support including Public Health, Local Welfare Provision, Money Skills and Community Housing Services. Ingeus have co-located with the One Stop Shop in Bolton Central Library and in Halliwell UCAN, operating in-house health support and group sessions from Lever Chambers.

- 3.31 **Bolton's Troubled Families Programme** outreach work, in partnership with DWP, continues to have a significant positive impact on attitudes to work and behaviour change in families and lead professionals, boosting the number of families that can be supported alongside targeted work with young people. The latest performance data confirms Bolton has turned around 154 families through the programme and the latest claim to Government includes 28 successful workless claimants who have secured an off-benefit outcome. As well as making a significant change in the lives of the individuals and families concerned, this generates financial outcomes for the programme in Bolton and means we are well positioned for planned future phases of Troubled Families nationally.
- 3.32 Work has commenced in this quarter on ensuring that **housing considerations** are fully integrated across the Public Service Reform agenda including **Health and Social Care** in particular but also Working Well, Families First, Early Years and Transforming Justice. This includes for example, the redesign of preventative housing services to assist with independent living. Housing is already represented and proactively working on Transforming Justice, Families First and Working Well. From Quarter 1, Officers representing housing are sitting on the 'Care Act' implementation workstreams, the 'Integration Board' and the 'Staying Well and Complex Lifestyles' workstreams. This is resulting in greater awareness of how housing services and partners can contribute to PSR. Additionally, in Quarter 1 service reviews on DFG's and Care and Repair have commenced which will see these services redesigned to align with the Integration agenda.
- 3.33 **Bolton Community Leisure Trust** and its managing agent, Serco Leisure Operating Limited, are responsible for the day to day operation of seven leisure centres in the Borough. Further investment has been made at Sharples and Westhoughton, as part of the on-going improvement programme. As reported in Quarter 4, 2013/14, the Trust has faced some significant challenges over the last few years, not least a reduction of nearly £1 million (some 40%) in the grant it receives from the Council. The Trust's proactive approach to respond to this challenge has seen an increase in patronage of 19.5% when compared with 2012. For further details on patronage, please see Table 1 in the appendix.
- 3.34 **Low Carbon and Reduction of Environmental Impacts**

Further to work at a GM level to support the development of the **GM Heat Network Project** pipeline, including a bid this quarter for Town Centre/Raikes Lane Heat Network Feasibility Study (with Greater Manchester Combined Authority and Greater Manchester Waste Disposal Authority), work has commenced on priority low carbon energy projects and the establishment of governance arrangements to enable the Core Investment Team and AGMA to work together to develop and deliver their respective projects. In Quarter 2 a new GM Energy Networks Delivery Group will bring together partners as required (including the Department of Energy and Climate Change), to move the current pipeline of projects from concept and feasibility through to delivery and Bolton – where there is a potential for a heat network to supply buildings in Bolton town centre from heat generated by the Raikes Lane energy from waste facility - will continue to play a key role represented by the Economic Strategy Service.

- 3.35 Events took place 14 to 22 June in Bolton to support **Bike Week** – a national initiative aimed at promoting cycling to all – with the following highlights:
- An evening ride – Victoria Square to Bolton Arena - on Wednesday 18 June attracted 40 riders.
 - Saturday 21 June saw an event in Victoria Square featuring a 'Forest Trail' – re-creating features found if cycling through woodland - 120-150 riders participated - and 'Wheels for All' – adapted cycles - 50+ participants.
 - Additionally, a representative from Triple Tread Trike - a fledgling company supported by the Business Growth Hub - displayed a prototype tricycle designed for people with Multiple Sclerosis.
 - A boxing ring was set up alongside the Forest Trail; British Cycling, TfGM and Bolton Clarion Cycling Club provided representatives to staff stalls in a marquee and Bolton FM, celebrating its 5th birthday, added support and atmosphere to the occasion.

4.0 Delivery of Operational Priorities

4.1 Service Investment Update and Divisional Savings and Efficiency Targets

The Development and Regeneration Department have achieved its savings and efficiency target of £1,368k for the financial year 2014/15. Table 1 shows the split of the savings for each division:

Table 1		
Division	Description of Option	£'000
Economic Strategy	LAMP contract ending	170
Economic Strategy	Full Year Effect of 13/14 Review	130
Strategic Development	Full Year Effect of 13/14 Review	210
Development Management	Full Year Effect of 13/14 Review	110
Cross Departmental	Management of Cash Limited Budgets	54
Leisure	Leisure Schemes	500
Housing Services	Full Service Review	173
Housing Services	Management of Cash Limited Budgets	21
Total Strategic Options		1,368

The Quarter 1 projected final outturn position for Development and Regeneration shows an underspend of £104k after reserve movements. This is broken down to £93k underspend for Development and Regeneration and £11k for Housing. There were no major variances from budget during Quarter 1. The Development and Regeneration Department has achieved its savings and efficiency target of £1,368k for 2014-15.

The Development & Regeneration capital programme at Quarter 1 has an available budget of £10.033m. This comprises of £9.082m approved in the Capital Programme report to Cabinet on 17th February 2014, together with £0.949m brought forward from the residual 2013/14 programme. Spend in Quarter 1 totals £0.344m.

The Housing capital programme at Quarter 1 has an available budget of £3.259m. This comprises of £3.645m approved in the Capital Programme report to Cabinet on 17th February 2014, £0.313k brought forward from the residual 2013/14 programme and £0.251m additional investment at Hall Lane. £0.950m of the private sector approval has been re-profiled to be spent in a subsequent financial year. Spend in Quarter 1 totals £0.728m.

4.2 Risk Register

The services' Risk Registers were reviewed in February 2014. The registers outline review dates for each identified risk. Relevant changes or potential impacts can be reported in each quarterly performance report. Twenty risks have been identified in total – some of which apply across the services. All the risks were categorised as 'green', meaning that they are being managed sufficiently in accordance with the outlined processes.

Capacity is clearly an issue due to impact of savings and efficiencies' reviews and the requirement to prioritise town centre activity. For these reasons capacity risks have been outlined in the Risk Registers and will continue to be managed in accordance with the outlined processes.

4.3 Service Infrastructure

Internal communications, external communications, shared systems, website, the delivery of the new Agilisys contract and accommodation changes are supported on an on-going basis. In Quarter 1, corporate accommodation proposals Information and Governance Champions were identified and ICT and storage requirements have been assessed with the Departmental Information Officer.

4.4 Managing Sickness

Overall cumulative sickness absence levels for the Department have improved slightly compared with the same period last year, and the majority of absence was due to Musculoskeletal/Neck or Back problems and Operations/Hospital Treatments, much which has been analysed as being non work related.

Key messages are:

- Housing Services has been the main area of concern largely due to long term sickness, however the employees affected have been pro-actively managed throughout their absence
- Absence levels in Economic Strategy and Strategic Development have considerably improved compared to the same period last year
- There have been no absences due to Stress/Depression during Quarter 1 – this is a significant improvement compared to the same period last year
- There has been an increase in mitigating actions, particularly informal sickness counselling interviews and formal warnings, compared to the same period last year

Table 2 sets out the divisional outcomes, Quarter 1:

Table 2	
Division	Average Days Sickness Per FTE
	Quarter 1
Directorate, Leisure Trust & Support Services	0.0
Economic Strategy	0.5
Planning & Building Control	2.0
Strategic Development	1.8
Housing Services	4.0
2014/15 Total	2.8

Table 3 sets out cumulative divisional outcomes between years:

Table 3		
Division	Cumulative Average Days Sickness Per FTE	
	Apr – Jun 13	Apr – Jun 14
Directorate, Leisure Trust & Support Services	5.6	0.0
Economic Strategy	6.4	0.5
Planning & Building Control	2.9	2.0
Strategic Development	5.5	1.8
Housing Services	1.1	4.0
Overall	3.1	2.8

Table 4 sets out the main cumulative reasons for absence across the department:

Table 4		
Reason	FTE Working Days Lost	
	Apr – Jun 13	Apr – Jun 14
Musculoskeletal/Neck or Back	173.7	139.2
Operation, Post-Op, Hospital Treatment	0.0	126.0

Table 5 sets out the mitigating actions:

Table 5		
Management Action Taken	Number of employees Apr – Jun 13	Number of employees Apr – Jun 14
Informal Counselling	3	5
Referral to Occupational Health	3	5
1 st warning and Attendance Improvement Plan	0	1
Final warning and Attendance Improvement Plan	0	1
Dismissed - medical incapacity	0	0
Ill Health Retirement	0	0

4.5 Managing Customer Care - Complaints

The number of complaints received by the services are monitored and detailed in Table 6, which includes data for 2013/14 for comparison purposes.

Table 6							
Service Area	2013-14					2014-15	
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total	Quarter 1	Total
Crosscutting	2	1	3*	0	6	0	0
Community Housing	5	3	4	9	21	7	7
Development Management	6	13	13	5	37	4	4
Strategic Development	0	1	0	0	1	1	1
Serco	1	0	0	2	3	0	0
Bolton One	1	2	0	0	3	0	0

Grand Total	15	20	20	16	71	12	12
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Quarter 1, 2014/15

- Complaints received were a fifth less, when comparing Quarter 1, 2013-14 with Quarter 1, 2014-15.
- In this quarter, the largest percentage of complaints was received by Community Housing (58.3%).

Further analysis of the 12 complaints received in Quarter 1 has been undertaken:

- 2 of the complaints were upheld and 1 partially upheld (i.e. the Department found in the customer's favour) and 9 were not upheld.
- The main reason that the complainant identified for making his or her complaint was 'customer unhappy with outcome/decision', of which there were 3.
- 6 (50%) of the complaints led to learning or action taken and 6 (50%) didn't lead to further learning or action within the Department.

4.6 Managing Information - Freedom of Information and Environmental Information Regulation Requests

The number of requests answered under the Freedom of Information Act (FOIA) 2000 and the Environmental Information Regulations (EIR) 2004 are monitored - the Council is required to respond to requests within 20 working days.

- 50 FOIA requests were received relating to the Department – 36 of these were singularly Departmental and 14 were cross-cutting across the council.
- 96% were answered on time.
- 4% (2 requests) were not answered within 20 working days due to complexity and cross departmental nature of the requests.

5.0 Conclusions

The Development and Regeneration largely remains on track to deliver its strategic and operational priorities for the Council. Highlights of the report include:

- Work is ongoing to create a stronger town centre office market.
- Construction of the new cinema at the Market Place.
- Public realm improvement works are ongoing in the town centre.
- Work is ongoing to secure a number of housing developments in the town centre.
- A number of high profile, well attended events continue to be successfully delivered.
- Interest in the Destination Bolton business support grant scheme remains high.
- Work is ongoing to deliver key employment sites.
- Work is underway to support the delivery of more new homes.
- Bolton at Home has seen the number of Right to Buy sales increase.
- Delivering well against nationally-determined Planning standards.
- Secured £476m funding to create more jobs across the borough.
- People in work across Bolton continues to increase.
- The Work Programme contracts have generally improved against performance.
- The Council's Skills Funding Agency contract for Community Learning and Adult Skills delivered by Bolton College.
- Homelessness remains a strategic objective which is being well managed and contained.
- The high profile Working Well programme is on track.
- Bolton Community Leisure Trust has seen an increase in patronage of 19.5% in the use of leisure facilities across the borough.






6.0 Recommendation


- 6.1 The Corporate and External Issues Scrutiny Committee is asked to note the information contained within this report.

Appendix

Key Performance Indicators

Foot Note	Performance Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Current RAG	Direction of Travel	Comments	Report Section
BV1	Develop key employment sites	See narrative in report for updates.				Green	↔	On track to deliver against priorities.	3.2; 3.4 & 3.6
BV2	Key developments on additional employment sites. Private sector led which will be a critical influencing factor on the rate of progress.	See narrative in reports for updates.				Green	↔	On track to deliver against priorities.	3.7 & 3.8
BV3.1	Increase the number of group visits to Bolton.	Annual Count (January 2014 – December 2014): report at Quarter 4.							
BV3.2	Increase footfall at the annual Bolton Food and Drink Festival.	22-25 August 2014: report at Quarter 3.							
BV3.3	Generate at least 2,000 additional bed-nights annually at Bolton accommodation businesses.	Annual Count: report at Quarter 4.							
BV3.4	Hold at least five nationally recognised events in Bolton during the life of the strategy (to 2015)	1				Green	↑	Target achieved: • 4 events, 2013-14. • Skyride, 8 June 2014.	3.25
BV4	Sustain levels of active VAT/PAYE registered businesses within Bolton at an average of 8,500.	The number of VAT/PAYE registered businesses is no longer collected. However NOMIS records UK business counts: Annual Count (January 2014 – December 2014): report at Quarter 4.							
BV5	Maintain business birth rates above 1,000	Annual Count (January 2014 – December 2014): report at Quarter 4.							
BV6	Working age qualified to at least NVQ Level 2 or higher.	67.6%				Green	↔	The figures have not changed since Q4 14/15	3.19
BV7	Working age qualified to at least NVQ Level 4 or higher.	25.2 %				Amber	↔	The figures have not changed since Q4 14/15	3.19

BV8	Maintain working age employment rate at 65%.	66.7%				Green		The proportion of people aged from 16 to 64 in work (the employment rate), was 66.7%. This was higher than for January to December 2013 (+0.5%) and for a year earlier (+0.8%).	3.19
BV9	Keep levels of worklessness below 17%.	14.2%				Amber		The figures have not changed since Q4 14/15. There were 24,990 (14.2%) workless people (claiming the key out of work benefits) in February 2014. This was 30 less than November 2013 and 1,780 (-1.0%) less than a year earlier.	3.19
BV10	Number of new homes completed.	Annual Count – report at Quarter 4							
BV11	Increase the number of empty properties brought back into use to between 60 –100 per annum.	24				Green		Resources have increased and a proactive approach has been introduced.	3.14
BV12	Delivery of new affordable housing units 240 over three years.	53				Green		Reduction on last quarter but completions tend to happen towards the end of the year due to funding arrangements.	3.13 & 3.22
BV13	Maintain above the regional average the number of households who are able to secure the prevention and relief from homelessness or threat of homelessness.	13.18				Green		Achieving 33% above regional comparator target	3.24

BV14	Increase the number of service users who have been able to remain in their own home as a result of an intervention by the Bolton care and repair initiative to 3000 over 3 years (average 1000 per year).	278				Green		Slight decrease but still on track to meet overall target.	3.28
BV15	Reduce the overall CO ₂ emissions across Council operations by 1,700 tonnes by 2015	Annual count in July: report at Quarter 2.							
BV16	Increase the number of Green Liaison Officers (GLOs) to 100 members of staff across the Council and its Partners by 2015.	Annual count at end of March: report at Quarter 4.							

Patronage figures across Bolton Community Leisure Trust month on month for 2012 to May 2014.

Months	2012	2013	2014	2012-2013	2013-2014
	Actual Patronage	Actual Patronage	Actual Patronage	Variance	Variance
January - December	1,027,819	1,073,292	-	45,473	-
January - November	970,587	1,012,421	-	41,834	-
January - October	886,006	929,686	-	43,680	-
January - September	795,314	845,438	-	50,124	-
January - August	708,199	767,688	-	59,489	-
January - July	609,078	680,180	-	71,102	-
January - June	514,214	585,446	614,265	71,232	28,819
January - May	430,347	480,669	509,459	50,322	28,790
January - April	338,955	383,945	404,452	44,990	20,507
January - March	251,098	285,970	303,125	34,872	17,155
January - February	158,966	189,521	197,436	30,555	7,915
January	76,813	92,392	100,414	15,579	8,022