

Report of:	Head of Governance and Corporate Services
Contact Officer:	A. Marklew
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Portfolio Leader	Leader of the Council
Key Decision:	No
Report Track:	Cabinet: 23/08/18

**CABINET
23 AUGUST 2018
ANNUAL REPORT 2017/18**

1 Purpose of Report

- 1.1 To provide Members with the Annual Report for 2017/18, reflecting the annual achievements, investment and financial information for the District during the financial year.

2 Recommendations

- 2.1 To note the information and achievements as detailed in the Annual Report.
- 2.2 To approve the Annual Report 2017/18 for publication on the Council's website.

3 Key Issues and Reasons for Recommendation

- 3.1 The Annual Report 2017/18 presents a summary of the major events and developments in Cannock Chase during the year. As such it provides a user friendly digest of key information to be presented to the Council's residents, partners and communities.

4 Relationship to Corporate Priorities

- 4.1 The report sets out delivery against priorities from the 2015-18 Corporate Plan.

5 Report Detail

- 5.1 Performance against the Council's Corporate Plan 2015-18 and supporting Priority Delivery Plans has been reported quarterly over the last three years.
- 5.2 The Annual Report 2017/18 (Appendix 1 to this report) provides a summary of the Council's performance in the last year of the Corporate Plan 2015-18 and illustrates the major events, service delivery and financial information. Key information regarding major projects and service demand is presented under sections for each of the Council's priorities, namely:
- Customers
 - Better jobs and skills
 - Better health outcomes
 - Cleaner and safer environments
 - More and better housing
- 5.3 A summary of financial information regarding the Council's General Fund and the Housing Revenue Account is provided, including a summary of the major areas of capital expenditure for the year.

6 Implications**6.1 Financial**

There are no direct financial implications arising from the report.

6.2 Legal

None.

6.3 Human Resources

None.

6.4 Section 17 (Crime Prevention)

None

6.5 Human Rights Act

None.

6.6 Data Protection

None.

6.7 Risk Management

None

6.8 Equality & Diversity

None

6.9 Best Value

None.

7 Appendices to the Report

Appendix 1: Annual Report 2017/18

Previous Consideration

None

Background Papers

None

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Annual Report 2017/18

Contents

- 3 Foreword
- 4 The District by numbers
- 5-7 About Cannock Chase District
- 8-12 What we've achieved
- 13-14 Financial Summary
- 15 Annual Summary of complaints to the Local Government and Social Care Ombudsman
- 16 Contact us

Foreword by the Managing Director and the Leader

Welcome to Cannock Chase District Council's Annual Report for 2017/18. This report combines achievements, challenges and financial information to provide a clear picture of how we are performing.

Once again this past year has seen significant change in the District, with substantial progress made in the services we provide alongside addressing major challenges. Improved facilities, support for businesses and enterprise, new housing and beautiful parks are just some of things we are proud to continue to deliver despite the difficult financial circumstances for local government and the wider public sector.

Specifically the Council has worked with private and public sector partners to progress McArthurGlen Cannock. The retail outlet is on schedule to open in 2020. It will be the biggest investment in the District ever at £160m and has the potential to transform tourism, business and employment prospects in the District. The Council has worked with Lichfield District Council to set out and agree the planning policy framework for the future of the Rugeley Power Station site. The Council has approved the establishment of a Housing Investment Fund (£12m over five years) to build new social housing, and a District Investment Fund (£6m) to invest in new jobs, skills and infrastructure. The Council is planning for the medium and long term prosperity of the District through these decisions.

A major improvement scheme for the Stadium site on the Pye Green Road to include a BMX track, adventure play area, footpaths, lighting, CCTV, community allotments and 'green gym' equipment has been delivered to promote physical activity. An active volunteer programme and events take place at Hednesford Park. The Council completed the redevelopment at Moss Road estate with its partner Keepmoat and this has delivered 141 new homes, of which 65 are for rent.

With increased funding from Government via the Disabled Facilities Grant, the Council has been able to significantly reduce the wait times for adaptations such as level access showers and stair lifts. This has allowed individuals, with support needs, to stay in their own home.

Finally, investing in skills and employment support is a new area of focus for the Council. West Midlands Combined Authority (WMCA) has awarded £211,000 over three years to provide employment support to the long term unemployed to facilitate them into employment while the Council is working closely with South Staffordshire College and Walsall College to ensure there are new further education and skills opportunities delivered locally in the District.

In summary, 2017/18 has been about improving the services and environment in the District as well as laying the foundations for new housing, jobs and skills opportunities in the District

T McGovern

Cllr G Adamson

The District by numbers



99,126 residents



Mid-2017 estimates

50,070 females

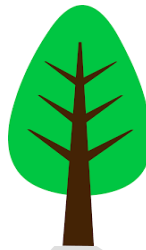
49,056 males



Over **44,000** households



3 town centres



Over **1,000** hectares of parks, open spaces, sports, conservation and play areas



An Area of Outstanding Natural Beauty and **2** Special Areas of Conservation



Over **5,000** council homes



625 new homes built in 2017/18



Over **18,000** tonnes of waste collected



Unemployment rate of just over **1%**



3,327 businesses registered



Over **500** planning applications in one year (2017/18)



91 CCTV cameras monitored



99% of food premises rated 3 stars or better



18 council car parks across 3 towns

About Cannock Chase District

Cannock Chase District covers over 7,000 hectares on the northern border of the West Midlands conurbation and forms one of the eight Districts of the County of Staffordshire.

The District incorporates the towns of Cannock, Rugeley and Hednesford and has strong transport infrastructures including the M6, M6 Toll and A5 trunk road.

Cannock Chase, the historic former royal forest that gives the District its name, is a designated Area of Outstanding Natural Beauty.

A total of 60% of the District is defined as Green Belt.



Cannock Chase Council:

Role of the organisation:

- Housing Authority and main provider of social housing in the District
- Planning Authority responsible for planning policy and planning applications
- Waste Collection Authority and main recycler of household waste
- Billing Authority for Council Tax and Business Rates
- Processes Housing Benefit applications
- Supporting business and job growth
- Working with others to support and protect vulnerable people
- Maintaining public environment
- Funding leisure and culture services

Councillors

There are 41 Councillors representing 15 wards, who are all democratically elected representatives responsible for setting the policy direction and budgets of the Council. The political composition of seats as of 3 May 2018 is as follows:

Party Name	Seats
Labour	21
Conservatives	15
Green Party	3
Liberal Democrats	1
Independent	1

Our mission and priorities from 2015 - 2018

“Leading our community to deliver better jobs and skills, more and better housing, cleaner and safer environments and better health outcomes”

Strategic objectives covering 2015 - 2018

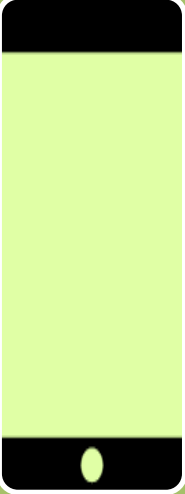
“In order to translate the Council’s mission into everyday actions, the mission is broken down into key priority areas which are the Council’s strategic objectives set out below. These strategic objectives form the basis for detailed actions and projects to be planned and delivered via annual Priority Delivery Plans.”



DRAFT

Customers

What we've achieved:



Online payments

In the last year we've been working to make it easier to pay your bills. We processed nearly £5million via our website and phone payment systems

In numbers

- Total electorate of 74,540
- Provide services to over 44,000 households
- Nearly 14,000 invoices processed
- More than 3,000 new housing claims assessed, and over 27,000 changes to circumstances
- 47,950 votes cast and counted in the General Election 2017
- Over 90,000 phone calls answered by our Customer Services team

Better jobs and skills

What we've achieved:

Kingswood Lakeside



Investment confidence in the District is booming following another development gaining planning approval. Kingswood Lakeside is already home to leading national businesses including Veolia, APC Overnight, HellermannTyton, DHL, Bidvest and First Choice. The site will soon be fully occupied providing more jobs.

Support to get back into work



Over £200,000 has been secured over the next three years for organisations in Cannock North to give people job advice and support in the heart of their own communities. The scheme helps low paid workers get the skills needed to find better jobs.

Support for small businesses



The number of small businesses in the District increased during 2017/18. The Council supports small businesses through events such as Enterprise for success, business development grants, Small Business Saturday, free Business Start Up Courses and a free exporting event which were delivered with our partners Birmingham City Council, the Greater Birmingham and Solihull LEP, Chase Chamber of Commerce and Cannock Chase Traders Association

In numbers

- Over 500 planning applications received and processed
- Nearly 3000 building control inspections
- 260 Taxis Licensed
- 3,400 businesses registered
- Vacant town centre shops below the national average
- Our food safety team have been ranked in the top 10% of Districts in the country, in recognition of the support and advice provided to our local food outlets

Better health outcomes

What we've achieved:

The Stadium



Phase one of the £1.3 million development on the Stadium site in Pye Green is nearing completion. This exciting new development, when completed, will include a new adventure play area, car park, footpaths, cycleways, lighting, landscaping, BMX pump track, community allotments and allotment building, green gym equipment, new entrance gates, fencing and CCTV.

Over £500k investment into Chase Leisure Centre agreed



In 2017/18 The Council's leisure partner, Inspiring Healthy Lifestyles, committed to investing in the region of £522,000 over the next few years. The improvements will create a unique fitness experience for residents of Cannock Chase to enjoy.

Health for heroes



Fitness experts at Rugeley Leisure Centre are pioneering a new healthy lifestyle programme to help ex-soldiers combat the debilitating effects of Post Traumatic Stress Disorder (PTSD). Inspiring Healthy Lifestyles has funded the pilot project, which ran for 12 weeks during which time the veterans were assessed and a bespoke package of activity and exercise was developed to suit their needs.

In numbers

- Over 450 referrals to the Active Living Scheme
- 2086 attended free tennis sessions at Hednesford park
- More than 40,000 visitors at the Museum of Cannock Chase
- Nearly 800,000 visits to our leisure centres

Cleaner and safer environments

What we've achieved:

Hednesford Park



Hednesford Park has been awarded gold in the Royal Horticultural Society (RHS) Britain in Bloom awards. The park has been transformed over the last few years thanks to funding from the Heritage Lottery Fund; and is a beautiful space for residents and visitors to enjoy, and a hub for the community.

Rugeley flood scheme wins sustainability award



Rugeley flood scheme, which protects more than 270 homes and businesses has won the Institution of Civil Engineers West Midlands sustainability award. Before the £5.2million scheme was completed, the risk of flooding to the town hampered further development and regeneration. Now, development can go ahead, and planning applications which will see new jobs created have already been approved.

Community Safety



Thanks to our continuing work with partners, recorded levels of Anti-Social Behaviour (ASB) have fallen by 12% (324 incidents) in the last 12 months. The Council funded an ASB Victims' Champion, an Alcohol and Substance Misuse Worker, a Hate Crime Officer as well as managing the Community Safety Hub.

In numbers

- Over 1,000 hectares of parks, open spaces, sports grounds, conservation areas and play areas
- We clean 350km of streets - picking up 2,050 tonnes of litter, and emptying 360 litter bins every week
- We collected over 18,000 tonnes of waste last year, providing a service to every household in the District

More and better housing

What we've achieved:



Affordable homes

In the last year, 190 new affordable homes have been completed in Cannock Chase, part of our longstanding commitment to supporting local people find the homes they need



New developments

We celebrated the completion of the £5.6 million Moss Road Redevelopment Scheme which included the demolition of 170 Reema flat properties, that have been replaced by 141 new homes - 65 houses were built for the Council to let for affordable homes and 76 properties were sold on the open market.



Disabled Facilities Grants

During 2017/18 we completed 93 adaptations to homes through the Disabled Facilities Grant Programme enabling residents to retain independence and continue to live in their own homes. An additional investment of £79,667, bringing the total available to £980,910, has meant a larger number of properties have been adapted than in previous years and the speed of delivery has improved

In numbers

- Over 5,000 Council owned properties
- In 2017/18 our improvements programme delivered:
 - Over 516 double glazing replacements
 - 241 upgraded bathrooms
 - 308 heating replacements
 - Over 636 electrical upgrades
- We've also prevented 958 households becoming homeless

Financial summary

Income

- £19.8m Housing rents
- £5.7m Council Tax income
- £3.6m Business Rates income including growth
- £4.8m non Housing Council services e.g waste, parking and planning
- £776k Revenue Support Grant from Government
- £107k Right to Buy sales

Expenditure

- £20m Housing services (5,500 properties)
- Net expenditure on non-Housing functions after income was £10.8m and was £134,000 under budget for the year.
- £2.9m expenditure on Culture and Sport Services
- £2.3m expenditure on Environment related services
- £1.1m expenditure on Economic Development

External Funding

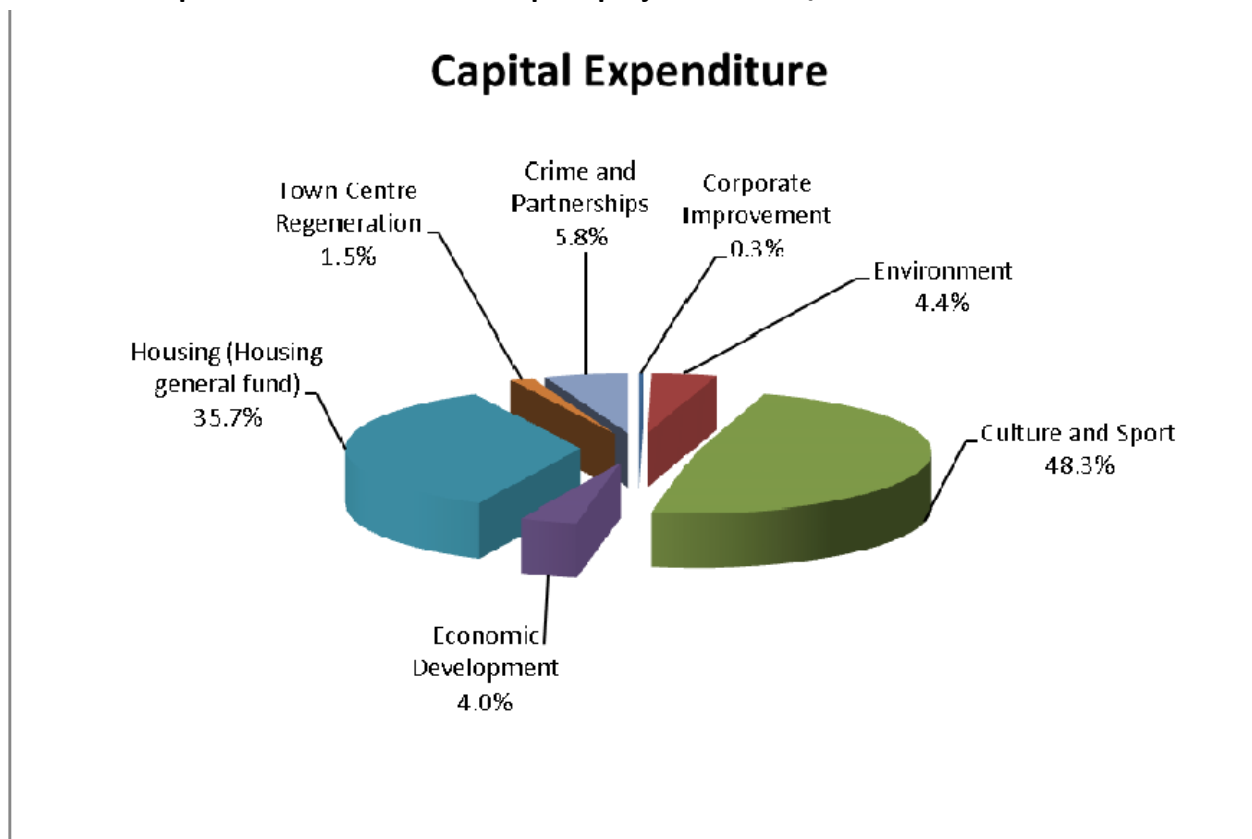
External Body	Amount
Greater Birmingham and Solihull Local Enterprise Partnership	£993k
Staffordshire and Stoke Local Enterprise Partnership	£168k



All investment secured by Cannock Chase businesses as grants or loans aimed at business growth support and delivered via programmes operated by Local Enterprise Partnerships and / or their partners, where the Council has been either been directly or indirectly involved in securing.

Capital Expenditure

The Council spent £12.206 million on capital projects in 2017/18.



Major items of capital expenditure

The major items of capital expenditure in 2017/18 were:

- **£1.207 million** on Stadium development;
- **£0.905 million** on Disabled Facilities Grants;
- **£2.811 million** on Former garage sites development
- **£1.475 million** on Moss Road Reema Flats Development;
- **£1.008 million** on central heating upgrades;
- **£0.974 million** on external and environmental works;
- **£0.903 million** on bathroom replacements;
- **£0.699 million** on provision of double glazing;
- **£0.566 million** on council disabled facilities grants;
- **£0.551 million** on upgrading electrical systems;
- **£0.486 million** on bringing void properties back into use;
- **£0.350 million** on replacing kitchens in council homes;

Complaints

We set ourselves the highest standards in delivering services to residents and business. How we handle complaints is an important part of our commitment to working in a fair and consistent manner. The majority of complaints are resolved by our internal complaints process, however, where this is not possible the Local Government and Social Care Ombudsman (LGO) provides independent resolution. The tables below illustrate those cases and their outcomes.

Annual summary of statistics on the complaints made to the LGO regarding Cannock Chase District Council 2017-18

Statistics provided by the LGO

Complaints and enquiries received

Benefits & Tax	Corporate & Other Services	Environment Services	Highways and Transport	Housing	Planning & Development	Total
4	1	1	0	3	2	11

Decisions made by LGO

Incompl-ete or invalid	Advice Given	Referred back for local resolution	Closed after initial enquiries	Detailed investigations			Total
				Not upheld	Upheld	Upheld rate	
0	1	7	2	3	2	40%	15

Thank you for reading this annual report. For further information on the Council's Corporate Plan and services please get in touch using the contact information below.




Cannock Chase Council


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