PRESENT

MEMBERS

Councillor Bea Foster – in the Chair.

Councillors Margaret Brindle, Paul Campbell, Roger Frost, Anne Kelly, Andrew Newhouse, Paul Reynolds and Betsy Stringer.

ALSO IN ATTENDANCE

Councillor John Harbour  -  Executive Member for Leisure and Culture
Mick Cartledge  -  Director of Community Services
Joanne Swift  -  Head of Streetscene
Sharon Hargraves  -  Head of Customer Services
Sam McConnell  -  Community Safety Manager
Saima Afzaal  -  Assistant Democracy Officer

21.  Apologies

Apologies for absence were received from Councillors Jonathan Barker, Julie Cooper, Shah Hussain and from Steve Rumbelow, Tom Forshaw and Rob Dobson.

22.  Minutes

The Minutes of the last meeting held on 2\textsuperscript{nd} October 2012 were approved as a correct record and signed by the Chair.

23.  Executive Notice of Key Decisions and Private Meetings

The Executive Notice of Key Decisions published on 9\textsuperscript{th} November 2012 was received for comments relating to the remit of this Committee. There were no issues arising.
24. **Update on Community Safety Partnership**

Sam McConnell updated Members on the crime figures for Burnley during the first half of the year 2012/13. He reported more notable success during the period was on overall reduction in all Violent Crime and a continued reduction in Criminal Damage including Arson.

He explained that a continued and significant reduction in Anti-Social Behaviour (ASB) was being recorded across the district.

He further outlined the strategic Priorities identified for 2012/13 and highlighted that the proposal for amalgamating future meetings with Rossendale would ensure a more joint up approach, and allow best use of resources through delivery of the partnership work. He confirmed that the change would have no impact on local delivery. He stressed that the strategic priorities identified were the top emerging community safety issues influenced by the local residents groups in their areas.

The following comments were received:

- Would the priorities identified for Burnley be also considered by Rossendale.

Sam McConnell advised that there would be an opportunity for joint working through the strategic process, the priorities were similar and remained at a local level.

- Child Sexual Exploitation - What steps were being taken to prevent future concerns.

Sam McConnell confirmed that “Operation Freedom” was set by the Police specialist team who were working on a range of approaches.

It was highlighted that a report on Child Sexual Exploitation was recently published from the Children’s Commission which would be sent to Members of this Committee.

- What type of work was involved in respect to “combination of partnership activity and communication work”.

Sam McConnell advised that a number of initiatives were planned to reduce crime which included a combination of approaches through voluntary work by deploying people from Fire Service, Council and other partner agencies to enable distribution of leaflets, press releases, and radio work. Other activities included targeting known offenders and delivering key messages in the run up to Christmas. He stressed that informing the community of our actions and their responsibilities was a key element in reducing the
opportunities presented to those individuals who perpetrated criminal activities.

- A Member asked if it was possible to request for specific ward details for Rosehill with Burney Wood to compare the trend in crime figures with the ASB report.

Sam McConnell indicated that this information would be provided to Councillor Paul Campbell.

**IT WAS AGREED**

(1) That the update and the comments be noted; and

(2) That Community Services Scrutiny Committee support the Strategic Priorities identified for 2013/14.

### 25. Mid – year performance report 2012/13

Members received a report on the performance results at midyear for those services within the remit of this Committee.

The report focussed on performance information ‘by exception’ by showing green flags where performance had been strong and red flags where targets had not been met.

Members made the following points:-

- Citizens’ Panel – A more notable success to see that 51% of people were satisfied with the Council overall compared with 36% in 2010.

- Streetscene: street cleanliness customer satisfaction was up from 49% to 55% however, Members commented that the public should be responsible for picking up litter too.

Joanne Swift highlighted a number of key initiatives planned to improve street cleanliness. She indicated that the Council had recently appointed an enforcement officer to enable enforcement action targeted in specific areas. She emphasised that the Council was taking a zero tolerance approach and alternative options were being considered to assist in key hot spot areas.

- Members complimented Streetscene staff for their hard work and efforts in maintaining rising customer satisfaction with street cleanliness.

**IT WAS AGREED** That the report and comments be noted.
Sharon Hargraves gave a presentation on performance for calls received and handled at Contact Burnley. She advised that 68% of telephone calls were answered within the target time against a target of 80%. She provided detailed analysis showing a correlation between the numbers of calls received and response times.

She added that the increase in call volumes continued to be a challenge, affecting the percentage of calls that were answered within 20 seconds.

She reported on some of the key challenges ahead and engaged in a detailed discussion on future initiatives and potential solutions.

She further set out the Customer Access & Service Strategy and gave an update on performance to date and an overview on the delivery of services provided. She briefed Members on future key priority areas identified to ensure that delivery of exceptional services continued.

The following comments were received:

- What future plans were in place to respond to an anticipated spike in customer contacts in April 2013 when changes to the benefits system begin?

- To consider future options for payment of Council Tax through mobile phones.

- Understanding the impact on elderly who were not IT literate and had no access to online services.

Sharon Hargraves explained that further work was in progress to improve digital/on-line demand for services to reduce volumes in calls. She also confirmed that additional staff resources would be put in place for February – May 2013 to deal with the additional calls caused by the Council Tax benefit changes.

- Why were leisure calls diverting to Contact Centre?

Sharon Hargraves advised that alternative options were being considered for more customer self-service through on-line booking system early in the New Year.

- Members engaged in a further discussion in respect to how calls were handled and received at Contact Centre.

Sharon Hargraves offered Members an opportunity to participate in understanding more about the practical operation of the service by shadowing a Member of staff at the Contact Centre.
(1) That Sharon Hargraves would arrange for suitable dates and times for Members of this Committee to shadow a Member of staff at the Contact Centre.

(2) That the presentation and comments be noted.

27. Work Programme

Playing fields - Working Group

The Chair updated Members on the work of the playing fields review. She reported on how information requested by Members had been compiled for the 1st meeting. She indicated that a questionnaire was currently being developed to show the number of people making use of current sporting facilities. Further information was being produced to identify areas where there was no provision or demand to be available for the next meeting in January 2013.

IT WAS AGREED

That the verbal update be noted.

IT WAS AGREED

That the Work Programme for the next meeting be agreed as follows:-

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<thead>
<tr>
<th>DATE OF MEETING</th>
<th>AREAS TO BE CONSIDERED</th>
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<tbody>
<tr>
<td>22/01/2013</td>
<td>• Draft strategic plan 2013/14</td>
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<td></td>
<td>• Update on playing fields</td>
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