



BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

PORTFOLIO: **CUSTOMER ACCESS & COMMUNITY
ENGAGEMENT**

EXECUTIVE MEMBER: **COUNCILLOR JEFF SUMNER**

DATE OF REPORT: **3RD SEPTEMBER 2008**

1. Progress on Strategic Objectives

B3: Improved Services	
Action	Progress
B3a: Continue to develop Contact Burnley & implement alternative methods of service delivery using CB	Better Services Scrutiny Committee will be reviewing Contact Burnley and its plans for the future as part of their work programme. This will help the development of the Council's new Customer Service Strategy. Customer requests regarding Greenspaces playground service has now gone live in Front Office our CRM (Customer Relationship Management System). Other services for greenspaces are currently being developed such as trees and parks, and these will be going live in the autumn. Warm front grants and Fire risk referrals have also been developed in Front office and customers who contact the council with a general enquiry are being targeted and offered these services.
B3c: Use the Engagement Strategy to gather & use customer intelligence to change & improve services	A Citizens' Panel survey is currently underway. The topics covered include issues around the Town Centre and parking, customer services, and leisure in Burnley. The report will be available in the Autumn.

B3d: Implement and evaluate the revised Complaints Procedure	The pilot of the new complaints procedure has commenced in Green Spaces. This will be reviewed at the end of September to assess whether a full roll out across the Council can then take place.
L3: Social & Community cohesion, engagement & communication are at the heart of the council's Plans	
Action	Progress
L3a: Continue to build community cohesion & achieve more effective engagement and communication...	The BAP stronger communities group has reviewed priorities, and established a work programme taking in cohesion and education; preventing violent extremism; mapping and addressing tensions; developing the voluntary sector; building a sense of belonging; project work including the good relations programme, work to build cohesion through sports and the arts; and reviewing the implementation of the BAP disability strategy.
L3c: Implement the GHSS Action Plan	The new Places Survey, which replaces the General Household Satisfaction Survey, will be undertaken on a Partnership basis throughout Lancashire from the end of September until mid-December. Headline results will be available in early January and a more detailed report available in February. The Council will shortly be issuing a new magazine style publication as part of actions to increase the impact of its communications.