



## BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

**PORTFOLIO:** DEPUTY LEADER & RESOURCES

**EXECUTIVE MEMBER:** COUNCILLOR MARGARET LISHMAN

**DATE OF REPORT:** 9<sup>th</sup> JULY 2008

### 1. Progress on Strategic Objectives

B1 Achieving Value for Money	
Action	Progress
B1a: Continue to develop processes for effective debt recovery	A telephone debt recovery exercise has been carried out aimed at securing payment for Council Tax arrears. A separate evaluation was undertaken for those who can't pay and those who won't pay their Council Tax. The results of this exercise particularly demonstrated the need for more intensive support on money management and entitlement to benefits for those who can't pay. Training in this area will be scheduled for staff in 2008/9 Direct debit take up has increased by 3.8% compared with 2007/8 as a result of targeted marketing in this area. The average increase for direct debit take up for neighbouring authorities is around 1.5%.

<p>B1b: Develop measures to ensure the Council achieves value for money &amp; efficiency targets are met</p>	<p>We have had a number of meetings with the Audit Commission in order to develop the Council's Value for Money self-assessment, as part of the annual CPA Use of Resources assessment. Feedback is enabling us to further strengthen our case. A strong evidence base has been drawn together from across the Council to demonstrate provision of excellent value for money. Our aim is that this is recognised by the Commission through an increased judgement score against our performance. A comparative analysis of costs with other Councils has led to the development of efficiency targets for service units. These have been incorporated into this year's budget. Achievement of final year efficiency saving targets, as part of the 3-year Gershon efficiency review, will be confirmed to the Department of Communities and Local Government at the end of July.</p>
<p>B1c: Develop further measures to ensure that spending is managed within available resources</p>	<p>Planning has already begun for next year's budget. We will build on the cost benchmarking work done last year which identified those services areas where the Council spends at a higher level than the average District. Where this does not represent value for money we will reduce the budget appropriately. We are also committed to the principle that all services should be able to identify cost reductions and will impose targets for each Head of Service to meet.</p>
<p><b>B2 Improving Performance</b></p>	
<p><b>Action</b></p>	<p><b>Progress</b></p>
<p>B2a: Further develop Performance Plus management system and other best practice measures</p>	<p>Performance Plus is now being used to monitor Strategic Plan actions and report progress to Council. The system will shortly be used to monitor contribution to, and progress of, the new Local Area Agreement and new National Performance Indicators set (National Performance Indicators replace BVPIs). A briefing session will be arranged for elected members.</p>

<p>B2b: Implement actions plans to ensure continuous improvement in key national and local indicators</p>	<p>Increased engagement and focus, across the Council, on actions to deliver continuous improvement have resulted in the strongest performance of Best Value Performance Indicators in 5 years. Many measures achieved their best ever results and detailed reports have been presented to Executive and Scrutiny members. The focus on performance will be maintained and strengthened as we implement the new National Performance Indicators.</p>
<p>B2c: Develop a policy to ensure high standards of data quality</p>	<p>Work is underway, best practice research has been undertaken and a first draft is in progress. An implementation plan, including training and awareness sessions, will be developed to support required actions within the policy.</p>
<p>B2d: Implement the Pay &amp; Workforce Strategy</p>	<p>Following further discussions at SMG, Heads of Service have been advised that the deadline for their workforce plans is end June. Once received, a corporate strategy and plan will be prepared identifying key objectives for the next 3 years.</p>
<p>B2e: Implement the new staff appraisal process</p>	<p>The new PDR process has been implemented. The internal review team have done some initial research on implementation. Further evaluation will be done during the autumn and the guidance reviewed. Compliance with the process will be monitored.</p>
<p>B2f: Implement consistent approach to sickness absence management (training, monitoring &amp; reporting)</p>	<p>Following discussions at SMG additional guidance has been added to the policy/procedures to ensure consistency of application. Training delivered will be evaluated as part of OD Officer workplan. Compliance reports have been refreshed and will continue to be reviewed by Management Team and Heads of Service.</p>
<p>B2g: Promote sound ethical standards among the Council's elected members and workforce</p>	<p>Ethical governance audit completed and due to be reported to Standards Committee in July. Code of Conduct training takes place in July. New system for complaints about councillors set up. Arrangements advertised in press and on council's website.</p>

<p>B2h: Implement the Team Burnley Change Programme</p>	<p>Latest developments from the Team Burnley Culture Change programme include: a) Implementation of the new Performance and Development Review Scheme across the Council b) Positive evaluation of Middle Manager Development Programme and commissioning of a second Programme c) Annual Staff Recognition Awards:(Employee of the Year was Pete Stobbs - Engineers, Team of the Year was the Investors in People Review Team, People's Choice was David Bristow - Deputy Mayor's Officer and Chief Executive's Special Award went to Heather Brennan, People &amp; Development Manager).</p>
<p><b>L6 Improved health standards and performance against floor targets</b></p>	
<p><b>Action</b></p>	<p><b>Progress</b></p>
<p>L6a: Work with PCT to deliver major improvements in primary care services &amp; tackle wider ill health</p>	<p>The Council continues to work closely with the PCT in helping to deliver the East Lancashire target of saving "a million years of life" by 2011. The PCT have developed a programme delivery plan and the Council's Tackling Health Inequalities Programme for 2008/09 will be considered by the Executive on 23 July 2008</p>
<p>L6b: Ensure local health services meet needs of Burnley residents(PCT review &amp; Acute Service Review)</p>	<p>The East Lancashire Hospitals NHS Trust Complaints Dossier has been submitted to East Lancashire PCT. The PCT are now examining it in detail within the NHS Performance Regime and will report formally to its Board on the findings. The Council is also working with Lancashire Care Trust to try and find a new site in East Lancashire for a new Mental Health Hospital. No sites have been shortlisted by the Trust yet and I will report back on this issue.</p>

B3 Improved Services	
Action	Progress
B3b: Investigate alternative methods of service delivery via joint working & partnerships	On 10 July 2008, Team Lancashire (the new sub-regional Improvement and Efficiency Partnership for Lancashire) will be officially launched. The partnership aims to develop a new collaborative way of working between the 15 councils in Lancashire and develop and deliver specific joint working outcomes. The Partnership has commissioned a piece of work around the development of a Shared Services Strategy/Development Plan for Lancashire. This has just been completed and was approved at the Lancashire Leaders Group on 9 June 2008.
Burnley Markets	
Action	Progress
CH/MK: Burnley Markets Update	Quarterly customer footfall figures indicate that we have not worsened from the same period last year but tenants report generally less consumer spend. This message is reinforced by discussions with other smaller independent traders in the town. In terms of letting, low levels of trader interest are being shown despite regular trade press advertising for new tenants, and likely indication we will experience some income shortfall against target but hopefully better than forecast outturn for last year will cover this. Overall letting levels have not reduced in this last quarter with 3 new tenants in but replacing others that have left. We have received notices to leave effective from October for 3 more units so maintaining our current level of occupation is going to be challenging.