



**BURNLEY BOROUGH COUNCIL
REPORT TO THE FULL COUNCIL**

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PORTFOLIO: COMMUNITY SERVICES

EXECUTIVE MEMBER: COUNCILLOR SHAH HUSSAIN

DATE OF REPORT: 04/04/2013

Progress on Strategic Objectives

1. PL1 Making the Borough Cleaner	
Action	Progress
PL1b – Maintain a high standard Street Cleansing, Refuse Collection and Recycling service in partnership with Veolia Environmental Services.	<p>The Council in partnership with Veolia, Probation Trust and the Canals & River Trust have assisted with improving an unsightly area of the Canal embankment at the end of Hunslett Street.</p> <p>The partnership work has transformed an overgrown plot of land where lots of fly tipped material had been deposited to a much improved useable public space. An event was held on the 20th March to showcase the work to date. The Canals and River Trust intend to develop a management plan for the area that will involve local volunteers, schools and UCLAN.</p>
PL1c – Support resident engagement and targeted activities (eg. Beatsweep).	Targeted ward activity took place within Queensgate at the end of February. The activity took place over a 2 day period and extensive partnership door knocking was undertaken to speak to residents. Positive outcomes have included; volunteers assisting with the clean-up and the take up of home fire safety checks, neighbourhood watch scheme interest and

	requests for recycling equipment were processed.
PL1d - Manage the Public Realm in partnership with Lancashire County Council and Veolia Environmental Services.	Officers are currently working with Lancashire County Council to develop a joint town centre pedestrianized area improvement scheme.
PL1e – Start the process of re-tendering the Street Cleansing, Refuse and Recycling contract	Officers continue to work with Veolia to prepare for the re-contract arrangements post March 2015.
PL2 Making the Borough Safer	
Action	Progress
PL2a - Work with our partners in the Community Safety Partnership to deliver the six strategic priorities identified in the Strategic Assessment.	<p>Burnley Community Safety Partnership (CSP) is likely to achieve an overall year-end positive reduction in All Crime of 3.5%.</p> <p>Funding via the Clinical Commissioning Group has been secured for the continuation of the Retreat and Recover (R&R) Centre for the next 12 months. The centre has played a significant part in reducing alcohol related violent crime within the town and in achieving the current 4% reduction which bucks the trend of many other districts.</p> <p>Since the re-launch of the Multi- Agency Tasking and Co-ordinating (MATAC) Meeting in September there have been a number of positive interventions at ward level, including; work in reducing thefts from vehicles, metal thefts and pro-active awareness raising campaigns. The remodelled meeting is supported by partners in maintaining local delivery and fits with the broader Lancashire strategic partnership model and changes that are supported by the newly appointed Police and Crime Commissioner.</p>
PL2d - Continue to develop, operate and review public space CCTV systems in conjunction with key partners.	During January and February 2012 the Burnley CCTV control was involved in 664 notable incidents. Over 186 footage searches were undertaken over this period by staff and the police as part of the detection of crime, anti-social behaviour and other town centre key incidents. Involvement in incidents over the period has related to; shop theft, assault, drugs and alcohol related crime (including drink driving).

PE2 Developing opportunities and sustaining ambition of local residents	
Action	Progress
<p>PE2c- Implement the Council's engagement strategy including implementation of new proposals for neighbourhood engagement.</p>	<p>We continue to deliver on our pledge to run regular meaningful events where residents and service users are able to discuss their issues directly with key decision makers. In the last few weeks, there has been a focussed business surgery at the Lancashire Digital Technology Centre where Councillor Andy Tatchell met business representatives for in depth discussions; and officers and some Padiham members met with representatives of the Padiham Town Team, Town Council, local community groups and Council officers to ensure that our efforts to realise Padiham's potential are well joined up.</p> <p>The one off Council booklet – <i>Creating the Burnley We Want</i> – has been delivered to every household in the borough. This helps meet our duty to inform people about our work, highlight our key activities and promote income-generating services.</p> <p>The booklet has been well received. This is evidenced partly in the way there has been good take up of the opportunity to register for the 'people power' energy switch.</p> <p>Burnley Council has led the way in promoting this opportunity for all Lancashire residents to find out if they could save money on their household energy bills: regular community engagement focussed on this campaign has taken place in the market hall, in the town centre, and through our partners in the libraries run by LCC, Calico housing, Lancashire Care and Repair and through a very helpful and thorough promotion to voluntary and community organisations by the Council for Voluntary Service.</p>
PE3 Ensuring services to vulnerable groups are protected wherever possible	
Action	Progress

<p>PE3e- Work with partners to develop and implement a Burnley Domestic Violence action plan</p>	<p>Council Officers have completed the Home Office accredited Domestic Homicide Review training in light of the statutory duties that require Community Safety Partnerships to conduct an independent review (similar to a serious case review of child safeguarding) of any Domestic Abuse related deaths within their geographical area.</p> <p>Following the Pennine Lancs consultation by 'Standing Together Against Domestic Violence' last November the Domestic Violence Co-ordinator is currently in discussions with partner agencies to look at the recommendations and action plan as part of the delivery of the current local Domestic Violence Strategy.</p>
<p>PF3: Improved Services</p>	
<p>Action</p>	<p>Progress</p>
<p>PF3e- Implement the Customer Access and Service Strategy</p>	<p>The draft Customer Access Strategy was considered by Community Services Scrutiny on 19 March 2013 and will now go to the Executive on 22 April 2013. The Strategy sets the direction for how the council is going to deliver customer services over the next three years. A key focus is digital services, with a new website being developed that will improve how customers can request and track council services. The ambition is by the end of 2016 to be able to access any council service via the website.</p>