

	<p>releases will be issued and advertisements on the local radio to maintain re-cycling awareness and engagement.</p> <p>All households in the borough have been issued with their annual recycling calendars to notify of collection changes over the Christmas break. The calendars have proved effective and feedback has been obtained to demonstrate that they are beneficial in reducing avoidable contact and collection issues. Changes have been kept to a minimum, and the only collections which are affected are Christmas Day, Boxing Day and New Year's Day.</p> <p>Garden waste collections will stop on 14th December to 28th January 2013.</p> <p>Real Christmas trees will be collected. Collection requests need to be made via the contact centre before 9th January 2013. This has been successful in the past to alleviate fly-tipping and contributes to composting.</p>
<p>PL1c – Support resident engagement and targeted activities (e.g. Beatsweep).</p>	<p>A '<i>Beatsweep initiative</i>' took place in Trinity in partnership with the Police, Inspire and Calico. Questionnaires were issued 2 weeks prior to the event for residents to complete and return. On the day of the event door knocking took place to engage with local residents.</p> <p>Top 3 issues identified were rubbish being dumped in the area, dog fouling and speeding vehicles. In response a 2 day clean-up programme was co-ordinated, dog fouling patrols undertaken and the speeding vehicles to be monitored by the Police. A feedback leaflet has been delivered to communicate our activities.</p> <p>The next event is taking place in November in Rosegrove.</p>
<p>PL1d - Manage the Public Realm in partnership with Lancashire County Council and Veolia Environmental Services.</p>	<p>The design work continues on the proposed town centre pedestrianised improvement scheme that is planned for next year. Discussions are on-going with potential key partners to scope financial opportunities to assist with the roll-out of the improvements.</p>

	<p>As stated in my last report, the new Enforcement Officer started on 8 October. From then until 5 December 2012, 36 Fixed Penalty Notices for dog fouling have been given out by the Rangers Team. Of these, the new Enforcement Officer has issued 20. We will continue to target littering and dog fouling hotspots across the borough.</p>
<p>PL1e – Start the process of re-tendering the Street Cleansing, Refuse and Recycling contract</p>	<p>Discussions have been on-going with LCC to agree future Cost Share Arrangements. An offer has been made to the Council that will extend the current arrangements and annual financial payments to the Council until March 2018. The financial support that is provided to the Council by Cost share is an important element of the council future waste and cleansing contract arrangements.</p> <p>Preparations will start in the New Year for the new street cleansing, refuse and re-cycling contract. The new contract will start in April 2015.</p>
<p>PL2 Making the Borough Safer</p>	
<p>Action</p>	<p>Progress</p>
<p>PL2a - Work with our partners in the Community Safety Partnership to deliver the six strategic priorities identified in the Strategic Assessment.</p>	<p>The Strategic Priorities are currently being set for 2013/1. It is expected that these will be confirmed shortly.</p> <p>Community Safety Partnership performance was recently discussed at November's Community Services Scrutiny Committee.</p> <p>In the run up to Christmas the Council and other partners of the Community Safety Partnership will run a number of communications initiatives around the key themes of safe sensible drinking, domestic abuse and vehicle / personal safety. For instance, this campaign will specifically target the town centre pubs and clubs and other public areas with promotion of the R&R (Rest and Retreat) centre, advice and signposting over the festive period.</p> <p>From the 1st April to date 93 high risk cases have been actioned at the Anti-Social Behaviour Risk Assessment Conference. Across the Borough in the first half of this year there has been a 30% reduction in reports of Anti-Social</p>

	<p>Behaviour to the police. The multi-agency approach has significantly contributed to this reduction.</p> <p>8 additional Alley Gate schemes are awaiting approval of gating orders from LCC. Once approval has been received it is anticipated that the gates will be implemented in the New Year.</p>
<p>PL2d - Continue to develop, operate and review public space CCTV systems in conjunction with key partners.</p>	<p>During September and October 2012 the Burnley CCTV control was involved in 668 notable incidents. Over 205 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. Instances of help point usage at the CCTV cameras include someone who was being assaulted and a suicidal male.</p>
<p>PE2 Developing opportunities and sustaining ambition of local residents</p>	
<p>Action</p>	<p>Progress</p>
<p>PE2c- Implement the Council's engagement strategy including implementation of new proposals for neighbourhood engagement.</p>	<p>Nearly 500 Citizens' Panel members responded to the annual satisfaction survey. Job prospects and tackling dog fouling are the factors most likely to be cited as needing improvement by the Panel. These are of course top priorities for this Council. I am pleased to report that another Council priority, cleaner streets, is perceived to have improved: satisfaction with keeping land clear of litter has increased from 49% to 55%. A full report is available to members on request or through the feedbackonline website.</p> <p>As part of developing final budget proposals, a consultation event was held on 19 November in the Council Chamber. Our Chief Executive and Director of Resources joined Councillors Cooper and Townsend for in depth discussion with over twenty residents. Issues covered were the key priorities and services of the Council; the way our budget is made up; the challenges we face because of reductions in government finance; and the balanced approach and careful choices this administration is taking to address Burnley's challenges. Alongside this event, officers spent time talking on the phone and emailing residents who contacted us about the issues, having seen the publicity for the event. This 'Your Borough – Your Say' event shows this</p>

	Council's commitment to being a listening Council, and we will follow it up with other discussion events.
PE3 Ensuring services to vulnerable groups are protected wherever possible	
Action	Progress
PE3e- Work with partners to develop and implement a Burnley Domestic Violence action plan	<p>The 16 days of action women against violence commences on the 25th November, with the new Domestic Abuse strategy and action plan launched on the 26th November.</p> <p>All three Pennine Districts have taken part in an independent review of Domestic Abuse services with a Development day to be organised to discuss and action recommendations made.</p> <p>Building on the partnership approach to sustain the delivery of the specialist domestic violence advisor role in 2012/13, key partners across Lancashire are looking to establish a similar 'pooling of resources' approach for domestic violence work for 2013/14. This will enable the good work that has been delivered to families locally to continue.</p>
PF3: Improved Services	
Action	Progress
PF3e- Implement the Customer Access and Service Strategy	<p>The new CRM (Customer Relationship Management System) is now live and is handling green spaces enquiries, complaints and a number of other processes. The transition has gone extremely well and staff have fed back how easy the new system is to navigate and use. This will now enable us to move forward over the next 4 months with developing an effective on line service.</p> <p>A presentation was given to the recent Community Services Scrutiny Committee on the challenges that the Contact Centre is currently facing and the steps being taken. Additionally members reviewed the achievements gained from the implementation of the Customer Access Service Strategy and discussed options for the new strategy.</p>