



BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

PORTFOLIO: **CUSTOMER ACCESS & COMMUNITY
ENGAGEMENT**

EXECUTIVE MEMBER: **COUNCILLOR JEFF SUMNER**

DATE OF REPORT: **22ND OCTOBER 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 have been reviewing the progress of Contact Burnley to date, current work plans and future developments. The Committee were pleased with progress as well as direction of travel, and were particularly interested in how the Council would work to enhance the customer experience through the development of IT based systems. The Head of Customer Services will now develop an outline Customer Service and Access Strategy for Review for the Committee to consider.
B3c: Use the Engagement Strategy to gather & use customer intelligence to change & improve services	The Panel survey report has just been completed and the impact of the findings will now be considered by the relevant Scrutiny Committee and Senior Management Group. Planning has also got underway for a new round of focus groups with Panel members.

<p>B3d: Implement and evaluate the revised Complaints Procedure</p>	<p>We have not been able to test the complaints pilot, as we have not received any complaints to date for the Greenspaces pilot, which we of course should look on as a positive. Until the process is fully tested we need to continue with the pilot, however the scope of the pilot will be extended to cover more service units. We will review again at the end of November 08.</p>
<p>L3: Social & Community cohesion, engagement & communication are at the heart of the council's Plans</p>	
<p>Action</p>	<p>Progress</p>
<p>L3a: Continue to build community cohesion & achieve more effective engagement and communication...</p>	<p>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.</p>
<p>L3c: Implement the GHSS Action Plan</p>	<p>The Places Survey will commence on 29th September- 3000 residents in Burnley will receive the survey with 1100 returns expected over the coming weeks. The new council magazine has been distributed and feedback from the public has been very positive.</p>