



## BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

**PORTFOLIO:** RESOURCES

**EXECUTIVE MEMBER:** COUNCILLOR MARGARET LISHMAN

**DATE OF REPORT:** 16<sup>th</sup> DECEMBER 2010

### 1. Progress on Strategic Objectives

PE6 Improved Health Standards	
Action	Progress
PE6a: Improve the life expectancy & quality of life of residents by working with the Primary Care Trust to deliver major improvements in both primary care services and in tackling the wider determinants of ill health.	The Government has recently published a White Paper on Public Health. This could create some good opportunities for the Council and as a result I will be asking Officers to arrange a further all Member Briefing in the New Year.
PE6b: Ensure local health services meet the needs of Burnley residents, e.g. PCT Review, Acute Service Review & new Mental Health In Patient Hospital	The closure of the Deerplay Children's Ward at Burnley General Hospital was considered at Lancashire County Council's Overview and Scrutiny Committee on 23 November 2010. Although the Committee agreed to refer the closure to the Secretary of State on the grounds that the move did not meet two of the four reconfiguration tests that were set by the Department of Health, the Acute Trust has still closed the Ward pending the results of the referral.
PF1 Value for money achieved	

Action	Progress
PF1a: Ensure that the council continues to improve the effectiveness of debt recovery	The Council in conjunction with the Lancashire Procurement Hub and 15 local authorities has successfully negotiated a new contract for payment cards used by residents to pay their Council Tax bills at Post Offices and Paypoint outlets. The joint procurement exercise has meant that the individual payment transaction charge that the Council has to pay has reduced to 35p. This is much better value for money than the potential 55p the Council would have been charged had we negotiated this on our own.
PF1b: Ensure that the Council achieves value for money and that efficiency targets are met.	The Council's performance management arrangements are being revised to take a more rounded view of performance by the council and individual services. This will include budget and other resource management. Work is continuing on delivering the procurement programme to deliver cash and non-cash savings
PF1c: Ensure that the Council achieves value for money in the management of its assets	The final draft of the Office Utilisation Study has now been received and is being analysed by staff in Property Consultancy. Given that the Council will be employing significantly fewer staff in the future it is important that the Council's use of office space is rationalised.
PF1d: Ensure that any savings or additional income assumed in the annual budget process is monitored	This year's budget assumes £540k from savings or additional income. The Council is currently on track to deliver all these savings. Further issues are identified by the revenue monitoring process. The next monitoring report will be considered by the Executive in January.
<b>PF2 Improved Performance</b>	
Action	Progress
PF2a: Further develop Performance Plus management system and other best practice measures	P+ was designed to operate with Microsoft. Having migrated to Microsoft officers are now assessing what opportunities there are to further develop the use of the system. This includes an assessment of whether the Council should continue to use this software or develop a simpler more cost effective solution to managing performance data.

PF2b: Implement the Pay and Workforce Strategy	The People & Law unit is currently working with Heads of Service to achieve their workforce priorities and manage the Council's redundancy programme. Progress on revising the Corporate Pay & Workforce Strategy will therefore be delayed until the Spring.
PF2c: Develop and implement service plans to ensure that there is continual improvement in performance across the Council	Work has started on reviewing the Strategic Plan. This will take account of the major reductions in funding available to the council. Heads of Service will begin preparing their Service Plans early in 2011 taking full account of changes in the Strategic Plan and funding but maintain a focus on delivering on the Council's priorities and achieving value for money. Revised performance management arrangements will improve the focus on progress with Service Plans.
PF2d: Embed sound ethical standards among the Council's elected members and workforce.	Code of Conduct training programme for Members has been completed. Government proposals for the future of the local standards regime have been delayed. Members will be briefed on the implications for Burnley as soon as they are known. The current arrangements are expected to remain until the end of 2011.
<b>PF3 Improved Services</b>	
PF3a Achieve alternative methods of service delivery via shared service and partnerships	Benchmarking working on Information Services provision across Pennine Lancashire (with the exception of Ribble Valley) has commenced and will be completed by 31 December 2010. This work will then identify areas for improving resilience and sharing certain aspects of service provision.
PF3c: Implement the Organisational Development Strategy	<p>As previously reported, four new task focused teams are currently in operation to help support the implementation of the Organisational Development Strategy.</p> <p>A further example of the work of these teams has been implementing a range of improvements to the intranet which is now easier to navigate, more up to date and has an improved search facility.</p>
PF3d: Ensure that the provision of housing and council tax benefits is customer focussed and supports corporate aims and objectives	The benefit service will soon be using the Department for Work and Pensions Investigator On line service. The data matching initiative is part of the government's commitment to reduce fraud and will potentially uncover 'living together' cases.

PL2 Higher quality housing	
Action	Progress
PL2c: In partnership with developers, facilitate retail commercial and industrial developments on Council owned land	<p>There is good progress on the Weavers Triangle scheme which is detailed in the Deputy Leader's report.</p> <p>The developers responsible for the Curzon Street project are still on course to submit a planning application before Christmas.</p>
Other Information	
Information Services (IS)	<p>The IT systems and Telephony Transformation Programme has approved by the Executive. This work will continue the modernisation of the Council's infrastructure, to enable officers and members to effectively use their time in delivery of services to the public. Consultants have been engaged to assist with developing the requirements for a change in telephony, as the Council no longer has the expertise in house. A complete specification of requirements is to be developed by January 2011.</p>