



BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

PORTFOLIO: **DEPUTY LEADER and RESOURCES**

EXECUTIVE MEMBER: **COUNCILLOR MARGARET LISHMAN**

DATE OF REPORT: **17TH DECEMBER 2008**

1. Progress on Strategic Objectives

B2 Improving Performance	
Action	Progress
B2a: Further develop Performance Plus management system and other best practice measures	<p>Better Services Scrutiny Committee received a demonstration of the customised Briefing Book that has been developed to enable the Committee to monitor performance issues within their work area. (Information can be accessed on the Member's Area of the Performance Intranet page) Discussion has led to additional refinements of the information available, including further information to monitor staff sickness absence. The next step will be to roll access to this information out to Members via internet access on their laptops and consider use of the system for other Scrutiny Committees. The monitoring of Corporate Sustainability actions will be implemented in stages, starting with the energy efficiency action plan - and leading to the monitoring of the remaining 4 sustainability projects from April 2009 (design, procurement, recycling, transport). Work will also include monitoring actions taken and progress towards targets as part of the Carbon Management Programme. Development work on improved absence management reporting is complete. The system now provides a detailed analysis on absence levels and trends to better inform management decisions and target improvement actions.</p>

<p>B2b: Implement actions plans to ensure continuous improvement in key national and local indicators</p>	<p>Several of the newly introduced National Indicators can only be reported upon at year-end. For these indicators it is important to note that whilst there is no performance information at present, delivery and improvement actions are in progress. Data collection and monitoring arrangements for a small number of indicators are being established through this year and will be fully introduced from 2009/10. At half-year indicators for street cleanliness, Planning applications and Benefits claims processing are performing well. In response to increased levels of staff sickness absence in the first quarter of the year, Management Team have tasked Managers with monitoring closely levels of compliance with sickness absence procedures. 2008/09 is in many respects a 'learning year' for us with regard to the new National Indicators. Lessons learnt and actions required will be incorporated, as required, into improvement actions and target setting as part of the 2009/10 Strategic/Service Planning process commencing in December 08.</p>
<p>B2c: Develop a policy to ensure high standards of data quality</p>	<p>The Audit Commissions judgement score for the 2008 data quality audit will be confirmed in January 2009 (current score is 2 out of 4). A Data Quality Policy has been developed and Audit Committee Members will shortly be consulted prior to its implementation across the organisation. Its purpose is to outline an approach to improving data quality, and the importance of having relevant, accurate, high-quality and timely information to support the decision making process.</p>
<p>B2d: Implement the Pay & Workforce Strategy</p>	<p>The corporate workforce development plan incorporating the action plan to 2011 was submitted to the Management Team meeting on 5th November 2008.</p>
<p>B2e: Implement the new staff appraisal process</p>	<p>The new process is in place. A recent information gathering exercise established that most staff had either had their PDR or it was planned. Those that had not were mainly due to long-term absence (maternity leave, sickness etc) or they were new members of staff.</p>
<p>B2f: Implement consistent approach to sickness absence management (training, monitoring & reporting)</p>	<p>Further improvements have been made in the presentation of management information for managers to assist them in ensuring compliance with the procedures. In the second quarter of this year a total of 10 members of staff have had a formal absence review to investigate reasons for continuing poor attendance.</p>

B2h: Implement the Team Burnley Change Programme	Latest developments from the Team Burnley Culture Change programme include: launch of Customer Care training programme for all staff, latest round of Staff Conferences and completion of the 2nd Dale Carnegie Middle Manager Programme.
B3 Improved Services	
Action	Progress
B3b: Investigate alternative methods of service delivery via joint working & partnerships	Recent example of joint working include working with a number of other NW authorities to undertake joint procurement of new cremators that meet mercury abatement regulations, possible joint procurement of external legal partners for the provision of legal services and procurement of insurance providers.
L6 Improved health standards and performance against floor targets	
Action	Progress
L6a: Work with PCT to deliver major improvements in primary care services & tackle wider ill health	The Council continues to work with the PCT in implementing the East Lancashire "Save a Million Years of Life" campaign. The PCT have funded an additional Healthy Lifestyles Officer post and the new Community Fit Clubs are increasing in popularity. A further 5 clubs will be introduced across the Borough in 2009. A conference will be taking place on 4 December to review progress and the impact of the first year of the campaign. I will report back to Council on this.
L6b: Ensure local health services meet needs of Burnley residents (PCT review & Acute Service Review)	The Council is continuing to work with Lancashire Care Trust to identify potential sites for a new East Lancashire Mental Health In-patient Hospital. A briefing session for relevant ward members was held on 30 October and the East Lancashire stakeholder's public consultation event was held on 7 November 2008. A report will be going to the Lancashire Care Trust Board on 18 December 2008.

Burnley Markets Update	
Action	Progress
CH/MK: Burnley Markets Update	<p>Footfall is remaining constant and in line with expected trend, although Halloween did see a higher than usual number and that was encouraging. The press is awash with struggling retailers news, but any potential to reaffirm the market as the core consistently good value offer, is undermined by what are heavily discounted promotions aimed to suck out consumer spend ahead of the last week of Xmas traditional rush. High Street retailers have gone early with major specials and this is likely to make this Xmas even harder for the market. Business remains extremely difficult and discussions have already opened with Tenants about how we try to help them through what will be very difficult trading times and how we position ourselves to try to attract new trader interest next year. Inevitably there will be some that give notice to leave after Xmas, or just will not survive. Whilst this years rental income is still on target, achieving next years income targets will be very challenging indeed and why we have been proactive to start discussions now.</p>
Executive Member Additional Commentary	
Action	Progress
Sp/Deputy: Additional Commentary	<p>The Council continues to work in partnership with the Local Government Association and other affected Councils to secure the return of the £1M deposited with Landsbankii of Iceland. The Government have issued regulations which will ensure that the Council is not required to make provision for any shortfall on the recovery of this deposit in setting its budget for 2009/10. The Government Grant settlement for 2009/10 was announced on 26th November. As had been indicated last year, Burnley's figure will only increase by one half of one percent. This is wholly inadequate to meet the additional costs that the Council faces.</p>