



BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

PORTFOLIO: **DEPUTY LEADER and RESOURCES**

EXECUTIVE MEMBER: **COUNCILLOR MARGARET LISHMAN**

DATE OF REPORT: **22ND OCTOBER 2008**

1. Progress on Strategic Objectives

B1 Achieving value for Money	
	Comments
B1a: Continue to develop processes for effective debt recovery	The Council has the power to obtain charging orders in the County Court to recover Council Tax. A charging order is an order of the court placing a charge on the debtor's property such as a house or piece of land. This is paid to the local authority when the property is sold. The Council approved the use of charging orders in Nov 2006 and since then 45 charging orders have passed through the court and this has resulted in £60k of debt being paid to the Council
B1b: Develop measures to ensure the Council achieves value for money & efficiency targets are met	The Council's value for money self assessment for 2007/ 08 has been formally submitted to Audit Commission. Their judgement on our performance will be given in January 2009. A number of Service Units will be using the Value for Money toolkit, including bench marking with other Councils, beginning in October. Savings targets for several Services will include a value for money element.

B1c: Develop further measures to ensure that spending is managed within available resources	Savings targets that reflect the need to identify cost efficiencies and the Council's overall priorities have been given to Heads of Service. The results will be discussed with the Executive at the end of the month. A review of the operation of the Fees & Charges Strategy is underway that will attempt to identify potential sources of new income and those areas where income cannot be prevented from falling below target.
B2 Improving Performance	
	Comments
B2a: Further develop Performance Plus management system and other best practice measures	Work using Performance+ to monitor actions in the Better Services Scrutiny Committee's work plan is in the later stages of development, this includes reporting performance of absence management and debt recovery. Consultation will commence shortly on using this reporting approach to monitor performance issues relating to the work plans of each Scrutiny Committee. Performance against the Council's Corporate Sustainability Group's action plan will soon be monitored through the system. Burnley will be showcasing the innovative ways we are using P+ at a national P+ user event in October, this is in relation to individual performance management within Benefits claims processes.
B2b: Implement actions plans to ensure continuous improvement in key national and local indicators	Half year reporting on National Indicators, including those indicators included in the Local Area Agreement, will be available and reported in November 2008. For annual indicators progress on actions in support of targets will be reported at the same time.
B2c: Develop a policy to ensure high standards of data quality	On site review work by the Audit Commission is now completed. We expect some follow up enquiries over the coming weeks. The evidence base provided to the Commission demonstrates action taken against the 12 recommendations from the 2007 inspection. The Commissions judgement score of our performance on data quality is likely to be received in January 2009.
B2d: Implement the Pay & Workforce Strategy	A report is being produced for Management Team on the content of the service unit plans now received. The corporate strategy and action plan for the next 3 years is expected to be complete by the end of November.

B2e: Implement the new staff appraisal process	The new process is in place. Further evaluation of the training undertaken by the People & Development Team is about to commence. An internal review on compliance with the new process is currently being carried out and a report will be produced in the autumn.
B2f: Implement consistent approach to sickness absence management (training, monitoring & reporting)	Further amendments to the policy and guidance for managers have been made and agreed by Management Team and the Trade Unions. Monitoring and compliance reports continue to be produced. The next report will be submitted to the Better Services Scrutiny Committee in November 2008
B2g: Promote sound ethical standards among the Council's elected members and workforce	The Committee has issued an interim report which will be circulated to Councillors at the Council meeting.
B2h: Implement the Team Burnley Change Programme	Latest developments from the Team Burnley Culture Change programme include: - Project Team established to develop new Council Intranet; - introduction of a new wider management forum to develop middle managers and increase their ownership of corporate policy development and implementation.
B3 Improved Services	
	Comments
B3b: Investigate alternative methods of service delivery via joint working & partnerships	Senior Management Group have now considered the new sub-regional Improvement and Efficiency Partnership and Strategy for Lancashire and there are a wide number of Service Units who are engaged in developing some form of joint working with other neighbouring authorities. Examples include providing Health and Safety services to Rossendale and the development of a Pennine Lancashire Building Control service.
L6 Improved health standards and performance against floor targets	
	Comments
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. A recent example was our Healthy Lifestyles Team assisting in Health Checks over a number of days in the town centre. This was very successful and our staff had the opportunity to raise people's awareness of the health and exercise opportunities available in the Borough and speak to lots of people on various

	health issues. 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. An East Lancashire stakeholders event is planned to take place in November 2008.
Burnley Markets Update	
	Comments
CH/MK: Burnley Markets Update	Slight dip in footfall has stabilised and trend is now following normal seasonal pattern. Non food retailers continue to experience slow consumer buying where the impact of high street aggressive discounting continues to erode their margins as they are unable to pass on increased supplier costs to consumers. Food sales are remaining static. One more Market Hall unit given notice (clothing) but one new one opened (personalised printing). Open Market income remains stable but Bric a Brac income starting to show some slow down and may require some pricing adjustments to restimulate interest.
Sp/Deputy: Additional Commentary	Members will be aware that the Council has a £1M deposit with the failed Icelandic bank, Landsbanki. I will brief members on the night of Council on the progress that is being made to secure repayment of this sum.