



BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

PORTFOLIO: **CUSTOMER ACCESS & COMMUNITY
ENGAGEMENT**

EXECUTIVE MEMBER: **COUNCILLOR JEFF SUMNER**

DATE OF REPORT: **16th DECEMBER 2010**

1. Progress on Strategic Objectives

PE2: Developing opportunities and sustaining ambition of local residents	
Action	Progress
PE2b Implement proposals to engage more residents including actions arising from recent legislation on empowering communities.	The Council will be actively considering the points in the forthcoming localism bill, and looking at how to use opportunities within this to benefit Burnley. Our current commitment to engage with residents is expressed in regular 'Out and About' sessions and in the current discussion sessions on the budget being run with members of our Citizens Panel. The Connecting Communities programme in Padiham is entering its last three months, and has proved popular and useful in that important part of the borough.
PE3: Social & Community cohesion, engagement & communication are at the heart of the council's plans	
Action	Progress
PE3b: Respond to results of Place Survey & improve communications to improve public's perception of the Council and the Borough	Recent Council publications - Burnley Voice and the Padiham and Hapton Connected newsletter - have set out information about the challenges and issues facing the borough, at the same time as providing useful information on ongoing

	services. Focus Groups drawn from the Citizen's panel are also involved in Face to face discussions around those challenges.
PF3: Improved Services	
Action	Progress
PF3b: Implement the Council's Customer Access and Service Strategy	Due to other priorities, we have decided to put on hold our commitment to achieving Service Excellence standard accreditation with a view to revisiting this in 2011/12. Service units are continuing to grow services within our CRM (customer relationship management system), with healthy lifestyles and property services, the latest to take advantage of its flexibility.