



## BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

**PORTFOLIO:** **CUSTOMER ACCESS & COMMUNITY  
ENGAGEMENT**

**EXECUTIVE MEMBER:** **COUNCILLOR LINDA WHITE**

**DATE OF REPORT:** **1<sup>st</sup> SEPTEMBER 2011**

### 1. Progress on Strategic Objectives

| PE2 Developing opportunities and sustaining ambition of local residents   |  |
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| Action  | Progress   |
| PE2b Implement proposals to engage more residents including responding to policy arising from the Localism Bill | In the last 2 months we have consulted the public on the allotments review. We have also been asking visitors to Burnley bus station about their experience which will lead to a number of practical improvements.                           |
| PE3 Ensuring services to vulnerable groups are protected wherever possible                                      |  |
| Action  | Progress   |
| PE3d: Develop and implement new proposals for neighbourhood engagement  | As part of the Borough wide Engagement Strategy most Councillors have now been contacted by officers to discuss how best to support them in engaging with local communities, including organised meetings, drop in sessions or other events. |
| PF3: Improved Services  |  |
| Action  | Progress   |
| PF3a Achieve alternative methods of service delivery via shared service and partnerships                        | The Pennine Lancashire Information Technology (IT) Services Joint Working Action Plan has been approved by PLACE.  |

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|   | <p>The plan includes a number of recommendations including provision of specialist support, use of shared posts, joint procurement of IT systems, and joint training programmes.</p> <p>The plan will now be implemented through the Pennine Lancashire IT Managers Group.</p>  |
| <p>PF3e: Implement the Customer Access and Service Strategy</p> | <p>Progress on the installation of the new telephony system is still progressing to plan and is still on schedule to be completed by the end of October. Service units are being engaged on deployment of the new system.</p> <p>The current CRM (customer relationship management system) contract is due for renewal at the end of November 2011. The Executive has approved an extension to the contract with Northgate for a further 12 months. This is so that all options can be considered, as there are significant developments in the marketplace at the moment and the council wants to ensure best value.</p> |