



# BURNLEY BOROUGH COUNCIL STRATEGIC PLAN PROGRESS REPORT TO THE FULL COUNCIL

25<sup>th</sup> September 2019

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## COUNCILLOR CHARLIE BRIGGS, LEADER OF THE COUNCIL

### Progress against our strategic commitments

Strategic commitment	Progress update
<p><b>PE1-</b> We will work with partners to make the borough a place of aspiration, including supporting efforts to increase education attainment and skills development, and improve residents' health.</p>	<p><u>Educational attainment:</u></p> <p>I am delighted to report that Burnley's provisional GCSE results are the most improved amongst Lancashire districts, compared with last year's results. I would like to congratulate all those young people, parents and teachers who were successful in this year's qualifications.</p> <p><u>Children's University:</u></p> <p>In July 2019 I was fortunate to attend one of the Children's University graduations where over 100 of this year's 572 children received recognition and certificates for their taking part in extracurricular activities to build character and aspirations. We are entering into our 3<sup>rd</sup> year of partnering with the children's university and look forward to giving more young people the opportunity to benefit from taking part in learning outside of the formal school environment.</p> <p><u>Primary and secondary engineers:</u></p> <p>In July I also attended the Primary Engineer Celebration event at Burnley College. The Burnley Primary and Secondary Engineer Leaders Award competition "If you were an engineer, what would you do?" prizegiving event was for children from Burnley schools and included a public exhibition of entries from all participating schools the following day.</p> <p>Primary Engineer received over 48,500 entries to the competition from children across the UK this year and nearly 2,000 of these came from Burnley.</p> <p>In August, Gatwick Airport provided a 10 metre by 3 metre screen in one of the main concourses to promote the Leaders Award competition with a Leaders Award Wall of Fame. Krystyna, a pupil at Sir John Thursby Community College, had her invention featured. She designed a jacket to support sufferers of Spinal Muscular Atrophy enabling greater mobility and physical support.</p>

Strategic commitment	Progress update
<p><b>PR1-</b> We will contribute to the strategic direction of local, sub-regional and regional partnerships, and will position the borough for economic development investment.</p>	<p>Earlier this month I had the opportunity at Lancashire Leaders meeting to discuss with the Lancashire Enterprise Partnership Burnley's key priorities for the Lancashire Industrial Strategy. I have re-iterated our priorities to improve skills and education so that everyone is able to benefit from economic growth and the importance of creating attractive places where people want to live and work. I have also put forward a proposition for an East Lancashire University Enterprise Zone, based here in Burnley, to deliver higher level skills, more research and development and more support for businesses and people across East Lancashire to reach their potential.</p> <p>I have also written to the Secretary of State for Local Government and the Minister for Northern Powerhouse and Local Growth expressing our disappointment that Burnley was not included in the 100 places chosen to share the Government's new Town's Fund. I must stress that there was no application process for this funding and the Government selected the 100 areas. I have asked how the towns were selected and requested a meeting with the Ministers to share Burnley's ambitious plans and to discuss how the Government can best support us in delivering them.</p>

Strategic commitment	Progress update
<p><b>PR5-</b> We will support UCLan's expansion, transforming Burnley into a University Town</p>	<p>I was delighted earlier this month to be invited, along with other members of the Executive, on a tour of the new UCLAN facilities at Victoria Mill. On the tour we heard about the range of courses that UCLAN are offering and how they are working with local businesses to meet their skills needs. The investment in the new medical and engineering facilities is impressive. I was pleased to hear that recruitment is on target.</p> <p>Work is on schedule to deliver the new student accommodation on Sandygate for the Autumn term next year (2020). This is a great example of the Council and UCLAN working together.</p>

## COUNCILLOR MAGGIE LISHMAN, DEPUTY LEADER AND EXECUTIVE MEMBER FOR RESOURCES AND PERFORMANCE

### Progress against our strategic commitments

Strategic commitment	Progress update
<p><b>PF1-</b> We will continue the successful partnership with Liberata.</p>	<p>In quarter 1 (April to June):</p> <ul style="list-style-type: none"> <li>• Contact centre responsiveness was on target, with 82% of calls answered within the target time. Importantly the call abandonment rate is low, at 2%. Nevertheless, the Council will work with Liberata to find ways to measure the quality of the customer contact over the coming months.</li> <li>• Some members may, however, have experienced difficulties calling the switchboard at the start of September. The telephone system failed to reboot properly after a full shutdown of IT systems. The shutdown, which took place overnight at a weekend, was needed to install a new conductor on the town hall roof. The third- party provider of the telephony system took several days to locate and fix the issue. All systems are now back to normal.</li> <li>• The face to face wait-time in the contact centre was also on target, averaging less than 7 minutes.</li> <li>• Processing of benefit applications and changes of circumstance took less than 5 days on average, which is below the target of 9 and amongst quickest in the north west.</li> <li>• At 27% by the end of Q1, business rates collection rate is behind target. At the same period last year the rate was 28%, and ended the year off target. Similar trends for this indicator are seen across Lancashire. Normal procedures are being followed and collection rates will continue to be monitored.</li> <li>• Liberata also achieved its targets for IT services and payroll accuracy.</li> </ul>

Strategic commitment	Progress update
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**PF2-** We will adopt a Medium-Term Financial Strategy (MTFS) that will put the Council on a sustainable financial footing. This strategy will set the framework for preparing annual budgets, ensuring the annual budget strategy is set within the context of the longer-term outlook.

## **Finance Update**

Members will be pleased to note that July saw the completion of the Council's Statement of Accounts and the subsequent audit process by Grant Thornton. This culminated in an all-member briefing to explain the purpose and role of the accounts and the presentation of the final audited statements to the Audit & Standards committee, after which they were formally signed off by Grant Thornton, receiving an unqualified opinion.

Members will be aware that it is a statutory requirement for the Council to report on its financial activities and it summarises the financial position of Burnley during the accounting period 2018/19. Although it is led by the finance team, significant amount of preparation and work goes into this by colleagues from across the Council, for which we would like to thank them.

The future funding situation of the Council remains uncertain. Government have formally announced that the long-awaited spending review, fair funding review and business rates system redesign have been delayed by a year, with implementation now set for Apr 2021.

Members will be aware that a 1-year spending round was announced on Sep 4<sup>th</sup> 2019. Whilst we await from Government details of what this means for Burnley's allocation for 2020/21, it is positive that additional money is being allocated to the local government sector as a whole in 2020/21. However, there remains significant uncertainty beyond next year.

The 'Budget Proposals 2020/21' report, elsewhere on this agenda, covers the MTFS period from 2020 to 2023, outlining savings to contribute towards closing the budget gaps in those years. Further savings proposals and an update to the MTFS will be brought to Full Council in February 2020. By when the Council's funding position for 2020/21 should be established by virtue of the final funding settlement for 2020/21, expected to be confirmed in January 2020.

Work is on-going regarding the Financial Transformation Project. We are investing in systems to deliver long-term efficiency gains in accountancy support and to increase the Council's financial management capabilities. This recently included the approval of upgrades to the existing Finance System to comply with upcoming legislative requirements and deliver efficiencies, as well as other initiatives such as

the automation of scanning of invoices.

### **Capital projects**

Members are aware that the roof renewal works to the Town Hall aim to address the significant issues to this Grade 2 listed building, to ensure that the building is wind and watertight, health and safety compliant and to prevent further outbreaks of dry rot, and to preserve this iconic heritage asset.

Despite delays in the summer due to the review of the project, work has progressed, and lost time has been recovered. Completion remains scheduled to be on-budget and on-time for Spring 2020.

A review of the condition of other Council-owned buildings is also taking place, including the Grade 1 listed building Towneley Hall. A quin-quennial survey (5 yearly) is to be commissioned to ascertain the level of works required.

### **Accommodation Review**

Members will be aware of the Contact Centre move which is part of wider rationalisation of Council accommodation which will lead to savings. Contact Burnley will move from its existing offices on the corner of Parker Lane and Red Lion Street to new offices just 50 yards along Parker Lane, by the end of September. An official opening is planned to take place in October.

A communication strategy has been implemented to ensure that customers and partners are aware of the relocation of the Contact Centre.

Final moves into the Town Hall are also anticipated as the council's Economy and Growth service are expected to complete their move to the Town Hall over the next week.

<b>Strategic commitment</b>	<b>Progress update</b>
<b>PF4-</b> We will deliver our Organisational Development strategy, ensuring we plan for the structures and capabilities that the organisation needs, and empowering our workforce to deliver the	<b>Staff Survey</b>  The biennial Employee Survey was conducted over the summer. Overall there were no major changes since the survey was last undertaken. Key highlights include: <ul style="list-style-type: none"><li>• 71% value the council's employee health and wellbeing initiatives (64% in 2017)</li><li>• 77% say they get the training they need to do their job well (81% in 2017).</li></ul>

objectives of the Strategic Plan.

- 73% are satisfied with their job overall (69% in 2017).

### **Organisational Development Strategy**

The Executive are looking to consider the council's organisational development strategy at October's Executive that will outline the plan for the structures and capabilities that the organisation needs and empowering our workforce to deliver the objectives of the Strategic Plan.

### **Governance arrangements**

A paper has been presented to Members Structures Support Working Group (MSSWG) to consider options for strengthening our existing governance arrangements (including options to move to an alternative model of governance). MSSWG recommended that a cross party working group is established to consider the options available and will report to Full Council. The working group will also be asked to consider the recent letter from the boundary commission regarding a boundary review.

## COUNCILLOR IVOR EMO, EXECUTIVE MEMBER FOR HOUSING AND LEISURE

### Progress against our strategic commitments

Strategic commitment	Progress update
<p><b>PL2-</b> We will improve the management and condition of private rented accommodation.</p>	<p><b>Selective Licensing: Burnley Wood with Healey Wood, Leyland Road area, Ingham and Lawrence area 2016-2021</b></p> <p>The Selective Licensing Team have now successfully granted licences to 93% of relevant properties in these areas with a number currently going through the assessment process, demonstrating a high level of compliance with the scheme. We continue to monitor the areas to ensure new landlords entering the areas are aware of selective licensing and complying with the scheme.</p> <p>In the past few weeks we have begun legal proceedings against two landlords who are operating in the Burnley Wood with Healey Wood area without licences, with further proceedings due to commence against a landlord operating in the Leyland Road area imminently. We are working across the three areas to secure applications from the small number of landlords currently operating without a licence, which accounts for about 3% of the total licensable properties.</p> <p>Council officers have also successfully engaged with landlords and external agents to tackle a spike in anti-social behaviour in the Reed Street area of Burnley Wood. We continue to work with landlords and agents across all areas to reinforce the importance of tenant referencing and taking steps to deal with anti-social behaviour.</p> <p><b>Selective Licensing: Trinity, Queensgate with Duke Bar, Gannow and Daneshouse &amp; Stoneyholme areas 2019-2024</b></p> <p>We are currently working with partners to finalise the online application system for the above licensing areas which come into force on 1<sup>st</sup> November 2019.</p> <p><b>Private Rented Disrepair</b></p> <p>The Enforcement Team has a current caseload of approximately 200 open/ongoing private rented sector disrepair/proactive inspection cases. The majority of Enforcement cases are dealt with informally and resolved promptly. In cases of serious non-compliance, formal</p>

	enforcement action will be taken to ensure that tenants in the Borough live in decent homes, free from disrepair.
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<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PL3-</b> We will work with partners to improve quality and choice in the borough's housing stock.</p>	<p><b>Disabled Facilities Grant and Better Care Funding</b></p> <p>Since the beginning of April 2019, 91 Disabled Facilities Grants have been approved, 59 of which are complete. These grants include a wide range of adaptations from stairlifts and level access showers to extensions with specialised equipment for bathing and lifting.</p> <p>Through the Council's Better Care Funding we are assisting two projects that will support disabled people, improving their health, safety and wellbeing.</p> <p>The first is to provide a Town Centre Sensory Room and Changing Places Facility for the benefit of disabled residents and visitors to Burnley Town Centre.</p> <p>Through this project the local charity Action for ASD (autistic spectrum disorders) will ensure that autistic visitors have a positive experience when visiting Burnley Town Centre. It will enable autistic children to have a quiet area they can spend time in should it be required and offer parents the opportunity to visit an environment they would normally avoid due to the excessive stimuli.</p> <p>The second is to extend Haddon House in Burnley to provide a short break unit for adults with learning and physical disabilities. This project and services help support care provision and prevent carer-breakdown, which can result in more costly placements for individuals. The facility also provides respite for families/carers that enables individuals to remain in their home environment and support for young people with complex needs who are in transition from children's services.</p> <p><b>Emergency Works Grant</b></p> <p>To date, 8 Emergency Works Grants have been approved. The grant is available to address serious risks in the homes of vulnerable owner occupiers. Remedial work has included full rewires, gas safety checks and work to severe dry rot. The grants have ensured that the residents' health, safety and welfare have been protected and they are able to remain in their homes.</p> <p>So far this year 48 heating rebate grants have been</p>

	<p>approved. This is to support residents to improve the energy efficiency of their homes.</p> <p><b>Empty Homes Programme</b></p> <p>The programme is currently on target to acquire/compulsory purchase 20 properties this financial year with several Compulsory Purchase Orders starting soon. We currently have 5 renovations underway with 2 more due to start soon.</p> <p>Loans are once again proving popular with over £1.1 million lent since the scheme commenced in 2013. 16 properties are currently being renovated as a result of the loans with several applications going through the approval stage.</p>
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<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PL4-</b> We will implement our 2015-25 Green Space Strategy.</p>	<p><b>Green Flag Park Award</b></p> <p>I am pleased to report that the Council has received Green Flag Park Awards for each of the six main parks, with Thompson Park having regained the award following completion of the Heritage Lottery funded restoration. Thanks are due to the continuing hard work by our park friends' groups and support from our small but hardworking team of gardeners.</p> <p><b>Play Area Improvement Programme</b></p> <p>Consultation is underway on the development of a new inclusive play area for Scott Park which will be located on the un-used lower bowling green. Final designs will be presented to the Friends of Scott Park and construction will be underway during the winter.</p> <p>Design and consultation on the other schemes in the play area improvement programme including Piccadilly Gardens, Stoneyholme Community Garden and Harold Avenue will take place in the autumn.</p> <p><b>Stoops Wheeled Sports Area</b></p> <p>I am delighted to report that the new concrete skatepark in Hargher Clough Park is now complete and is proving extremely popular. I would like to express the Council's gratitude to Sport England, Calico and the Lancashire Environment fund for their support for this £140,000 scheme and I would also like to pass on the contractor's compliments. They work all over the country and said that it was a pleasure</p>

to work in South West Burnley as the young people appreciated what was being provided and had very few problems during construction.

### **Muslim Burials**

Space for a new Muslim Burial plot has been allocated in the upper part of Burnley cemetery which will provide adequate burial space until new provision, for all faith communities, is available in the cemetery extension. I would like to thank the representatives of the Muslim community who are working with staff on this provision.

### **Electric Vehicles & Mowers**

Green Spaces staff are now using two electric bikes to travel around our parks, using the extensive greenway network and the Council will shortly take delivery of five Renault electric vans which will replace 7 old diesel vans.

By next spring all of the park-based mowers, strimmers and other machinery will be battery electric in Thompson Park. The Council has also commenced operation of two robotic electric mowers.

### **Stables Cafe**

The tender of a new lease holder to operate the Stables café from next spring is currently being advertised, with the new lease due to be awarded in the new year.

<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PE2-</b> We will continue to develop the leisure and cultural offer of Burnley in partnership with Burnley Leisure.</p>	<p><b>Prairie Sports Village</b></p> <p>Work has commenced on the project to develop a new artificial turf pitch at Prairie; the construction of the overspill car park is in progress and work on the pitch is expected to start in early October.</p> <p><b>Mechanics</b></p> <p>Work is progressing on the stage 1 submission to the National Heritage Lottery Fund. Initial meetings have been held with Lottery officers and the Stage 1 submission is being revised.</p> <p>The new season programme for the mechanics launched at the beginning of September and 1/3rd of all shows are already sold out together with all of the Christmas celebrations.</p> <p><b>St Peter's and Padiham Leisure Centres</b></p>

I am pleased to report that the summer activity programmes for children were all full this summer, including the programme that was delivered at Prairie Sports Village.

**Towneley Golf**

The new catering offer at Towneley Golf course, which is being operated in partnership with Bistro 197, is being proving to be a big success with both golfers and the visiting public and is having a very positive impact on the income that is being generated by the golf club house.

**COUNCILLOR COSIMA TOWNELEY, EXECUTIVE MEMBER FOR COMMUNITY AND ENVIRONMENTAL SERVICES**

**Progress against our strategic commitments**

Strategic commitment	Progress update
<p><b>PL1-</b> We will implement a range of initiatives to maintain a clean, safe, attractive and environmentally friendly borough.</p>	<p><b>Recycling Equipment Service Rollout</b></p> <p>The rollout of the recycling equipment service change is well underway. Over 10,000 bins were delivered during the first week of the project by the manufacturer and the Council is on track to deliver the equipment to all residents by the end of September.</p> <p>The project is a significant service change and is a current priority for the Council’s frontline Streetscene Officers and Urbaser. During the first weeks of delivery, there has been great engagement with residents. Officers have been out supporting the service change and dealing directly with resident enquiries. During the implementation period, the Council has maintained normal frontline Streetscene provision for waste collections and cleansing. Key dates for the recycling equipment rollout are;</p> <ul style="list-style-type: none"> <li>• Bins to be delivered to all residents on the new scheme by the end of September</li> <li>• The new bin collection service will start from October</li> <li>• The improved recycling sacks will be delivered during November.</li> </ul>

The rollout is supported by a comprehensive publicity campaign. Every household has been sent a leaflet and a new collection calendar. Residents can find out more information of all details of the rollout via the Council's website. We have a specific page dedicated to the recycling scheme. This can be accessed at; [burnley.gov.uk/recyclenow](http://burnley.gov.uk/recyclenow).

### **Operational visit**

I spent a morning working alongside frontline Urbaser staff on the refuse round at the end of last month. I would like to thank them for the valuable opportunity, and I would like to report to Members that I witnessed their professionalism and praiseworthy work ethic first-hand.

### **Dog Fouling**

The Officer and Member Dog Fouling Working Group has now met, and the Group is progressing the following areas of work;

- Improve member / resident reporting methods to influence targeted patrols and outcomes.
- Implement broader ward initiatives to support enforcement activities.
- Scope the potential to increase dog fouling Fixed Penalty Notices to the maximum national charge.
- Review dog fouling communications activity and signage.

The Group is looking to present its full findings and recommendations to the next Full Council meeting in December 2019.

### **Bankfield Demolition**

During August, the final stages of the old cinema and open market demolition concluded with the removal of the old bridges at the rear of the site. This has improved the overall view and accessibility of the area. There are some minor remedial / landscaping works to be completed but overall the complex demolition scheme has been a great success for the town centre.

<b>Strategic commitment</b>	<b>Progress update</b>
<b>PF3-</b> We will develop our digital strategy, so that	Private sector landlords are now able to keep track of housing benefit payments through a secure online portal. This

more residents transact with us online and we will continue to deliver services more efficiently.

development is much more convenient for landlords and will help reduce demand on the contact centre.

Members are also reminded that they and their constituents can now sign up for alerts about planning applications in their neighbourhood and comment on applications online using the new Public Access page on the council's website.

## COUNCILLOR GORDON BIRTWISTLE, EXECUTIVE MEMBER FOR ECONOMY AND GROWTH

### Progress against our strategic commitments

Strategic commitment	Progress update
<p><b>PR2-</b> We will proactively support the borough's businesses to innovate and expand, and make the borough a natural choice for business relocation.</p>	<p><b>Business Investment</b>            The Business Support Team are currently working with 37 companies either looking to relocate into the Borough or expand within it. Of these 37; 17 are inward investment enquiries with the remainder coming from existing and new-start businesses in Burnley. Since the last report the Business Support Team have supported Altitude Services, It's My Party, Spacious Place and GRC Engineering with relocations and expansions in the Borough.            The Business Support Team have recently supported Recycle IT. with their relocation to Burnley. The company have moved to accommodate their continued growth taking nearly 30,000 Sq. The company will relocate 18 existing staff as well as creating 4 new FTE positions within the next two years.</p> <p><b>Vision Park</b>            During August I had a tour around Vision Park to meet some of the tenants to see the kinds of work undertaken. The development now has 11 of the 14 units taken in Block C with two recent lettings completed over Summer to Miro Products Ltd and FEM Distribution bringing 6 additional jobs to the site in total.</p> <p><b>Skills and Apprenticeships</b>            I have also attended the Themis Inspire and Achieve Awards at Burnley College to celebrate the achievements of the borough's outstanding apprentices and to acknowledge the businesses for their commitment to apprentices and training. I'd like to congratulate Jake Duthie of Pipeline Heat Induction who was presented with the Exceptional Achievement Award.</p> <p><b>Preparing business for Brexit</b>            Yesterday the Business Team arranged for a half day seminar to be delivered by the Chamber of Commerce for our businesses aimed at providing both exporters and importers with the knowledge to prepare for different Brexit outcomes, including practical steps to plan ahead. The Council is planning a programme of support over the coming months to assist small and medium sized businesses to adjust to a new trading environment.</p> <p><b>Town Centre Management</b>            On Friday 26<sup>th</sup> and Saturday 27<sup>th</sup> July, the second annual Summer Garden Party took place. Organised by Town Centre Management, Burnley Market and Charter Walk several interactive family fun activities, music &amp; performances and food &amp; drink were available for all to enjoy in and around the Town Centre. It was a huge success with footfall increasing by 36% on the first day and 13% on the second day compared to the previous year.</p>


Strategic commitment	Progress update
<p><b>PR3-</b> We will deliver the Town Centre and Canalside Masterplan, and strategic projects in Padiham Town Centre.</p>	<p><b>Pioneer Place</b></p> <p>I am pleased to announce that the Council has signed an Agreement to Lease with Reel Cinema to relocate from their existing site on Manchester Road to the Pioneer Place development in the town centre. Securing Reel as anchor tenant is a significant milestone and will give other occupiers confidence to invest.</p> <p><b>Lower St James Street</b></p> <p>I was delighted that Burnley has been selected as one of 69 towns to receive funding from the High Streets Heritage Fund. Our proposal focusses on Lower St James Street, bringing empty buildings back into use as artist studios, creating a vibrant cultural hub set against a high-quality public realm. We will now work with Heritage England, partners and local stakeholders to develop a detailed delivery plan.</p> <p><b>Padiham Town Centre</b></p> <p>During the summer I had the pleasure of attending a site visit in Padiham with the Council’s Townscape Heritage Officer. I was able to see plans for investment in key buildings as well as proposals for a public realm scheme. At the beginning of September planning permission was granted to the Council for a scheme to bring no’s 33-35 Padiham Road back into use with ground floor retail premises and apartments above. Addressing this property, which has been a vacant eyesore for nearly a decade will make a significant improvement to Padiham town Centre.</p> <p>Members of the public are invited to a consultation event about the public realm proposals on the 7<sup>th</sup> October at Padiham Town Hall.</p>

Strategic commitment	Progress update
<p><b>PR4-</b> We will implement the Local Plan, delivering new housing,</p>	<p>The Council in partnership with Lancashire County Council has secured an additional £1.5m from the National</p>

employment sites, and infrastructure.

Productivity Investment Fund to invest into major improvements to the junction at Rosegrove. LCC are currently liaising with statutory undertakers to commence on site in November this year with the works completed by March 2021. This is an important scheme and will deliver significant improvements in journey times and air quality for both residents and businesses.