



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

26th February 2020

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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>Members will be aware that, due to unsustainable student numbers, Lancashire County Council (LCC) is consulting on a proposal to close Thomas Whittam Sixth Form. The consultation ends on 3<sup>rd</sup> March 2020, details of which can be found on LCC's website. Although I acknowledge the pressures on LCC, I will be restating the previous view of this Council that we are opposed to the closure.</p> <p>Should LCC's cabinet take the decision to close the school, this would be effective from 31<sup>st</sup> August 2020.</p> <p>More positively, the Department for Education has recently published the final attainment results for 16-18 year old colleges in 2019. Burnley College's A-level progress score was above the national average. While the potential closure of Thomas Whitham reduces options, the borough is fortunate in having another excellent institution for further education.</p> <p>The East Lancashire in Education partnership is proposing a new structure to support schools. This will be a local area network which will offer a range of support services such as children's social care, police and school nurses. One network will be piloted in Burnley. Sarah Callaghan, Director of Education at LCC is leading.</p> <p>The careers hub is doing exceptional work, with all Burnley schools accelerating well and 5 schools meeting all the Gatsby benchmarks. The Heights School is also being supported.</p> <p>The primary schools have established a pilot group to address careers and enterprise in primary schools. This will be based around working with the national Primary Futures project as a way of engaging with local business.</p>

Strategic commitment	Progress update
<p><b>PR1-</b> We will contribute to the strategic direction</p>	<p>The Council continues to engage with Sub-Regional Partnerships.</p>

<p>of local, sub-regional and regional partnerships, and will position the borough for economic development investment.</p>	<p>Lancashire Leaders have recently approved work on developing the Greater Lancashire Plan, and are commissioning work on the economy, including an Independent Economic Review, Climate Change and the Environment and Public Service Reform. The Greater Lancashire Plan will be a key document, shaping future discussions with Government.</p> <p>Lancashire Leaders will also be discussing the potential for a Lancashire Combined Authority at its meeting on 17 February 2020. I have asked the Chief Executive to organise an all Member Briefing on Combined Authorities and a date will be circulated shortly.</p> <p>The council, together with UCLan and neighbouring authorities, has engaged with the Lancashire Enterprise Partnership (LEP) in the preparation of a Lancashire Industrial Strategy, with specific asks for the university and strategic transport investments.</p>
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## 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 3:</p> <ul style="list-style-type: none"> <li>• As forecast, contact centre responsiveness was off target, with 75% of calls answered within the target time against a target of 80%. A Service Credit was applied. However, performance has improved significantly since Q2 (63%), with January 2020 performance hitting 87%.</li> </ul> <p>Liberata’s senior management have assured the council that permanent staff are being recruited to prevent future under-performance.</p> <ul style="list-style-type: none"> <li>• The face to face wait-time in the contact centre was on target, averaging under 7 minutes, against the target of 10 minutes.</li> <li>• Processing of benefit applications and changes of circumstance took less than 6 days on average, which is below the target of 9 and amongst the quickest in the north west.</li> <li>• Liberata also achieved its targets for IT services (key business systems were available 100% of the time in the quarter) and payroll accuracy (against an acceptable error rate of 1%, payroll services achieved 0.51%).</li> </ul>

Strategic commitment	Progress update
<p><b>PF2-</b> We will adopt a Medium Term Financial Strategy 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.</p>	<p><b>The Budget</b></p> <p>December 2019 saw the release of the provisional financial settlement which determines funding for this council, which is awaiting final confirmation. As previously communicated by government, 2020/21 is a “roll-forward” year of funding. The key points of the settlement are:</p> <ul style="list-style-type: none"> <li>• similar allocations of Revenue Support Grant and Business Rates baseline funding for 2020/21 when compared to 2019/20</li> <li>• the retention of the New Homes Bonus scheme but the allocation for 2020/21 not attracting legacy payments</li> <li>• Local authorities will continue to be able to increase council tax in 2020-21 by a core principle of up to 2%,</li> </ul>

without holding a local referendum. Authorities with adult social care responsibilities will be able to increase their council tax by a further 2% on top of the core principle, without holding a local referendum, to be spent exclusively on adult social care.

- the establishment of a Lancashire Business Rates 50% retention pool

Papers elsewhere on this agenda present budget proposals for balancing the budget for 2020/21, as well as proposals for council tax and the Section 151 officer's report. Please see these reports for further details on the budget.

The future funding situation of the council continues to remain uncertain. The settlement for 2020/21 was the culmination of a 1-year spending round. Government had formally announced in August 2019 that the long-awaited spending review, fair funding review and business rates system redesign had been delayed by a year, with implementation now set for April 2021.

In the absence of any indicative allocations for future years, the Medium-Term Financial Strategy (MTFS) report, included on this agenda, presents various scenarios for years 2021 to 2025, modelling various changes in the council's core spending power. This shows that budget gaps for these years continue to be challenging and will require this council to continue its programme of transformation to meet these challenges.

### **Finance Transformation Project**

Work is on-going regarding the Financial Transformation Project. The council is investing in systems to deliver long-term efficiency gains in accountancy support and to increase the council's financial management capabilities.

The initiatives include major upgrades to the financial system, work to progress automation of invoice scanning, compliance with electronic submission of VAT returns ('Making Tax Digital') and other upgrades to comply with upcoming legislative requirements and to deliver efficiencies.

### **Capital Projects**

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, to prevent further outbreaks of dry rot, and to preserve this important heritage asset.

	<p>A comprehensive progress update and analysis of further works required is included elsewhere on this agenda.</p> <p>Now that scaffolding has been erected on the riverside, phase 3 of the roofing works are in progress, with completion of this phase scheduled to finish in the spring.</p> <p>As scaffolding is in place, other essential works and investigations have been undertaken on the building. However, this has also identified a significant amount of deterioration. Failure of the stonework is a health and safety issue, as well as serving to accelerate water-ingress into the building.</p> <p>A presentation to the Scrutiny committee by Liberata and the main contractors was delivered on the 13<sup>th</sup> February 2020, outlining the progress of works so far, the extent of the deterioration of the stonework, and options to treat the issues and its impact. Other essential capital works amongst the council's other buildings are being reviewed, including similar issues at Towneley Hall. An update on Towneley Hall works is also included on this agenda as part of the same report.</p>
<p><b>Strategic commitment</b></p> <p><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 objectives of the Strategic Plan.</p>	<p><b>Progress update</b></p> <p>The Executive is expected to be presented with a new organisational development strategy for approval in March 2020. Successes from the previous strategy include:</p> <ul style="list-style-type: none"> <li>• various in-service restructures and workforce planning activity, that has reduce our workforce numbers in line with budget provision. This includes a major reduction in the senior management layer</li> <li>• used our Apprenticeship Levy to fund apprenticeship MBAs and Level 6 degree apprenticeships in partnership with UCLan together with Level 2, 3 and 4 apprenticeships in horticulture or business administration</li> <li>• Investors in People reaccreditation in September 2018, with the council judged as high performing on building capacity</li> <li>• annual programme of health and wellbeing activity for staff, plus resilience, assertiveness, managing conflict, health and safety and first aid training, as part of the corporate learning programme</li> <li>• significant strides in digital working, while also ensuring that GDPR/data protection law is understood and adhered to.</li> </ul> <p>The new strategy is looking to commit the organisation to further development of its middle leaders, to promoting the wellbeing of council staff, and to improving the efficiency of our operations, so the council can continue to provide an excellent service to residents and businesses.</p>

	<p>The council is also committed to developing the leadership skills of its Elected Members, through the Member Development Programme which is overseen by the Member Structures Support Working Group.</p>
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<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PF5-</b> We will undertake a review of the council's governance structure.</p>	<p>There were 22 responses received to the Council's governance questionnaire which was sent to all members. This represents a 49% response rate. Ian Parry from the Centre for Public Scrutiny hosted two governance workshops for members on 23<sup>rd</sup> January 2020. 20 members attended the two sessions. Ian Parry is to provide feedback to the council on the questionnaire and workshops in due course. The working group will be meeting shortly to recommend a way forward.</p>

<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PF6-</b> We will set up cross party working groups to investigate issues that matter to everyone in our borough.</p>	<p>The Climate Change Working Group has identified a series of actions for consideration including the appointment of an Executive Member 'Climate Change Champion', electric council fleet and renewable energy schemes. The viability of larger schemes and the likely investment and payback periods are being assessed.</p> <p>A budget of £50,000 has been set aside in 2020/ 21 to fund approved initiatives.</p> <p>The working group recognises that their work is building on existing initiatives within the council to positively address climate issues including woodland creation and meadow management. This, combined with the introduction of electric vehicles to the council fleet and a reduction of mileage incurred through new recycling collection rounds has collectively reduced CO2 emissions by an estimated 2,300 tonnes per year. Further details are provided below.</p> <p>The group will also engage with council partners to gain their support in working together to further address climate change issues, and to link to established practices and initiatives of partners.</p> <p>An update for the Dog Fouling Working Group is provided in PE1.</p> <p>Whilst, the Climate Change Working Group has yet to report its recommendations, an Executive Climate Change Champion role will be established to ensure that climate</p>

change action is championed in all policies and agendas of the Executive.

Whilst, tackling climate change is a collective responsibility, this Executive is committed to ensuring that this council undertakes its responsibility in this regard.

Members will be aware that this council has taken various actions in response to climate change and this Executive is committed to build on this. Key interventions include:

- Woodland Creation & Management – over the last 25 years the Council's Forest of Burnley project has planted more than 1 million woodland trees, creating over 500 hectares of new woodland which has doubled the area of woodland in the borough and is absorbing an average of 2,000 tonnes of CO<sub>2</sub> per year. The council is continuing to support tree planting in the borough such as the recent 'Big Plant' at which more than 80 local volunteers planted 1,200 trees in Brun Valley Forest Park.
- Meadow Management - as part of the Council's 'Rethinking Parks' programme, 76 hectares of formerly frequently mown amenity grassland is now being managed as urban wildflower meadows. This has saved 17 tonnes of CO<sub>2</sub> emissions per year and has created valuable new habitat for wildlife. It also eases the pressure on the council's resources and helps save money. Altogether, 40% of Burnley's open space is now being managed as low intensity, semi-natural greenspace in the form of woodlands and meadow.
- Perennial Planting - the council is reducing areas of annual bedding plant displays in parks and replacing them with sustainable, wildlife friendly flowering perennials. This saves on the CO<sub>2</sub> emissions produced by growing bedding plants in heated green houses and also through transporting bedding plants from growers to Burnley. It also reduces costs and enhances biodiversity.
- Electric Park - the Council is working towards Thompson Park being the first "electric park" in Burnley, with all the park-based machinery such as mowers, strimmer's, hedge cutters, and utility vehicles being electrically operated.
- Electric vehicles - 7 diesel vans have recently been sold and replaced by 5 electric vans, with plans to replace a further 3 diesel vans. This will save an estimated 20.2 tonnes of CO<sub>2</sub> per year. Electric bikes are also being used by Green Spaces office-

	<p>based staff, which saves time, improves their health and well-being and saves 1 tonne of CO2 per year.</p> <ul style="list-style-type: none"> <li>• Recycling Rounds - 4 weekly recycling collections have recently been introduced for 22,000 properties across the borough. This has significantly reduced mileage incurred and an estimated 310 tonnes of CO2 per year.</li> <li>• Reducing energy consumption within council buildings – a solar panel system is in place at the Parker Lane office and LED upgrades are ongoing at the Town Hall, St. Peters Centre, The Mechanics and Parker Lane Offices. Inverters have been installed at the boroughs Leisure Centres to reduce electricity consumption along with some general house-keeping measures, for example, reducing heating temperatures and fitting occupancy sensors for lighting.</li> </ul> <p>The council will continue to explore options for further improvements with a recent example being the proposed installation of voltage power optimisation across all the council run sites that is in the proposed capital programme being put forward by the Executive.</p>
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<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PR6-</b> We will aim to localise public sector spend as far as possible.</p>	<p>The review of the procurement strategy is underway, with research into the latest innovations in the public sector to positively address local spending whilst also complying with Public Contract Regulations. Brexit is likely to have an impact on EU procurement rules; this will become clearer through 2020/21. Any necessary changes will be incorporated into contract procedure rules at that time. Any new opportunities or freedoms that changes might bring will also be evaluated. Consultation on a draft as a result of the current strategy review will start in March 2020.</p>

## 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 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 has welcomed two new Project Assistants covering the areas of Burnley Wood with Healey Wood and the Leyland Road area. Their focus now will be to continue to maintain high levels of compliance with the scheme. Officers are also in the process of preparing civil penalties for non-compliance where necessary.</p> <p>The team has to date issued civil penalty notices on three landlords operating without a licence across these areas, totalling £22,000. In addition, in the last week the team has refused or revoked licences at four properties where the management standards have been substandard. Officers will now work to ensure that appropriate management is put into place at these properties as a matter of urgency.</p> <p><b>Selective Licensing: Trinity, Queensgate with Duke Bar, Gannow and Daneshouse &amp; Stoneyholme areas 2019-2024</b></p> <p>The designations came into force on 1<sup>st</sup> November 2019 and landlords have been making applications on the new online system resulting in 1148 applications being submitted by the end of January. This represents approx. 48% of the licensable properties in these areas. Of those applications received, at least 16% will be licensed within the next few weeks. The selective licensing team have worked extremely hard engaging with landlords and assisting them through this new process, resulting in a high volume of submissions. The priority for these areas is to continue to process the incoming applications and establish community links in the areas.</p> <p><b>Private Rented Disrepair</b></p> <p>Since the start of April 2019, the council has received and dealt with 320 new disrepair complaints from private rented sector tenants.</p> <p>The enforcement team has a current caseload of approximately 180 open/ongoing private rented sector disrepair/proactive inspection cases. Most of these cases are dealt with informally and resolved promptly. In cases</p>

	<p>of serious non-compliance, formal enforcement action will be taken to ensure that tenants in the borough live in decent homes, free from disrepair.</p>
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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>New Homes</b></p> <p>Following completion of 56 affordable homes at the former Perseverance Mill site in Padiham, Calico Homes are progressing work on phase two of the development with the conversion of the former office block on Albion Street to 8 modern apartments for affordable rent. Once complete this will finish off the award-winning development that has seen a very difficult site redeveloped, removing a blight from the neighbourhood and providing much needed affordable family homes.</p> <p><b>Empty Homes Programme</b></p> <p>Works on the programme are progressing and the budget is fully committed for this year. We currently have 17 acquisitions completed/underway and are on target to achieve our commitment of 20 properties purchased through the scheme by 31st March 2020.</p> <p>So far this year, we have 22 empty homes loans completed or underway, that will assist accredited private landlords to return empty properties back to use with a decent standard of renovation.</p> <p>Partnership work with Calico in the Burnley Wood selective licensing area has so far yielded excellent results with them purchasing over 30 empty properties for renovation and letting as affordable homes, with over 21 refurbished and let. A further programme is being developed in this area with Calico.</p>

Strategic commitment	Progress update
<p><b>PL4-</b> We will implement our 2015-25 Green Space Strategy.</p>	<p><b>Towneley Park Changing Places Toilet</b></p> <p>The new ‘Changing Places’ toilet at the Riverside car park in Towneley Park is now open and provides excellent facilities for more severely disabled visitors. The spacious toilet is equipped with an electric hoist and changing table and meets the recognised standards under the ‘Changing Places’ scheme. This project demonstrates the council’s commitment to ensuring that our facilities are accessible to all.</p> <p><b>Play Area Strategy</b></p> <p>The Executive will be reviewing the Burnley Play Provision Strategy, following concerns about the proposed closure and relocation of a number of play areas, which are identified in the current strategy. A link to the strategy has been sent to all members by email and I would encourage you send in any comments.</p> <p><b>Thompson Park Restoration</b></p> <p>The Off-road Parking Places Order has been issued for the new car park in Thompson Park, which will be operated on a cashless, phone-pay system because of the security risks of a conventional pay and display system.</p> <p>Following feedback from visitors, further improvements will be taking place to the toilets in Thompson Park.</p> <p><b>Bowling in Burnley</b></p> <p>Bowling is a unique sport because it allows all ages and genders to play and compete. The council is working closely with the Burnley Bowls Partnership to promote more participation in bowling by launching a ‘Try Bowls’ programme which will operate on Saturdays at Padiham bowling club during the spring and at Ightenhill Park bowling club during the summer and will encourage more people to take up this sport.</p> <p><b>Glyphosate herbicide</b></p> <p>Glyphosate herbicide is the only chemical approved for controlling weeds on highways and hard surfaces. In response to a motion submitted by the Green Party, the council will be undertaking trials of alternative, non-chemical weed control during the summer months and these trials will be reviewed by scrutiny committee in November.</p>

	<p><b>Towneley Hall</b></p> <p>As members will be aware, the Council is planning an extensive programme of necessary repair works at Towneley Hall, which is a grade 1 listed building.</p> <p>A specialist firm of conservation architects will be appointed to carry out a detailed inspection of the hall and identify priority repairs. They will then obtain the necessary listed building consents and prepare contracts to undertake repair works which are expected to start in early 2021 and will take approximately 2 years to complete.</p> <p>I am pleased that some members took up the opportunity to tour the hall recently to look at the work required. There will be further opportunities to do this as the scheme progresses.</p>
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<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PE2-</b> We will continue to develop the leisure and cultural offer in partnership with Burnley Leisure.</p>	<p><b>Prairie Artificial Turf Pitch</b></p> <p>The contract for this scheme is progressing well, with the new pitch expected to be open in March.</p> <p><b>St Peter's Centre and Padiham Leisure Centres</b></p> <p>Gym memberships are steadily increasing and there is always a boost in gym use as people make new year's resolutions. Burnley Leisure aims to help people to keep up their good intentions with a range of excellent gym equipment and helpful, qualified staff.</p> <p>The management of the car park at St Peter's centre is being taken over by Burnley Leisure, with a number plate recognition system being installed to ensure that cars do not over-stay and that spaces are available to both health and leisure centre visitors.</p> <p><b>Towneley Golf Courses</b></p> <p>There has been good growth in golf memberships and new golf &amp; leisure packages are being promoted. Operation of the 9-hole course is currently being reviewed as the use of this course has declined.</p>

**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. This will include a focus on reducing dog fouling.</p>	<p><b>Recycling</b></p> <p>The recycling project is now embedded. The wheeled bin collection system is now on its 5<sup>th</sup> collection cycle and is working well.</p> <p>Current activities on the project include: exchanging recycling bins for residents that require smaller/larger bins, the collection of any unwanted blue boxes, continuing to deliver the improved white sacks on an area by area basis to encourage residents to opt back into the recycling service, and reviewing and monitoring street cleansing.</p> <p><b>Garden Waste</b></p> <p>During January we collected 979 Christmas trees to be recycled.</p> <p>Garden waste Year 4 subscriptions launch at the end of February 2020. Prices remain at £30 for the annual subscription. Collections re-start after the winter shut down on 16<sup>th</sup> and 23<sup>rd</sup> March depending upon the individual properties collection week.</p> <p><b>Dog Fouling</b></p> <p>An action plan is now in place and good progress has been made to implement the recommendations following the work in 2019 of the cross-party Dog Fouling Working Group. The Fixed Penalty Notice for fouling has been increased to the DEFRA maximum of £100. Research undertaken by the working group identified that most local authorities that undertook enforcement already / or planned to implement the maximum fine. The hotline to encourage residents to report dog fouling hotspots for patrol by LA Support Ltd (formerly Kingdom Services) has been launched and a comprehensive information campaign will support the working group’s objectives.</p> <p><b>Working with Schools</b></p> <p>The Council has secured funding of £10k from Lancashire County Council from their ‘Spring Grant Fund’ to deliver an educational campaign to local primary schools. 21 of the 30</p>

schools approached have participated and 4 interactive sessions have been held in each school during January and February 2020. The schools also participated in a poster competition and each winning entry will be submitted to the council for judging by the Leader of the Council. The campaign will be supported by local publicity and the overall winner will have their poster displayed on the side of the refuse/recycling vehicles.

In January Officers from across the council attended Coalclough Academy's Careers Day to promote the council and to provide careers advice to help develop the aspirations of local talent. The event was a huge success and a great opportunity for appointed council apprentices and officers to share their experiences. The input provided by officers was well received and aimed to inspire the students.

### **Pennine Community Safety Partnership**

Pennine Lancashire CSP have launched a website to cover the geographical footprint. The website can be found at; <https://www.penninecsp.org.uk/>. The website contains partnership information covering Burnley, Blackburn with Darwen, Rossendale and Hyndburn. Information will also be available on a wide range of community safety issues, from crime prevention, counter terrorism, and CCTV.

### **Domestic Abuse**

During 2020, the council will be delivering domestic abuse awareness training to all its employees, members and representatives of our key partner agencies. The sessions will start in February and will run until September 2020. Funding has been secured by the council to deliver the sessions from the Office of the Police Crime Commissioner. The sessions are being delivered in partnership with Afta thought (A Calico Group Service) and recognises the importance of positive work to raise awareness and identify support.

### **Civil Contingencies**

During February the borough, like many areas across the country, were affected by Storm Ciara and Storm Dennis. The council, working closely with emergency services, partners of the Lancashire Resilience Forum and our communities responded fully to its Civil Contingency statutory responsibilities to prepare and respond to emergencies. Unfortunately, some properties and businesses were affected by the adverse weather but thankfully the extent of the impact across the borough was not a repeat of the storms in 2015. Again, the close alliance and the strong spirit of officers and

	the community was evident in the aim of keeping people safe and the following recovery work.
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<b>Strategic commitment</b>	<b>Progress update</b>
<b>PL5-</b> We will prepare and deliver a new Climate Emergency Strategy.	<p>Councillors should note the update on the work of the climate emergency working group which is provided above by the Executive Member for Resources and Performance.</p> <p>In addition, I am pleased to report that as part of our efforts to improve the borough's green infrastructure, following a successful bid for grant funding from the government, the environmental health and licensing team have worked in partnership with other authorities to procure a contractor to install four new electric vehicle rapid chargers. Two chargers will be available at Centenary Way carpark and a further two at King Street carpark. The bid has been secured to incentivise and support the use of electric vehicles within the taxi trade. Work is expected to be completed by August.</p> <p>Funding for a new charge point in Padiham has also been identified. Installation will be co-ordinated with the Townscape Heritage improvements.</p>

<b>Strategic commitment</b>	<b>Progress update</b>
<b>PF3-</b> We will develop our digital strategy, so that more residents transact with us online and we will continue to deliver services more efficiently.	<p>With a growing number of residents using Facebook to contact the council, and with expectations rising that the council will respond almost immediately, officers in Policy and Engagement are testing a chatbot to help provide simple, quick responses to customers that have routine enquiries. If following a trial period the chatbot is deemed a success, the bot will have freed up staff time to deal with more complicated enquiries, or to help deal with digitally excluded customers.</p>

# 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>Supporting Businesses</b> The business support team is currently working with 31 companies that are looking to relocate or expand within Burnley. Of the 31, 15 are companies from outside the borough with the remainder being local businesses.</p> <p><b>Inward Investment Service/Business Support Programme</b> The Council's inward investment service and business support programmes have delivered some excellent outcomes during 2019/20. At the end of December 2019 more than £19m of private sector investment has been levered in with 182 new jobs having been created and 117 jobs safeguarded.</p> <p>Key investments include the new £13m Crow Wood hotel facility formally opened in December creating 54 jobs. Also, Velocity Composite have recently completed a 10,000 sq. ft expansion at AMS Business Park and announced new contracts with Boeing.</p> <p><b>Burnley Brand/Bondholders</b> Earlier this month the Burnley Brand and Burnley Bondholders celebrated its 10<sup>th</sup> Anniversary. It is one of the longest standing and most successful schemes of its kind in the country with businesses and the council working together to promote the town as a place to invest, work and live. 15 new Bondholders have joined the scheme in the last quarter. The scheme goes from strength to strength, generating a positive attitude to transformations in Burnley within the town and externally, creating a confidence to invest. Social Media followers grows substantially week on week with positive interactions with posts – in particular the 'Did you know' posts.</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>Burnley Town Centre and Canalside</b></p> <p>Pioneer Place – Planning permission was approved at the Development Control Committee meeting on the 9<sup>th</sup> January marking a significant milestone in the project.</p> <p>Finsley Wharf – Work has commenced on the redevelopment of Finsley Wharf. The project is led by the Canal and Rivers Trust who have secured £2.2m from Heritage Lottery and European Regional Development Fund to convert the former wharf building into a restaurant, conference and wedding venue. The adjoining forge will be turned into an education centre and a former cottage will be converted into self-catering accommodation. Further works are planned to create new moorings, alongside work to the canal towpath.</p> <p>Rail Station – Work has started on the demolition of the former ambulance station to create 68 additional car parking spaces for the station. The car park is scheduled for completion in spring 2020. Community Rail Lancashire has completed a feasibility study for a fully accessible bridge to link the station building and the west facing platform. The estimated cost of the development is £3.7m and we will work with CRL and LCC to lobby for funding.</p> <p>Following the “Yes” vote for the introduction of the Burnley Town Centre Business Improvement District (BID) just before Christmas, a recent procurement exercise has been carried out to appoint the BID’s Accountable Body. I’m pleased to report that Groundwork Cheshire, Lancashire and Merseyside have been successful. Groundwork were the consultants used in the development process for the BID so can begin delivering the BID straight away. One of their first priorities will be to appoint a new Town Centre BID Manager.</p> <p><b>Padiham Town Centre</b></p> <p>The Environment Agency are completing the final Detailed Design of the flood defence scheme in Padiham. The scheme is now larger than the original scheme. We are aware that residents are concerned about final delivery and we will be working closely with the Environment Agency.</p> <p>The public realm plans have now been finalised and LCC are</p>

	<p>currently tendering the £2m work programme with works due to start in May 2020.</p> <p>Four Townscape Heritage (TH) grants have been approved which will support the renovation of four premises in the TH area. Works will typically include the re-instatement of traditional shopfronts, sash windows and repair works and will commence in March. A public enquiry regarding the CPO of No's 33 – 35 Burnley Rd was held on 4<sup>th</sup> February, the outcome of which is still awaited.</p> <p>Additional Growth Deal funding has been secured from the LEP to renovate the first floor of Padiham Town Hall. The scheme will see approximately £330,000 invested into the Grade II listed building to provide a Business Hub, offering modern office space. The project is to start in March 2020 and is expected to take 12 months to complete.</p> <p>The Town Centre Manager has supported a number of businesses in Padiham Town Centre. Turtle Bee opened in December 2019, offering plastic free and packaging free refill products. This business has brought a complementary use of empty premises which are difficult to occupy and is bringing more footfall to the town centre. Business support has been offered to J-Los hairdressers to help strengthen security measures at their premises to help reduce burglaries. Looking ahead, plans are well underway for Painting Padiham which is 16th May, and Padiham on Parade 27th/28th June.</p>
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<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PR4-</b> We will implement the Local Plan, delivering new housing, employment sites, and infrastructure.</p>	<p>The Executive approved a revised Local Development Scheme (LDS) at its meeting on 17 February 2020. This sets out a revised timetable for the proposed Gypsy and Traveller Site Allocations Development Plan Document (DPD) and proposals for new Supplementary Planning Documents (SPDs) to support the implementation of the Local Plan.</p> <p>Consultation is currently underway on the Developer Contributions SPD. The closing date for responses is 13th March 2020.</p> <p>At its meeting on 17<sup>th</sup> February, the Executive also approved a draft 'Air Quality Management: Protecting Heath and Addressing Climate Change' SPD. Consultation will commence on 27 February 2020 for a six-week period.</p> <p>Work is continuing to finalise the Authority Monitoring Report (AMR). The AMR's key housing statistics for 2018/19 were published as soon as they were available in July 2019 and an</p>

	updated 5-year housing land supply position statement was issued in October 2019.
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<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PR5-</b> We will support UCLan's expansion, transforming Burnley into a University Town</p>	<p>A draft report prepared by HATCH Regeneris for UCLan demonstrates that the Burnley Campus Expansion Plans will deliver significant economic impacts including £36m in GVA per year and supporting 600 FTE jobs by 2025. This is the equivalent of a 1.5% uplift in the size of the Burnley economy. The council and UCLan are holding a series of business events with the second one last month at VEKA. The focus of the events is to ensure that businesses benefit, not just from the education benefits of the university, but also to make best use of a range of programmes and initiatives aimed at raising business productivity and assisting businesses with research and development.</p> <p>Work continues on the council's Student Accommodation scheme on Sandygate and officers are working with UCLan to develop plans for the future development of the campus alongside the canal.</p>