



## BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

[Internal link to previous report](#)

**PORTFOLIO:** COMMUNITY SERVICES

**EXECUTIVE MEMBER:** COUNCILLOR LIAN PATE

**DATE OF REPORT:** 12/04/2017

### Progress on against our strategic commitments

<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PL1-</b> We will implement a range of initiatives to maintain a clean, safe borough.</p>	<p>The introduction of the Chargeable Garden Waste service is progressing well since payments started to be taken from 1<sup>st</sup> February 2017.</p> <p>The subscription level is on track in excess of 7,000 signing up for the service. This is a positive achievement for the launch of the service. This has also followed the extension of the Early Bird discount period. The first collection of the chargeable service will be on 1<sup>st</sup> May 2017. Only the households that have paid for the service will receive a collection.</p> <p>The pilot environmental enforcement work with Kingdom will be commencing on 10<sup>th</sup> April 2017. The project is going well with the Team fully recruited and patrols will be undertaken across the borough. The launch of the pilot has been supported by a comprehensive publicity campaign, aimed at deterring littering and dog fouling across the borough and providing reassurance that we are taking a zero tolerance approach to resident's key concerns of littering and dog fouling.</p>

	<p>The Council continues to play an active role in securing external resources to deliver initiatives aimed at reducing crime and deterring re-offending. Funding has been secured from the Police Crime Commissioner to support work to prevent females entering the criminal justice system. The pilot work has started in April.</p>
<p><b>PF3-</b> We will develop our digital strategy, so that more residents transact with us online and we are able to deliver services more efficiently</p>	<p>About 50% of the customers that have signed up for the Chargeable Garden Waste service did so online. This is a new benchmark for the council, and a milestone towards the target of 65% of all customers transacting online with us by 2021.</p>