



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

JULY 22<sup>nd</sup> 2021

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## COUNCILLOR AFRASIAB ANWAR, LEADER OF THE COUNCIL

### Progress against our strategic commitments

Strategic commitment	Progress update
<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>I am pleased to report that despite the incredibly tight timescales, we submitted a bid for 19.8million to the Government's Levelling Up Fund. The Bid is centred around our Town Centre and Canalside Masterplan which is an integral part of our Covid Economic Recovery and Growth Strategy which will help the town bounce back stronger than ever before.</p> <p>The three interrelated projects included in the bid are:</p> <ul style="list-style-type: none"><li>• Expansion of the University of Central Lancashire (UCLan) campus, within the Weavers Triangle, to help our move to becoming a university town.</li><li>• The 'Town to Turf' proposal will create a high-quality accessible gateway to the East of the Town centre, connecting the Town Centre with Turf Moor and the surrounding Bank Hall neighbourhood.</li><li>• Completion of the transformation of Burnley Manchester Road Station as Burnley's primary rail hub station providing fast train links to Manchester, Leeds and Preston. The project includes a new footbridge and pedestrian linkages across to the west-bound platform linking the new station's ticket office and car park with direct access to the Preston/Blackpool platform.</li></ul> <p>The projects build on investment that the Council and other partners are already making in the Town Centre and the wider borough to address key challenges facing our communities in terms of jobs, skills and housing quality.</p> <p>I am pleased to confirm that the Council and its partners secured over £8m of matched funding and if successful, we are ready to start work "on the ground" in this financial year. I would like to thank all our partners for their commitment and their work so far in developing these major projects for the town.</p>

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</p>	<p><b>Youth mental health</b>  At its meeting in July, the Executive will have been asked to approve funding for a further two years for youth mental health workers in the borough's high schools. Managed by BFC in the Community, with funding also coming from the Premier League and the schools, the programme will support our young people to realise their full potential, as we recover from the effects of the pandemic.</p> <p><b>ESOL (English as a second language) for pre-entry/entry level.</b>  The EFIF (ESOL for Integration Fund) for 20/21 has come to an end and all reports, data monitoring and evaluation has been submitted to MHCLG. We have been invited to apply for further funding to learn from phase 1 and deliver more ESOL to our communities in 21/22. We will know the outcome of our application for funding at the end of July 21.</p> <p><b>Holiday Activities and Food Programme</b>  There are 19 partners engaged to deliver holiday activities with food and discussions with a further 3 providers are ongoing. Parents of children on free school meals have started to register their children on activities and we will work closely with providers to monitor places. Schools are supporting us in promoting the scheme to their parents so as many eligible families as possible are aware of the scheme.</p>

## COUNCILLOR SUE GRAHAM, DEPUTY LEADER AND EXECUTIVE MEMBER FOR RESOURCES AND PERFORMANCE

### Progress against our strategic commitments

Strategic commitment	Progress update
<b>PL5-</b> We will prepare and deliver a new Climate Emergency Strategy.	<p>Members will be pleased to note the progress reported by the Exec Member for Health and Wellbeing and Leisure on the interventions on climate and biodiversity action.</p> <p>I am also pleased to report the positive progress on electrical vehicle charging points (PL1) and I have asked officers to work with partner agencies to increase the availability of these facilities across the borough.</p>

Strategic commitment	Progress update
<b>PF1-</b> We will manage our contract with Liberata robustly, so it delivers value for money and good services.	<ul style="list-style-type: none"> <li>• The average number of days to process benefit new claims and changes of circumstances was well below target again in Q4 20/21. Against a target of 9 days, the Q4 result was 2.06, with an annual average of 2.85. Q4 is the lowest recorded result (The latest available data for comparison with other areas is from Q3 20/21 (this measures housing benefit processing only) and shows that Burnley's housing benefit processing time was 3 days in that quarter, compared to a statistical nearest neighbour average of 6 days. At 3 days, Burnley is the fastest in the comparator group. The benefits team has also processed over 2200 test and trace support payment applications.</li> <li>• 76% of calls into the main telephone number were answered within target time on 20 seconds, just below the target of 80%. However the year end result was 80%. This compares with 73% in 19/20.</li> <li>• The Liberata IT team dealt with 89% of incidents on time. The target is 95%. However, system availability and service request resolution were both on target over the quarter. Liberata IT is currently implementing significant information security improvements to protect the council from cyber-attack.</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>Revenue Budget:</b> The Council has reported a net underspend position for 2020/21 of £31k, which is included elsewhere on the Full Council agenda, and has been transferred into the Revenue Support Reserve. This is a much-improved position to that reported earlier in the financial year. The Government provided financial support which, together with the intervention work undertaken by the Council, has meant that the Council has achieved a small underspend and was able to establish a Covid Reserve to provide support in the current financial year.</p> <p>The Government has also provided financial support for the first quarter of 2021/22. Work is underway to prepare the first cycle of revenue monitoring reports and will be reported to a later meeting.</p> <p>The Council has commenced work to identify savings proposals to meet estimated budget shortfalls in future years, as approved in the Medium-Term Financial Strategy.</p> <p><b>Statement of Accounts:</b> MHCLG have confirmed that the deadline for completion of the draft Statement of Accounts will be extended from 31st May to 31st July and the deadline for publication of the audited Statement of Accounts will be extended from 31st July to 30th September. This will apply for both 2020/21 and 2021/22 financial years.</p> <p><b>Universal Credit:</b> The number of new Universal Credit claims increased significantly since the start of the Coronavirus pandemic, with an increase of approximately 15%, which in turn drives an increase in the number of council tax support claimants. As at 1st July 2021 the number of claimants in receipt of council tax support was 10,458 in comparison to 10,486 claimants at the same date in the previous year.</p> <p><b>Council Tax and Business Rates Collection Rates:</b> The Government announced the extension to the Expanded Retail Discount to provide eligible retail, hospitality and leisure properties with 100% business rate relief until 30th June 2021 followed by 66% relief for the remainder of the financial year. Collection rates for council tax in 2020/21 were 92.9%, compared to a pre-Covid target of 94.5%, and were 93.9% for business rates, compared to a pre-Covid target of 97.5%. In 2021,22, collection rates for council tax and business rates were 26.8% and 24.1% against targets of 26.5% and 24.0% respectively, at the 30th June 2021.</p>

Strategic commitment	Progress update
<p><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>	<p>There was a large increase in the number of online transactions in Q4 20/21 (330,000 Burnley.gov sessions), and in the proportion of customer transactions carried out online.</p> <p>Social media has been a critical part of the council's awareness raising approach during the pandemic. The average number of total engagements (reactions, comments, shares, viewing photos or videos or clicking links) with council posts over the course of a quarter before the pandemic was 42,000. In 2020/21, the average per quarter was 72,000.</p>
Strategic commitment	Progress update
<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. This will include embedding hybrid working patterns where this improves productivity.</p>	<p>'Hybrid' meeting rooms are being set up in the town hall so that groups can meet in the town hall and connect to remote colleagues using Microsoft Teams. Officers are also testing mobile working technology to enhance remote working. This is expected to improve business continuity in the event of reduced access to council offices.</p> <p>Members will have noted that the Government has withdrawn the home working guidance from 19<sup>th</sup> July 2021. Whilst council staff have been attending their usual place of work where the service has demanded physical presence, certain activities have been undertaken from home. We are expecting more staff to return to work from the council offices over the coming weeks. Whilst I am committed to promoting hybrid working arrangements as we have seen the benefits flexibility can bring, any hybrid arrangements will need to be driven by the requirements of the service. Appropriate investment in IT has also been made a priority to ensure that staff have the appropriate equipment to be able to work flexibly.</p> <p>I would like to remind Members that if they are unable to contact officers via telephone, they should email them and calls will be returned in due course. There are also established reporting mechanisms which should be prioritised to ensure that queries are dealt with expeditiously.</p>
<p><b>PL6-</b> We will invest in our heritage assets for the benefit of this, and future, generations.</p>	<p><b>Town Hall Stone works</b></p> <p>Stone works at the Town Hall commenced in September 2020 and are due to be completed by the end of March 2022. The works have continued during the pandemic and are currently within budget and are due to be completed by the target date. The Town Hall is a Grade II listed building and the Council has a legal responsibility to maintain it to a certain standard.</p>

## COUNCILLOR MARGARET LISHMAN, EXECUTIVE MEMBER FOR HEALTH AND WELLBEING

### Progress against our strategic commitments

Strategic commitment	Progress update
<b>PE4-</b> We will work on the wider determinants of poor health and will deliver our COVID-19 community recovery plans	<p><b>Covid Information Officers</b> Members will be aware that the Council has recently employed 4 Covid Information Officers. The Information Officers have supported licensed premises throughout the European football championships visiting nearly 70 premises showing the games, giving information, advice and guidance.</p> <p>They have also supported the opening of the Town Centre and neighbourhood centres giving out 'welcome back' packs and continue to support shops, visiting around 200 per week.</p> <p><b>Testing</b> Members will recognise the importance of testing in view of the relaxation of restrictions from the 19<sup>th</sup> July. I am sure that Members will have undertaken a lateral flow test before they attend the forthcoming Council meeting.</p> <p>I am pleased to advise that testing continues to operate across the Borough at the 3 main sites of; Centenary Way, King Street and Padiham. In addition to these sites the Council continues to deliver its community lateral testing support from the Central Methodist Church, 3 days a week, to support local employers and the community.</p> <p>Members will also be aware that they can obtain lateral flow kits via their local pharmacy, Central Methodist Church (Mon, Wed &amp; Sat ams), or via the following link; <a href="https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests">https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests</a>.</p> <p>Over recent weeks the Council's testing team have also been out and about across our town centres, parks and supporting local events in providing home lateral flow testing kits. This important work will continue across the summer, and we plan to broaden the work in supporting mobile PCR testing to support outbreaks and to fill in the gaps of provision to continue to address transmission rates across the Borough.</p> <p><b>Contact Tracing</b> The rise in cases across the Borough over recent weeks has seen an increase in the contract tracing work and caseloads. During June there was a 5-fold increase on caseloads as those passed for tracing by the Council in the previous month of May. Our local delivery in partnership with Liberata</p>

	<p>colleagues continues to respond well, and further resources have recently been introduced by LCC to provide contract tracing services over the weekend. This is important whilst volumes remain high, and it is envisaged will assist in the overall response to reduce local cases and transmission.</p> <p><b>Vaccination Programme</b> The council is also supporting the local vaccination communication and engagement effort, and is helping NHS and public health colleagues set up neighbourhood vaccination sites. By the end of June, 74% of adults have had one dose and 54% both doses, which is similar to neighbouring authorities but lower than the regional average (77% first dose, 57% second dose).</p> <p><b>Burnley Together</b> At the end of April 2021 Burnley Together had supported 4,352 households. Mental health support requests are, unfortunately, on the increase, from 1% in January to around 10% in April and May. In May, Burnley Together won the Northern Housing Award for Best Resident Support/Advice Programme 2021. The submission was entered by Calico Homes and the judges said of the award-winning entry: "These partnerships will be essential as we move forward from the pandemic. This was a standout entry that showed lasting, positive impact." The team continues to grow with a second Kickstart Calico employee starting as a Customer Support Advisor on the phones in May.</p> <p>Valley Street community centre is once again open and Burnley Together have been able to offer some socially distanced face to face meetings with customers who are accessing support from the team. The first Community Inclusion Operational group meeting has taken place. The first aim of the group is to develop a more joined up approach to food distribution around the town and ensure that volunteers are matched well to opportunities. Positive links to Church on the Street have also been developed. A report to July's Executive recommended that the council invest in Burnley Together over the next 2 years, in order to make a difference to the wider determinants of health, as the response phase to the pandemic draws to a close.</p>
<p><b>PL4-</b> We will implement our 2015-25 Green Space Strategy.</p>	<p><b>Bereavement Services</b> Work is progressing with the contract to re-roof Burnley crematorium. Officers have liaised closely with funeral directors to ensure that noise disruption to services is avoided by holding funeral services in the mornings only for the eight-week period of the contract. Following the peak of the pandemic, the</p>

numbers of funerals being booked is below normal and funerals can be accommodated in the mornings.

Some redecoration of the interior of the crematorium chapel is also taking place, together with re-finishing of wooden surfaces which have been damaged by the enhanced Covid cleaning regime.

### **Towneley Hall**

Members will be aware from the briefings that were held in December 2020 that preparations are being made for major repairs to Towneley Hall.

Currently the great hall is closed to the public and internal scaffolding is being erected to facilitate a detailed survey of the ornate plaster ceiling. The scaffold will remain in-situ and the great hall and will remain closed until repairs are completed.

The conservation architects will submit listed building consent for the repairs and prepare contracts for tendering later in the year.

The Council has submitted an initial expression of interest to the Arts Council's Museum Estate Development Fund (MEND). The programme is specifically for repairs to museums and we will hear in August if we can progress to the next round.

I am pleased to report that the Hall's exhibition programme is continuing with a major exhibition of works by the artist Evelyn De Morgan opening 17<sup>th</sup> July and an outdoor exhibition of wildlife photographs taken in Burnley during the Covid lockdown.

I am pleased to report that a new operator, Deep Beat Ltd, has been appointed for the Stables Café following competitive tendering for the lease. The café will remain closed until September whilst external repairs and an internal refit is undertaken. In the meantime there will be an improved outdoor catering offer by the new operator.

### **Parks & Green Spaces**

The summer events programme is now getting underway and I'm pleased to report that the Rotary Club's Classic Car Show held at the end of June was a huge success. Upcoming events include the annual Wakes Fair and outdoor performances of Alice in Wonderland in July and outdoor cinema and the Retro music concerts in August.

Consultation work is underway on schemes that are included in the Play Area Improvement Programme, which include:

- Stoneyhlome Community Garden
- Harold Avenue
- Lane Bottom
- Lockyer Avenue
- Vanguard
- Clifton St (added to the programme)

The Burnley Play Strategy will be reviewed and considered by the Executive in October following consultation with word councillors.

I would like to that the Friends of Towneley Park, which very generously commissioned the purchase of the two deer sculptures which now grace the flower garden and wish the Friends of Ightenhill Park every success for the Family Funday on 25<sup>th</sup> July, which raises money for projects in Ightenhill Park.

### **Padiham Greenway**

Members will be aware that the bridge carrying the greenway over the river Calder is closed due to subsidence, together with the adjoining pedestrian bridge. The greenway is a vital link for pedestrians, cyclists and horse riders and Council is working closely with the charity Sustrans which owns the viaduct. Currently ground investigations are underway to determine the cause of subsidence and possible remedial action.

### **Worsthorne Recreation Ground**

Work is progressing with the completion of the new multi-use games area and the installation of the modular clubhouse building which the Fulfilled Colts junior football club will be refurbishing over the coming months. During late autumn GS&A staff will install the stone surfaced perimeter multi-user path and car park. Worsthorne Recreation ground will remain open to all users, with the Fulfilled Colts having use of the pitches for junior football at weekends.

### **Climate and Biodiversity Action**

The electrification of horticultural machinery is progressing with purchase of an all-electric ride-on mowers and other machinery for the cemetery, funded by the Climate Change Working Group's budget allocation. These will produce less CO2 and be quieter and cheaper to run.

I'm pleased to report that the Council has partnered with other Pennine Lancs authorities and the River Ribble Trust to submit a £300K micro-woodland bid to the Forestry Commission, which if successful will see 24,000 woodland trees planted across 48

	<p>sites in Burnley and 10 primary schools planting woodland and orchard trees.</p> <p>The programme of sowing colourful flower meadows around the town centre has been expanded thanks to funding from the Business Improvement District and if the sun shines both bees and people will enjoy the flowers.</p>
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Strategic commitment	Progress update
<p><b>PE2-</b> We will continue to develop the leisure and cultural offer in partnership with Burnley Leisure.</p>	<p>Burnley Leisure has re-opened facilities and programmes in line with government guidance and will shortly be fully open including hospitality and the Mechanics Theatre which will resume its programme in September.</p> <p>Gym memberships fell significantly during the pandemic, but the Trust has already recovered half of the members and is seeing steady growth towards pre-covid levels. Customers are returning because people recognise the importance of maintaining their health and well-being through exercise.</p> <p>The trust will continue maintain enhanced levels of cleaning in facilities and may retain other features introduced during Covid such as pre-booking of swimming sessions and table service in hospitality, which have proven popular with customers</p> <p>Together and Active Future (TaAF), which aims to increase participation in exercise in some of Burnley's most deprived communities, has appointed a new Physical Activity Advisor who is working with social prescribers to take forward referrals and encourage greater participation in health &amp; wellbeing activities.</p> <p>As part of TaAF, the Beat the Street programme is currently working with more than 30 organisations to plan the innovative Beat the Street game which begins on 15<sup>th</sup> September and runs for a period of 6 weeks. The planning for this will include how levels of activity can be maintained after the initial game period ends.</p>

## COUNCILLOR JOHN HARBOUR, EXECUTIVE MEMBER FOR HOUSING AND DEVELOPMENT CONTROL

### Progress against our strategic commitments

Strategic commitment	Progress update
<b>PL2-</b> We will improve the management and condition of rented accommodation.	<p><b>Selective Licensing</b></p> <p>A resident newsletter has been delivered in the Burnley Wood, Leyland Road and Ingham and Lawrence Street areas updating residents on the progress of the schemes. Officers have prepared a resident newsletter for the Queensgate and Stoneyholme and Daneshouse areas and this is planned to be delivered in July. Newsletters for the remaining areas are planned for later in the summer. The licensing team recently hosted our first online landlord training session, delivered by the National Residential Landlords Association. 24 landlords attended virtually, and feedback on the training was very positive, with landlords stating that they were pleased with the option to attend online instead of face to face.</p> <p><b>Selective Licensing: Burnley Wood with Healey Wood, Leyland Road area, Ingham and Lawrence area 2016-2021</b></p> <p>As of mid-June 2021, the SL team had secured applications from 98% of the licensable properties in these three areas. 97% of licensable properties were licensed in Burnley Wood w Healey Wood and 96% in the Leyland Road area. These figures are comparable with our previous licensing schemes 6 months prior to the end of the designations. In the Ingham and Lawrence Street area, 90% of licensable properties are licensed, however as this is a very small licensing area, this figure is easily skewed by a small amount of non-compliance; there are five licences due to be granted imminently and a further three where no application has been made. Officers are currently preparing legal action against the persons in control of non-compliant properties.</p> <p>The team continue to monitor properties and are preparing legal action against those properties which required a licence prior to the last six months of the scheme and do not have one. Officers will also be focusing on enforcing the licensing conditions for the remaining five months of the scheme and taking action should any breaches occur.</p> <p><b>Selective Licensing: Trinity, Queensgate with Duke Bar, Gannow and Daneshouse &amp; Stoneyholme areas 2019-2024</b></p>

	<p>In relation to the four designations that commenced in November 2019, we have received applications for approximately 86% of properties we believe require a licence in these areas. Of those complete applications received, we have granted over 1820 licences, accounting for 87% of those received. Officers are continuing to identify any other houses that are required to be licensed and applications have not been made, witness statements have been produced for several cases, these cases are now progressing to the issuing of financial civil penalties for the failure to licence a property.</p> <p><b>Private Rented Disrepair</b>  Since the start of April 2021, the Council has received and dealt with 80 new disrepair complaints from private rented sector tenants. The Enforcement Team has a current caseload of approximately 110 open/ongoing private rented sector disrepair/proactive inspection cases, with an additional 80 planned housing inspections, which the team is working through.</p> <p>The majority of disrepair cases are dealt with informally over the telephone, or by email and resolved promptly. Property inspections are being carried out in a well-managed and covid secure way focusing on cases with the most serious hazards. In cases 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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Strategic commitment	Progress update
<p><b>PL3-</b> We will work with partners to improve quality and choice in the borough's housing stock, and reduce the blight of empty properties</p>	<p><b>New Homes</b></p> <p>The programme of new homes in Burnley remains strong and new properties are coming to the market across the borough offering residents a broad choice of homes and locations. McDermott Homes are progressing well with their development at Kiddrow Lane and Gleeson Homes continue to develop out their two sites at Barden Lane and Hapton. Miller Homes are now underway with their current development at Red Lees Road.</p> <p>Calico's affordable housing programme continues to gather pace with 42 affordable homes at Tay Street well under way and due to be fully complete by March 2022. 67 properties at Station Road in Padiham are now complete and being occupied and the conversion of the old Perseverance Mill</p>

	<p>office block into 10 apartments is progressing well and due for completion in August this year.</p> <p>Calico's latest development at the land off Sycamore Avenue in Burnley has now got all the pre-commencement conditions discharged by Planning and has started on site. This scheme will see 22 family homes and 12 apartments.</p> <p><b>Empty Homes Programme</b></p> <p>The Council continue to work in partnership with Calico on their empty homes programme in Burnley Wood, but this is now coming to a close. The new focus for Calico is in the Trinity area and we are now working to contact owners of vacant properties there and looking at further compulsory purchases.</p> <p>The compulsory purchase programme is continuing with a further report to Executive in July seeking approval to carry out more compulsory purchase orders. Loans are again available this year and we have had a steady volume of calls in the first quarter. We currently have 5 loans underway and 7 awaiting approval.</p> <p>Renovation work on properties that we own has been slow starting again this year with some supplies hard to come by and with prices still rising for raw materials. The sales of three properties are nearly complete and we will have another 2 properties on the market this month.</p> <p>At the end of 2020 we saw the number of empty properties in Burnley drop below 2000 for the first time since before 2004 when we began the empty homes programme. We recognise that there is still a lot of work to do tackling the problem of empty homes and reducing this figure further, but it shows the positive impact that we are having working in partnership with Calico Homes and the private rented sector.</p>
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Strategic commitment	Progress update
<p><b>PE3-</b> We will work with partners to provide the necessary support systems to reduce homelessness and end rough sleeping in the borough.</p>	<p>We continue to accommodate all rough sleepers who require accommodation.</p> <p>We currently have 10 units for temporary accommodation in the Borough consisting of 1 x 4-bedroom HMO and 9 properties made up of 2 and 3 bed houses. In addition, we have commissioned 10 units through A Bed Every Night. This gives the service access to 20 units with the ability to be flexible and increase or reduce the numbers as required. We now also have access to two small B&amp;Bs in Burnley if all our</p>

accommodation is full, this means fewer people are being placed outside of the Borough for temporary accommodation.

Multi-disciplinary team meetings chaired by housing continue to be held fortnightly bringing in other agencies and partners to assist with health, addiction and housing, providing a comprehensive approach to assisting rough sleepers and people at risk of sleeping rough. We now have attendance from a health care practitioner who completes a health assessment on people referred in.

The homeless and rough sleeper strategy 2021 – 2026 has now received final approval and is currently being prepared for publication on the Councils website.

Between 1<sup>st</sup> April 21 and 30 June 21 the housing needs team have received 368 enquires for housing assistance. We have provided temporary accommodation for 43 households. We have successfully prevented or relived 72 households from homelessness or the risk of becoming homeless.

## COUNCILLOR BEA FOSTER, EXECUTIVE MEMBER FOR COMMUNITY AND ENVIRONMENTAL SERVICES

### Progress against our strategic commitments

Strategic commitment	Progress update
PL1- 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><b>Bulky Waste Trial</b> The 50% price reduction for the bulky waste collection service continues to benefit residents as they deal with extra waste created during lockdown. The numbers of requests have started to decrease, initially the Council were receiving approx. 200 requests per week, but this has now steadily decreased to approx. 150 per week. The average number of collections before the price reduction was approx. 100 per week. The current price reduction is in place until the end of September.</p> <p><b>Waste &amp; Recycling Services</b> It is planned that a report will be presented to the Council's Scrutiny and Executive Committees in September as a follow up review of the 2019 recycling rounds rollout of equipment. Households continue to generate extra waste and recycling as a result of spending more time at home. Completing the collection rounds continues to present a daily challenge to Urbaser who continue to do a fantastic job whilst juggling the additional operational demands that Covid has placed upon them whilst also managing increased levels of covid related sickness.</p> <p>Residents have continued to support the recycling service throughout the Pandemic. During the months of October 2018 to March 2019 (prior to Covid) approximately 2681 tonnes of recycling was collected, compared to over 3657 tonnes collected during the same period in 2020 to 2021. Our current recycling rate is currently approx. 34%.</p> <p>In addition to ongoing operational work, pro-active work between Streetscene and the Selective Licensing Teams is in place to work in selective licensing areas to tackle fly-tipping.</p> <p><b>Environmental Enforcement</b> In 2021, from January to May the Council in partnership with LA Support have issued over 160 fixed penalty notices for environmental related issues. The focus has been upon tackling those individuals that deposit waste illegally in the back streets and irresponsible dog owners that fail to clean up their dog fouling.</p> <p>The Council has had a great response from local residents, who have provided some excellent intelligence via the</p>

Councils 'Who Dunit' campaign. The plea from the Council is for residents and councillors to continue to provide detailed information via <https://www.burnley.gov.uk/whodunit/> so we can continue to take strong action against the few who spoil the local area for others.

Both urban and rural flytipping remain priorities across the borough in the Council's delivery of investigation and enforcement work.

**Electric Vehicle Charge Points** – In addition to the existing electric charge points that the County Council have installed at Bankfield, work has commenced on the installation of 4 electric vehicle rapid charge points, 2 at Centenary Way car park and 2 at King Street car park. Although primarily intended for taxi use, as part of the Government's Office for Low Emission Vehicles (OLEV) grant funding they will also be available for the general public.

**Pavement Licences** – In support of the hospitality trade operating under the requirement to socially distance customers, the Council has granted 26 pavement licences, which where possible increase the seating area available to businesses. All of the pavement licences expire at the end of September when the temporary legislative provisions end. It is not yet clear whether draft legislation, that would extend the end date by a year, will be approved by Parliament.

### **Engineering**

Work on the refurbishment of the western end of St James's St is now complete, improving the environment for pedestrians and linking the previously refurbished pedestrian area to the ring road.

Work is about to commence on lighting improvements at Cow Lane car park which will deliver illumination to the current British Standard. Once the work is complete, confidence in use of the car park during the hours of darkness should increase as the general feel of the area will be much improved. The LED illumination also responds to our climate change commitment as the proposed improvements are more energy efficient and will have less maintenance demands than the technology it will replace.

### **Anti-Social Behaviour (ASB) & Burnley Youth Panel**

The Youth Panel was established in Burnley in 2017 to address issues around youth related anti-social behaviour in Burnley and Padiham. The group also provides a forum for all local youth service providers, statutory and third sector, to

work together to better co-ordinate actions and opportunities to improve the offer provided to young people in the borough.

Throughout the pandemic the group has continued to work together, using data to identify where resources are best directed to help address any youth-related issues. The group has also worked hard to ensure that even through the most restricted months of the lockdown support was there for young people.

As restrictions have been gradually eased the partners on the panel have combined to ensure that there are diversionary activities available in an appropriate setting, and summer activities program is being developed.

The group also looks to address vulnerability and risk-taking behaviour among young people. Through lockdown the group has worked together to identify ASB hotspots and go out to those areas to work with young people and address the root causes of behaviour that is not acceptable. This work is carried out with the Police's ENGAGE team. This work has been particularly focused on the Padiham area where there have been multi-agency STAYSAFE operations to address persistent issues in that area.

The pro-active work of the group and of the monthly Multi-Agency Tasking and Co-ordination (MATAC) has been instrumental in reducing incidents of reported ASB. During April and May all recorded ASB in Burnley had reduced 31% in comparison to the previous month.

### **Safer Streets Project**

Round 1 – Most work streams are now complete with the home security elements approaching conclusion. Then project has delivered 11 new alleygate schemes for over 400 properties, 6 new CCTV camera installations, greenspace improvement on the park areas of Burnley Wood and Hart Street as well as other green spaces within the project area. By completion improved home security will have been provided to approximately 600 homes. This has been a significant resource for Burnley and I am pleased on its delivery and I am sure will benefit the selected areas.

Round 2- Burnley submitted a bid in early 2021, but in light of the significant round 1 allocation, other Lancashire submissions were taken forward.

Round 3 – The Home Office announced that the third round of Safer Streets funding would, as a departure from the previous acquisitive crime focus, be targeting vulnerability in public

places, particularly relating to the night-time economy. This is in response to the Sarah Everard tragedy earlier this year. As part of the Pennine Lancashire Community Safety Partnership an Expression of Interest has been submitted to Lancashire's Office of the Police Crime Commissioner for a bid encompassing Burnley, Blackburn with Darwen, Accrington, and Rossendale.

### **Community Safety & Domestic Abuse**

The Domestic Abuse Act became law in May 2021 and Officers working with a range of partners are developing a programme of activity to raise awareness of the wider remit and strengthened legislation. Officers are responding to the new Part 4 duties and looking to strengthen the support and secure accommodation work across the Borough. Further updates on progress will be provided to Full Council, later in the year.

I am pleased to update that the Council supports the following campaigns and officers with key partners are working hard to promote these activities;

**Ask for ANI** (Action Needed Immediately) campaign.

The Government has launched the Ask for ANI domestic abuse codeword scheme to help people access emergency support in pharmacies. When a person uses the codeword ANI or asks for help, the member of staff will ask the person to accompany them to the consultation room and respond using a simple and straightforward process.

Participating pharmacies in this voluntary scheme will display posters in their window and around the shop to let customers know that they can approach their staff to seek help.

Further information on which pharmacies are participating can be found at the following link to Lancashire Police's website:

[Lancashire Constabulary - Ask for ANI](#)

In addition to this government run initiative many pharmacies are already part of another scheme called Safe Spaces and the list of participating locations can be found at the following link: [Safe Spaces Locations - UK SAYS NO MORE](#)

### **Ask For Angela**

The Ask for Angela scheme aims to reduce sexual violence and vulnerability in licensed venues across Lancashire.

Anyone who feels unsafe in such a situation can get help from bar staff by simply asking to speak to "Angela". Staff will then help the person in leaving the venue discreetly and getting home or to a place of safety. This could mean taking the distressed person out of sight, calling for a taxi and making

sure they get home okay or even asking the person causing distress to leave the venue if appropriate.

### **Community Safety Partnership (CSP) Communications Plans**

ASB Awareness week – The week commencing 19<sup>th</sup> July will be national ASB Awareness Week. The Council will be working with other partners to raise awareness on ASB issues, supporting Lancashire Police's comms plan as well as publicising our reporting mechanisms.

Moto-nuisance awareness – Following reports of large-scale car meetings in the Rossendale Road area, as well as elsewhere in the County, Lancashire Police are developing a communications plan to raise awareness about this type of anti-social behaviour. The Council will be supporting this work through our own social media channels.

### **Alleygating**

Work will commence shortly on the identification process for new schemes for 2021/22. There are currently nearly 100 applications on record and funding for this financial year will provide approximately 6 new schemes.

## COUNCILLOR ASIF RAJA, EXECUTIVE MEMBER FOR ECONOMY AND GROWTH

### Progress against our strategic commitments

Strategic commitment	Progress update
PR2- We will proactively support the borough's businesses to innovate and expand, and make the borough a natural choice for business relocation.	<p><b>Business Support</b> Currently the business team are working with 30 companies who are either looking to expand or relocate into the borough. A week long business start-up workshop was held w/c 21<sup>st</sup> June. The workshops, which were delivered on line, was attended by 25 pre-start businesses the majority of which have now registered as businesses.</p> <p><b>Community Renewal Fund</b> The Government announced at the beginning of March that it was providing an additional £220 million of funding through the UK Community Renewal Fund to be allocated and spent by March 2022 Burnley Borough Council on behalf of Burnley, Pendle and Rossendale Councils, has submitted a bid totalling £994,083 for a Growth &amp; Innovation Business Grant scheme to be delivered by Growth Lancashire. The bid is now with Government and a decision is expected in mid-July.</p> <p><b>Vision Park</b> Currently there are 3 vacant units at Vision Park and all 3 are under offer; one of which is the largest unit which is being sold. These units are likely to complete in Summer 2021.</p> <p><b>Padiham Town Hall Business Hub</b> The last of the external works are being finalised and are due to complete in August. Which will see the external scaffolding removed. Final elements for the coworking space are due to be completed shortly with an official launch to follow.</p> <p><b>Burnley Brand and Burnley Bondholders</b>  Burnley Lifestyle Magazine printed and published online, distributed to 3,000 local businesses, attractions etc, a further 17,000 delivered further afield at train stations, service stations etc.  As part of our objectives to promote Burnley as a successful business location, 26 stories about innovative and successful Burnley Businesses have been posted on Burnley.co.uk since the end of April and shared across all four Burnley.co.uk social media channels. Four of these articles received wider press coverage. We have continued a campaign, including 6 videos profiling young entrepreneurs.</p>

Strategic commitment	Progress update
PR3- We will deliver the Town Centre and	<p><b>Burnley Town Centre</b> <b>Burnley Business Improvement District</b></p>

Canalside Masterplan, and strategic projects in Padiham Town Centre.

The BID manager has been working closely with colleagues in Streetscene to support businesses with Temporary Traffic Regulation Orders; pavement licence applications; requests for barriers to enable them to operate safely and has also been raising awareness and encouraging businesses to apply for the government grants.

Despite the challenges of the pandemic, it is positive to see that five new businesses have set up in the town centre since last March.

#### **Pioneer Place**

A major milestone was achieved with the approval of the June Executive to the new terms with Greene King for the existing pub at Manchester Road and the officer / member delegations required to enable delivery of the scheme. Maple Grove's agents have secured significant interest from prospective occupiers. Maple Grove is also undertaking final survey work on the site as part of discharging pre-commencement planning conditions.

#### **Burnley Market**

The Market continues to operate in a challenging retail environment exacerbated by the restrictions due to the pandemic. Footfall has not yet returned to pre-covid levels. Footfall average from April to June this year is 10.5k from an average of 19k per quarter in 2019.

All market traders that were eligible have received a government Restart grant to help them through this challenging time.

Since April 9 new tenants have commenced trading on the market.

The market team have introduced a weekly vlog on Facebook called 'No stalls barred' hosted by Raynor Pepper, Assistant Manager/Marketing Officer, highlighting what Burnley Market has to offer. This has had an average of more than 2,600 views per week over the last 8 weeks; some weeks over 3,000 views have been achieved.

A record fair was organised for the 8<sup>th</sup> May 2021 which was a resounding success. Three more of these fairs are due to take place on the 24<sup>th</sup> July, 25<sup>th</sup> September and 27<sup>th</sup> November this year.

A Beer and Wine Fair for the 10<sup>th</sup> July 2021 has been organised together with Burnley's Staycation Celebration which will commence on 24<sup>th</sup> July 2021 for six consecutive Saturdays.

#### **Lower St. James Street Heritage Action Zone**

The public realm works, funded by Historic England, LCC, BBC and LEP, have now been completed and Lower St James's Street re-opened on the 28<sup>th</sup> of May 2021.

Repair works funded by the HAZ, to the Empire Theatre including roof repairs and the removal of asbestos have been completed. As part of the community engagement programme a large wall banner is currently being developed for the

Empire Theatre with completion scheduled for 17th of July 2021.

The HAZ officer is working with property owners to progress building restoration schemes for implementation over the next 12 months. A re-decoration exemplar project to 134-138 Lower St James's Street works are currently on-site with electrics, signage and painting completed; and a time-lapse video has been produced for community engagement. Lower St James's Street is now being monitored for footfall data as of April 2021. The implementation of a footfall monitoring system is a requirement for HAZ Schemes for monitoring and evaluation purposes. The system implemented is infrastructure-free and cost effective.

Alongside the physical works, a grant of £80,000 has been approved for a Cultural programme delivered by a Cultural Consortium. The programme is funded by Arts Council England, National Lottery Heritage Fund and Historic England. The programme aims to celebrate and forge the identity of the local area through cultural and artistic activities, events and interventions.

#### **Padiham Town Centre**

The Padiham Town Centre Officer has continued supporting businesses with their Covid recovery, assisting with signage, risk assessment advice, applying for grants and pavement cafe licences.

Funded by the Reopening the High Street Fund, Padiham town centre is now being monitored for footfall data, which went live on 1<sup>st</sup> June. This data will allow us to see how things change in the town centre with events, new businesses and to record quieter times to shop.

The Council has support 2 new businesses who have recently opened.

A Virtual High Street for Padiham is currently being worked up on the padiham.org website and is due to go Live within the next couple of weeks.

#### **Padiham Public Realm Works**

Excavation and paving works are largely complete throughout. Resurfacing of the highway and installation of street furniture will take place over the summer.

#### **Padiham Townscape Heritage Initiative**

To date, twelve TH grant funding applications have been approved to undertake repair and restoration works to buildings. Four of these schemes are complete and others are progressing on site at different stages.

The Council's exemplar scheme (33-35 Burnley Rd), commenced on site on the 10<sup>th</sup> May. Works include a fully comprehensive repair and refurbishment scheme to create 2

	ground floor retail units and 2 apartments to the upper floors. Scheduled for completion in September.
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Strategic commitment	Progress update
<b>PR4-</b> We will implement the Local Plan, delivering new housing, employment sites, and infrastructure.	<p>Drafting work is now underway on the Local List SPD, the Houses in Multiple Occupation and Small Flats SPD, the Residential Extensions SPD, and the Planning for Health SPDs with a view to presenting drafts to Executive over the coming months to seek approval for formal public consultation.</p> <p>Work is now underway on preparing the 2020/21 AMR. Pending its production, an interim Housing Statistics Release has recently been issued showing the headline housing development statistics. This shows that 234 net additional dwellings were completed in 2020/21 against the indicative 194 annualized target set out in Policy SP2 of the Local Plan. The largest contributions to this total were at site HS1/1 Former Hambledon School site (McDermott Homes) (59 dwellings) and Station Road, Padiham (45 dwellings).</p>

Strategic commitment	Progress update
<b>PR5-</b> We will support UCLan's expansion, transforming Burnley into a University Town	<p>The Council has been working with UCLan to plan how their future growth can be accommodated on vacant land alongside the canal. Allies and Morrison architects have been commissioned to draw up a masterplan outlining future plans based on the latest student predictions, over the next ten years.</p> <p>A bid has been submitted to the Levelling Up Fund to support the campus development including a 30000sq ft teaching space and works to prepare the rest of the former George Street Mill site for future development, including public realm works.</p>
<b>PR6-</b> We will deliver our COVID-19 economic recovery plan.	<p><b>Reopening High Streets/Welcome Back Fund</b></p> <p>Funding has been used to provide café barriers in Padiham to support hospitality businesses with their reopening and to trade safely.</p> <p>New planters and hanging baskets have been put up in Padiham Town Centre using funding from the Welcome back Fund.</p> <p>The Covid Marshalls have recently handed out additional signage to businesses in the neighbouring shopping areas of Accrington Rd, Colne Rd, Rosegrove, Lyndhurst Rd, Briercliffe Rd, Harle Syke, Pike Hill and Coal Clough Lane to display in their premises reinforcing safety messages and encouraging shoppers to shop local.</p> <p>Using funding from the Welcome back fund and working with businesses in both Burnley and Padiham Town Centres two videos</p>

have been produced and promoted on social media. One was a publicity campaign encouraging people into both Town Centres and promoting the safe measures businesses have put in place and that it is safe to shop. The second video was done with support from the Environmental and Licencing teams to support businesses on the measures they need to have in place to be COVID secure and to trade safely.

Colleagues in the Environmental Health have been supporting businesses identified in the action plan who required assistance with putting in place a Covid Risk Assessment.

### **Youth Employment and Skills Hub**

The Youth Hub now has a brand name - Thrive, logo, and physical venue inside Calico in the town centre. "Thrive" was the first youth hub in Lancashire to offer face-to-face appointments following the easing of lockdown restrictions. Key partners are timetabled on a rota basis

In the period April to May 2021 there has been an 11.5% increase in young people participating in "Thrive".

Burnley Together has been successful in passing the 2<sup>nd</sup> stage of the Community Renewal Fund (CRF) application. The bid total including match £722,169, with a £605,000 CRF request. The project will support 463, 14 – 25-year-olds in Burnley. Final decision due mid-July with delivery to start Sept 2021.

In May 2021, 920 young people 18 – 24 were claiming universal credit in Burnley, that is a 10% reduction since March 2021.

### **Business Grants**

#### **Restart Grants**

The restart grants announced in the March budget have now been paid to businesses. A total of £846,733 was paid to 272 businesses in Strand 1, (non-essential retail business premises) and £4,098,000 has been paid to 462 Strand 2 businesses (hospitality, accommodation, leisure, personal care and gym business premises). The government closed the scheme on 30<sup>th</sup> June.

#### **Economic Recovery**

A total of 8 businesses have been supported through the Council's Additional Restrictions discretionary hardship fund with a total of £499,250 of grant being awarded. 82 jobs are to be created and 387 jobs will be safeguarded. The businesses supported identified investments totalling in excess £11million as part of their recovery plans.