



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

JULY 27 2022

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## COUNCILLOR AFRASIAB ANWAR, LEADER OF THE COUNCIL

### Progress against our strategic commitments

Strategic commitment	Progress update
<p><b>PR1-</b> We will contribute to the strategic direction of local, sub-regional and regional partnerships, and will position the borough for economic development investment.</p>	<p>As a result of the local elections there has been a short lull in the work of Lancashire Leaders however a timetable for developing the Lancashire 2050 Vision has been developed.</p> <p>I am disappointed to see in the Levelling Up and Regeneration Bill that District Councils are not constituent members in any devolution deal and that any deal would only be negotiated with Upper Tier Authorities, ie Lancashire, Blackpool and Blackburn. I know the District Council Network are lobbying hard to see this changed and I also took the opportunity to raise this direct with the then Minister Michael Gove MP at the recent Local Government Association National Conference in Harrogate.</p> <p>As stated above, District Councils will be involved in developing the Lancashire 2050 Vision and this should inform any major asks within any devolution deal.</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>The last Bondholder event took place at Burnley College and I am pleased to report that the feedback from many businesses was that they were blown away with the fantastic facilities that our young people could access in their own town.</p> <p><b>ESOL (English as a second language) for pre-entry/entry level.</b></p> <p>The ESOL English for integration fund has now ended. 108 individuals took part in the learning and have improved their English language skills. Learning took place at 5 venues with 8 cohorts in total. This exceeded our target of 60 but there is still more demand for similar support. In addition to formal lessons, various events and educational trips brought people</p>

together, at local amenities and places of interest such as park, libraries and Blackpool.

### **Holiday Activities and Food Programme**

Bookings for the Summer programme are now open for activities which will be delivered at 24 different settings from schools, leisure centres and community venues. Bookings can be made through the new HAF website [www.burnleyhaf.org.uk](http://www.burnleyhaf.org.uk). The programme is for children on free school meals and they can take part in activities for up to 4 weeks over the summer holidays. This year there will be a summer mix up of activities for children aged 12 to 16 where young people can choose and book individual activities. Schools have issued the vouchers for this.

Each provider will also get a visit from a fun nutritional roadshow and fun interactive dinosaurs.

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

### Progress against our strategic commitments

Strategic commitment	Progress update
<p><b>PL5</b> - We will prepare and deliver a new Climate Emergency Strategy.</p>	<p>I am pleased to report that a bid has been made to Salix who are administering BEIS's Low Carbon Skills fund for a grant towards feasibility studies to decarbonise council buildings. The portal was closed within a day of opening due to the demand but officers (supported by Liberata) did a brilliant job to put a bid in. The outcome of the bid is expected in September.</p>

Strategic commitment	Progress update
<p><b>PF1</b>- We will manage our contract with Liberata robustly, so it delivers value for money and good services.</p>	<p>By the end of Q4 in 2021-22, Liberata achieved:</p> <ul style="list-style-type: none"> <li>• 78% of calls answered within time. The target is 80%. However, this is a strong improvement on the previous quarters as shown in chart 4. In addition, the caller abandonment rate remains on target at 5%. However, in Q1 of this year the result dropped to 54%, with the average wait time being 76 seconds.</li> <li>• The main explanation for the increase in wait times is that calls have become more complex as people look for support to deal with the negative effects of the pandemic and the cost of living crisis, e.g. loss of employment, falling behind with payments, looking for support on where to obtain assistance, ad hoc payment applications such as the £150 rebate scheme. While more customers are contacting us online the increase in call durations means that there has been a significant increase in the total call handling time compared to pre-pandemic levels. Liberata have implemented a range of actions in response to a problem that is affecting many councils, including recruitment into the shared service contact centre, incentives for team members who are performing above normal performance levels and action to reduce sickness levels.</li> <li>• Other targets have been met successfully; the average number of days to process benefits new claims and change of circumstances has a target of 9 days. The Q4 result was 2.3 days and the Q1 results was 1.8 days. The latest available data for comparison with other areas is from Q3 21/22 (this measures housing benefit processing only) and shows that Burnley's housing benefit</li> </ul>

	<p>processing time overall was 4 days. This was the fastest in the North West, where the average time taken was 7 days.</p> <ul style="list-style-type: none"> <li>• Targets for IT and HR services were also achieved.</li> </ul>
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<b>Strategic commitment</b>	<b>Progress update</b>
<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></p> <p>The Council has reported an estimated net underspend position of £221k for the 2021/22 financial year which will be transferred to the Revenue Support Reserve. This is an improvement on the net estimated deficit for the financial year of £12k reported in February 2022.</p> <p>The Medium-Term Financial Strategy for the period 2022/25 was approved at Full Council in February 2022, as part of the budget setting process, which identified a potential budget gap of between £2.2m and £4.4m.</p> <p><b>Statement of Accounts</b></p> <p>The Council published its draft Statement of Accounts by the extended deadline of 31<sup>st</sup> July 2022. Grant Thornton, the Council's external auditor, have commenced their audit and are proposing to present their audit findings to the September meeting of the Audit and Standards Committee.</p> <p><b>Council Tax Support and Universal Credit</b></p> <p>The number of new Universal Credit claims increased by around 15% during the pandemic. This in turn drove an increase in claimant numbers for council tax support. Over the last few months we have continued to see these numbers decline. As at the 1<sup>st</sup> July 2022, the number of claimants in receipt of council tax support was 9,871, compared to 10,458 at the same date last year.</p> <p><b>Council Tax and Business Rate Collection Rates</b></p> <p>It is estimated that business rates collection rates for 2022/23, up to the 30<sup>th</sup> June, are on target to achieve 97.5% for the year. Council tax collection rates are 1.0% above the target of 94.5% for the year. As at the 30<sup>th</sup> June, collection rates for council tax and business rates were 26.9% and 25.4% against targets of 25.9% and 25.4% respectively.</p> <p><b>Energy Procurement</b></p>

	<p>The Council procures its main gas and electricity supply for its estate through a Crown Commercial Services Framework Agreement with suppliers EDF Energy and Total Energies. These contracts expire in Autumn 2022.</p> <p>Ahead of this, Officers are working with partners from Liberata to review Council requirements and best value/ sustainable purchase options prior to then.</p> <p>The energy marketplace remains under severe pressure. Continuity of supply to the UK overall and energy prices are volatile and the market outlook is that less challenging conditions are not likely to return any time soon.</p> <p>Based upon present market conditions, we should expect significantly higher prices when our energy contract(s) are re-let. Further updates will be provided as this work continues.</p> <p>Whilst the increase is unknown, Members will note that we have estimated an increase in our budget and set up a small volatility reserve to support in year pressures.</p>
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<b>Strategic commitment</b>	<b>Progress update</b>
<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>A cross party pilot group of councillors have worked with officers to identify the benefits and drawbacks of using a new app- Love Clean Streets- for councillor job reporting. Overall, the feedback has been very positive so officers are now working with the developer to progress the rollout. The key benefits are: a faster way for members to report multiple jobs, more accurate data on where the job is located which makes resolution more efficient, and a reduction in administrative work in the back office. All members will be supported to use the app in due course.</p>
<p><b>Strategic commitment</b> <b>PF4-</b> We will deliver our Organisational Development strategy, ensuring we plan for the structures and capabilities that the organisation needs, and empowering our workforce to deliver the objectives of the Strategic Plan. This will</p>	<p><b>Progress update</b> The Council's Organisational Development Strategy is currently under review and it is envisaged for a draft to be presented to the Executive later this year.</p> <p>I am also pleased to report that hybrid working patterns have been successfully implemented for Council employees.</p>

<p>include embedding hybrid working patterns where this improves productivity.</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>The completion of the stone works have been delayed due to cracks that have been identified in the keystone above the front entrance. The structural engineer has advised on the works required and these are currently taking place. Once the remedial work has been completed most of the scaffolding will be removed and the final stone works will recommence. An outbreak of dry rot has been found in the Council Chamber and appears to be spreading in the timber frame that supports the ornate plaster and vaulted edges to the ceiling. Specialists have commenced investigatory works but due to the nature of works required could be timely and expensive. 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**

<b>Strategic commitment</b>	<b>Progress update</b>
<p><b>PE4-</b> We will work on the wider determinants of poor health and will keep residents informed about changes to health services and how to access them.</p>	<p>Burnley Together Contact Hub continues to receive many contacts through inbound and electronic channels. Each month numerous contacts are from first time users (around 230 new clients each month since April), once again demonstrating the continuing need for the service in the community.</p> <p>Calico Homes now employs and manages the 3 Burnley Together Hub call handlers, all on permanent positions. This demonstrates the commitment Calico Homes holds towards the Burnley Together partnership.</p> <p>About 50% of all contacts to the hub are for food parcels. Around 130 parcels are being provided to households each week. The Council is using Household Support Funding to ensuring that the Burnley FC in the Community foodbank has sufficient stocks of food through winter into Spring 2023. The opening of the Community Grocer at Valley Street has been a huge success with 1050 households becoming</p>

members. When customers contact the Hub to request a food parcel the call handlers always discuss the grocery provision and how we can support with the initial membership. I would like to take this opportunity to thank Calico and other local businesses in offering free memberships to residents in need.

This has proved successful, especially when the customer is nearing their 10-parcel limit, the offer of membership to the grocer is a natural progression from reliance on the foodbank to becoming more independent and with a freedom of choice. It is an excellent two-way partnership, with the volunteers in the grocer having an awareness of the services Burnley Together can offer and the ability to signpost the customers into the hub if they require additional support. The council employs two community link workers in the Burnley Together. Referrals for community link worker support continues to increase significantly. In the last quarter 307 referrals have been submitted, compared to 236 in the previous quarter. Referrals come through several sources from the customer themselves to colleagues from other agencies; Social Care, Age UK, Calico, Burnley Borough Council Housing Team, Church on the Street, Social Prescribers. Both link workers continue to hold a caseload of customers that they support regularly with a multiple of complex needs. On average they can carry 12 complex cases. Many of the more routine requests are for support with Be with us and PIP applications. Other requests we receive are for budgeting, benefit checks (UC, DHP) help with form filling/applications and to source essential furniture/ white goods/ complete acorn applications.

**PL4-** We will implement our 2015-25 Green Space Strategy.

**Towneley Hall**

The Council has tendered the contract for the repair works to Towneley Hall and has received tenders from all five of the firms that were selected.

It is expected that the preferred contractor will be appointed in August, with work starting on site in the autumn and completion by Easter 2025.

The Council will work with the contractor to maintain public access to the Hall, but different parts of the building will need be closed for periods of time as the work proceeds.

The Mayor Councillor Towneley recently opened an excellent exhibition at the Hall by local artist [David Tomlinson](#), who lived in Burnley Wood for most of his life. The retrospective includes townscapes, portraits and self portraits and is a 'must see' exhibition that will be on display until later in the year and the Hall is open 12 – 5pm Saturday to Thursday.

The exhibition came about because a recent painting by David was chosen to be included in the exhibition from the

2020 lockdown series screened on [Channel 4, Grayson's Art Club](#) and exhibited at Manchester Art Gallery.

### **Stables Café**

The lease has been completed with the new tenant and they are now progressing the contract for the complete refurbishment of the interior.

The café roof is also being replaced and because it is a listed building, slates of a particular type have been ordered for which there are delivery delays.

The café is expected to re-open in Autumn

### **Play Strategy**

I'm pleased to report that the refurbished Stoneyholme Community Garden was re-opened by the Mayor on 17<sup>th</sup> June and the new play area on Harold Avenue is now also open and both are very popular. Lane Bottom play area is due to open very shortly following refurbishment

The review of the Play Strategy has been approved by the Executive. The strategy aims to ensure that the Council can maintain play areas to a high standard and whilst a number of small play areas will close, nearby play areas will be improved with the aim of ensuring that all children in Burnley have access to a good quality play space.

The Council has completed refurbishment of 10 play areas, with 9 remaining to be completed by 2026, subject to funding. The Council will also make sure that any play areas from which individual items of equipment have been removed, such as Malvern Avenue, Byerden Holme are improved.

The strategy also identifies that the Council will support the development of pump tracks in a number of locations around the borough and identify a town centre location for a wheeled sports area.

### **Tennis Court Improvements**

The Council is working with the Lawn Tennis Association on a project that will see the LTA investing nearly £70,000 to improve tennis courts at Scott Park and Padiham Memorial Park and introducing access control gates in four park court locations that will enable courts to be booked in advance by players. The Executive has agreed that there will be a charge of £3 at peak periods, with courts being free to play at other times and the income from charges will be ring-fenced for court maintenance. We are also working with Burnley Lawn

Tennis Club to develop a programme of tennis coaching activities in Queens Park, Memorial Park and Scott Park from Easter 2023

### **Padiham Greenway**

The greenway bridge over the River Calder remains closed and Sustrans, the charity which owns the bridge, has recently issued a statement identifying that stabilisation works have been carried out and they are liaising with the Coal Authority to determine if the subsidence is due to mine workings beneath the pier, which will necessitate further exploratory drilling.

Once Sustrans has confirmed the cause of the settlement, they will be able to design a permanent solution to provide support to the river pier and progress the necessary repairs to the bridge. However, they will need to work with partners to find the necessary funding.

### **Worsthorne Recreation Ground**

Fulledge Colts have stripped the interior of the clubhouse and are progressing the internal and external refurbishment of the building.

The final surfacing of the car park and access road and installation of access barriers will be done in the next couple of months.

### **Allotment Review**

A review of allotment provision is underway which will identify how the Council can increase provision and improve the management of allotments and ensure that the health and wellbeing of benefit allotments are available to as many residents as possible through development of community allotments and sharing surplus produce through community groceries. The Review will be reported to Scrutiny Committee and the Executive in the Autumn.

### **Bereavement Services**

Refurbishment of the crematorium pews and parquet floor have been completed and during this financial year the chapel and catafalt and waiting room will be repainted and the carpets replaced.

### **Climate and Biodiversity Action**

Members will be aware that the Council has reduced mowing frequencies in meadows and smaller low-mow areas with the

	<p>aim of reducing CO2 emissions and costs and increasing biodiversity. Guidance on the <a href="#">grass maintenance policy</a> is available on the Council's website.</p> <p>An ecologist is currently undertaking a species survey on approximately 40 of our meadow sites. This will inform the development of a biodiversity plan for the borough's green spaces and help the Council secure external grant funding enable selected sites to be overseeded with native wildflower mixes to further improve biodiversity.</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>COVID19 recovery</b></p> <p>The Trust continues to make a strong recovery with gym memberships now 14% higher than pre-COVID levels. Prairie and Towneley golf facilities are very busy and the provision of a ground floor bar in the golf shop selling locally made Haffner's pies has proved to be extremely popular!</p> <p>Bookings at the Mechanics are going well and the partnership that BLC has with Blackburn's King George's Hall is allowing the Mechanics to attract bigger acts than were previously interested in playing the venue.</p> <p><b>Cultural Strategy</b></p> <p>BLC are currently recruiting a Cultural Strategy Manager and setting up a Cultural Partnership Board to take forward the completion of the new Burnley Cultural Strategy which is expected to be publicly launched in the new year.</p> <p><b>Active Burnley Strategy</b></p> <p>Burnleys Physical Activity and Sport Strategy 2018 – 2023 expires shortly and it will be reviewed and updated as the Active Burnley Strategy.</p> <p><b>Climate Action</b></p> <p>The Trust is working on schemes that can make facilities more energy efficient, including, for example, the installation of new pool covers that can significantly reduce heat loss.</p>

## COUNCILLOR JOHN HARBOUR, EXECUTIVE MEMBER FOR HOUSING

### 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</b></p> <p><b>Selective Licensing: Burnley Wood with Healey Wood and the Leyland Road area 2022-2027</b></p> <p>On 21<sup>st</sup> April 2022 the Council received confirmation that the above areas had been confirmed by central government as new selective licensing areas. The designations come into force on 21<sup>st</sup> July 2022. There are estimated to be around 900 licensable properties across the two areas. The team have notified all those we believe to be affected by the scheme and have asked landlords to start making their applications from 21<sup>st</sup> July.</p> <p><b>Selective Licensing: Trinity, Queensgate with Duke Bar, Gannow and Daneshouse &amp; Stoneyholme areas 2019-2024</b></p> <p>The total number of properties that are required to be licensed is 2486 across all four designation areas. Of these, 1984 (80%) are currently licensed with work ongoing to ensure the remaining properties that require a licence are identified and processed.</p> <p>Action is being taken for those licensable properties where we have not received an application. A total of seven civil penalties have been served for the failure to apply for a licence. A landlord was also found guilty on 17<sup>th</sup> February 2022 for the failure to apply for a licence for four properties.</p> <p>There is one interim management order in operation in the Trinity area. This was made as there was no prospect of the property becoming licensed. The Council is managing the tenancy and dealing with all tenancy related matters. Work continues to ensure those properties without satisfactory management arrangements are supported and encouraged to improve. If this is not achieved refusals will be issued. Eight licenses have so far been refused.</p> <p><b>Private Rented Disrepair</b></p> <p>Since the start of April 2022, the Council has received and dealt with 80 new disrepair complaints from private rented sector tenants. The Enforcement Team has a current caseload of 215 open/ongoing private rented sector</p>

	disrepair/proactive inspection cases, which includes planned housing inspections.
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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>We are seeing a strong interest in housing development across the borough for both commercial housing and social housing and the planning team are engaging with developers to review plans and ensure that we achieve high quality developments that meet the housing need of our residents.</p> <p>New properties continue to come 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 with over 80% of the homes due for development on the site now sold or reserved. Gleeson Homes are in a very similar position at their site off Manchester Road in Hapton and Miller Homes are progressing well with their current development at Red Lees Road with 45% of their planned homes sold or reserved.</p> <p>The land at Brownside Road Worsthorne is now well underway with the first phase of properties released for sale. This development will see 18, 3- and 4-bedroom family homes offering buyers a rare opportunity to acquire a new build property in this popular aspirational location.</p> <p>McDermott Homes have recent been granted permission on land at Harrogate Crescent, the former Isaac Centre site, that will see a disused building demolished to make way for 44 family homes.</p> <p>Calico's affordable housing programme has had a very successful year with 42 affordable homes at Tay Street now complete. Calico's latest development at the land off Sycamore Avenue is progressing well and will see 22 family homes and 12 apartments finishing off a stalled housing site improving the appearance of the land and making a positive contribution to the local area. The first phase of properties is anticipated to be released for occupation in August with a second phase in November. As expected demand has been very high for this popular location.</p>

## Empty Homes Programme

So far this year, we have had 9 enquiries regarding loans. Information regarding the loans and the new maximum of £25k is going out in the next Selective Licensing newsletter to landlords. This will hopefully bring in more enquiries.

The compulsory purchase programme is progressing with a number of files being prepared for submission to the Secretary of State. A number of CPOs have just completed, including 27 Cleaver St which officers successfully defended at public inquiry.

These properties are now having schedules prepared and will be going out to tender soon. We currently have 3 properties under renovation with 3 more out to tender and more being prepared. Schedules are being prepared for the facelifting works to the rears of Windsor and Ivory (off Padiham Rd) and the fronts of Wytham and Albion St in Padiham.

Sales are still buoyant and we have accepted offers on 2 properties.

Strategic commitment	Progress update
<p><b>PE3-</b> We will continue to work with partners to provide necessary support systems to reduce homelessness and to end rough sleeping in the borough.</p>	<p>We continue to accommodate rough sleepers who have a connection to the borough. We now have 16 ABEN accommodation spaces in the Borough providing accommodation and support for people sleeping rough or at risk of sleeping rough. The housing needs team manage 13 temporary accommodation units. This gives a total of 29 temporary units within Burnley with the flexibility to accommodate both families and single people. We also have access to a small B&amp;B in Burnley if all our accommodation is full. We keep the demand and supply of temporary accommodation under review and are currently looking at all options for alternative or additional temporary accommodation in the borough.</p> <p>Multi- disciplinary team meetings chaired by housing needs continue to be held fortnightly bringing in other agencies and partners to assist with health, addiction, and housing. All people placed into temporary accommodation are referred to the MDT and referred for a full health assessment from a health care practitioner. We have been successful in securing funding through RSI (Rough Sleeper Initiative) for a further three years to fund the rough sleeper navigator service. This will allow us to continue to try to engage with rough sleepers and beggars in the borough and assist them to access support where needed. The funding will also provide a support worker to work with clients in temporary accommodation.</p> <p>Between 1<sup>st</sup> April 22 and 30<sup>th</sup> June 22 we have placed 53 households into temporary accommodation. We currently have 300 active cases for either homelessness prevention or homelessness relief. We continue to refer into the changing futures programme to assist people with multiple and complex needs. Navigators work with the service user to build trust and advocate on their behalf. Enhanced Service Hubs respond to</p>

	the diverse needs of the individual and provide integrated care across the whole spectrum of needs
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# COUNCILLOR SHAH HUSSAIN, EXECUTIVE MEMBER FOR COMMUNITY AND ENVIRONMENTAL SERVICES

## Progress against our strategic commitments

Strategic commitment	Progress update
<p>PL1- We will implement a range of initiatives to maintain a clean, safe, attractive and environmentally friendly borough. This will include community engagement and cleansing in 'hotspot' areas</p>	<p><b>Waste &amp; Recycling Services</b></p> <p>An additional 3,000 properties have now moved over from our recycling box to recycling bin collection rounds. This completes phase 2 of the project. Across the borough there are now approx 23,500 properties on the wheeled bin recycling round and 18,500 remaining on the box and sack scheme. The next planned review will be once the Urbaser contract expires in 2025.</p> <p><b>Environmental Enforcement</b></p> <p>There has been a strong focus upon tackling waste dumped in back streets over the last 6 months, in an attempt to try and change the behaviour of those few that continue to blight our communities.</p> <p>Streetscene in partnership with LA Support have targeted problematic properties to educate and enforce where the problem persists. In total, 440 fixed penalty notices have been issued between 1<sup>st</sup> January 2022 and 30<sup>th</sup> June 2022 to those properties that continue to dump waste in the back streets.</p> <p><b>Electric Vehicle Charge Points</b></p> <p>A bid has been submitted by Officers to the Energy Saving Trust as part of the Government's On-Street Residential Chargepoint Scheme (ORCS). Should our bid be successful this will result in residents being able to charge their vehicles on Council owned car parks that are being selected due to the specifications of the grant and in vicinity to residential areas. This funding will assist the Council in delivering its Electric Vehicle Strategy for the Borough, support the growth in momentum of changes to cleaner vehicle emissions and support the Council's broader Climate Change commitments.</p> <p><b>Pavement Licences</b></p> <p>The temporary arrangements for district council licensing of pavement cafes brought in by the Business and Planning Act 2020 are due to cease at the end of September 2022. The Levelling Up and Regeneration Bill will make permanent the arrangements with a few changes including to the charging structure, the duration of new licence consultation and determination periods and provision of some enforcement</p>

powers. From 1<sup>st</sup> October 2023, it will be necessary to issue such licences using this legislation rather than the via the Highways Act. It is likely that there will need to be dialogue with Lancashire County Council around roles and responsibilities.

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

ASB reports to services have shown a positive direction of travel over the last few months. From May to June there was a reduction of 8.5% in the number of calls to the Police relating to ASB. This is especially encouraging as seasonal trends would tend to show an increase in reports as we approach warmer months. Comparing June with previous years also shows encouraging signs with 2022 showing reductions on both 2021 (23.9%) and 2020 (35.9%). While the elevated levels of both these years are, in part, due to Covid regulations, ASB reporting levels are now comparable to those of pre-pandemic 2019.

Youth ASB, which had seen significant increases in the early months of 2022 are also showing positive signs with June 2022 showing a reduction of 32.1% from the previous month. As with 'All ASB', youth related incidents are now back in line with those reported prior to the pandemic. These results are encouraging and recognises the hard work and focus that has been put in to address this matter as a priority by the Council's ASB Team, the Police, LF&R, LCC and diversionary services and other key partners as part of the multi-agency tasking and co-ordination (MATAC) Group that is well established in Burnley.

Council officers are continuing to support Police in the establishment of an ASB case management panel (ASBRAC) to address persistent ASB issues. The group will work in parallel to the Housing and Health panel. Group Membership is being confirmed with the aim of initial meeting taking place in the next month.

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

The Community Safety Team has commissioned work by the group AFTA Thought to deliver training and awareness sessions on Domestic Abuse to staff and partners. The group use theatre as a medium for interactive training sessions that challenge staff to think about domestic abuse and the role of the council in addressing this issue. The work originally began in 2020 but was paused due to the Covid 19 pandemic. In May there was a launch and celebration event in Preston, organised by the County Council to promote local Domestic Abuse services – post Pandemic. This event was attended by Council Officers and County service providers. There are plans to deliver similar events at the district level in the near future.

In addition, Council Officers are working with the County Council and Safenet to strengthen local outreach and community services as part of the Central Government funding that has been made available for the delivery of the

Safe Accommodation strand (Part four Regulations of the 2021 Domestic Abuse Act). This work intends to raise awareness locally of the available support services across the Borough.

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

The community safety team is leading on re-energising the partnership comms work to promote positive work and raise awareness of community safety issues. Through a combined Comms approach, we will be promoting some of the work that partners do in the Padiham area to work with young people and reduce ASB. There are currently three weekly sessions for young people in Padiham including an open access session Friday nights run by LCC's Target Youth Service. The CS Comms group will run through MATAC.

CSP Comms Group are also developing a project to improve accessibility to council and police reporting processes in harder to reach communities. We will work with crime stoppers, and community leaders, to develop a comms approach that 'demystifies' reporting processes and encourages greater engagement from communities on issues around community safety and ASB. The project will focus on areas of Daneshouse with Stoneyholme, Queensgate, and Bank Hall.

### **Alleygating**

The process of scheme selection for the 2022/23 roll out of Alleygates has begun. There are currently 86 applications on file with funding that will provide approximately 6 new schemes.

# COUNCILLOR MARK TOWNSEND, EXECUTIVE MEMBER FOR ECONOMY AND GROWTH

## Progress against our strategic commitments

Strategic commitment	Progress update
<p>PR2- We will proactively support the borough's businesses to innovate and expand, and make the borough a natural choice for business relocation.</p>	<p><b>Business Support</b>            The Business Team are currently working with 30 businesses looking to relocate to or expand in the Borough. The team is starting to see a number of significant property enquiries relating to future employment sites with demand for large, well accessed properties in excess of 100,000 Sq Ft. US headquartered SS&amp;C began operations at B1 Business Centre in May of this year. The company have taken 12,000 Sq Ft of office accommodation and have currently created 24 jobs here in the Borough in the financial sector. This is the first phase of growth for the company here in Burnley with expected expansion over the next 2-3 years.            The Business Support Team organised a free Low Carbon Seminar at Burnley Football Club in May. Burnley Businesses were invited to a breakfast seminar, the aim of which was to explain to companies what the low carbon agenda is and it's implications for businesses. At the seminar they were able to find out how to access free help and support with energy management, technology, low carbon strategy, renewable energy generation, training and more from from East Lancs Chamber of Commerce, Burnley College and UCLan. 23 attended on the day. The event was jointly funded by Burnley College, UCLan and the Chamber of Commerce.</p> <p><b>Community Renewal Fund</b>            In 2021 the Council was successful in securing circa £1m of the Community Renewal Fund from the government to support a business grant scheme across Burnley, Pendle and Rossendale. The scheme is delivered on our behalf by Growth Lancashire. 16 Burnley companies have successfully applied to the Community Renewal Fund to enable them to progress growth projects within their businesses. The combined projects will create Private Sector Investment within the Borough of £935,637 and xx jobs            Businesses that have benefitted from the funding range from newly started ventures to long established companies covering a range of sectors including Manufacturing, Digital &amp; Creative and Hospitality &amp; Leisure</p> <p><b>Vision Park</b>            Vision Park remains full as of November last year. We still have live enquiries for space on site so we now have a reserve list in place. Council officers are looking at options to develop the remainder of the site, but viability is challenging due to the significant increase in building costs.</p> <p><b>Padiham Town Hall Business Hub</b>            Over the last two years extensive work has been carried out to refurbish the upper floor of Padiham Town Hall to create attractive managed and co-workspace. The 7 fixed offices at are either occupied or under offer. The Co-Working space</p>

was launched in May of this year with tours of the space during the Padiham Bondholder event and a subsequent coffee morning. We currently have three live users of the space with two graduating into a fixed office space this month. There are also 13 live enquiries relating to the Co-Working space which are ongoing.

### **Burnley Bondholders**

Over the last three months there have been three bondholder networking events. The Bondholder network events are an opportunity for the business community to come together, to find out about key projects and about the wider business community. The Bondholder network currently has over 200 members who make a financial contribution towards promoting Burnley as a place to live, study, visit and invest.

On the 11<sup>th</sup> May over 100 Burnley Bondholders attended an event at Peter Scott Printers for a tour of their new facility and to hear from the Government initiative “Get Smarter” and the Advanced Manufacturing Research Centre NW (ARMC) how manufacturers can become more sustainable and efficient.

On the 19<sup>th</sup> May Over Burnley Bondholders packed the Padiham Town Hall ball room to hear from Burnley Council about the transformation of Padiham alongside inspirational stories from local businesses who have based themselves in Padiham. Attendees were also able to take part walking tours of some of the key improvements both inside the town hall and in Padiham town centre.

A third event took place on the 16<sup>th</sup> June Burnley Bondholders enjoyed an exclusive tour of Burnley College to see the £100m campus, including the new elite athlete gym and health and science block. The college also revealed the plans for the college expansion to the business audience. As a result, several businesses have contacted the college to work together. Neil Evans, MD at VEKA was also introduced as the new chair of Burnley Bondholders.

### **Burnley Business Awards**

After a long wait of three years the Burnley Business Awards finally took place at Townley Hall on the 30<sup>th</sup> June. As always the awards were fiercely contested with over 80 entries for the 11 awards. Around 450 attendees from Burnley’s business community celebrated the achievements of the borough over the past two years at Townley Hall. Once again UCLAN were headline sponsor. Business of the Year, a special prize picked from all the entries by the Chief Executive of Burnley Council and the Vice Chancellor of UCLAN, went to the Calico Group

in recognition of the work that they undertook to support residents during the pandemic. The Council would like to thank all the following businesses and organisations for their sponsorship of the event; Paradigm, Crow Wood, Charter Walk, Burnley College, Rotherwood Recruitment, +24 Marketing, Barnfield Construction, SS&C, Eric Wright, Safran, AMS Neve, Forbes Solicitors, Veka, John Spencer Textiles, Peter Scott printers, Burnley Express, Holiday Inn and Impact Conferencing

### **Burnley Brand Activity.**

*The InBusiness Burnley Magazine issued at the end of May. The publication is distributed locally and nationally to showcase Burnley as a place to do business. This edition had a strong focus on education, featuring new and proposed developments at both Burnley College and UCLAN.*

*The Burnley Lifestyle Magazine was issued on the 18<sup>th</sup> July with 17,500 copies distributed locally and nationally to showcase Burnley as a place to live, study and explore. 17,000 copies distributed. This latest edition covers a range of interesting topics including features on arts and fashion, heritage and conservation, outdoor activities and rural economy, together with the best places to eat and drink.*

### **Press**

Since April 14 there have been 34 pieces of positive news on Burnley.co.uk and 4 on burnley.social. Burnley has featured in 1,774 pieces of online, print and broadcast news with a combined AVE of £1.34m and reach of 499m. The Burnley Express print edition was the largest outlet in terms of volume (174 articles).

### **Social media**

Since April 14, Burnley.co.uk's social media posts have had 53% more impressions (this is the number of time our content is seen in their social media feed - over 3 million.) Social media followers increased by 2.2% over the period, with LinkedIn, Twitter, Facebook and Instagram at a combined 19,935. For burnley.social, social media followers increased by 1.6% over the period, with Twitter, Facebook and Instagram at a combined 5,252.

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</b>  <b>Burnley Business Improvement District</b>  The Burnley BID is a business led initiative set up to deliver a programme of activity to improve the town centre, funded by a levy on business rate payers. In the last quarter the BID has installed new footfall counting system covering parts of the town centre outside of Charter Walk. The Counters will allow the partnership and the Council to better understand how and when the town centre is used.  The BID has continued to support the Artisan markets and the footfall counters an uplift of 3,000 visits to the town on artisan market.  The BID has also funded and installed flower planters along Manchester Road.  BID levy payers are also able to benefit from improved internet speeds at a reduced price as a result of collective buying, together with a range of business support.</p> <p><b>Pioneer Place</b>  Work on site is progressing to programme comprising: car parking; groundwork; foundations; services; steelwork for the cinema. Good progress is being made securing tenants.</p> <p><b>Lower St. James Street Heritage Action Zone</b>  The scheme is funded by Historic England and aims to restore and bring back into use buildings along lower St James Street, alongside a program of cultural projects and community engagement activity.  Work continues to 143 Lower St James’s Street with practical completion expected at the end of July. Planning permission has been approved for number 139/141 with works to commence over the summer.  The HAZ Officer continues to work with property owners to help bring more projects forward.  The Pop-up Shop on Lower St James Street continues to exhibit artwork by the Cultural Consortium.</p> <p><b>Town to Turf Levelling Up Fund Project</b>  The detailed design work has now been completed and consultation is planned to take place over the summer months. The scheme will be delivered by LCC with works on site commencing early in 2023.  Burnley Manchester Road Access Levelling Up Fund Project  This scheme is being delivered by LCC and Network Rail. NR have been instructed to commence detailed design work.</p> <p><b>Padiham Town Centre</b>  <b>Town Centre Management Activity</b>  The Economy and Growth service has once again supported the Padiham business community to deliver a range of events aimed at bringing additional footfall into the Town Centre. Painting Padiham brought approx. 5,953 to the centre over the course of the one-day 14<sup>th</sup> May.</p>

Padiham Town Council Jubilee Event brought in 4897 visitors over the course of one day 4<sup>th</sup> June.

Padiham on Parade event brought approx. 15,890 people to the centre over 3 days 24/25/26 June.

All 3 events have been highly successful and really brought the town to life.

Fardella and Belle (Estate Agent) have relocated to the town and two new businesses have opened in the Townscape Heritage area of town (The Hill).

### **Padiham Public Realm Works**

Installation of street furniture (seating, bins, planters, bollards) and outstanding areas of paving are complete. Works to rebuild the wall and installation of artwork within the northern node are on site, expected to complete end of July. Feedback on the scheme from businesses, residents and visitors has been positive. The new Piazza in front of the town hall has become the focal point for events.

### **Padiham Townscape Heritage Initiative**

The Padiham Townscape Heritage Initiative has brought £1.4m investment from the Heritage lottery regenerating what was a run down part of the town centre. The scheme is now in its final year.

Works are on-going 33-35 Burnley Rd (Exemplar Project) with practical completion expected late July. Internal renovations to the former National School Building are completed and work is on-going to the shop front and front elevation and a planning application has been submitted for a scheme at 12-14 Burnley Rd

Plans to incorporate artwork to building gables within the town centre that represent the heritage and culture of the area are progressing. A steering group made up of local businesses and the town council has been established to take the initiative forward and two artists have been commissioned by Mid Pennine Arts to develop designs.

### **Flood Resilience Works**

Since the last update the Environment agency has received permission to carry out works to the river wall adjacent to Bendwood Close under permitted development rights. Further ground investigation works to the Green Brook Area and former Baxi site have now been completed, with the information being used to inform detailed design. Trial digs have been undertaken at Padiham bridge to help with the design of strengthening the bridge to prevent failure if debris hits the bridge during a flood. The enabling works including the removal of invasive species have continued to the rear of

	<p>Padiham Town Hall and Bendwood Close to prepare for works to commence on site in August 2023. The EA has also developed some initial proposals on how the public realm area outside adjacent to Boyes and Padiham beach can be reconfigured to accommodate flood defence works – the EA will be consulting on these proposals.</p> <p>The first phase of construction works will commence in August to the section at the rear of the town hall, followed by Bendwood Close. Construction on the main section is scheduled to commence in Spring 23.</p> <p>The EA continue to monitor Gravel Padiham Bridge (River Calder) and at Shakespeare Street Bridge (Green Brook) against agreed trigger levels for removal. Clearance has and will continue to take place as required at these locations when the trigger levels are reached.</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><b>Supplementary Planning Documents:</b></p> <p>The Local List SPD and the Houses in Multiple Occupation and Small Flats SPD were adopted in April 2022.</p> <p>Formal public consultation on the draft Planning for Health SPD and Residential Extensions SPD commenced on 29 June 2022 for 6 weeks.</p> <p><b>Housing Monitoring:</b></p> <p>Pending the production of the 2021/22 AMR, an interim <a href="#">Housing Statistics Release</a> has been issued showing the headline housing development statistics. This shows that 329 net additional dwellings were completed in 2021/22 against the indicative 194 annualized target set out in Policy SP2 of the Local Plan.</p> <p><b>Housing and Employment Sites:</b></p> <p>The Planning Policy Team remains busy assisting colleagues in Development Control in assessing and securing amendments to planning applications for major housing and employment schemes, particularly those involving allocated sites.</p> <p>Housing Sites:</p> <p>Build-out continues at HS1/1 Former Hambledon School site (Valour Park, McDermott Homes) and HS1/3 Former Blythes Site (Canal Walk, Gleeson) (around 80% of homes on these</p>

	<p>sites are now reserved or sold), site HS1/8 Red Lees Road (The Calders, Miller Homes c45% reserved or sold) and site HS1/26 Land adj 250 Brownside Road, Worsthorne (Millers Green, Boyes Homes) 4 properties reserved or sold. Calico's development at site HS1/13 Tay Street has been completed and work is well underway at its site HS1/19 Land NE of Sycamore Avenue. An application to discharge conditions has been received for its site for 93 Extra Care flats at HS1/10 Land at Burnley General Hospital (CND/2022/0375)</p> <p>Employment Sites:</p> <p>The revised planning application at site EMP1/2 Burnley Bridge has been refused (REM/2021/0735). The outline application at site EMP1/5 Land south of Network 65 (OUT/2020/0366) has been approved (subject first to the signing of a section 106 Agreement.)</p>
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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>Newtown Mill – Considerable progress has been made in terms of the detailed design for Sandygate Mill and a planning permission has been submitted. Enabling work including asbestos removal and internal strip out have commenced and the main contract should commence in August subject to planning permission.</p> <p>Sandygate Halls – Terms have been agreed with a tenant to occupy the lower ground floor offices and to operate a coffee shop one of the retail units on the square, due to open in September 2022.</p>
<p><b>PR6-</b> We will delivery our COVID-19 economic recovery plan.</p>	<p><b>Youth Employment and Skills Hub</b></p> <p>An event took place at Thrive, to connect all partners in Burnley that deliver employability type support and to provide updates to each other on how they can support each other's customers. This was organised with Lancs County Council and 50 people attended including L.C.C staff that work with care leavers, NEET, youth workers etc. 13 partners had an exhibition stand and feedback was excellent.</p> <p>There are now 19 partners actively participating and collaborating</p> <p>Appointments booked at the youth hub have increased by 11.63%, although appointments attended has decreased slightly by 2.8% to the end of April 2022.</p> <p>The number of unemployed 18 – 24-year-olds, actively seeking work in Burnley for May 2022 is 540, in May 2021, 2021, this figure was 910 a reduction of 59% over the last 12 months for this age group.</p> <p><b>UK SPF</b></p>

Burnley has been allocated £3,488,102.00 for a 3-year period to March 2025. This funding replaces previous European funds, at a reduced level. An Investment Plan is being developed outlining how the funding will be spent across 3 themes of: -

- Community & Place
- Supporting Local Business
- People & Skills

Officers have engaged with stakeholders to understand the impact in the reduction of European funding and how the 41 interventions within the above 3 themes could support local need, aligned with Council priorities, the Economic Recovery Plan and Community Recovery Plan.

Projects will include some locally delivered support around employment & skills, capital/revenue funding for local small community projects/grants and a Pan-Lancashire wide business support project.

The Growth & Prosperity Board and the Executive will approve the Investment Plan for submission to government by the end of July 2022. Delivery is anticipated to start from October 2022.

#### **Economic Recovery – key performance data**

In terms of unemployment, the claimant rate peaked at 9.2% (4950) in February 2021 and has continued to decline since then and in May 2022 was 5.6% (2,995) which is comparable with the pre-covid rate. In the later part of 2021 there was a slight increase in claimants in older age groups, although not to the extent that had been expected following the end of the Furlough scheme in October and the figures have fallen in line with all age groups in the first quarter.

It was expected that young people would be most badly affected by the economic impact of the pandemic. Burnley had a very high pre-pandemic youth (18 – 24) unemployment rate at 8.9% in February 2020 compared with 5.2% in the North West and 4.3% in Great Britain. The 18-24 claimant count rose to over 15% in May 20 and remained at these levels until May 21 when it started to decline, reflecting the national trend. In May 2022 the Youth Employment rate had reduced to 8.3% slightly lower than the pre-pandemic level but remains persistently high in comparison to the North West and Regional figures.

Universal Credit claims peaked at 13,719 in August 21. Figures have continued to fall to 12,275 claimants in April 2022 of which 61% are not in work.

Data from Lancashire LEP below shows a significant increase in job vacancies each month since January 2021 compared to the previous two years. This trend has continued into 2022 and is common across all sectors. but the high number of vacancies in Professional Occupations and in education is notable.

Gross Value Added is a key measure of economic performance. Recently released data shows that GVA in Burnley fell by 0.53% during 20/21 compared to -3.83% across Lancashire and -3.36% in the UK.

