



BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

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PORTFOLIO: **COMMUNITY AND LEISURE SERVICES**

EXECUTIVE MEMBER: **COUNCILLOR LIAN PATE**

DATE OF REPORT: **12/07/2017**

Progress on against our strategic commitments

Strategic commitment	Progress update
PL1- We will implement a range of initiatives to maintain a clean, safe borough.	<p>The town centre redevelopment scheme is progressing well with the recent addition of street furniture and planters. The area on Curzon St. near Next and Home Bargains is nearing completion and works along the length of St. James's Street will continue until a projected completion date later in the year. Works to Parker Lane will take place in early 2018.</p> <p>Environmental education activities with residents have already been undertaken in Gawthorpe, Cliviger and Worsthorne. Work with Whitegate nursery has been successful in raising awareness to tackling the local concerns of dog fouling and littering. Further activities across the borough will continue throughout the year.</p> <p>The pilot work with Kingdom to tackle littering and dog fouling continues to progress well. Officers patrol areas that are reported to have high environmental concerns. Residents are encouraged to report in areas that may benefit from patrols to; environmental.crime@burnley.gov.uk Controls are in place for the Council to ensure that only appropriate Fixed Penalty Notices are</p>

	<p>actioned.</p> <p>The Council has a strong track record for multi-agency working. The rollout in Burnley of the countywide Transforming Lives work is progressing well. The multi-agency team working with people with complex needs is now in place. The team take a preventative approach, identifying risk to reduce current and future demands on services from key agencies and to prevent individuals reaching crisis point.</p>
<p>PF3- We will develop our digital strategy, so that more residents transact with us online and we are able to deliver services more efficiently</p>	<p>Online transactions have gone from 14% in March 16 to 34% in March 17.</p> <p>The number of self-service transactions has increased from 2000 in March 16 to 7000 in March 17, and the percentage of households that now have a self-serve account has gone from 10% in March 16 to 30% in Feb 17.</p> <p>To help drive up digital transactions even further, tablets are now installed at the contact centre and contact centre staff will be supporting customers each step of the way to help get them online.</p>
<p>PE2- We will continue to develop the leisure and cultural offer of Burnley in partnership with Burnley Leisure.</p>	<p>Burnley Leisure has now taken over management of the three Towneley golf courses in partnership with the Council and Towneley Golf Club.</p> <p>A number of improvements are currently being progressed: The 18 hole course shop has been completely refurbished and the new entrance has been created. At the pitch and putt course a new service kiosk is being installed shortly. On the 9-hole course, foot golf is being introduced, which has proved extremely popular in other places where it has been introduced.</p> <p>The Run for All 10K run took place again this year on 4th June with approximately 1,400 runners enjoying the fantastic course and raising many thousands of pounds for charities. The organisers have already booked the date for next year's event.</p> <p>Preliminary work on a Heritage Lottery Fund application for the Mechanics is progressing. A series of workshops have been held to explore uses that will create a sustainable use the this space, which is currently under-used.</p>