



BURNLEY BOROUGH COUNCIL REPORT TO THE FULL COUNCIL

[Internal link to previous report](#)

PORTFOLIO: COMMUNITY SERVICES

EXECUTIVE MEMBER: COUNCILLOR LIAN PATE

DATE OF REPORT: 21/12/2016

Progress on against our strategic commitments

Strategic commitment	Progress update
<p>PL1- We will implement a range of initiatives to maintain a clean, safe borough.</p>	<p>Progress continues in the preparation for the introduction of a chargeable green waste service in 2017. Communication and marketing material is scheduled to be delivered late January. The charge will be £30 per year and residents will be able to sign up to the scheme in February 2017. The chargeable service will commence from 1st May 2017, resident who sign up prior to mid-March will receive a £5 discount.</p> <p>The Public Space Protection Order for the town centre is now in place to maintain a safe environment for our community. As part of the ongoing work, a Community Protection Order has been obtained against an individual who persistently has caused problems in the town centre.</p> <p>The Council with partners have introduced the 12 days of Christmas communications campaign to promote key community safety messages to support our residents over the festive period. These are currently being rolled out via the website and social media.</p>

PE2- We will deliver modern customer services, and will respond to the different needs of residents within our borough

As part of ongoing investment in online services, residents can check whether they are eligible for benefits, make a claim, and update an existing claim if their circumstances change, through the Council's website. Online claims can usually be processed several days faster.

If people are not able to use new technology or do not have access to a computer, tablet or smart phone, residents can go into Contact Burnley, where tablets and PCs are being installed for customers to access. There is now free Wi-Fi in Contact Burnley, so customers can bring their own device along to access the portal, with Customer Service Advisors on hand to help. Libraries and many community centres also have free access to PCs that customers can use.

Members might be interested to know that Wi-Fi is also available in the Council Chamber and committee rooms. This was installed as part of the transformation programme being delivered through the Liberata partnership.

Officers will begin a programme of formal negotiations with charities and management committees at five community buildings, with the aim of arranging community asset transfers on a proper basis. Alongside these negotiations, a draft community asset transfer policy is now out for consultation. We are taking a step-by-step approach and the Council aims to enable these buildings to remain as community facilities. In times of financial challenge, we cannot foresee having the funds to maintain and improve the buildings in future years. Charities and community benefit companies will be better placed than the Council to get the grants and financial donations that will enable the buildings to continue operating. A progress report and the consultation documents will be coming to the Council's scrutiny committee on 9 February, well before any final decisions are made on the policy and the transfers.