

Meeting	POLICY DEVELOPMENT GROUP
Time/Day/Date	6.30 pm on Wednesday, 8 March 2017
Location	Council Chamber, Council Offices, Coalville
Officer to contact	Democratic Services (01530 454512)

All persons present are reminded that the meeting may be recorded and by attending this meeting you are giving your consent to being filmed and your image being used. You are kindly requested to make it known to the Chairman if you intend to film or record this meeting.

The Monitoring Officer would like to remind members that when they are considering whether the following items are exempt information under the relevant paragraph under part 1 of Schedule 12A of the Local Government Act 1972 they must have regard to the public interest test. This means that members must consider, for each item, whether the public interest in maintaining the exemption from disclosure outweighs the public interest in making the item available to the public.

AGENDA

Item	Pages
1. APOLOGIES FOR ABSENCE	
2. DECLARATION OF INTERESTS	
Under the Code of Conduct members are reminded that in declaring disclosable interests you should make clear the nature of that interest and whether it is pecuniary or non-pecuniary.	
3. PUBLIC QUESTION AND ANSWER SESSION	
To receive questions from members of the public under rule no.10 of the Council Procedure Rules. The procedure rule provides that members of the public may ask any question on any matter in relation to which the Council has powers or duties which affect the District, provided that three clear days' notice in writing has been given to the Head of Legal and Support Services.	
4. MINUTES	
To approve and sign the minutes of the meeting held on 11 January 2017	3 - 8



5. REVIEW OF SMALL GRANTS	
Report of the Director of Resources	9 - 12
6. REVIEW OF HOUSING POLICIES	
Report of the Director of Housing	13 - 48
7. DRAFT SAFER NORTH WEST COMMUNITY SAFETY PARTNERSHIP STRATEGY 2017-20	
Report of the Director of Services	49 - 72
8. HOW LEICESTERSHIRE'S ROADS, PAVEMENTS AND VERGES COULD BE MANAGED IN THE FUTURE - LCC CONSULTATION	
Report of the Director of Services	73 - 92
9. ITEMS FOR INCLUSION IN THE FUTURE WORK PROGRAMME	
To consider any items to be included in the work programme. The plan of forthcoming Cabinet decisions and the current work programme are attached for information.	93 - 112

Circulation:

Councillor N Clarke
Councillor J Cotterill
Councillor T Eynon
Councillor J Geary
Councillor D Harrison
Councillor G Houl
Councillor V Richichi
Councillor A C Saffell
Councillor N Smith (Deputy Chairman)
Councillor M Specht (Chairman)

MINUTES of a meeting of the POLICY DEVELOPMENT GROUP held in the Council Chamber, Council Offices, Coalville on WEDNESDAY, 11 JANUARY 2017

Present: Councillor M Specht (Chairman)

Councillors N Clarke, J Cotterill, J Geary, D Harrison, G Hault, V Richichi, A C Saffell and N Smith

In Attendance: Councillors R Johnson and S Sheahan

Officers: Mr S Bambrick, Mr C Brown, Mr P Collett, Mr A Hunkin, Mr G Jones, Outama, Mr P Padaniya, Mr J Richardson and Mrs R Wallace

Guests: Mr M Beckett (SLC Rail), Inspector H Bhakta (Leicestershire Constabulary), Mr B Hulland (SLC Rail) and Ms K Smith (SLC Rail)

16. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor T Eynon.

17. DECLARATION OF INTERESTS

There were no declarations of interest.

18. PUBLIC QUESTION AND ANSWER SESSION

No questions were received.

19. MINUTES

Consideration was given to the minutes of the meeting on 28 September 2016.

An amendment was requested to insert Councillor R D Bayliss into the attendance list as he was at the meeting.

It was moved by Councillor J Geary, seconded by Councillor D Harrison and

RESOLVED THAT:

Subject to the above amendment, the minutes of the meeting held on 28 September 2016 be approved and signed by the Chairman as a correct record.

20. LOCAL POLICING UPDATE

The Local Policing Unit Commander, Inspector Helena Bhakta gave an update to Members on matters including the current resources and demand, crime rates, strategic priorities and performance.

Councillor N Smith commented that he was pleased to see armed police recently and asked if there was any intention of extending it further into the District as he felt that it helped with people's behaviour. Inspector Bhakta was pleased that Councillor N Smith viewed armed police officers positively as unfortunately many people did not. She explained that areas were assessed and armed police officers were used where the threat was, generally in crowded areas rather than villages. She did not see this being extended any further, especially as it was resource intensive with highly trained officers.

In response to a question from Councillor N Clarke, Inspector Bhakta reported that there was not an issue with hate crime in the area which was very positive.

In response to a question from Councillor V Richichi, Inspector Bhakta explained that serious organised crime were organisations that had a clear hierarchy of command with high business operations that made a lot of money, such as dealing drugs.

The Chairman thanked Inspector Bhakta for attending.

21. HS2 - PRESENTATION FROM SLC RAIL

The Director of Services introduced the representatives of SLC Rail and reminded Members that the consultants were working on behalf of the Council not HS2.

A presentation on North West Leicestershire's current position for Phase 2 of HS2 and the next steps available was given to Members.

The Chairman adjourned the meeting for a comfort break at 7.38pm and reconvened at 7.42pm.

Councillor D Harrison raised concerns regarding the housing development in Measham which would be affected, as well as the impact on the neighbouring villages. He believed the village of Measham would be destroyed and he did not see any benefits. He felt strongly that there should be a station at East Midlands Airport. Mr M Beckett noted the comments regarding the adverse impact on Measham and he felt the arguments from HS2 regarding the reasons for the route change were less convincing and unclear. He stated that unfortunately the opportunity for a station in the area had passed and other Local Authorities in the East Midlands had already agreed with the proposed station at Toton.

Councillor M Specht did not agree that the opportunity for a station in the District had passed and commented that it was more important to take into account what the people of the District wanted rather than other Local Authorities. He believed that it was ridiculous not to utilise the airport when the aim of HS2 was to obtain an integrated service.

Councillor N Smith reported that he had attended a recent public meeting regarding phase 2 of the route which had a very high turnout. He explained that many questions were asked about the proposed changes in Measham when other options were available, unfortunately HS2 were not clear in the responses. In response to a question from Councillor N Smith, the Director of Services recommended that any concerns be directed to him. Mr M Beckett confirmed that the suggestion that East Midland Parkway would be used instead of Toton was only a rumour.

Councillor V Richichi did not believe that there were any benefits for the District with the current proposals as the nearest stations were too far away.

Councillor N Clarke concurred with Councillor V Richichi and felt that the District needed to see more long term benefits other than a faster journey time. Mr B Hulland agreed that the benefits was something that needed to be investigated and thanked Members for raising the point. He added that HS2 would improve the rail network with more routes and trains. He confirmed that they were unable to influence the location of the stations but the route was something that people's views could be fed into.

The Chairman thanked the guests for attending.

22. DRAFT GENERAL FUND REVENUE BUDGET PROPOSALS AND CAPITAL PROGRAMMES 2017/18

The Financial Planning Manager presented appendix one of the report and updated Members that since the proposals were considered by Cabinet in December the Local Government Financial Settlement had been announced. The two key elements in relation to the announcement was that the four year settlement that was offered last year had been confirmed and the changes to the New Homes Bonus Payments meant that the Council would benefit in the short term.

In response to questions from Councillor N Clarke, the Financial Planning Manager stated the following:

- The one off cost increases in the waste service was due to the County Council's withdrawal of recycling payments from 1 April 2018; a temporary round consisting of extra staff was required.
- The additional funds for information management had made a noticeable difference as more information was now available online for people to view instead of submitting Freedom of Information Requests which was a lengthy and costly process. Some processes had also been streamlined so that information was only input once which would save money in the long term.
- The surplus was less than originally forecasted in the Medium Term Financial Strategy due to key factors such as delays in some areas of business rate income, employment costs and some income not as much as predicted. He added that the change in New Homes Bonus meant that the figure would now be slightly higher.

Councillor N Clarke commented that he was pleased that the Council Tax Support Benefit would remain at the same level as it helped many people within his Ward. Councillor N J Rushton commented that it was a tough decision but he felt it was a good one for the level to remain the same.

In response to a question relating to the additional costs as a result of staffing numbers from Councillor D Harrison, the Interim Director of Resources explained the importance of maintaining adequate staffing levels and in general there would not be a lot of growth in budgets or levels of staff. He added that any major changes would need to be investigated seriously before being implemented.

The Financial Planning Manager presented appendix two of the report.

In response to questions from Councillor N Clarke, the Financial Planning Manager stated that although reducing the number of refuse vehicles may have been mentioned in the past due to lower levels of recycling, this was not included in the proposals. Councillor N J Rushton added that recycling still needed to be collected even if the levels were lower. Also there had been an increase in households in the District and therefore the vehicles were required.

The Director of Housing presented the HRA Capital Programme section of the report to Members.

Councillor M Specht was pleased with the building of new council homes.

Councillor N J Rushton commented that he was very proud that new council homes were being built for the first time in 30 years.

It was moved by Councillor J Geary, seconded by Councillor D Harrison and

RESOLVED THAT:

The comments made by the committee be considered by Cabinet at its meeting on 7 February before making its recommendations to Council.

23. HOUSING REVENUE ACCOUNT (HRA) BUDGET PROPOSALS FOR 2017/18

The Director of Housing presented the report to Members highlighting the proposed budgeted surplus of £276,000 and the estimated balance on the Housing Revenue Account to be £8.5million by March 2018. He referred to the consultation process with Council tenants and reported that the comments were mainly around the building of new council homes which was well received, the proposed parking improvements on estates were welcomed and a preference for air source heat pumps heating systems over gas central heating, even though they were more costly to install.

Councillor D Harrison was pleased to see an improvement in the turnaround time for void properties and asked what the current figures were. The Director of Housing reported that the turnaround time was now 35-36 days. He also informed Members that rent loss due to void properties was now down to 1.2 percent from 1.8 percent last year, this equated to approximately £100,000 additional rent income.

Councillor N Clarke referred to the repayment of debts as detailed at paragraph 2.2 of the report and asked if it was still due to be repaid as per the planned timescales. He also added that he was delighted about the new build council homes and thanked the Director of Housing for all the work undertaken to try and acquire the site at Cropston Drive for development. The Director of Housing confirmed that the debt repayment was on track as planned and that complex negotiations were ongoing in relation to acquiring the Cropston Drive site.

It was moved by Councillor D Harrison, seconded by Councillor J Geary and

RESOLVED THAT:

The comments made by the Committee be considered by Cabinet at its meeting on 7 February before making recommendations to Council on 24 February.

24. ICT SERVICES UPDATE

The ICT Team Manager presented the report to Members highlighting the current procurement process for the provision of a secure private data centre, the outcome of which would be considered by Cabinet in February.

Councillor A C Saffell commented that as he had experience of working in the industry, he had concerns regarding issues during the migration of data, he asked what the contingency was. The ICT Team Manager reported that in terms of the migration, the work would be conducted on a phased approach over a set period of time. The contingency plans would be included in the contract. In response to a question, the ICT Team Manager confirmed that the contract could be made available for Members if required. The Interim Director of Resources commented that the procurement process would make sure that the correct company was used to cover all risks.

It was moved by Councillor D Harrison, seconded by Councillor A C Saffell and

RESOLVED THAT:

The report be noted.

25. ITEMS FOR INCLUSION IN THE FUTURE WORK PROGRAMME

Councillor N Clarke referred to the recent Council meeting at which the appointment of the Head of Economic Development was ratified, and suggested that a report on the local economy of the area be considered by the Committee. He asked for the following points to be included:

- the current employment outlook in the District by sector for example distribution, manufacturing, retail and service sectors;
- where the growth was occurring;
- which sector was struggling;
- How the Council could help the local economy become more resilient, broader based and self sustaining.

RESOLVED THAT:

The work plan be noted.

Councillor N J Rushton left the meeting at 8.26pm.

The meeting commenced at 6.30 pm

The Chairman closed the meeting at 8.44 pm

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**POLICY DEVELOPMENT GROUP – 8 MARCH 2017**

Title of report	REVIEW OF SMALL GRANTS
Contacts	<p>Councillor Alison Smith MBE 01530 835668 alison.smith@nwleicestershire.gov.uk</p> <p>Director of Resources 01530 454833 andrew.hunkin@nwleicestershire.gov.uk</p> <p>Head of Community Services 01530 454832 john.richardson@nwleicestershire.gov.uk</p>
Purpose of report	To determine whether PDG wishes to monitor grants awarded by the Council.
Council Priorities	Business and Jobs Homes and Communities Green Footprints Challenge
Implications:	
Financial/Staff	Reports to be prepared for PDG.
Link to relevant CAT	N/A
Risk Management	N/A
Equalities Impact Screening	N/A
Human Rights	N/A
Transformational Government	N/A
Comments of Head of Paid Service	Report is satisfactory
Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Deputy Monitoring Officer	Report is satisfactory

Consultees	None
Background papers	None
Recommendations	THAT PDG DETERMINES THE APPROACH IT WISHES TO TAKE (IF ANY) TO REVIEWING THE OUTCOMES OF SMALL GRANTS ALLOCATED.

1.0 BACKGROUND

- 1.1 PDG resolved that an item looking at the process of small grants once funds had been allocated, to review what has been undertaken, be placed on the work plan.
- 1.2 Councillor Eynon completed a PDG Topic Suggestion Form (Appendix 1) to help scope this project.
- 1.3 Small Grants are administered by the Stronger and Safer Team within Community Services. There are the following small grant opportunities:
 - Community Small Grants up to £500
 - Coalville Special Expense Area Small Grants up to £250
 - Green Grants up to £500
 - Green Shoots (for bulbs) circa £100.
- 1.4 Each small grant has an administrative process which culminates in a monitoring form being sent to the recipient which the Council receives back.
- 1.5 PDG may wish to receive an annual report that sets out the small grants awarded in any particular year. This could be scheduled for a meeting around June.
- 1.6 PDG could then select a manageable number of grant recipients to invite to future meetings to hear how the grant had been spent and the difference it has made.

POLICY AND DEVELOPMENT GROUP TOPIC SUGGESTION FORM

<p>Suggested topic for PDG review:</p> <p>The Policy Development Group should routinely review the outcomes achieved by Community Groups and small or third sector Providers in receipt of small grants or commissions from this Council.</p> <p>The form of the review should be a short presentation from the provider organisation giving evidence of their achievements and the benefit to the community.</p> <p>Members of PDG will have an opportunity to question the provider and commissioning Council department to enable all to learn from the outcomes achieved.</p>	
<p>Reasons for suggesting the topic:</p> <p>A challenging public sector funding environment has added extra impetus to the perceived need for third sector organisations to demonstrate their achievements so that funders can direct resources to organisations which provide most value for money.¹</p> <p>Measuring outcomes in the public sector closes the audit cycle and drives improvements in performance and quality.</p> <p>Scrutinising the community benefit outcomes of small grants provides the Council and its decision makers with information about the effectiveness, efficiency and cost-effectiveness of local projects and providers.</p> <p>This information, fed back into the decision-making process, will enable the Council and its decision makers to make rational decisions when awarding small grants.</p>	<p>Please consider:</p> <ul style="list-style-type: none"> • Why should there be a review on this? • How does it link to the Council's priorities? • What benefits to local people could result?
<p>Supporting evidence:</p> <p>A lack of robust methodology for scrutinising the outcomes of small grants does not absolve decision makers from the responsibility for ensuring that public money is well spent.</p> <p>Research on impact measurement is at an early stage, but a recent review reveals a growing concern that requirements and demands for key performance indicators and other impact data from third sector funders can take precedence over the requirements and needs of beneficiaries and service users.¹</p> <p>Social impact measurement has mainly relied on complex tools such as SROI which have not seen widescale adoption by the sector, and SROI and other social impact tools have been subject to criticism for their focus ultimately on the monetary value of activities delivered.¹</p> <p>In a context of austerity, it is important to consider who should carry the financial burden of impact measurement: funding bodies who require impact data to justify their funding decisions, or third sector organisations themselves.¹</p>	<p>Please consider:</p> <ul style="list-style-type: none"> • What evidence is there to support the above reasons? • What are the facts?

A low-key, narrative approach to hearing about 'what works' can enable funders and decision makers to develop an approach to impact measurement which will focus on organisational learning. ¹		
Desired outcome: Requiring organisations in receipt of small grants from the Council to provide a verbal report to the Policy Development Group of the outcome of their project as it develops and at its conclusion will <ul style="list-style-type: none"> • Encourage organisations to audit their own performance • Provide narrative evidence of community benefit for ratepayers • Enable the Council and its decision makers to learn 'what works' in North West Leicestershire and use this information to guide future decisions. 		Please consider: <ul style="list-style-type: none"> • What would you wish to see happen as a result of any review? • Why do you think the desired outcome is achievable?
The topic (please tick appropriate box):		
	Is my suggestion	Was suggested to me by a member of the public
x	Other (please specify) Was suggested at Policy Development Group as a way forward	
Name:	Signature:	Date:
Cllr Terri Eynon	<i>Terri Eynon</i>	17/1/17

Note 1: Review for review

Why should the topic be reviewed?

How does it link to the Council's priorities?

What are the benefits of the review?

Note 2: Evidence

What evidence is there to suggest a review is necessary (i.e. public concern / media coverage / poorly performing service)?

What are the facts?

Has the topic been looked at before? Why was that not successful?

Attach details if necessary.

Note 3: Desired outcome

What would you wish the outcome of the review to be?

1. Harlock J. *Impact measurement practice in the UK third sector: a review of emerging evidence*. Third Sector Research Centre;2013.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

POLICY DEVELOPMENT GROUP – 8 MARCH 2017

Title of report	REVIEW OF HOUSING POLICIES
Contacts	<p>Councillor Roger Bayliss 01530 411055 roger.bayliss@nwleicestershire.gov.uk</p> <p>Director of Housing 01530 454819 glyn.jones@nwleicestershire.gov.uk</p> <p>Head of Housing 01530 454780 chris.lambert@nwleicestershire.gov.uk</p>
Purpose of report	To receive Policy Development Group's comments on the revised and new housing policies attached to this report as Appendix 1 to 4.
Council priorities	Value for Money Homes and Communities.
Implications:	
Financial/Staff	The resource implications of housing policies can be accommodated from within existing approved budgets.
Link to relevant CAT	Keeping the services policy environment up to date ensures that housing business plan and team plan targets for performance can be achieved.
Risk Management	Having a robust policy environment within which to provide services ensured consistency in decision making and minimises the risk of successful challenge of decisions.
Equalities Impact Screening	Equalities Impact Assessments have been completed for the four policies.
Human Rights	None
Transformational Government	Up to date policies that make use of the latest service delivery options and case law precedent ensure we can provide the most effective services possible in the most efficient way.

Comments of Head of Paid Service	Report is satisfactory
Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Deputy Monitoring Officer	Report is satisfactory
Consultees	Corporate Leadership Team (CLT), Housing Service Management Team (SMT), Homelessness Working Group, Landlord Services Working Group, Tenants and Leaseholders Consultation Forum (TLCF).
Background papers	None.
Recommendations	THAT POLICY DEVELOPMENT GROUP PROVIDES ANY COMMENTS IT MAY HAVE FOR CONSIDERATION BY THE CABINET WHEN IT MEETS ON 25 APRIL 2017.

1.0 REPORT

- 1.1 The Housing Service periodically reviews and updates the policies that provide Officers with a framework for delegated decision making when delivering services. Attached to this report are three revised policies and one new one which require Cabinet approval on 25 April 2017.
- 1.2 Anti Social Behaviour Policy - revised (Appendix 1) – a major revision to the previous policy, which has been undertaken in partnership with our colleagues in the Community Focus team to ensure the approach we take in cases involving our tenants is consistent with that taken for private rented tenants and owner occupiers. The policy also reflects a change of focus away from dealing with every reported case based on the tenants’ perception of the level of seriousness, to focusing on the more serious cases, and encouraging self help for lower level issues. The revision also incorporates recommendations made by the Tenant Scrutiny Panel in their report following a review of our approach to Anti Social Behaviour.
- 1.3 Tenancy Policy – revised (Appendix 2) – this policy was introduced as part of our response to the Localism Act in 2011. The Government has announced that from a date yet to be determined, all new social housing tenancies must be “fixed term” with no more new “lifetime” tenancies. The date for implementing this change and the guidance covering the detailed requirements are still awaited from Government, and are anticipated as being available in the autumn of 2017. The revised policy will allow us to implement this promptly when the detailed guidance is published, and we will be undertaking further consultation prior to completing this.

- 1.4 Compensation Policy – revised (Appendix 3) – the revised compensation policy updates our previous approach in the light of experience from dealing with cases and current best practice.
- 1.5 Private Rented Offer Policy – new policy (Appendix 4) – following a change of legislation recently, we now have the option of being able to discharge our statutory duty to re-house the homeless through an offer of suitable private rented accommodation, rather than just social housing as was previously the case. In order to use this facility we are required to have a new policy determining when and how we will use it.
- 1.6 The next phase of policies to be reviewed will include Repairs and Improvements as well as Aids and Adaptations, and officer and tenant working groups are currently being formed to look into these specific issues, which will be brought forward for consideration in the forthcoming months.
- 1.7 Policy Development Group are invited to consider the proposed policies attached as Appendices 1 to 4 and make any comments they wish to be made to Cabinet as part of their considerations at their meeting on 25 April 2017.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

ANTI SOCIAL BEHAVIOUR POLICY

Area : Stronger, Safer Communities, Environmental Protection and Housing Services

Department : Community Safety, Environmental Health, Street Action and Housing Management

Procedure Ref: - **Owners:** Team Managers of Housing Management, Community Safety and Environmental Protection

Date approved: **Effective date: April 2017**

Please state what policy & documents (if any) this procedure is linked to:

ASB Procedure

[RESPECT ASB Charter for Housing](#)

Tenancy Agreement

Complaints Policy

Community Trigger

Witness Promise

Enforcement Policy

Version	Date	Details of amendment	Creator/ amender	Approved by	Next review due
1	May 2007	N/A	Andrew Wallace	Amanda Harper	2010/2011
2	January 2013		Andrew Wallace	Amanda Harper	May 2015 (or earlier dependent upon new Enforcement powers)
3	April 2017	Inclusion of new Enforcement Powers Inclusion of categorisation of ASB	Andrew Wallace	Amanda Harper	2019

		<p>across the Council</p> <p>Inclusion of classifications of ASB</p> <p>Expectations around what is ASB added</p>			
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Copies of this document are available upon request and can be obtained in large print or translated into other languages, if required.

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9. Legal Action
10. Protection of Staff and Contractors
11. Performance Monitoring
12. Closing Cases
13. Community Trigger
14. Publicising our approach to ASB
15. Development and Responsibility

Appendix A
ASB Classification and Service Standards

ANTI-SOCIAL BEHAVIOUR POLICY

1. Statement of Purpose and Definition

North West Leicestershire District Council (NWLDC) recognises the importance that residents place on the ability to live peacefully in their homes. Anti-Social Behaviour (ASB) and neighbour nuisance include a broad range of disruptive behaviour. We recognise that ASB has a detrimental effect on the quality of life enjoyed by our residents. We do not believe our residents should have to live with ASB.

Unless otherwise stated within the policy, North West Leicestershire District Council use the definition of ASB as described in the Anti-Social Behaviour, Crime and Policing Act 2014 as:

(a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,

(b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or

(c) conduct capable of causing housing-related nuisance or annoyance to any person

The Policy is being publicised in plain language and made available to residents upon request. This document can be obtained in large print or translated into other languages, if required. It is designed to be a framework as to how ASB can be reported to, and dealt with by, North West Leicestershire District Council.

The Policy refers to the Safer North West Partnership and Joint Action Group (JAG) throughout this document. The Safer North West Partnership brings together a number of agencies with a shared commitment to reducing crime and disorder in the district. The Partnership is made up of a number of organisations including;

- North West Leicestershire District Council
- Leicestershire County Council
- Office of the Police and Crime Commissioner
- Leicestershire Police
- National Probation Service
- Local Community Rehabilitation Company
- West Leicestershire Clinical Commissioning Group
- Leicestershire Fire and Rescue service

At a district level ASB is managed through a Multi-Agency JAG (All high risk cases are monitored carefully and emerging trends are identified within the group to ensure appropriate action is taken when and where needed.

This Policy is compliant with the Housing Act 1996 part 8 Section 218A.

2. Introduction

We are committed to improving the quality of life for everyone living and working within our communities and in providing a safe and secure environment to enable communities to live together and free from the negative impact of ASB.

This policy has been developed in line with the Anti-Social Behaviour Act 2003, the Crime and Disorder Act 1998 as amended and the Anti-Social Behaviour, Crime and Policing Act 2014 to ensure that ASB is dealt with consistently, robustly and that justified action will be taken where appropriate.

Reports of ASB will be investigated with relevant outside agencies and the action taken against those responsible will be proportionate to the seriousness of the activity in which they are engaged in. Intervention action will be selected based on what is most likely to produce an effective solution. Where the council deem it appropriate, and if the nature of the ASB is serious or where it causes immediate risk of harm, rapid enforcement action will be considered.

Where ASB occurs, and it is criminal in nature, we will refer the complainant to report this to the Police. The Police will then manage the case, working in conjunction with North West Leicestershire District Council staff to jointly decide on whether civil proceedings will be brought against the perpetrator(s).

We will work with and share information with partners (in accordance with our policies, procedures and data sharing agreements) to reach the best solution and to learn from each other. This includes internal departments as well as those that sit within the Safer North West Partnership and those that attend the District wide Joint Action Group.

NWLDC are also committed to the [Respect – ASB Charter for Housing](#) which aims to be outcome-focused to improve the quality of people's lives who suffer from ASB. The Charter consists of seven core commitments.

- demonstrating leadership and strategic commitment
- providing an accessible and accountable service
- taking swift action to protect communities
- adopting a supportive approach to working with victims and witnesses
- encouraging individual and community responsibility
- having a clear focus on prevention and early intervention
- ensuring that a value for money approach is embedded in our service

3. ASB classification and Service Standards

Initial reports of ASB will be recorded under one of the categories listed in [Appendix A](#)

Not every allegation reported to the council will be categorised as being ASB; some types are considered to be everyday living noises or lifestyle differences rather than ASB and therefore they may not be investigated under the terms of this policy. The complainant will be notified at the earliest opportunity available that an investigation will be opened and they should be directed to the website where a copy of this Policy will be published.

Although people can expect to hear a certain amount of noise from their neighbours, they are not expected to have to endure unreasonable and persistent levels of noise nuisance.

We will not commit to strategies which raise expectations but are not enforceable, for example “No ball game” signs, but will actively seek from the complainant what outcome they are seeking.

4. Reporting ASB

We will make available a wide range of methods of contact for reporting ASB. You will have one nominated lead caseworker for your complaint, who will keep you updated regarding progress with our investigations

5. Our commitment to managing ASB complaints

All reports of ASB will be logged on our system and passed to the most appropriate department for investigation. You will be notified at your initial contact, or at the earliest possible time, whether the matter will be investigated in line with our Policy.

ASB complaints will be processed via a case management system which can be accessed by NWLDC Housing and Community Safety staff as well as the Police.

NWLDC staff will adhere to the timelines stated within the classifications on Appendix A. Should the timeframe for investigation and/or enforcement be extended, the reasons and indicative timeframe will be given to the complainant.

6. Supporting Vulnerability

We recognise the importance of supporting vulnerable members of our communities, who may be more at risk of becoming involved in ASB both as a victim or perpetrator.

A person may be considered vulnerable for many reasons, including but not limited to; age, alcohol or drug dependencies, disability (as defined by the Equalities Act 2010) or mental health issues.

When a complaint of ASB is received, we will make an assessment of vulnerability on every case and this will be included as part of the Risk Assessment Matrix (RAM). This RAM is then shared with partnering agencies to determine the most appropriate course of action and/or protection.

When a complainant, witness or perpetrator of ASB is identified as being vulnerable, a referral may be made to relevant support services. We will work collaboratively with the identified carers and support agencies.

Where a complaint is made against someone who we know or suspect is vulnerable, we will make every effort to assist them in engaging with support services. However it will be made clear that failure to engage with such services and the continuation of the ASB may lead to formal action being taken against them.

We will not accept vulnerability as a reason for a perpetrator being allowed to continue to behave badly.

7. Safeguarding

Safeguarding is everyone's business and we all have a part to play in protecting the most vulnerable members of our community.

North West Leicestershire District Council actively participates in multi-agency arrangements to safeguard children, young people and adults.

The law requires us to ensure that our functions are discharged having regard to the need to safeguard and promote the welfare of children. Provisions within the Care Act 2014 mean that adult safeguarding has also been placed on a statutory footing.

We recognise that when dealing with ASB we may come into contact with children and adults for who there are safeguarding concerns. All employees receive safeguarding training and have access to information to enable them to respond appropriately.

It is not for the investigating officer to make a decision as to whether there are safeguarding concerns, but it is their duty to report anything which they believe is a cause for concern.

8. Action we can take

The majority of complaints of ASB do not require legal action as a means of resolution. We will, in the first instance, assess the type of ASB, the risk of harm to the victim and any vulnerability to identify how we will deal with the complaint. Early

intervention through informal approaches will be considered in the first instance before exploring the more formal enforcement tools:

Early and Informal Interventions

As a District and County we are committed to the tiered approach when dealing with ASB. Early intervention through an informal approach can be successful in stopping ASB committed by most perpetrators. These methods should be considered and exhausted first to attempt to stop behaviour before it escalates.

Verbal Warnings / Written Warnings

Warnings are issued when there is evidence of ASB occurring or likely to occur. They make it clear to the perpetrator/parent/guardian what behaviour is causing the issue, the effect this is having on the victim or the community and the consequence of not adhering to the warning

Community Resolution

This is where a resolution is found for a less serious issue of ASB where an informal agreement is reached between the parties involved as opposed to progression through legal action.

Mediation

Mediation can be an effective tool, solving the issues by bringing all parties together to talk through their concerns. Our Officers are able to offer mediation on a confidential, impartial basis that can solve many incidences of misunderstanding or unintentional ASB. An example of when mediation would be used is when two neighbours fall out over a difference, such as the position of a boundary fence.

Restorative Justice (RJ)

RJ gives a victim of ASB an opportunity to communicate with the perpetrator in a controlled environment, to tell them how their behaviour is impacting on them, giving them a voice. It holds the perpetrator to account for what they have done.

Acceptable Behaviour Contracts (ABC)/Parenting Agreement (PA)

These are voluntary written agreements between an individual and North West Leicestershire District Council. The ABC is entered into in conjunction with other agencies including the Police and Youth Offending Service. They contain pledges to behave in a certain manner or to stop doing certain things. An ABC or PA is not legally enforceable but if they are broken, they can be used to form part of the evidence required to proceed to another level of action, such as court.

Support and Counselling

In many cases there are underlying causes of ASB. Substance misuse or alcohol dependency can drive ASB. We will refer where possible to the appropriate agencies that can offer support and counselling depending on the circumstances of the person concerned in the ASB, including referrals to Supporting Leicestershire Families and our Tenancy Support team within Housing Services.

Surveillance

As part of our response to dealing with ASB, we reserve the right to work with partner agencies to carry out both covert and overt surveillance. Surveillance may be visual or audio. Any surveillance will be appropriately authorised, proportionate and justified. This will include where necessary the monitoring of CCTV. At times we will be required to disclose our CCTV images to a third party such as the police where there is a need for the prevention and detection of crime and for the apprehension of offenders.

In addition, any surveillance undertaken with regards to the investigation will be dealt with in accordance with all relevant legislation.

9. Legal Action

If perpetrators are unwilling to change their behaviour following attempts along the informal intervention route then there are some formal tools that can be used by NWLDC:

Civil Injunction

The Civil Injunction is an order made by the Court to stop or prevent individuals engaging in ASB. It can resolve any issues before they escalate and can help the perpetrator to address the underlying cause of the ASB. An injunction can be obtained for people causing ASB from the age of 10 years. If the terms of an injunction are not adhered to, it can result in a fine or imprisonment for up to two years for anyone over the age of 18. For under 18's it could result in a supervision order or detention up to three months. In addition to this, the breach of an injunction could mean that a tenant faces a mandatory possession order being granted by the Court.

Criminal Behaviour Order (CBO)

The Criminal Behaviour Order can be issued in a criminal court against a person from the age of 10 years upwards. It is used to tackle the most persistent anti-social individuals who are engaged in criminal activity, and have been convicted of an offence. Breaching a CBO is a criminal offence and for over 18's can result in up to five years imprisonment, a fine or both. Under 18's could face a two year detention order, with part of that detention served in custody.

Closure Orders

This can be used to close a property when it is being used or likely to be used to commit serious nuisance or disorder. The initial Closure Notice is valid for either 24 or 48 hour period followed by the application to a Court for a Closure Order. This is a fast and flexible power that can be used to protect victims and communities by quickly closing premises where ASB is prevalent.

Community Protection Notices

The Community Protection Notice is intended to deal with particular, on-going problems or nuisances which negatively affect the community's quality of life, such as graffiti, rubbish or noise by targeting those responsible.

Public Space Protection Orders

These orders impose conditions which may include multiple restrictions and requirements in an area such as parks, alleyways or communal areas, where ASB is being detrimental to the local community. They are designed to ensure that the majority of people can enjoy public spaces and feel safe and the conditions could be around alcohol, dogs or noise for example.

Demotion Orders

Demotion orders allow us to apply to the courts to reduce the security of tenure for tenants and can be a precursor to taking possession of the property. These orders remove a number of rights including the right to buy and the right to exchange. Demoted tenancies last for a year and may be extended if notice to seek possession of the property is served during this period. The orders are a serious warning to tenants that if the negative behaviour continues swift action can be taken to seek possession of their home.

Possession Proceedings

This is court action that can lead to Council tenants being evicted from their homes. Before this stage is reached the tenants involved will have had several warnings to stop their behaviour. Evicting someone, who may have family and children, from their home, is a very serious consequence. The Council would have to prove to the court that on the 'balance of probabilities' the tenants have indeed broken the terms of their tenancy agreement and that it is reasonable for the court to evict the tenant. The ASB Crime and Policing Act 2014, has introduced a new absolute ground for possession for secure tenancies where ASB or criminality has already been proven by another court. This means that the Council will no longer need to prove that it is reasonable to grant possession and the court must grant possession, providing set procedures have been followed.

10. Protection of Staff and Contractors

We will not, under any circumstance, tolerate abusive, threatening or violent behaviour towards our staff or contractors, and will always take swift and robust action to protect our staff. All acts of aggression, harassment or intimidation towards staff members will not be tolerated and will be referred to the police if appropriate.

We will ensure a prompt and robust response takes place. Where there is a direct threat of harm or violence towards the complainant we may commence legal action.

A potentially violent person's register is kept centrally by the Health and Safety Officer at the Council and all reports of this nature will be recorded. NWLDC have a responsibility to ensure they place sufficient warning markers on their systems to ensure staff safety and any recommended measures are put in place.

11. Performance Monitoring

We will closely monitor the quality of the ASB service by:

- Setting challenging performance targets for staff to achieve
- Completing customer satisfaction surveys
- Ensuring managers carry out audits and reviews on a sample of cases

We will regularly report statistical information about ASB both internally and externally including benchmarking to link with other similar organisations. This gives us comparison for best practice, identifying trends and to inform service delivery.

Information will also be made available upon request to our partnering agencies

12. Closing Cases

We will normally only close cases when the situation has been resolved and/or the complainant is happy for us to do so. However, in some circumstances it may be necessary to close the case without the consent of the complainant.

This might happen when we are satisfied that we have done everything we can, that is reasonable and proportionate to resolve the complaint or the complainant has failed to respond to requests for contact. We may also close the case if it is considered that the allegations made are false or malicious or if the complainant refuses to work with the investigating officer to resolve the alleged ASB.

We will not assume that a situation has improved if we have not heard from the complainant and will try and make contact with them before closing their case. If there is no response, we will close the case and record this as resolved.

To avoid cases being open indefinitely, we have a robust process of review, with the lead officer dealing with each case on its merit. Where the case has been open for 12 weeks it will be reviewed by the team leader, referring to the Team Manager where required. All high risk cases will be referred to the JAG who will review all actions in these cases and task the investigating officer if further recommendations are required.

13. Community Trigger

The community trigger introduces a right for victims, or victims' representatives, to ask local agencies to review how they have responded to previous ASB complaints and consider what further action might be taken where the behaviour persists.

Further information on what the Community Trigger is designed to achieve and the threshold for activation, can be found at www.nwleics.gov.uk/asb.

You may activate a trigger by completing an online form or by phoning the Community Safety Officer (ASB) on 01530 454545.

14. Publicising our approach to ASB

Our approach to ASB will be publicised to residents, potential residents and staff in a number of ways, including:

- Leaflets and/or guidance documents
- The NWLDC website
- Policy Briefings and Training
- At all Council tenancy sign ups
- Tenants' Handbook
- The Tenancy Agreement

15. Development and Responsibility

Our ASB Policy has been developed through consultation with the public, staff and other stakeholders, and has been approved by elected members.

Staff will be trained to deliver this policy and are responsible for adhering to its terms and suggesting improvements with its administration.

This document will be reviewed every two years, however it will be updated at any time if there is a material change in a process or legislation.

APPENDIX A – ASB CLASSIFICATION AND SERVICE STANDARDS

All action taken by an Officer must be reasonable and proportionate the behaviour reported and experienced by the victim of the ASB. There will be occasions where the ASB reported will be classified within multiple groups. In this instance, the action will be determined on the highest grouping.

	Type of ASB	Interventions available ¹	Service Standards
1	<ul style="list-style-type: none"> • Domestic Noise • Vandalism and damage to property • Misuse of Communal areas / Public Space loitering 	<ul style="list-style-type: none"> • Offer advice and support, signposting where appropriate • Work together with partner agencies as appropriate. • Warning Letter • Acceptable Behaviour Contract • Parental Agreement • Community Resolution • Restorative Justice / Mediation • Civil Injunction • Community Protection Notice • Public Space Protection Order • Fixed Penalty Notice • Recharge • Noise Abatement Notice/Prosecution 	<p>First Contact with the investigating officer or advocate within three working days and agree action plan. Action within 10 working days.</p>
2	<ul style="list-style-type: none"> • Verbal abuse / Harassment / Intimidation • Drug smells / substance misuse • Alcohol related ASB • Prostitution / Sexual Acts • Criminal Behaviour / Crime • Noise including other general ASB • Domestic Noise • Bullying/Cyber Bullying 	<ul style="list-style-type: none"> • Offer advice and support, signposting where appropriate • Work together with partner agencies as appropriate • Warning Letter • Acceptable Behaviour Contract • Parental Agreement • Community Resolution • Restorative Justice / Mediation • Civil Injunction • Criminal Behaviour Order • Closure Order • Notice of Seeking Possession* • Possession* • Demotion of Tenancy* • Community Protection Notice • Public Space Protection Order • Noise Abatement notice/prosecution • Community Protection Notice • Fixed Penalty Notice • Injunction • Local Resolution • Mediation 	<p>First Contact with the investigating officer or advocate within three working days and agree an action plan within five working days of this contact.</p> <p>N.B The Housing department will investigate all domestic noise cases making use of the provisions of the ASB, Crime and Policing Act 2014 as a means of handling domestic noise incidents, in addition to the powers with the Housing Act 1985. Where there is a proven statutory nuisance we will work with the Environmental Health Team to take action under the Environmental Protection Act 1990.</p>
3	<ul style="list-style-type: none"> • Hate related incidents (based on Age, Race, Sexual Orientation, Gender, Disability etc.) • Domestic Abuse • Physical Violence (other than Domestic Abuse) • Drug production / supply • Threatening Behaviour 	<ul style="list-style-type: none"> • Offer advice and support, signposting where appropriate • Work together with partner agencies including Police, Environmental Health, Social Services, Youth Offending Service, Probation Services, Education Welfare, NHS, Mental Health Team • Warning Letter • Acceptable Behaviour Contract • Parental Agreement • Restorative Justice / Mediation • Civil Injunction • Criminal Behaviour Order • Closure Order • Notice of Seeking Possession* • Possession* • Demotion of Tenancy* • Domestic Violence Protection Order 	<p>First Contact with the investigating officer or advocate within three working days and agree an action plan within 24 hrs of this contact</p>
Outside of ASB Policy	<ul style="list-style-type: none"> • Animal Nuisance • Graffiti (non-offensive/non directed/non abusive) • Car repairs / Vehicle nuisance • Litter / Rubbish / Fly tipping • Garden Nuisance 	<p>The matters listed in this section will be dealt with outside of this Policy and logged as an Estate complaint.</p> <p>If the alleged perpetrator is a Council tenant, the Housing department will discuss the terms of the tenancy with the alleged perpetrator</p> <p>Should the matters escalate or change in nature, we will look to re-categorise the behaviour as anti social.</p>	<p>First contact with the investigating officer or advocate within 3 working days with alleged perpetrator. Action plan to remedy behaviour within 10 working days</p>

¹ Interventions marked with an asterisk (*) are only available to the Housing Department

HOUSING SERVICES – TENANCY POLICY

Area : Housing Service
Department : Housing Management
Subject : Tenancy Policy

Procedure Ref: HM-

Owner: Housing Management Team Manager

Date approved:

Effective date: April 2017

Please state what policy & documents (if any) this procedure is linked to:

- Allocation Policy
- Housing Strategy
- Homelessness Strategy

Version	Date	Details of amendment	Creator/ amender	Approved by	Next review due
1	7.7.14	N/A	Amanda Harper		2017/18
2	6.1.17	Introduction of Fixed Term Tenancies	Amanda Harper	Cabinet – April 2017	2020/21

Copies of this document are available upon request and can be obtained in large print or translated into other languages, if required.

1. INTRODUCTION

- 1.1 This policy explains the approach the Council will take to ensure efficient use of its housing stock, by issuing tenancies which are compatible with the purpose of the accommodation, the needs of individual households and the sustainability of the community.
- 1.2 The concept of Tenancy Policies was introduced initially as part of a wider package of social housing reforms implemented through the Localism Act 2011. The tenancy policy aims to clarify:
- How we will use the new range of tenancy options available to us
 - How, as a landlord, we will provide support to tenants
 - How we will prevent unnecessary evictions
 - How we will tackle tenancy fraud
 - How we will use discretionary succession rights
- 1.3 The Housing and Planning Act 2016 introduced the compulsory requirement for Local Authorities to introduce Fixed Term Tenancies to improve the efficient use of social housing from April 2017.
- 1.4 In developing this policy, the Council has consulted with involved tenants and undertaken wider consultation with tenants and applicants. It has also had regard to the Councils' Tenancy Strategy, the Homelessness Strategy and the Allocations Policy.

2. DEFINITIONS

- 2.1 For the purpose of this policy, the following definitions apply:
- An Introductory Tenancy is for a period of 12 months unless the Council elects to extend the period for a further six months. At the end of the period the tenancy will convert to a Secure Tenancy unless proceedings for possession have begun.
 - A Secure Tenancy is effectively a life time tenancy and can only be ended by the Council by obtaining a court order for possession.
 - Fixed Term Tenancies are tenancies for a period of not less than two years, and may be brought to an end if the type of property occupied is no longer required, for example if the property occupied is too large or if the tenant's financial circumstances enable them to access the privately rented sector or to purchase a property. The maximum period can be up to 10 years or longer for families with children.
 - Involved Tenants are tenants who volunteer their time to participate in formal resident involvement meetings.
 - Succession is where the tenancy may transfer to another person upon the death of the tenant.

3. APPROACH

- 3.1 The Council recognises the importance of tenure security in both developing and maintaining stable and viable communities and will continue to ensure, through the

allocations policy, that it continues to make best use of stock, particularly those properties that benefit from adaptations or conversions.

- 3.2 The income levels of new or transferring home seekers will be assessed against the limitations set in the allocations policy.
- 3.3 As required by the Housing and Planning Act 2016, the Council will offer all new tenants a Fixed Term Tenancy, the length of the tenancy offered will be in accordance with the Guidance issued by the Government and detailed in the Fixed Term Tenancy procedure. The implementation date for this requirement will be determined by Government Guidance which is anticipated to be available in autumn 2017.
- 3.4 The Council will offer three types of tenancies:

Type of Tenancy	Proposed Length of Tenancy	Tenancy Reviews	Reason for using this type of tenancy
Introductory	12 months	First review at 6 weeks, then quarterly reviews and the option to extend the introductory tenancy for a further six month period. More frequent reviews will be undertaken based on the risk assessment undertaken at the beginning of the tenancy.	For all new tenants to demonstrate their ability to comply with the tenancy terms and conditions. If enforcement action is required, the route to obtain possession is through mandatory powers for possession.
Fixed Term	Two to ten years (actual tenancy lengths offered will be determined following reference to Government guidance which is anticipated to be published by Autumn 2017).	In addition to the formal review required at least 6 months before the end of the fixed term tenancy period, reviews will be undertaken at a frequency to be determined by a risk assessment undertaken at the beginning of the fixed term tenancy and if any concerns are raised about the ability to sustain the tenancy. If the outcome of the formal tenancy review is not to extend the tenancy term, the Council will be able to reclaim possession of the property.	To ensure efficient use of social housing and increase available accommodation to those on the Housing Register
Secure	Lifetime	With no requirement for a formal tenancy review process, lifetime tenancies reviews will only be completed when there is sufficient evidence of a tenancy sustainment issue that needs to be addressed (i.e. a risk based approach	Secure tenancies are available to existing secure or assured tenants as at 31 March 2016 who are transferring to another social housing property.

		to lifetime tenancy review). Upon completion of a review, Legal action to terminate the tenancy will be required if appropriate.	
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3.5 Vulnerable Tenants

Vulnerable tenants will have access to additional support to help understand their tenancy and the review process. This support may be provided by our own staff or other appropriate support agencies. A vulnerable tenant is one who needs support to maintain their tenancy, for example, because of health, age or personal circumstances.

The Council's Tenancy Support Officer may provide extensive support for a fixed period appropriate for the individual's circumstances and will usually intervene with the most vulnerable tenants to enable them to sustain their tenancy and avoid any unnecessary eviction.

3.6 Tenancy Fraud

Tenancy fraud will be investigated by the Housing Management team and where any instances of potential tenancy fraud are discovered, both criminal and civil enforcement action will be taken. Information will be shared with other Council departments and government bodies, as appropriate. Examples of tenancy fraud include:

- Sub letting
- Unauthorised assignment (including by mutual exchange)
- Wrongly claimed succession
- Right to Buy fraud
- Obtaining a tenancy by a false statement/s or knowingly withholding relevant information
- Not using the property as the main or principal home

3.6 Mutual Exchanges and Transfers

Tenants wishing to move to another social housing property are encouraged to move via a mutual exchange rather than via the sub regional choice based lettings scheme. The tenant must obtain permission from the Council as their landlord before a mutual exchange can proceed.

Tenants wanting to move via the sub regional choice based lettings scheme will be assessed to determine their housing need. The tenants will be placed in one of four bands to reflect their housing need. Tenants affected by the under occupation charge will be placed in the high band to enable a move to a smaller, more affordable home. An incentive scheme is also available to tenants wishing to downsize.

Support and assistance to move can also be provided by the Tenancy Support Officer and the Council's Housing Choices Team.

3.7 Assignments and Successions

The Localism Act 2011 changes the automatic right of succession for all new secure tenancies. There is only a statutory right of succession to a spouse or partner. There is no right of succession for family members who have lived with the deceased tenant for 12 months prior to the tenant's death.

The Act does give local authorities the power to grant additional contractual succession rights in their tenancy terms, and North West Leicestershire District Council has determined not to exercise this discretion.

4 MONITORING AND EVALUATION

4.1 The delivery of this policy and the overall success will be monitored by using a mixture of indicators aimed at measuring success:

- Levels of tenancy sustainment
- Levels of demand
- Local tenant satisfaction
- Level of rent loss

4.2 The policy will be reviewed in 2020/21 and/or in response to legislative changes, feedback or recognised good practice.

5 EQUAL OPPORTUNITIES POLICY

5.1 The Council is committed to reflecting, embracing and promoting the diversity and inclusion of individuals and groups of people. We recognise that by understanding the differences between people, we will be able to provide better services.

Our staff are trained to recognise and understand what different customer needs may be so that we can ensure our services are accessible to all.

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HOUSING SERVICE – COMPENSATION POLICY

Area: Housing Service
Department: HRA Business Support Team
Subject: Compensation Policy

Procedure Ref:**Owner:** HRA Business Support Team Manager**Date approved:****Effective date:** April 2017

Please state what policy & documents (if any) this procedure is linked to:

- Repairs handbook
- Decant Policy
- Corporate Complaints Policy

Version	Date	Details of amendment	Creator/ amender	Approved by	Next review due
1	7.6.16	Clarity on amount of compensation for Heating and Hot Water Add disturbance payment information Clarity on calendar/working days	Mark Johnson	SMT	TBC
2	26.7.16	Remove link to Repairs policy Add link to Repairs handbook Add link to Complaints policy Remove links to flowcharts	Mark Johnson	SMT	TBC

Copies of this document are available upon request and can be obtained in large print or translated into other languages, if required.

1. INTRODUCTION

- 1.1 North West Leicestershire District Council (NWLDC) has drawn-up a procedure to investigate complaints about the standard of service, and to address any apparent failure to follow Council procedures.
- 1.2 This policy describes what may be offered in terms of compensation, when there has been a failure in the delivery of Housing Services which has resulted in inconvenience to a customer, or when the complaint is serious enough to require the payment of compensation.

2. WHO THE POLICY APPLIES TO

- This Policy applies to all current and former tenants, leaseholders, and customers of NWLDC's Housing Service.

3. DETAILS OF COMPENSATION PAYMENTS, AND WHEN COMPENSATION WILL BE CONSIDERED

- 3.1 In most instances, compensation is considered to be a just remedy for inconvenience or distress, and these claims will be considered on a case-by-case basis.

In the majority of cases, however, compensation payments will be made where:

- There has been a failure in standards of service delivery
- Where NWLDC has failed in its repairing obligations as a landlord, or has failed to meet a repairs deadline as specified below
- There has been loss or damage to persons, or personal property where liability is not in dispute. Where liability is in dispute, this should be referred for consideration under the council's Insurance scheme

However, there may be instances where compensation can be considered where a customer complaint has been addressed through the full complaints procedure. NWLDC will not pay compensation if we are unable to achieve our standards due to circumstances beyond our control, for example:

- Exceptional weather conditions
- Accidental damage where NWLDC has not done something wrong – e.g. burst pipes, blocked drains or other events which could not have been predicted and/or were not reported
- Any alteration to the property or its services carried out by the tenant without written permission or to an adequate standard
- Loss or damage caused by tenants, visitors or adjacent occupiers
- The tenant prevents or delays NWLDC delivering a service, or contributes in some other way to the service failure

- The loss of water where a tenant is on a water meter and has not taken adequate steps to mitigate the loss.

3.2 Failure in standards of Service Delivery

A payment of £10 will be made by request where an officer of the Council or one of its contractors has failed to keep a pre-arranged appointment without a minimum of 24 hours notice.

3.3 Failure in Landlord's repairing obligations or failure to meet a repairs deadline

Where a Contractor has made reasonable efforts to gain access without success, or has carried out a temporary repair, then compensation will not be payable. In addition, if the delay in completing the work can be shown to be the tenants' responsibility, compensation will not be paid.

A payment will be made by request where:

- A reported repair is not completed within its specified timescale (£10 per job number)
 - Emergency/Out of Hours repairs – 24 hours from first reported
 - Urgent repairs – 7 calendar days from first reported
 - Routine repairs – 28 calendar days from first reported
 - Batched repairs – 90 calendar days from first reported
- A tenant has been required to use a dehumidifier for at least 7 calendar days, at £10 per 7 calendar day period
- A tenant has suffered from a loss of heating or hot water (£2 per calendar day for the loss of either facility (a maximum of £4 a day)) from the day it was reported to the council until the day the repair was completed.

3.4 Loss or damage to persons, or personal property

Where liability for damage to persons or personal property is not in dispute, and where damage has occurred to tenants' possessions, either as a result of a failure to deal with a reported repair, or as a direct result of a rectified issue, we will consider claims up to a maximum of £2,500. Claims in excess of this amount may be referred to NWLDC's insurance provider.

In the event of any claim, we would welcome receipts as evidence from the claimant.

3.5 Disturbance Payments

Where NWLDC wishes to undertake major repairs to a property, and the tenant is required to move out temporarily while the work takes place, a disturbance payment may be made. A disturbance payment is intended to ensure that the tenant is no worse off, and no better off than if they had not been obliged to move.

For more information about Disturbance Payments please refer to our Housing Decant Policy. A copy of this policy is available on the Council website or can be posted upon request.

3.6 Tenants Home Improvements

Tenants may make alterations to their home providing that written permission has been given by NWLDC prior to works taking place. It is the tenant's responsibility to obtain any other necessary consents (i.e. planning permission), and to ensure that the work is completed to a high standard and in

accordance with all necessary regulations (e.g. Building Control, Gas Safe, FENSA etc). NWLDC reserves the right to refuse the works prior to being undertaken, and to inspect the works during, and afterwards.

Under “The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994”, compensation can be paid, upon request, at a depreciated value of the original cost which is decided by both the notional life of the improvement and the age of the improvement at the time of the tenants request.

For more information about compensation for home improvements, please refer to our Housing Repairs Handbook . A copy of the handbook is available on the Council website or can be posted upon request.

3.7 Time and Trouble

We consider the extent of inconvenience a complainant has experienced to get a resolution to their problem. The most amount of compensation that can be offered for Time and Trouble is £250. In assessing whether time and trouble compensation is payable relevant factors could include:

- The length of time, including response times by the council, taken to deal with the problem and the complaint itself
- The time and effort required from the complainant
- Any specific difficulty experienced by the complainant in dealing with the council
- The degree of inadequacy of the council’s response to letters, phone calls or visits
- Whether there has been an element of wilful action on the part of the council that has resulted in poor management of the complaint
- The level of minor unquantifiable expenditure incurred by the complainant such as significant post, telephone or travel costs, whether the complainant was acting on behalf of others in pursuing the complaint, as a representative of a tenants’ group for example

4. AWARDING AND OFFSETTING COMPENSATION

Regardless of who investigates the compensation claim, compensation payments must be authorised as follows;

- Up to £200 – Team Leader
- Up to £500 – Team Manager
- £500 - £1,000 – Head of Service
- £1,000+ - Director

Following authorisation, we will write to the claimant and inform them of total award amount. The letter will contain a detailed list of all the factors considered and the costs awarded for each factor. It will also explain that compensation will usually be offset against any arrears the claimant owes to the council unless there are exceptional circumstances. This will be in the order of Housing Rent, Council Tax and Sundry Debts.

Attached with the letter will be a confirmation form that the claimant must sign and return to the Council to confirm agreement of the final award. The Council’s preferred payment method is by BACS and payment will be made within two weeks upon receipt of the award agreement signed by the claimant

5. DISPUTES AND APPEALS

Where a tenant is not satisfied with a decision taken under this policy, they may appeal to the Head of Housing Services.

6. MONITORING AND POLICY REVIEW

Compensation payments are monitored as a means of improving service performance to our customers and to ensure consistency of approach and appropriate use of compensation awards. Service Standards, key performance indicators, audits and customer satisfaction are typical of monitoring systems in use but will vary according to the policy.

We will review this policy based on a three year cycle and if a business need arises. Next scheduled review date will be in May 2019

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North West Leicestershire District Council

Policy for Discharging the Homeless Duty Through an Offer of Private Rented Accommodation

January 2017

1. Background

Local authorities have various duties under the homelessness legislation (Part 7 of the Housing Act 1996). The main homelessness duty requires the council to secure suitable accommodation for households who are:

- Homeless
- Eligible for assistance
- In 'priority need'
- Not intentionally homeless
- Have a local connection

This traditionally has been through the offer of social housing secured via the housing register.

The Localism Act 2011 amended the Housing Act 1996 to allow local authorities to discharge the main homelessness duty with an offer of private rented accommodation, without requiring the consent of the applicant.

The changes seek to give greater freedoms to local authorities to make better use of good quality private sector accommodation that is suitable for households accepted as homeless. The government considers that allowing households owed the main homeless duty to turn down offers of suitable accommodation in the private rented sector and wait for an offer of social housing, was unfair to other households on the housing register who would have to wait longer, and to the taxpayer who is funding expensive temporary accommodation.

As part of its wider Welfare Reform objectives the Government has introduced changes to Housing Benefit legislation limiting the level of benefit payable for most social housing tenants to the appropriate Local Housing Allowance rate payable in the private rented sector. This is likely to have a disproportionate impact on single people under 35 who will only be entitled to payment at the single room rate which will lead to a shortfall on the rent for most self-contained bedsit or 1 bedroom accommodation in social housing. As there is a lack of shared housing in the social sector, shared housing in the private sector may be the most affordable option for these customers.

As with any offer made to an applicant to discharge the housing duty under the homelessness legislation, the private sector offer must be deemed to be 'suitable'.

These measures are voluntary and the council can continue to use the housing register to re-house households into social housing.

2. Policy Aims

When considering the Private Rented Sector for discharging the homeless duty the local authority must always undertake an assessment of the suitability of this option. In the “Supplementary Guidance on the homelessness changes in the Localism Act 2011 and on the Homelessness (Suitability of Accommodation) (England) Order 2012” the Secretary of State recommends that a local private rented sector offer policy should take account of individual household circumstances, and be developed with regard to prevailing housing demand and supply pressures in the local area in order to support the best use of available housing stock locally.

This policy sets out the criteria by which North West Leicestershire District Council will assess the suitability of a private sector offer.

This policy will compliment the current Allocations Policy approved by Cabinet on 5th March 2013, the Preventing Homelessness Strategy 2013 – 2018, and the following legislation

Localism Act 2011	Housing Act 2004
Homelessness (Suitability of Accommodation) (England) Order 2012.	Equalities Act 2010
Housing Act 1996	Human Rights Act 1998
Homelessness Act 2002	Homelessness Code of Guidance 2006
Allocation of Accommodation Code of Guidance	

3. Circumstances in which a Private Sector Offer will be made

North West Leicestershire District Council will *consider* making a ‘Private Sector Offer’ to fulfil our main homeless duty in all cases, and in determining whether an offer should be made, the Council will consider the following:

- The length of time the applicant has been owed the full homelessness duty
- The likelihood of social rented accommodation becoming available
- The availability of private rented accommodation at that time
- The needs of the applicant and their household
- The suitability of the applicant and their household for the available accommodation
- The suitability of the available accommodation
- The affordability of the available accommodation

This will mean that homeless households will no longer receive a guaranteed offer of social housing. This supports the current approach to prevent homelessness, wherever possible, and to encourage applicants to apply for housing through the housing register route, rather than through homelessness.

4. Suitability of Accommodation

The government introduced a Suitability of Accommodation Order in 2012 for Private Rented Sector Offers. The information below describes the steps North West Leicestershire District Council will take in order to assess that accommodation meets the guidelines.

The property must:

- Be in a reasonable physical condition

The property will be inspected by a member of the Environmental Health Team to identify any significant items of disrepair e.g. Missing internal doors, Lack of restrictors on upstairs windows, Lack of handrails on the stairs, Damp, Mould, Structural Defects

- Meet current Electrical regulations

The property will have a valid electrical safety certificate.

- Meet current Fire Regulations

Working, suitably located, smoke detectors are expected to be provided (battery or mains).

All furniture and furnishings supplied by the Landlord must also be shown to comply with the Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended).

- Meet current Gas Safety regulations

The property should have a valid gas safety certificate.

- Meet current HMO licensing regulations (where applicable)

Where HMO properties are used, the Private Sector Housing Team will be contacted to ensure that the property is compliant with relevant standards and legislation, including being licensed where appropriate.

- Meet current Energy Performance requirements

The property should have a valid energy performance certificate with a rating of at least E or above.

- The Landlord must be a fit and proper person

The landlord must protect their tenants' deposits using a Tenancy Deposit Scheme.

The landlord will be required to self certify, unless he/she is part of a recognised accreditation scheme, such as the Midland Landlord Accreditation Scheme (MLAS). Checks will be made that the landlord has a tenancy deposit scheme and is not / has not been subject to a banning order, and is not listed on the national database of “rogue” landlords when these measures from the Housing and Planning Act 2016 are introduced.

- **Tenancy Agreement**

The length of tenancy must be for a minimum of 12 months

The landlord must supply a written tenancy agreement. The tenancy agreement will set out in a clear and comprehensible way:

- The tenant’s obligations
- A clear statement of the rent and other charges, which will remain fixed for the minimum period
- The responsibilities of the landlord
- The tenancy agreement should not contain unreasonable terms, such as call out charges for repairs or professional cleaning at the end of the tenancy.

- **Suitable Location**

Within North West Leicestershire District, except where:

- Disruption would be caused by the location to employment, caring responsibilities or education of the household.
- The applicant will find it difficult to access medical facilities and other support which are used by, or essential to the well-being of, the household
- Proximity and accessibility is required to essential local services, amenities & transport.

Outside North West Leicestershire District where:

- The council considers it beneficial to move an applicant / household out of area, for example, to reduce the risk of domestic violence, other violence, or harassment or to assist persons in breaking away from detrimental situations, such as drug or alcohol abuse.
- The applicant consents to move away from North West Leicestershire District, or
- A person has very limited / no local connection to North West Leicestershire (for example, they may have approached the council having fled violence).

In order to confirm that a property meets these requirements and is considered suitable, it will have been inspected prior to offer by the council's Environmental Health team and will have a monthly rental in line with the Local Housing Allowance.

5. Suitability of the Applicant

Each case will be assessed on its own merits.

All households where a statutory homeless duty has been accepted may be considered for a Private Rented Sector Offer but a thorough assessment will be undertaken to ensure that this type of accommodation is an appropriate solution to the household's housing need. If private rented accommodation is not found to be appropriate then the household will be considered for a social tenancy.

When deciding whether to make a private sector offer, the individual circumstances of each household will be considered, as set out below:

- Whether the applicant is vulnerable, requiring supported accommodation, or is considered unlikely to be able to adequately sustain a private rented tenancy
- Whether the applicant or a member of their household requires significant disabled adaptations to make the property suitable
- Whether the accommodation is affordable, having regard to the applicant's income, expenditure and savings, as well as Housing Benefit / Local Housing Allowance rates. To assist in the determination as to affordability an applicant may be required to receive money advice.
- Whether the applicant needs assistance with advance payments such as rent in advance or rent deposit. If the Money Advisor determines that a loan is affordable, the Council could assist with these via the Homelessness Prevention Fund. (The Rent Guarantee Scheme also offers a no cost option for rent in advance / rent deposit).
- Where a private sector property is available to discharge a full homelessness duty, all households currently owed that duty will be considered as to their suitability. Consideration will be given to their household size, the property type, location, access, the impact on the household in accessing work, schooling and other services, and their time in the priority band.

A full financial assessment will be carried out in order to ascertain a household's income and expenditure before finalising their suitability for a private rented offer.

- Where a household identifies what they believe to be an appropriate Private Rented property, the same assessment process will be carried out to ensure that the property is suitable to discharge the homelessness duty.

6. Offers of Accommodation

A private rented offer is defined by section 193(7AC), Housing Act 1996, as an offer of an assured short-hold tenancy made by a private landlord to an applicant in relation to which:

- It has been made available for the applicant's occupation by arrangements made by the local authority with a private landlord
- It is a fixed term Assured Shorthold tenancy for a period of at least 12 months.

The applicant must be informed in writing of the following matter (as mentioned in section 193(7AB), Housing Act 1996), when the Private Rented Sector Offer is made:

- The possible consequence of refusal or acceptance of the offer
- The right to request a review of the suitability of the accommodation
- The effect under new section 195A of a further application to the authority within two years of acceptance of the offer (the 're-application duty'). Any decision to discharge the homeless duty in this way will still be subject to the usual homeless request for a review under section 202(1)(f).

Where an applicant accepts an offer of accommodation, if they become homeless within two years of the tenancy start date, a new 'Re-application Duty' applies. This duty is regardless of whether or not they have a priority need, although they must remain eligible and be homeless unintentionally. This provides more of a 'safety net' for applicants for this two year period.

Should the household apply at this time to a different local authority it can be referred back to the original authority unless there is risk of harm.

Where an applicant refuses an offer of accommodation, the Council shall regard its duty under the homelessness legislation as met and no further duty to provide accommodation will exist. The applicant has a right to request a review of this decision (see section 7 Right to Request a Review).

7. Right to Request a Review

Applicants have the right to request a review of the council's decision that an offer of accommodation is suitable.

If the review is unsuccessful, applicants also have the right to appeal to the County Court, on a point of law.

8. Current Rent Deposit Scheme

North West Leicestershire Housing Choices Team have operated a Rent Deposit Scheme to assist household who are homeless or threatened with homelessness since 2008, and in recent years it has played an important part in assisting with the prevention of homelessness.

This existing scheme will be available to assist the Discharge of the Homelessness Duty into the Private Sector.

DRAFT

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

POLICY DEVELOPMENT GROUP – 8 MARCH 2017

Title of report	DRAFT SAFER NORTH WEST COMMUNITY SAFETY PARTNERSHIP STRATEGY 2017-20
Contacts	<p>Councillor Trevor Pendleton 01509 569746 trevor.pendleton@nwleicestershire.gov.uk</p> <p>Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk</p> <p>Head of Community Services 01530 454832 john.richardson@nwleicestershire.gov.uk</p>
Purpose of report	To allow Policy Development Group to make comment on the draft Safer North West Community Safety Partnership Strategy 2017-20
Reason for Decision	To comply with the Statutory obligation to produce a Community Safety Strategy and allow scrutiny
Council Priorities	Homes and Communities
Implications:	
Financial/Staff	The Council's Community Safety team co-ordinate the Strategy and administrate the partnership on behalf of its members.
Link to relevant CAT	No links to a CAT
Risk Management	Risk assessments will be completed as appropriate
Equalities Impact Screening	An Equality Impact screening has been undertaken and will continue to be reviewed.
Human Rights	None discernible, the policy seeks to address human rights
Transformational Government	This relates to the new ways in which council's are being asked to deliver their services.
Comments of Head of Paid Service	Report is satisfactory

Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Deputy Monitoring Officer	Report is satisfactory
Consultees	Safer North West Community Safety Partnership
Background papers	Contained as Appendices
Recommendations	1) TO NOTE AND COMMENT ON THE SAFER NORTH WEST COMMUNITY SAFETY PARTNERSHIP STRATEGY FOR 2017-20 AND DRAFT ACTION PLAN FOR 2017/18

1.0 BACKGROUND

- 1.1 The Crime and Disorder Act 1998 introduced Community Safety Partnerships (CSP's) and required relevant locality partners to work together in a constructive manner. The Safer North West Community Safety Partnership (SNWP) was formed in 1998 and partners include the District Council, County Council, Police, Office of the Police and Crime Commissioner, Fire Service, Probation, West Leicestershire Clinical Commissioning Group and others. The partnership has some statutory obligations including substance misuse and reducing reoffending as well as being responsible for dealing with a wide variety of crime and disorder issues.
- 1.2 Each Partnership is required to have a strategic group that directs the work of the partnership and holds each partner to account for the work they are doing on the agreed partnership priorities. There is also a requirement for all partners to share information, this is integral to the work of the partnership at a strategic and tactical level.
- 1.3 CSP's should regularly engage with the community about the priorities that have been set and the progress that they have achieved. This is typically through the production and monitoring of a three year strategy and an annual review of partnership priorities and actions. There is also a requirement for all CSP's to be able to commission a Domestic Homicide review should the need occur.
- 1.4 Local Authorities have the role of scrutiny of Community Safety Partnerships and this function is delegated to the Policy Development Group (PDG) of the Council. An annual report will be presented to PDG for its consideration and comment.

2.0 THE SAFER NORTH WEST COMMUNITY SAFETY PARTNERSHIP (SNWP)

- 2.1 The SNWP is chaired by Councillor Trevor Pendleton as Portfolio Holder for Safer Communities and it meets on a quarterly basis. It has a regular attendance from partners including the County Council, Police, Fire, Probation and CCG at its meetings or sub-groups.

2.2 The SNWP has recently produced its latest statutory (draft) three year strategy 2017-20 (see Appendix 1) which sets out how the partners will work together to enhance the safety of the community in the current environment. At the partnerships last meeting (26 January 2017) it agreed three broad themes which will stay constant for the next three years and guide the overarching work of the Partnership. The draft strategy and any comments received from PDG and partners will be finalised and adopted by the SNWP at its next meeting on 23 March 2017.

2.3 The three themes for 2017-20 of the SNWP will be as follows;

- To make our community safer for residents, communities, business and visitors
- To support and protect all those who are vulnerable within our community
- To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors

The overarching principles of reduce re-offending and value for money will be embedded into the annual priorities and actions of each theme.

2.4 A strategic assessment is produced during quarter 3 each year giving the latest facts, statistics, trends and knowledge from within partner organisations to help identify which annual priorities should be adopted within the three themes. This enables the SNWP to be responsive to the changing risks in our community on an annual basis. The strategic assessment for 2017/18 has been produced and the summary can be seen at Appendix 2.

2.5 Each partner organisation will still identify and deliver their own areas of focus for the forthcoming year but they will also contribute to and deliver against the SNWP priorities and actions.

2.6 The SNWP at its meeting 26 January 2017 also proposed three priorities (see below) which are now being developed during February and March into the annual action plan. The draft action plan will be circulated and presented at the meeting as it is still being formulated with partners. Following comments it will then be finalised and agreed at the SNWP meeting on 23 March 2017. Thereafter the action plan will be a standing agenda item and reported on and performance managed at each SNWP meeting.

3.0 2017/18 PROPOSED PRIORITIES

3.1 The last SNWP meeting proposed the following areas from the strategic assessment which will be a priority in the action plan for 2017/18;

- Violent Crime including Domestic Abuse and Night Time Economy
- Anti Social Behaviour
- Cybercrime

4.0 VIOLENT CRIME INCLUDING DOMESTIC ABUSE AND NIGHT TIME ECONOMY

4.1 Domestic abuse remains under reported in the district, statistically there are many instances of domestic abuse that remain unreported to the police or other organisations.

The district has seen an increase of reporting, this appears to suggest that victims are increasingly reporting incidents which can be used to target both preventative measures as well as perpetrators

4.1.1 The Partnership will continue to work with the Leicester Leicestershire and Rutland Domestic Abuse Delivery Group and other organisations that support victims. Hotspot areas will be identified and appropriate measures taken including awareness campaigns at high risk times to support victims and deter perpetrators.

4.1.2 In particular the Partnership will look to;

- Educate residents about domestic abuse
- Assist victims to report domestic abuse
- Support victims of domestic abuse
- Bringing perpetrators to justice where appropriate
- Work with perpetrators to prevent re-offending

4.2 The Night time economy remains an area of concern in the district and it is therefore proposed to work with all interested partners including licensed premises, Taxi companies and food outlets to identify hotspots that can be targeted. Support will be given to initiatives that reduce crime and disorder for example the Ashby Street Pastors.

4.2.1 The SNWP will also ensure that the premises who are part of the night time economy are working together for a safer environment by supporting and enhancing meetings including Pubwatch.

4.2.2 In particular the Partnership will look to;

- Support voluntary organisations including Street Pastors
- Support the licensing service to regulate premises and taxis
- Improve the use of CCTV
- Support the Ashby Purple Flag application
- Identify 'high risk' areas
- Work with organisations outside the partnership with similar priorities
- Implement crime reduction campaigns

5.0 ANTI SOCIAL BEHAVIOUR

5.1 Anti Social Behaviour is a regular and frequent cause for concern in the district and where ASB is targeted at a particular individual or group of people the SNWP will aim to reduce the effects by prompt action.

5.1.1 The partnership will continue to share information on Sentinel and work together to target perpetrators. By sharing information effectively the appropriate organisation can respond to the cause of the ASB, educate perpetrators where appropriate or take legal action in the form of a criminal prosecution or civil action using community protection notices or civil injunctions.

5.1.2 Environmental ASB is also an issue in the district and where there are open spaces that are being used inappropriately targeted work will be undertaken for the benefit of the community. Where new estates are being developed the partnership will look to work with interested partners including developers to design out open space Environmental ASB.

5.1.3 In particular the Partnership will look to;

- Resolve long standing unresolved disputes
- Develop mediation processes
- Work with developers to reduce open space ASB
- Support vulnerable people from being drawn into ASB
- Support bringing perpetrators to justice
- Increase the use of civil powers where appropriate

6.0 CYBER CRIME

6.1 Cyber Crime is widely recognised as being vastly under reported nationally, offences are reported to Action Fraud who allocate investigations only if there are possible lines of enquiry. Evidence suggests the public are unaware of simple preventative measures and so the partnership will work with the Government, Police and Crime Commissioner and others to raise the profile of the problem.

6.1.1 Cyber 'essentials' will assist in the education of local business as any organisation can be exposed to common cyber attacks that typically include computers that are capable of connecting to the internet, laptops, tablets, and smartphones. This type of crime can be committed from many places and from many different countries and can be targeted at the young, old, vulnerable, organisations and businesses. Therefore crime prevention is the most effective tool the partnership has.

6.1.2 In particular the Partnership will look to;

- Promote Cyber 'essentials'
- Work with Schools to educate students
- Work with business to improve security
- Work with Partner organisations to improve security
- Deliver a range of awareness campaigns

7.0 NEXT STEPS

7.1 Comments received from PDG will be used to inform the final draft 3 year SNWP Strategy 2017-20 and the 2017/18 Annual Action Plan for adoption by the SNWP at its next meeting on 23 March 2017.

7.2 The adopted SNWP Strategy 2017-20 will be presented to Cabinet for its information on 13 June 2017.



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**Safer North West Community Safety Partnership
Strategy 2017-2020**

“Working together to make North West Leicestershire a safer place for residents, communities, businesses and visitors”



**Safer North West
Partnership**

As Chair of the Safer North West Community Safety Partnership I am pleased to introduce the Community Safety Strategy 2017-2020. I hope this document helps you to understand what the partnership does and how we deliver against our priorities.

Over the past 3 years I am pleased to report that by working together we have constantly reduced crime and helped to make North West Leicestershire a safer place to live, work and visit. There have been some difficult challenges and on occasion some tragic cases. These events caused us to review our processes and to work harder to improve our responses to new and emerging trends and cases.

Our colleagues from Leicestershire police, Leicestershire fire and rescue service and other partner agencies have all been subject to budget cuts and reductions in staffing levels. Despite this, we have continued to improve the safety of this district and in the last three years we have achieved great successes and delivered innovative projects to support residents, including drama presentations, films and road shows.

Our challenge is to see continued reductions over the next three years. We hope to achieve this by working smarter and continuing to explore new ways of working. Change is becoming a constant for us in the UK and North West Leicestershire is no different, we have experienced the changing face of crime and we are responding to it. I am pleased to say that we are keen to face these new challenges working with partners including Probation and the National Health Service. Whilst some things are outside of our control, we will continue to actively engage with new and existing organisations and services.

Our main focus will continue to be our core role of reducing crime, however, alongside this we also have a responsibility to prevent crime and disorder, tackle the misuse of substances and reduce reoffending. In 2015 we gained an added duty to support the PREVENT strategy helping our young and vulnerable people from being drawn into extremist behaviour, we will work together to identify and deal with the perpetrators who wish to harm our community and support their victims.

Crime is changing, so we are adapting. I am pleased to say crimes, such as burglary and theft offenses have reduced, but new crimes, such as cybercrime, modern day slavery, child sexual exploitation and historic abuse claims are becoming the new challenges for us and we need to respond quickly and effectively. This has led to the development of new tools, projects and the training of staff. I am pleased to say this work is well underway and we have already started to deliver against some of these crimes.

We will not forget the other crime types and we plan to respond to identified hotspots and spikes in crime. We will continue to support the victims of anti-social behaviour and we aim to attend public events to talk to you and listen to your concerns around crime.

In order to ensure we are transparent and accessible we will publish our annual priorities and increase the publication of other useful information including community triggers, domestic homicide reviews and information about NWLDC CCTV.

Our aim is to continue to make our district a stronger and safer place to be and I am confident that with your help we will improve the quality of life for those that live, work and visit North West Leicestershire.

Clr Trevor Pendleton

Portfolio holder for Regeneration and Planning, North West Leicestershire District Council and Chair of Safer North West Community Safety Partnership

Introduction

North West Leicestershire is located in the heart of the Midlands and has a number of unique characteristics which bring their own community safety considerations. The district is home to East Midlands Airport and Donnington Park race circuit in the north and is part of the National Forest. There are also stretches of the M1 motorway and other major commuter routes passing through the District.

MAP of NWL

Recent years have seen huge changes to the area. Moving away from a heavy industrial base, whilst still retaining some iconic sites such as the quarries, towards a smaller industrial and distribution based economy. We have seen growth not only of the national forest, but of housing, business developments and the former mining communities. This presents us with the challenges that growth brings, but also opportunities to improve our communities as a whole. We have seen a growth in facilities for young people, community venues and better opportunities emerging for all, but also a reduction in youth workers and trained staff to take advantage of the new facilities. The new developments brings with it community funding and the opportunity add to the already diverse mix of community resources.

Our vision for the Safer North West Partnership is to protect North West Leicestershire's residents, communities, businesses and visitors from crime and disorder which may cause them harm. The changing face of crime presents us with fresh challenges. Whilst we have seen reductions in traditional crime types, such as burglary and theft, we have also a seen rise of new crime types including Cyber enabled crime, Child sexual exploitation as well as domestic and international terrorism driven by ideology. This presents new questions and means we need to look a new ways of working.

What is Safer North West Leicestershire Community safety partnership?

Community Safety is a broad term used to describe the protection of our communities from the threat of crime or anti-social behaviour. The Safer North West Partnership works to identify where crime and disorder has or may occur and puts measures in place to try to address it. The Partnership understands that the consequences of becoming a victim of crime or anti-social behaviour can be far-reaching and have a devastating impact. Since their introduction, community safety partnerships have encouraged a more inclusive way of working which has contributed to a sustained fall in crime. The 1998 Crime and Disorder Act required Crime and Disorder Reduction Partnerships (now named Community Safety Partnerships) to be set up and placed an obligation on local authorities and police to work together to tackle crime and disorder in their area. Since this time further legislation has expanded the remit of the partnership and made more organisations, such as clinical commissioning groups, also accountable for community safety.

Section 17 of the Crime and Disorder Act 1998, (amended by the Police and Justice Act 2006) requires responsible authorities to consider crime and disorder and the misuse of drugs, alcohol and other substances in the exercise of all their duties, activities and decisions. This means that in all strategies and service delivery by statutory agencies, including District Councils, County Councils and the Police, there is a need to consider the likely impact on crime and disorder throughout their work. Since their introduction in 2012, Police and Crime Commissioners (PCC) have played an important role in community safety. The Safer North West Partnership has worked hard over recent years to build a good relationship with Leicestershire's PCC, and the office of Police and Crime Commissioner.

The Safer North West Partnership brings together a number of agencies with a shared commitment to reducing crime and disorder in the district. By working together we are greater than the sum of our parts, offering better value for money and a more joined up approach. The Partnership is made up of a number of organisations including;

- North West Leicestershire District Council
- Leicestershire County Council
- Office of the Police and Crime Commissioner
- Leicestershire Police
- National Probation Service
- Local Community Rehabilitation Company
- West Leicestershire Clinical Commissioning Group
- Leicestershire Fire and Rescue service

These statutory agencies on the Partnership work closely with other organisations such as social housing providers, youth offending service, drug and alcohol support services, local business, youth groups and voluntary agencies amongst others. The Safer North West Partnership aims to bring together people and organisations that are committed to having an impact on crime and disorder in our local communities. By working together we can ensure that agencies are not working in isolation and that resources are targeted effectively where they are needed.

Every three years each community safety partnership is required by law to produce a plan. This sets out our approach to community safety. Each year we conduct a strategic assessment into the current trends of crime in North West Leicestershire as well as county wide, nationally and increasingly internationally. This assessment assists in enabling us to

set our annual priorities and then, in partnership with front line staff, we create our annual action plan. We will publish the priorities every year, along with our plan to tackle these priorities.

As a result, strong links have developed with support services and enforcement agencies to ensure that appropriate and timely referrals are made for both victims and perpetrators.

Planning cycle diagram

Whilst most crime types are put through strategic assessment, some types are mandatory for us to address. These are

- Reducing reoffending
- Substance misuse (such as drugs and alcohol)

We will always have plans to address these and we support county wide groups that all share the same statutory y priorities. This countywide link helps us to ensure that if you live in Leicestershire, you can expect similar levels of service.

Our Strategic themes, that are reflected in every Action Plan that we deliver are

-To make our community safer for residents, communities, business and visitors

-To support and protect all those who are vulnerable within our community

-To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors

Delivery of crime reduction

We deliver our actions in partnership. No single organisation leads on any particular action plan as we all have our part to play. We develop and deliver all the plans as a partnership, leading to a multi-faceted approach to reducing crime and disorder. We run or support a number of groups, delivering across a wide range of crime types, but our actions are public facing. It is our aim that the community, business and visitors come to recognise the partnership and feel the difference we make.

Meeting structure image

Our approach is always to support people away from crime and to prevent people from becoming victims in the first place, but when this is not possible, we use any powers available to us from civil warnings up to and including the full weight of the law. We support the countywide incremental approach to reducing antisocial behaviour and we support Leicestershire police's harm reduction approach to crime reduction.

Our interventions in the past have included

- We have supported domestic abuse forums
- NWL deliver CCTV across the district
- We have organised crime reduction road-shows at large events, such as the 'Download' festival
- We have supported national events such hate crime awareness week
- Through the PCC we fund youth interventions and diversionary activities
- Instruct the use of civil injunctions through the courts

Alongside traditional crime reduction projects we support other groups, such as Facewatch, Shop Watch and Neighbourhood Watch. We also support the door staff in Ashby and other local business with provision of retail radios.

We will explore the use new technology, resources and ideas to tackle crimes trends as they emerge. Over the next few years we will expand our resources to adapt to mobile working.

Funding

We receive a mixture of funding from the Police and Crime Commissioner and the District Council. This money is allocated to address the priorities set by the Community Safety Partnership board. We plan the spending of this money against our Action Plan. The officers then have to account for the funds back to the Board.

Equalities and Diversity

We consider Equalities and Diversity during our planning cycle and in all our projects. We aim to support all victims equally and ensure that everyone can access the service. The Community Safety team supports this process.

Glossary

ASB: Anti-Social Behaviour

CDRP: Crime and Disorder Reduction Partnership

CSP: Community Safety Partnership

JAG: Joint Action Group

NWL: North West Leicestershire

NWLDC: North West Leicestershire District Council

PCC: Police and Crime Commissioner

SNWP: Safer North West Partnership

Useful contacts

Police (emergency)	999	www.leics.police.uk
Police (non-emergency)	101	www.leics.police.uk
North West Leicestershire District Council	01530 454545	www.nwleics.gov.uk
Leicestershire Domestic Abuse Helpline	0808 802 0028	
Turning Point (substance misuse support)	01530 275970	www.swanswell.org
Leicestershire Fire and Rescue Service	0116	2872241
	www.leicestershire-fire.gov.uk	

For more information on this strategy, please contact North West Leicestershire District Council Community Safety at community.safety@nwleicestershire.gov.uk or call 01530 454545

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Strategic Assessment 2017/18



**Safer North West
Partnership**

Executive Summary

This document is the executive summary of the 2017/18 Strategic Assessment for the Safer North West Community Safety Partnership (SNWP) and is used to help inform the annual action plan. It is created in compliance with Section 6 of the Crime and Disorder Act 1998.

North West Leicestershire is located in the heart of the Midlands and has a number of unique characteristics which bring their own community safety considerations. The district is home to East Midlands Airport and Donington Park race circuit in the north and is part of the National Forest. There are also stretches of the M1 motorway and other major commuter routes passing through the District. The population is currently around 97,000.

Recent years have seen huge changes to the area. Moving away from a heavy industrial base, whilst retaining some iconic sites such as the quarries, towards a smaller industrial and distribution based economy. We have seen growth not only of the national forest, but also of housing, business developments and the former mining communities. This presents us with the challenges that growth brings, but also opportunities to improve our communities as a whole. We have seen a growth in facilities for young people, community venues and better opportunities emerging for all. The new developments bring with it community funding and the opportunity to add to the already diverse mix of community resources.

Our vision for the SNWP is to protect North West Leicestershire's residents, communities, businesses and visitors from crime and disorder, which may cause them harm. The changing face of crime presents us with fresh challenges. Whilst we have seen reductions in traditional crime types, such as burglary and theft, we have also seen a rise of new crime types including Cyber enabled crime, Child sexual exploitation as well as domestic and international terrorism driven by ideology. This presents new questions and means we need to look at new ways of working.

Our Strategic themes that are reflected in our annual action plan are;

- To make our community safer for residents, communities, business and visitors
- To support and protect all those who are vulnerable within our community
- To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors

About the Safer North West Partnership

The SNWP works to identify where crime and disorder has or may occur and puts measures in place to try to address it. The Partnership understands that the consequences of becoming a victim of crime or anti-social behaviour can be far-reaching and have a devastating impact. Since their introduction, community safety partnerships have encouraged a more inclusive way of working which has contributed to a sustained fall in crime. The 1998 Crime and Disorder Act required Crime and Disorder Reduction Partnerships (now named Community Safety Partnerships) to be set up and placed an obligation on local authorities and police to

work together to tackle crime and disorder in their area. Since this time, further legislation has expanded the remit of the partnership and made more organisations, such as clinical commissioning groups accountable for community safety.

Section 17 of the Crime and Disorder Act 1998, (amended by the Police and Justice Act 2006) requires responsible authorities to consider crime and disorder and the misuse of drugs, alcohol and other substances in the exercise of all their duties, activities and decisions. This means that in all strategies and service delivery by statutory agencies, including District Councils, County Councils and the Police, there is a need to consider the likely impact on crime and disorder throughout their work. Since their introduction in 2012, Police and Crime Commissioners (PCC) have played an important role in community safety. The SNWP has worked hard over recent years to build a good relationship with Leicestershire's PCC, and the office of Police and Crime Commissioner.

Crime and Disorder Act 1998-(17) Duty to consider crime and disorder implications.

Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

The SNWP brings together a number of agencies with a shared commitment to reducing crime and disorder in the district. By working together, we are greater than the sum of our parts, offering better value for money and a more joined up approach. The Partnership is made up of a number of organisations including;

- North West Leicestershire District Council
- Leicestershire County Council
- Office of the Police and crime commissioner
- Leicestershire Police
- National Probation Service
- Local Community Rehabilitation Company
- West Leicestershire Clinical Commissioning Group
- Leicestershire Fire and Rescue service

These statutory agencies on the Partnership work closely with other organisations such as social housing providers, youth offending service, drug and alcohol support services, local business, youth groups and voluntary agencies amongst others. The SNWP aims to bring together people and organisations that are committed to having an impact on crime and disorder in our local communities. By working together we can ensure that agencies are not working in isolation and resources are targeted effectively where they are needed. Every three years each community safety partnership is required by law to produce a strategy. This sets out our approach to community safety. Each year we conduct a strategic assessment into the current trends of crime in North West Leicestershire as well as county wide, nationally and increasingly internationally. This assessment assists in enabling us to set our annual

priorities and then, in partnership with front line staff, we create our annual action plan. We will publish the priorities every year,

Crime Profiles

Sitting within the County of Leicestershire, SNWP is one of seven CSP and alongside Leicester City and Rutland is part of the LLR sub region. In this context, North West is safe place to live, but has some areas of above average crime, notably Violence.

The population is around 97,247.00, but is growing. The annual crime trend has remained low, but is slowly returning to 2012 levels of crime. The table below shows the crime profile over the past year.

	2014/15	2015/16	% change
All Crime	4,454	4,493	0.9
Violence Against persons	822	1,009	22.7
Domestic Abuse	378	351	-7.1
Burglary Domestic	215	244	13.5
Theft from Motor Vehicle	537	496	12.7
Theft of Motor Vehicle	116	116	0
ASB (All)	1,188	1,450	22.1

It should be noted that during this period, the police have changed recording systems and this does impact on the validity of the figures. The increase in violence in particular, a primary factor in the increase, was due to the changes to the recording changes. The police are confident that the levels of crime remain stable. In the crime profile section, the full assessment document will look at each crime type.

Using the methodology shown below, the SNWP has set the following priorities.

Priorities 2017/18

1. Protecting those that live, work and visit the District from the effects of violence.
2. Increasing community confidence by effectively addressing Anti-social behaviour and its causes.
3. Support for business, schools and residents to reduce the risk of Cybercrime

All 3 are under pinned by the statutory requirements to reduce reoffending and to tackle substance misuse.

Harm matrix-Process

To create the assessment document we have used the ACPO (now CCP) Harm Model PLEM3. While this is an older Model, the rational is that it gives all partners a proportionate chance to influence the whole partnership priority setting process rather any single organisation.

This inclusive process fits our partnership approach well, but it must be recognised that some organisations, most notably, Leicestershire Police are now using alternative academic approaches, such as MORIEL and the Cambridge Harm Scores. As a partnership, we should discuss which models should be used in future and this should/will be an Item resolved during the year, ideally within the first 3 Months to allow the Community safety team ample time to Research, develop and implement the agreed process.

In order to support the proposed priorities a risk/harm matrix model has been used to establish the level of probability and level of harm posed to the SNWP. Each predicted threat has a final score, which relates to a level of risk: high, medium or low.

The probability score and harm score are multiplied together to give an overall risk score which creates a matrix* and provides an auditable process to evidence that the CSP is targeting the correct priorities. The matrix* has been scored using crime and incident data for Leicestershire Police and provides an evidence base unique to Safer North West CSP.

**Note: The risk matrix used was adapted from the Association of Chief Police Officers (ACPO 3 PLEM).*

Methodology – Risk/Harm Matrix: Selecting the Priorities

Risk analysis for this specific task was undertaken by the use of an adapted Association of Chief Police Officers Model (ACPO 3 PLEM) which is a basis-scoring matrix for levels of harm. The probability matrix is shown below. Ultimately, each predicted threat (specific crime type) has two scores:-

- 1) One for probability
- 2) The other for harm

These scores are then multiplied together to give a final score that will relate to a level of risk i.e., high, medium, low.

Probability Matrix

To commence realisation of our true threats, formal control charts have to be completed for all incident groups within the Strategy, the results of which establish whether the incident type is under control, uncontrolled or reducing. To identify what the probability factor is, a sliding scale/score is displayed in the matrix below. The score for each incident type is dependent on the percent that each incident accounts for within the overall volume figure and the established level of control.

Levels of Harm

To identify what the harm factor is for each offence, six separate factors were originally looked at to establish their overall effect. The six relevant factors are listed in table below.

Physical – Individual	Is this offence likely to result in the death or serious injury of an individual; a less serious injury, or is it more likely to involve threats of violence and/or harassment not resulting in actual physical Injury?
Psychological – Individual	Is the offence likely to cause extreme, significant or minor concern to the individual?
Psychological – Community	What level of psychological impact is this type of offence likely to have on the community as a whole? Is the community likely to be extremely or significantly concerned, or is the occurrence of such crime only likely to cause minor concern?
Political – YOUR Organisation	Is this area of criminality an issue for your organisation?
Economic – YOUR Organisation	Does this area of criminality have a very high, a high or a medium economic impact on your organisation?
Economic – Social	Does this area of criminality have a very high, a high or a medium economic impact in your community?

Each priority area was be considered and awarded a score from 1-4 for each factor and then added together to give an overall level of harm. The probability score and the Harm score is multiplied together to give an overall risk score, depending on that result the priority area can be grouped into either low, medium or high as below:

This complete process ensures a standardised approach to producing the control strategies for the Community Safety Partnerships and provides an auditable process that will prove we are targeting the right priorities. This facilitates a greater understanding of risk, improved planning and effective deployment of resources.

Individual Harm scores

We asked partner agencies to complete the template and the Strategic Businesses Intelligence unit created the Probability Matrix as part of the performance dashboard. The Individual agencies replied as follows.

	NWLDC	Police	Fire	Community safety	UAVA	total
Alcohol Related Violence	15	13	6	14	19	11
Violent Crime	13	15	6	19	21	12
Domestic Abuse	15	13	6	17	24	13
Domestic Burglary	11	12	6	16	13	10
Burglary Other	9	9	6	12	11	8
Vehicle Crime – Theft from	10	11	6	9	8	7
Vehicle Crime – Theft of	10	11	6	14	9	8
Criminal Damage (including Arson)	10	8	13	13	10	9
Theft - Shoplifting	11	11	6	6	7	7
Robbery	15	17	6	15	11	11
Sexual Offences	14	14	6	21	23	13
Anti-Social Behaviour	13	12	9	16	14	11
Road Safety*	11	10	17	15	14	11
Business Crime	10	8	6	12	9	8
Cybercrime	9	11	6	13	11	8
Rural Crime	9	9	6	12	12	8
Hate Crime	16	8	6	16	12	10

As can be seen, the scoring has some similarity, with violence offences scoring highly across the board. Other points of note are the national priorities, such as rural crime and Cyber-crime.

The final scores can be seen on the following table. This was used to set the priorities for the Partnership with following guidance

-We set three priorities whilst always delivering against 2 statutory obligations (Reducing Reoffending and Substance Misuse)

-We select any High risk as a priority

-We discuss all the Medium Risks and select priorities and make a decision to reflect the wishes of the board

-We do not select any low risk, unless compelled to do, such as to national steer.

To support the decision, each crime group has a section in the full document that looks at Risk, PCC priorities and the local profiles. These are restricted. Below is final scores harm scores that the partnership used to set its priorities.



Safer North West Leicestershire Community Safety Partnership

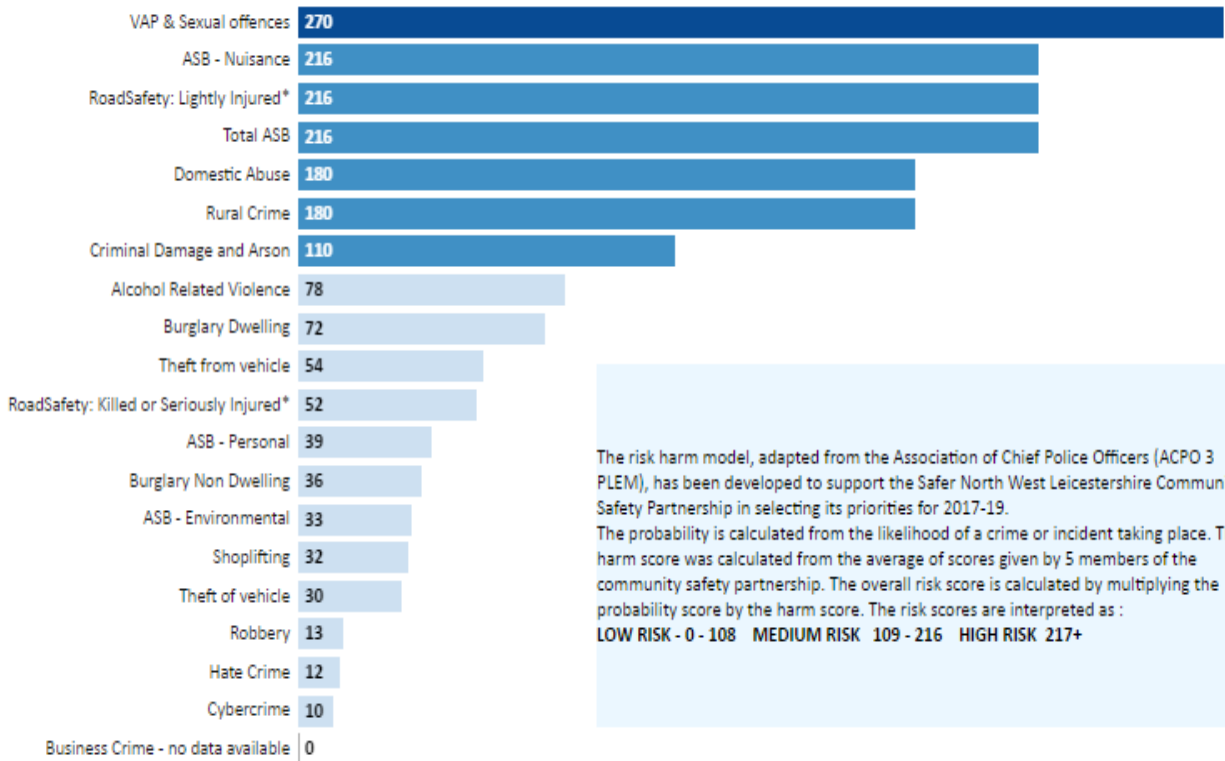
Risk Rating by Harm Scores

RISK TYPE

- RISK (excl.. Road safety)
- RISK (incl. Road safety)

Risk Rating

- HIGH RISK
- MEDIUM RISK
- LOW RISK
- NO DATA



The risk harm model, adapted from the Association of Chief Police Officers (ACPO 3 PLEM), has been developed to support the Safer North West Leicestershire Community Safety Partnership in selecting its priorities for 2017-19. The probability is calculated from the likelihood of a crime or incident taking place. The harm score was calculated from the average of scores given by 5 members of the community safety partnership. The overall risk score is calculated by multiplying the probability score by the harm score. The risk scores are interpreted as :
LOW RISK - 0 - 108 MEDIUM RISK 109 - 216 HIGH RISK 217+

* Road casualty data uses 12 month period 01/07/2015 - 30/06/2016

Safer North West
Community Safety Partnership
Strategic Themes and Annual Priorities 2017-18

The Safer North West Community Safety Partnership (SNWP) has decided on the main themes for the three year strategy taking into account the changes that are expected in all of the partnership organisations and planned environment changes to the district including housing and business developments;

The themes are:

1. To make our community safer for residents, communities, business and visitors
2. To support and protect all those who are vulnerable within our community
3. To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors

Following the receipt of the Strategic Assessment the SNWP has met and decided on the following priorities for 2017/18 which are:

1. To protect the residents and visitors from the effects of violence.
2. To increase community confidence by effectively addressing anti-social behaviour and its causes.
3. Support for business, schools and residents to reduce the risk of Cybercrime

The statutory obligations off reducing re-offending and tackling substance misuse will be embedded within all actions within the partnership.

Each of the priorities will have an action plan that will be constructed during February and March. This document will enable partners to work together on the priorities with specified aims, objectives and targets and will enable the partnership meeting to hold each partner to account for the progress made.

North West Leicestershire District Council
Community Safety Team

In addition to the partnership working, the Community Safety team of the Council will work to support the residents and visitors to the district in the following areas:

- Reducing violent crime and sexual offences and work on identified crime hotspots.
- Create safer town centres and communities by reducing alcohol and substance misuse
- Reduce Anti-Social Behaviour, providing swift interventions and working to reduce the problems associated with all high risk cases. Completing customer satisfaction surveys
- Promote awareness of online radicalisation
- Increase reporting of domestic abuse
- Increase the reporting of Hate crime and promote support services
- Raise awareness of Child Sexual Exploitation, trafficking and slavery
- Reduce internet theft and fraud to our elderly and vulnerable residents
- Promote road safety and supporting the 'Fatal Four'
- Promote awareness of online bullying
- Attend and support community events promoting all Community Safety initiatives

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**POLICY DEVELOPMENT GROUP – 8 MARCH 2017**

Title of report	HOW LEICESTERSHIRE'S ROADS, PAVEMENTS AND VERGES COULD BE MANAGED IN THE FUTURE - LCC CONSULTATION
Contacts	<p>Councillor Alison Smith MBE 01530 835668 alison.smith@nwleicestershire.gov.uk</p> <p>Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk</p> <p>Head of Community Services 01530 454832 john.richardson@nwleicestershire.gov.uk</p>
Purpose of report	To seek comments from Policy Development Group to help inform the Council's response to the County Council's Highways consultation document
Council priorities	Homes and Communities
Implications:	
Financial/Staff	N/A
Link to relevant CAT	N/A
Risk Management	N/A
Equalities Impact Screening	N/A
Human Rights	N/A
Transformational Government	N/A
Comments of Head of Paid Service	Report is satisfactory
Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Deputy	Report is satisfactory

Monitoring Officer	
Consultees	Portfolio Holder
Background papers	Leicestershire County Council Cabinet report 13 December 2016
Recommendations	THAT POLICY DEVELOPMENT GROUP MAKE COMMENT ON THE CONSULTATION DOCUMENT FOR CONSIDERATION BY THE PORTFOLIO HOLDER IN RESPONDING TO LEICESTERSHIRE COUNTY COUNCIL

1.0 BACKGROUND

- 1.1 The Council have received notification of Leicestershire County Council's (LCC) consultation regarding their Highway Maintenance Policy and Strategy. The consultation runs from 30 January to 26 March 2017.
- 1.2 It is proposed that due to Highways matters being a regular cause for resident comment that Policy Development Group members have an opportunity to comment on the consultation document and inform a response to LCC.
- 1.3 The consultation document is attached at Appendix 1

2.0 LCC RATIONALE FOR CONSULTATION

- 2.1 A previous report "A-Roads to Zebras – A Comprehensive Maintenance Review" outlined the need to review and update current highway maintenance policy and strategy, including a replacement of the authorities Transport Asset Management Plan.
- 2.2 The review was deemed necessary by LCC in order to;
- Align maintenance policy and strategy with the current asset management guidance endorsed by the Department for Transport (DfT)
 - Align maintenance policy and strategy with a new national code of practice "Well Managed Highway Infrastructure" published October 2016
 - Take account of the anticipated reduction in highway maintenance budgets over the period of the current Medium Term Financial Strategy
 - Support LCC's aim of achieving the highest level of performance required to secure the maximum financial allocation available from the DfT's Incentive Fund from 2018/19 onwards.
- 2.3 An initial consultation exercise was carried out by LCC between 5 July and 25 September 2016 to ensure that the development of the maintenance strategy and policy took account of stakeholder views.
- 2.4 An online questionnaire received 454 user responses and a further 27 responses from parish councils. Three parish and town council workshops were attended by a total of 62 people while just one person from a cycling user group attended a general stakeholder workshop. The consultation provided comprehensive customer feedback about the current

satisfaction with maintenance standards, the priorities that apply to particular assets and opinions about the application of a risk based approach to dealing with critical defects. It also provided views on the options for rationalising particular highway assets as well as the challenges and level of support for further developing opportunities for community involvement.

2.5 LCC have used the feedback to shape their policy and strategies which include:

- Prioritising high risk repairs when responding to highway defects. This may mean other repairs could take longer than before, but LCC will be clear about timescales
- Focussing on planned maintenance work to help slow down the deterioration of roads. As a result, users may notice more 'road patching' or 'surface dressing' being carried out
- Preventative work will be 'risk based' and determined on how roads are 'categorised' in a new classification of highways
- Discussing with parish councils opportunities for their involvement in local maintenance, such as grass cutting and the maintenance for trees, flower and shrub beds
- Introducing a targeted approach to gully cleansing, which will help improve service levels
- Keeping winter maintenance, such as gritting, at current service levels
- Reviewing the way LCC handle maintenance communications with the public and parish councils
- The development of a pilot scheme that would provide Parish Councils with the option of introducing Highway Warden/Lengthsman arrangements. It is proposed to run this as an initial pilot scheme to explore the benefits and costs for both Parish and County Councils.

3.0 NEXT STEPS

3.1 Policy Development Group are asked to make comment on the consultation proposals (Appendix 1) in order that a response can be provided by the Portfolio Holder before the consultation closes.

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Have your say on the draft highway asset management policy and strategy

Introduction

Providing a high quality highway network that meets the needs of our customers is something the council is committed to. However, we face the challenge of achieving this aim against a backdrop of a difficult economic situation as a result of the ongoing impact of austerity, increasing levels of use and the increasing pressures on other council services.

The Highway Asset Management Policy and Strategy have been developed to help us to take account of these challenges. They set out the principles that will ensure we adopt and develop a strategic approach that takes account of the expectations of customers and targets the council's resources to deliver a network that supports the future prosperity and well-being of the people of Leicestershire.

The Highway Asset Management Policy and Strategy reflect the latest guidance on the application of asset management principles to highway infrastructure and the new national code of practice "Well Managed Highway Infrastructure".

Please read the draft policy and strategy documents before completing the questionnaire.

Please note: Your responses to the main part of the survey (Q1 to Q11, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Q1 In what role are you responding to this consultation? Please tick one option only

- Resident of Leicestershire
- Visitor to Leicestershire
- Member of Leicestershire County Council staff
- Tree Warden/ Snow Warden/ Flood Warden
- County, district or parish/town councillor
- Representative of a public sector organisation
- Representative of a voluntary sector organisation, charity or community group
- Representative of a business or private sector organisation
- Other (please specify below)

Other (please specify)

78

If you indicated that you represent an organisation, business or community group, please provide your details.

Name:

Organisation:

This information may be subject to disclosure under the Freedom of Information Act 2000

Our draft policy

The draft policy document sets out the policy and key supporting principles which define the broad objectives and the overarching structure and direction that the County Council will adopt in managing the condition of the county highway network.

Policy statements

AMP1. We will develop and operate a formalised asset management approach to ensure the optimal use and direction of the Council's resources in maintaining the county's highway assets for the benefit of current and future stakeholders.

AMP2. We will prioritise maintenance interventions and treatment choices using a risk-based approach taking account of the safety of stakeholders, customer expectations, network hierarchy, levels of use, network condition, environmental impact and the available resources.

Q3 To what extent do you agree or disagree with the policy statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
Policy statement AMP1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policy statement AMP2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why do you say this?

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Supporting Principles

SP1. We will consult with stakeholders to support the identification of treatment priorities, service levels and the management of risk.

SP2. We will aim to extend the operational life of highway assets through the use of appropriately timed preventative and restorative treatments to maintain safety and serviceability whilst minimising reactive repairs.

SP3. We will develop “life-cycle models” for all key assets to forecast the consequences of maintenance strategies on budget and network condition (both short and long-term). We will use these models to inform our decisions about treatment strategy, budget requirements and priorities.

SP4. We will publish an annual programme of planned works affecting key assets as well as an annual schedule of our key service levels and performance indicators.

SP5. We will review the benefits of non-statutory, low-priority assets against the cost of maintenance and where we identify redundancy or high cost linked to minimal benefits we will seek to rationalise the asset by devolving, decommissioning or reducing the asset or its service levels. Rationalisation will be subject to an assessment of risk and consideration of the views of stakeholders.

SP6. We will use the outputs from our asset management processes to support measures that will focus on improving assets that encourage walking, cycling and the use of public transport.

SP7. We will take account of the environmental impact of our maintenance treatments and services and where feasible, either reduce or mitigate these impacts.

SP8. We will review the resilience of our network to disruptive events, identifying the strategically critical links and recording these as the Resilient Network. We will prioritise the management and maintenance of this network to minimise the impact that severe weather and other disruptive events would have on economic activity and to maintain access to key services.

SP9. We will continue to ensure that as far as possible our Priority 1 and Priority 2 winter maintenance network is treated in advance of forecast snow or ice.

SP10. We will collaborate with others, particularly our supply chain, local communities and neighbouring authorities, to increase efficiencies, reduce costs and sustain local service levels.

SP11. We will continually review and develop our asset management approach across all service areas and seek ways of working more efficiently.

Q4 To what extent do you agree or disagree with the supporting principles?

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

Why do you say this? Please indicate any principles you particularly agree or disagree with.

Characters left: left

Is there anything else we should consider as a supporting principle?

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Our draft strategy

Leicestershire's highway network faces continual pressure from increasing use and the impacts of weather. The council must continuously make decisions about when, how and where to undertake repairs or renew assets. These decisions are becoming increasingly difficult due to the challenging financial situation in which the council is operating.

Please refer to the full draft strategy document.

Q5 To what extent do you agree or disagree that the strategy will address the challenge of providing the best possible highways network with the resources available?

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

Why do you say this?

∞

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Q6 Please provide us with any detailed comments and suggestions you have about our strategic approach to the nine core elements of our strategy (Stakeholders, the network, condition assessment etc.), as set out in our draft Highway Asset Management Strategy.

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Our proposed treatment strategies are focused on maximising the serviceable life of our highway assets.

Section 11 of the draft Highway Asset Management Strategy sets out our proposed treatment strategies for a range of asset groups.

Q7 To what extent do you agree or disagree these proposed treatment strategies will provide an adequate level of treatment within the resources available?

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

Don't know

Why do you say this?

84

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Q8 Do you have any concerns about the impact of our strategy on you and/or your organisation?

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Communication of our policies, schedule of works and service standards

In practice, our proposed approach implies a wider range of response times to reported defects according to an assessment of risk. Although this will mean an improved response time for urgent work, it will necessarily mean that lower priority work may take longer to resolve. To manage expectations of the public about the time it will take us to resolve a reported defect, we will publish a generic maximum response time and repair the defect as and when it was most convenient for us within that time.

Q9 What do you think would be a reasonable maximum response time for medium risk/ medium priority issues?

- 30 days (1 month)
- 60 days (2 months)
- 90 days (3 months)
- 120 days (4 months)
- 150 days (5 months)
- 180 days (6 months)
- Longer than 180 days (6 months)
- Don't know

Why do you say this?

Characters left: left

Q10 To what extent do you agree or disagree that the county council...

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
... publicises it's highways maintenance service standards well enough?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... publicises it's annual programme of works well enough?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
... lets people know sufficiently well about disruptive events and their potential impacts?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why do you say this? What else could we do?

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Reference copy

Other ideas or comments

Q11 Do you have any other comments?

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About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q12 What is your gender identity?

- Male
- Female
- Other (e.g. pangender, non-binary etc.)

Q13 Is your gender identity the same as the gender you were assigned at birth?

- Yes
- No

Q14 What was your age on your last birthday? (Please enter your age in numbers not words)

Reference copy

Q15 What is your full postcode? This will tell us how far people are travelling to use our services. It will not identify your house.

Q16 Are you a parent or a carer of a young person aged 17 or under?

- Yes
 No

If yes, what are the ages of the children in your care? Please tick all applicable

- 0-4
 5-10
 11-15
 16-17

Q17 Are you a carer of a person aged 18 or over?

- Yes
 No

Reference copy

Q18 Do you have a long-standing illness, disability or infirmity?

- Yes
- No

Q19 What is your ethnic group? Please tick one option only.

- White
- Mixed
- Asian or Asian British
- Black or Black British
- Other ethnic group

Q20 What is your religion?

- No religion
- Christian (all denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion

06

Reference copy

Q21 Are you an employee of Leicestershire County Council?

- Yes
- No

Q22 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation.

- Bi-sexual
- Gay
- Heterosexual / straight
- Lesbian
- Other

Thank you for your assistance. Your views are important to us. The consultation closes at midnight on 26th March 2017, and we will report the results back to the council's cabinet in June 2017.

Please click the 'Submit' button below to send us your response. It may take a few seconds to send your response. **Please only click the button once.**

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000

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POLICY DEVELOPMENT GROUP – WORK PROGRAMME (as at 03/02/17)

Date of Meeting	Item	Lead Officer	Witnesses
28 June 2017	The Balance of the Local Economy in North West Leicestershire	Kay Greenbank – Head of Economic Development	None
28 June 2017	Gas supply in Rural Areas <i>(Discussion item to question invited guests)</i>	Andrew Hunkin – Director of Resources	Representatives from the most appropriate agency.
<u>TBC</u>	Update Report for Section 106 Contributions for Health	Steve Bambrick, Director of Services	District and neighbouring representatives from CCG

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Notice of Executive Key Decisions

The attached notice lists the matters which are likely to be the subject of a key decision by the Council's executive and executive decision making bodies. This notice is produced in accordance with the Constitution adopted by North West Leicestershire District Council and will be published a minimum of 28 days before the date on which a key decision is to be made on behalf of the Council.


The date of publication of this notice is Friday, 24 March 2017. The Deadline for making any representations as to why items marked as private should be considered in public by **Cabinet on 25 April 2017 is 5pm Wednesday, 12 April 2017.**

Key Decisions

A key decision means a decision taken by the Cabinet, a committee of the Cabinet, an area or joint committee or an individual in connection with the discharge of a function which is the responsibility of the executive and which is likely:

- (a) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the Council;
- (c) for the purposes of (a) and (b) above £100,000 shall be regarded as significant in terms of expenditure or savings, and any issue which, in the opinion of the Leader is likely to have an impact on people, shall be regarded as significant in terms of impact on communities.

The Council's Executive

 The Council's executive committee is the Cabinet. The Cabinet comprises:

Councillor R Blunt	-	Leader	Councillor T J Pendleton	-	Regeneration and Planning
Councillor A V Smith MBE	-	Deputy Leader and Community Services	Councillor N J Rushton	-	Corporate
Councillor T Gillard	-	Business	Councillor R D Bayliss	-	Housing

Confidential Items and Private Meetings of the Executive

Whilst the majority of the Cabinet's business at the meetings listed in this notice will be open to the public and media organisations to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. This is a formal notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of the Cabinet meetings listed in this Forward Plan may be held in private because the agenda and reports for the meeting contain exempt information under Part 1 Schedule 12A to the Local Government Act (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. Those Items where it is considered that they should be considered in private are identified on the Notice.

Access to Agenda and Related Documents

Documents relating to the matters listed in this notice are available at least 5 clear working days prior to the date of decision as indicated below. Other documents relevant to the matters listed in this notice may be submitted to the decision maker.

If you wish to request or submit a document, or make representation in relation to any issue contained within this notice, please contact Democratic and Support Services on telephone number 01530 454512 or by emailing memberservices@nwleicestershire.gov.uk

Executive Decisions

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
March 2017						
Proposed Council Delivery Plan	Cabinet	Key	Public	14 March 2017	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
Tenant Scrutiny Panel - Report on Anti-Social Behaviour	Cabinet	Key	Public	14 March 2017	Councillor Roger Bayliss Tel: 01530 411055 roger.bayliss@nwleicestershire.gov.uk Head of Housing Tel: 01530 454780 chris.lambert@nwleicestershire.gov.uk	Report
Ashby Neighbourhood Plan Submission	Cabinet	Key	Public	14 March 2017	Councillor Trevor Pendleton Tel: 01509 569746 trevor.pendleton@nwleicestershire.gov.uk Head of Planning and Regeneration Tel: 01530 454782 jim.newton@nwleicestershire.gov.uk	Report and neighbourhood Plan

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Award of Cleaning Contract	Cabinet	Key	Public	14 March 2017	Councillor Roger Bayliss Tel: 01530 411055 roger.bayliss@nwleicestershire.gov.uk Head of Housing Tel: 01530 454780 chris.lambert@nwleicestershire.gov.uk	Cabinet Report
Quarter 3 Performance Report	Cabinet	Non-Key	Public	14 March 2017	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some background papers contain exempt information	14 March 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Leicestershire County Council - Procurement of treatment facilities for dry recycle material	Cabinet	Key	Private Information relating to the financial or business affairs of any particular person (including the authority holding that information)	14 March 2017	Councillor Alison Smith MBE Tel: 01530 835668 alison.smith@nwleicestershire.gov.uk Head of Community Services Tel: 01530 454832 john.richardson@nwleicestershire.gov.uk	Report

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Consultancy Support for Joint Strategic Planning Manager	Cabinet	Non-Key	Private Information relating to any individual. Information relating to the financial or business affairs of any particular person (including the authority holding that information)	14 March 2017	Councillor Trevor Pendleton Tel: 01509 569746 trevor.pendleton@nwleicestershire.gov.uk Chief Executive Tel: 01530 454500 christine.fisher@nwleicestershire.gov.uk	Report
April 2017						
Good Design for North West Leicestershire - Supplementary Planning Document for New Development	Cabinet	Key	Public	25 April 2017	Councillor Trevor Pendleton Tel: 01509 569746 trevor.pendleton@nwleicestershire.gov.uk Head of Planning and Regeneration Tel: 01530 454782 jim.newton@nwleicestershire.gov.uk	Report and Responses to Consultation
Review of Housing Policies	Cabinet	Key	Public	25 April 2017	Councillor Roger Bayliss Tel: 01530 411055 roger.bayliss@nwleicestershire.gov.uk Head of Housing Tel: 01530 454780 chris.lambert@nwleicestershire.gov.uk	Report and Amended Policies

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Building Confidence in Coalville ("Coalville Project") Update	Cabinet	Key	Public	25 April 2017	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Economic Development Tel: 01530 454773 kay.greenbank@nwleicestershire.gov.uk	Report
Refurbishment of Marlborough Flats - Award of Contract	Cabinet	Key	Part Private Information relating to the financial or business affairs of any particular person (including the authority holding that information)	25 April 2017	Councillor Roger Bayliss Tel: 01530 411055 roger.bayliss@nwleicestershire.gov.uk Head of Housing Tel: 01530 454780 chris.lambert@nwleicestershire.gov.uk	Covering report and summary of tender evaluations
Authority to award planned contracts between April 2017 and March 2018	Cabinet	Key	Private	25 April 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Head of Transformation Tel: 01530 454520 anita.onwuchekwa@nwleicestershire.gov.uk	
May 2017						
There are no meetings scheduled.						
June 2017						

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Children, Young People and Adult Safeguarding Report 2016/17	Cabinet	Non-Key	Public	13 June 2017	Councillor Trevor Pendleton Tel: 01509 569746 trevor.pendleton@nwleicestershire.gov.uk Head of Community Services Tel: 01530 454832 john.richardson@nwleicestershire.gov.uk	Report
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some background papers contain exempt information	13 June 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Minutes of the Coalville Special Expenses Working Party - 25 April 2017	Cabinet	Non-Key	Public	13 June 2017	Councillor Alison Smith MBE Tel: 01530 835668 alison.smith@nwleicestershire.gov.uk Head of Community Services Tel: 01530 454832 john.richardson@nwleicestershire.gov.uk	Report and minutes of the meeting
Treasury Management Stewardship Report	Cabinet	Key	Public	13 June 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Community Safety Strategy 2017- 2020	Cabinet	Key	Public	13 June 2017	Councillor Trevor Pendleton Tel: 01509 569746 trevor.pendleton@nwleicestershire.gov.uk Head of Community Services Tel: 01530 454832 john.richardson@nwleicestershire.gov.uk	Report and Community Safety Strategy 2017-2020
Environmental Health - Food Safety Service Delivery Plan	Cabinet	Key	Public	13 June 2017	Councillor Alison Smith MBE Tel: 01530 835668 alison.smith@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report and Draft food Safety Service Delivery Plan
Quarter 4 Performance and End of Year Report	Cabinet	Key	Public	13 June 2017	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
July 2017						
Provisional Financial Outturn	Cabinet	Key	Public	25 July 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
August 2017						
There are no meetings scheduled.						
September 2017						
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some background papers contain exempt information	19 September 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Medium Term Financial Strategy	Cabinet	Key	Public	19 September 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Quarter 1 Performance Report	Cabinet	Non-Key	Public	19 September 2017	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
October 2017						
No items.						

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
November 2017						
Quarter 2 Performance Report	Cabinet	Non-Key	Public	14 November 2017	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
December 2017						
Capital Programmes Projected Outturn and Draft Capital Programmes	Cabinet	Key	Public	12 December 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Draft General Fund Revenue Budget	Cabinet	Key	Public	12 December 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some background papers contain exempt information	12 December 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Housing Revenue Account (HRA) Budget Proposals	Cabinet	Key	Public	12 December 2017	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
January 2018						
Council Tax Base 2018/19	Cabinet	Key	Public	16 January 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
February 2018						

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Capital Programmes	Cabinet	Key	Public	6 February 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
General Fund and Special Expenses Revenue Budgets	Cabinet	Key	Public	6 February 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Housing Revenue Account (HRA) Budget and Rent Increase	Cabinet	Key	Public	6 February 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
The Treasury Management Strategy Statement and Prudential Indicators	Cabinet	Key	Public	6 February 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
March 2018						

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some background papers contain exempt information	6 March 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Quarter 3 Performance Report	Cabinet	Non-Key	Public	6 March 2018	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
Proposed Council Delivery Plan	Cabinet	Key	Public	6 March 2018	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
April 2018						
There are no meetings scheduled.						
May 2018						
There are no items.						
June 2018						

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some background papers contain exempt information	12 June 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Treasury Management Stewardship Report	Cabinet	Key	Public	12 June 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Environmental Health - Food Safety Service Delivery Plan	Cabinet	Key	Public	12 June 2018	Councillor Alison Smith MBE Tel: 01530 835668 alison.smith@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
Quarter 4 Performance and End of Year Report	Cabinet	Key	Public	12 June 2018	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
July 2018						

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Provisional Financial Outturn	Cabinet	Key	Public	24 July 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
August 2018						
There are no meetings scheduled.						
September 2018						
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some background papers contain exemption information	18 September 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Medium Term Financial Strategy	Cabinet	Key	Public	18 September 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Quarter 1 Performance Report	Cabinet	Key	Public	18 September 2018	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
October 2018						
No items.						
November 2018						
Quarter 2 Performance Report	Cabinet	Key	Public	13 November 2018	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
December 2018						
Capital Programmes Projected Outturn and Draft Capital Programmes	Cabinet	Key	Public	11 December 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
Draft General Fund Revenue Budget	Cabinet	Key	Public	11 December 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some background papers contain exempt information	11 December 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Housing Revenue Account (HRA) Budget Proposals	Cabinet	Key	Public	11 December 2018	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
January 2019						
Council Tax Base 2019/20	Cabinet	Key	Public	15 January 2019	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
February 2019						
Capital Programmes	Cabinet	Key	Public	5 February 2019	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
General Fund and Special Expenses Revenue Budgets	Cabinet	Key	Public	5 February 2019	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Housing Revenue Account (HRA) Budget and Rent Increase	Cabinet	Key	Public	5 February 2019	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
The Treasury Management Strategy Statement and Prudential Indicators	Cabinet	Key	Public	5 February 2019	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker
March 2019						
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Part Private Some Background papers contain exempt information	5 March 2019	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources Tel: 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	Report
Quarter 3 Performance Report	Cabinet	Key	Public	5 March 2019	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
Proposed Council Delivery Plan	Cabinet	Key	Public	5 March 2019	Councillor Richard Blunt Tel: 01530 454510 richard.blunt@nwleicestershire.gov.uk Head of Legal and Support Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk	Report
April 2019						
There are no items.						