

MEETING OF THE CABINET

TUESDAY, 1 FEBRUARY 2022

ADDITIONAL PAPERS

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CABINET, TUESDAY 1 FEBRUARY 2022**ADDENDUM TO ITEM 5 – BUDGET AND COUNCIL TAX 2022/23**

As noted in paragraph 7.8 of the Budget and Council Tax 2022/23 report, the budget consultation period ran to 30 January and officers committed to providing this additional paper to Cabinet with an update to the consultation.

Following the publication of the report, the Council has received:

- 22 more responses to the online consultation on the General Fund and Special Expenses budget proposals;
- 5 more responses to the online consultation on the Housing Revenue Account budget proposals;
- 1 letter from a resident; and
- Contact from 2 parish/town councils.

The consultation section of the report (section 7) is repeated below, with changes highlighted in red to factor in these additional comments. Appendices 5a and 5b have also been updated to reflect the latest survey responses. Overall, the additional comments are not considered to change the themes presented to Cabinet in the original report.

7.0 CONSULTATION**7.1 Consultation with members**

7.2 The corporate scrutiny committee has already considered the proposals within this report at their meeting on 8 December 2021. Members asked a number of questions around the proposals, and more detail can be seen in the minutes for the meeting, which are included as a background paper to this report. The main suggestions coming from the discussion were:

- **Whether the £10 million of reserves, noted in paragraph 2.5.1, could be better used to invest in the district.** These reserves are the Journey to Self Sufficiency Reserve and business rates volatility reserve. Both are considered necessary to manage the risk from the fair funding review, which is expected to significantly reduce the council's funding in the medium term as outlined in section 2.1. The reserves will help to protect existing services within the district over the medium term.
- **To defer the garden waste charge for additional bins and explore other options, such as keeping the second bin free of charge.** There was some concern from members about how many residents would pay the new charge and whether it would increase fly tipping. The proposal remains in the budget, as it builds on work and learning since March 2021, when Cabinet approved introducing garden waste charges when residents requested new additional bins.

7.3 The Coalville Special Expenses Working Party discussed the planned special expenses budgets for Coalville in their meeting on 14 December 2021. Members debated the planned council tax increase, along with planned expenditure that falls to the Coalville special expense account. In response to the Working Party's comments, the need for an

accessible toilet at Coalville Cemetery has been reviewed and removed from the capital programme.

7.4 Public Consultation

7.5 As part of the budget consultation, the Council launched an online survey on 12 January to seek the views of residents and businesses on the main changes within the budget. The survey was promoted via social media and set out the key changes to the budget and asked responders to state the extent to which they supported the proposed change. Residents could also provide additional comments if they wanted it.

7.6 Appendix 5a provides a summary of the responses received. In total, 147 people have expressed their views on the general fund and special expenses budgets. This is a small proportion of businesses and residents within North West Leicestershire, so care should be taken when drawing inferences from the data. The key themes from the survey are:

- **There is strong support for the freezing of council tax.** Over 70% of respondents were supportive or very supportive of the move. Increasing cost of living was the most frequent comment from respondents that left a comment, with 12 mentions. Of those that were unsupportive or very unsupportive, 11 left comments to suggest council tax should increase and 4 were concerned by potential service reductions.
- **Overall respondents were not supportive of the new garden waste charge.** Around 60% of respondents were unsupportive or very unsupportive of the charge, whilst around 30% were supportive or very supportive. Where respondents left additional comments: 30 (30%) cited concerns about fly tipping; 16 had questions about how the charge would operate in practice; 15 considered the charge unfair, either because of the amount of council tax already paid or because the County Council turns the garden waste into compost to generate an income; 18 believe garden waste recycling levels will fall; and 6 were concerned about the cost. **The Council also received a letter from a member of public following a news article relating to the introduction of garden waste charges. This letter raised a series of question about how the charge would operate in practice and whether it would result in additional fly tipping.**
- **Opinions on changes to other fees and charges were mixed.** Most respondents (35%) suggested they were neutral on the changes although more were unsupportive or very unsupportive (43%) than supportive or very supportive (22%). Where respondents left comments, the most common responses were concerned about increasing car parking charges (28 respondents), burial fee increases (12 respondents) and football pitch price increases (7 respondents).
- **Respondents were neutral on planned service developments.** The most frequent answer was to be neutral on these plans. The £65,000 funding for a feasibility study for regenerating Coalville drew the most comments, with 23 comments questioning the need and size of the expense. There were also 15 comments raising general concerns about value for money from the council.
- **Views on the General Fund Capital Programme were balanced.** The most frequent answer was neutral, with 33% of responses, although those supportive and very supportive and those unsupportive or very unsupportive are balanced at 34% and 32% respectively. The most frequent comments was on the accommodation project, with respondents questioning the size and the need for the project.

7.7 As part of the budget consultation, officers also wrote to representatives of the trade unions, parish and town councils and the federation of small businesses. These groups were asked to provide written comments or to complete the online survey. **Two responses were received:**

- Whitwick Parish Council stated: *“Parish Councillors were disappointed that residents will be charged for a second waste bin, which members felt could lead to an increase in fly tipping. There were also concerns that this could potentially be counter productive as the black bins may be used instead to avoid payment for a second bin.”*
- Ashby de la Zouch Town Council noted the intention to remove free parking on Saturdays over the Christmas period, and stated: *“The Committee strongly oppose this proposal as Ashby relies heavily on shoppers visiting its town and shops around the festive period. The town also has an annual Christmas fair that draws in visitors from the East Midlands and beyond. The Committee believes that footfall would be greatly reduced in December if parking is chargeable on Saturdays. The Committee requests that this suggestion is removed from the budget.”* The committee would also like to see more car parking provided in Ashby.

7.8 Consultation with tenants

7.9 As part of developing the budget, the Performance and Finance Working Group (a small group of involved tenants specialising in reviewing the performance and finances of our housing service) reviewed the Housing Revenue Account budget proposals. Key points of discussion amongst the group were:

- The grounds maintenance service charge, as tenants had not received the full service this year. The service charge remains lower as a result of the lower service, as noted in paragraph 3.3.1.
- Tenants were positive about the £20.5 million zero carbon programme, with particular interest in having solar panels installed on properties.
- The proposed rent increase of 4.1% was discussed, although there were no strong views expressed at the time.

7.10 Involved tenants were also invited to complete the consultation on the Housing Revenue Account, which ran alongside the general fund consultation and was also advertised via social media. At the time of publication, **15** responses have been received, **7** of which come from tenants. These numbers are small compared to the number of tenants we have, so care should be taken when drawing inferences from this population. Appendix 5b provides a summary of the comments, with the key themes being:

- **Support for the increase in rent.** Over half of respondents were very supportive. Of the tenants that responded, **43%** were either supportive or very supportive, citing that it will help maintain housing. **Two** tenants were unsupportive due to affordability concerns.
- **Support for the spending plans on both the capital and revenue budgets.** All spending plans detailed in the consultation were supported by the majority of respondents **with the exception of the New Supply capital programme, where 53% of**

respondents were unsupportive or very unsupportive. Three tenants fell into this category, with two commenting that funding should be focused on existing properties.

2022-23 General Fund and Special Expenses Budget Consultation

<https://consultation.nwleics.gov.uk/finance/2022-23-budget-consultation>

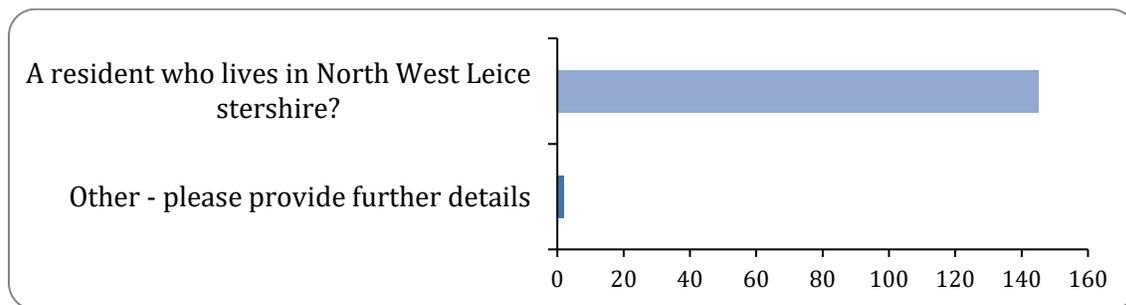
This report was created on Monday 31 January 2022 at 11:34

The activity ran from 12/01/2022 to 30/01/2022

Responses to this survey: **147**

1: Are you:

There were 147 responses to this part of the question.

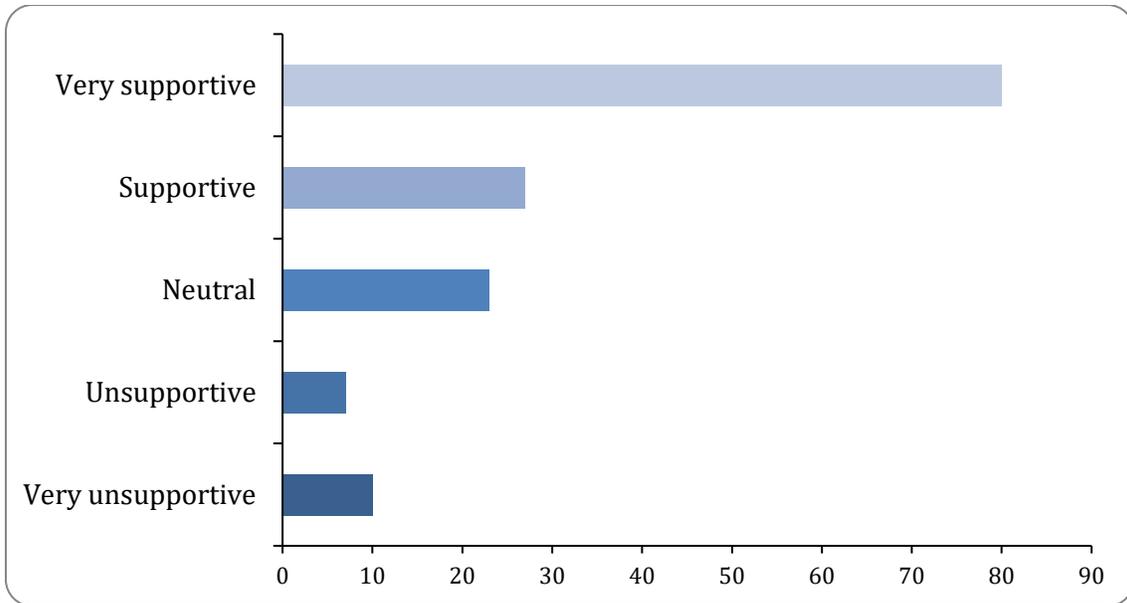


Option	Total	Percent
A resident who lives in North West Leicestershire?	145	98.64%
A business, charity or other organisation who operates within North West Leicestershire?	0	0.00%
Other - please provide further details	2	1.36%
Not Answered	0	0.00%

There were 2 responses to this part of the question. Both responses indicated that the respondent was both a resident and business owner.

2: How supportive are you of this Council Tax freeze?

There were 147 responses to this part of the question.



Option	Total	Percent
Very supportive	80	54.42%
Supportive	27	18.37%
Neutral	23	15.65%
Unsupportive	7	4.76%
Very unresponsive	10	6.80%
Not Answered	0	0.00%

3: What comments would you like to make about the council tax freeze?

There were 60 responses to this part of the question.

Of those that were supportive or very supportive of the freeze:

- 11 referenced general increases in the cost of living currently.
- 3 cited value for money concerns about their council tax.
- 3 were concerned about potential service reductions because of council tax freezes.
- 2 suggested that council tax should decrease.

Of those that were neutral:

- 4 were concerned about potential service reductions because of council tax freezes.

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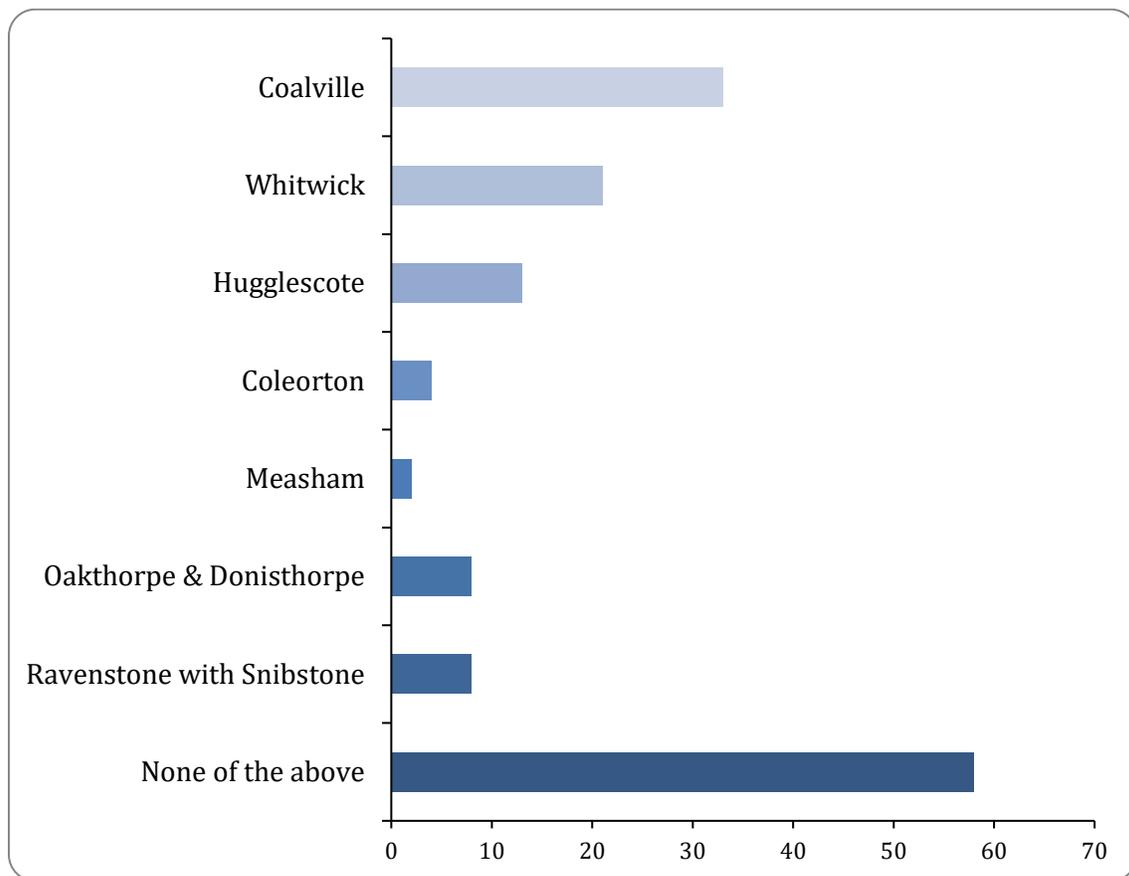
- 2 cited value for money concerns about their council tax.
- 1 referenced general increases in the cost of living currently.
- 1 suggested that council tax should decrease.
- 1 suggested council tax should increase.

Of those that were unsupportive or very unsupportive of the freeze:

- 11 suggested that council tax should increase
- 4 were concerned about service reductions because of council tax freezes.
- 1 suggested more should be spent locally.

4: Do you live in one of the following areas?

There were 147 responses to this part of the question.

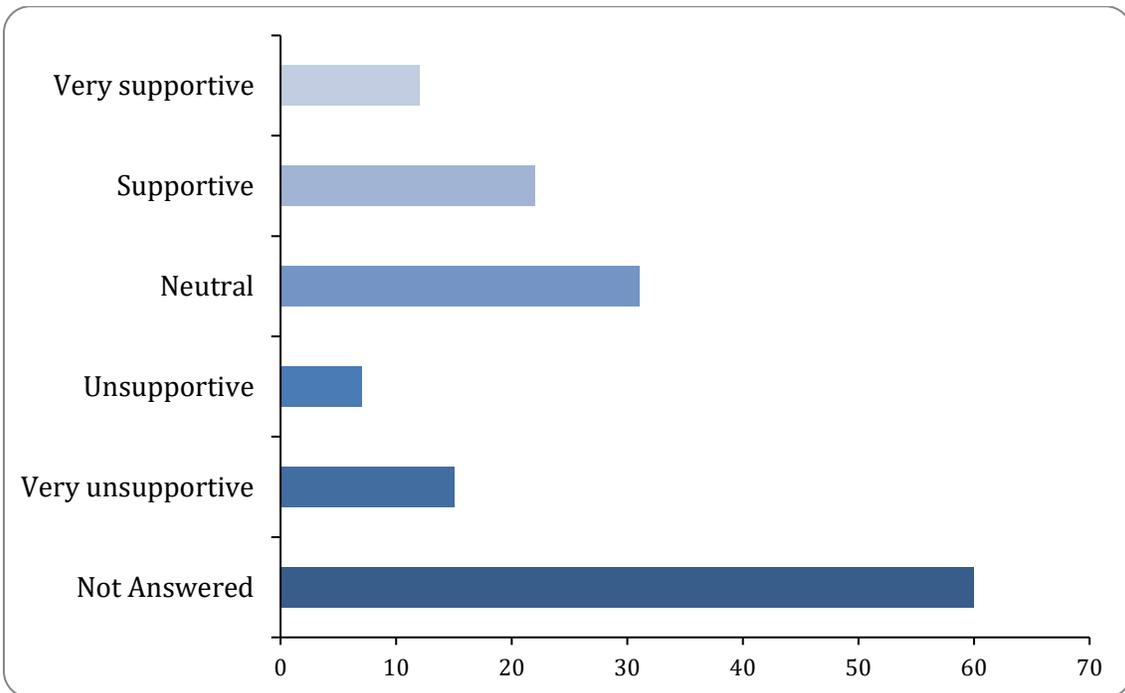


Option	Total	Percent
Coalville	33	22.45%
Whitwick	21	14.29%
Hugglescote	13	8.84%
Coleorton	4	2.72%

Lockington & Hemington	0	0.00%
Measham	2	1.36%
Oakthorpe & Donisthorpe	8	5.44%
Osgathorpe	0	0.00%
Ravenstone with Snibstone	8	5.44%
Stretton-en-le-field	0	0.00%
Appleby Magna	0	0.00%
None of the above	58	39.46%
Not Answered	0	0.00%

5: How supportive are you of these changes?

There were 87 responses to this part of the question.



Option	Total	Percent
Very supportive	12	8.16%
Supportive	22	14.97%
Neutral	31	21.09%
Unsupportive	7	4.76%
Very unsupportive	15	10.20%
Not Answered	60	40.82%

6: What comments would you like to make about the proposed Special Expense precept increases? (If you would like to comment on a particular special expense area, please clearly note which element you are referring to)

There were 28 responses to this part of the question.

Of those that were supportive or very supportive of the changes to special expenses:

- 1 requested it was used to maintain and extend play parks in Coalville

Of those that were neutral of the changes to special expenses:

- 3 were concerned at the size of the increase.
- 1 highlighted the variance of increase between different areas.

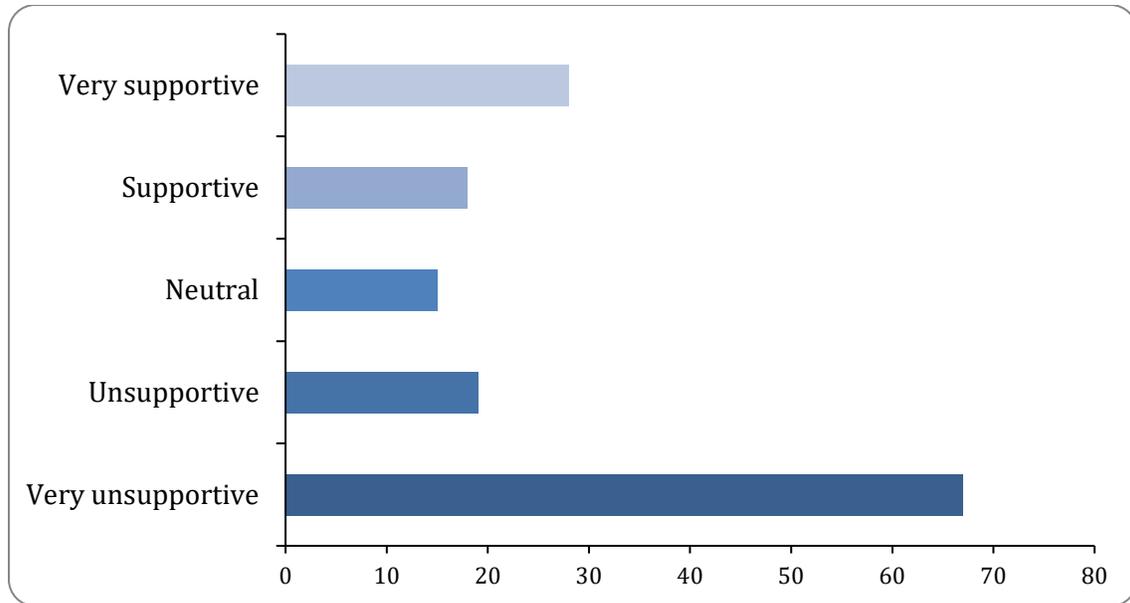
Of those that were unsupportive or very unsupportive of the changes to special expenses:

- 5 were concerned at the size of the increase
- 5 raised concerns about the condition of their local areas
- 3 queries the variance of the changes amongst different areas.

7: From April 2022, the Council plans to keep collection of a single garden waste bin free. However, there will be a new annual charge of £45 for each additional bin.

How supportive are you of this new charge?

There were 147 responses to this part of the question.



Option	Total	Percent
Very supportive	28	19.05%
Supportive	18	12.24%
Neutral	15	10.20%
Unsupportive	19	12.93%
Very unsupportive	67	45.58%
Not Answered	0	0.00%

8: What comments would you like to make about the new garden waste charge?

There were 101 responses to this part of the question.

Of those that were supportive or very supportive of the new garden waste charge:

- 3 suggested charging for the first bin too
- 2 had questions about how the charge would work in practice
- 2 cited concerns over fly tipping
- 2 considered the proposal to be affordable
- 1 person raised affordability concerns
- 1 stated that we generate an income from composting the garden waste, suggesting it was unfair to then charge for collection too.
- 1 suggested charging for general waste collections
- 1 had concerns about the value for money of the charge

Of those that were neutral:

- 3 had concerns about the value for money of the charge
- 1 cited concerns over fly tipping
- 1 had questions about how the charge would work in practice
- 1 suggested more collections were required

Of those that were unsupportive or very unsupportive of new garden waste charge:

- 27 respondents were concerned about the potential for fly tipping to increase
- 18 were concerned that it might reduce the amount of garden waste that gets recycled
- 13 had questions about how the charge would work in practice
- 7 had concerns about the value for money from the charge
- 7 cited concerns about the affordability of the charge
- 6 suggested it is unfair as properties with larger gardens are likely to pay higher council tax
- 8 suggested it was unfair on the basis the Council makes money from composting garden waste.
- 4 were concerned that it could lead to gardens being less well kept
- 4 were concerned that air quality could be affected if residents burn waste
- 3 respondents suggested that the first two bins should be free
- 1 suggested charging for general waste collections
- 1 suggested more collections were required

9: The Council also plans to make a number of changes to existing fees and charges.

Residents were presented with the following information on changes to fees and charges:

The Council has a large number of fees and charges it sets each year. Changes this year includes:

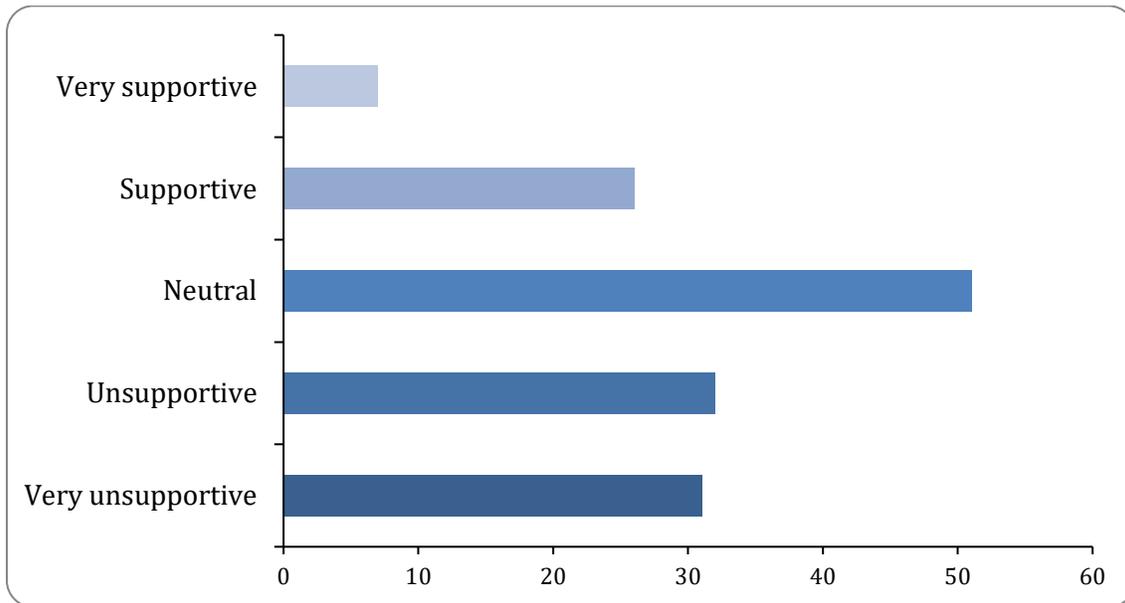
- Increasing the rents at the Appleby Magna Caravan Site by 3.1% to £36.19 per week.
- Increasing charges for Lifeline customers by 3.1% to £4.34 per week for the basic service and £6.54 for the enhanced service.
- Increasing non-statutory licensing fees by between 1% and 3%, with fees ranging from £3 to £64,000.
- Increasing Health and Safety charges by between 2-3%, with fees ranging from £4 to £155.
- Increasing Border Post Inspection fees between 2-3%, with fees ranging from £25.50 to £193.

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- Increasing pest control fees by between 1% and 3%, with fees ranging from £16 to £200.
- Increasing football pitch charges by 2% on average.
- Increasing the Bulky Waste Collection fee by 3.8% to £27.
- Increasing trade refuse and recycling collection costs by between 4.8% to 6.9%, with costs ranging from £3.70 to £17.85 per bin per collection.
- Increasing trade sack collected up 3.6%.
- Increasing burial fees by 5%, with fees ranging from £79 to £1,587.
- Increasing car parking charges by 5.3% on average, with fees varying between £0.65 and £38.

How supportive are you of these changes?

There were 147 responses to this part of the question.



Option	Total	Percent
Very supportive	7	4.76%
Supportive	26	17.69%
Neutral	51	34.69%
Unsupportive	32	21.77%
Very unsupportive	31	21.09%
Not Answered	0	0.00%

10: What comments would you like to make about the changes to these fees and charges? (If you would like to comment on a particular fee or charge, please clearly note which element you are referring to).

There were 72 responses to this part of the question.

Of those that were supportive or very supportive of the changes to existing garden waste charges:

- 7 raised concerns about car parking charges increasing, and the affect that could have on footfall in town centres.
- 2 raised concern about increasing football pitch prices, and the impact that could have on use.
- 1 raised concerned about the affordability of charges
- 1 considered that staff should be charged parking fees
- 3 were concerned about increases in burial fees
- 1 cited value for money concerns

Of those that were neutral:

- 7 raised concerns about car parking charges increasing, and the affect that could have on footfall in town centres, whilst one was positive about the change.
- 4 cited concerns about fly tipping resulting from the increase in charges.
- 3 raised concern about increasing football pitch prices, and the impact that could have on use.
- 3 were concerned about increases in burial fees
- 3 were concerned about the trade waste and recycling increases.
- 2 were concerned by the planned increases to lifeline charges
- 2 raised concerns about increasing bulky waste charges
- 1 raised a general concern about the affordability of price increases
- 1 cited value for money concerns about the charges.
- 1 respondent was positive about increases in parking charges, citing the potential to increase walking and cycling.

Of those that were unsupportive or very unsupportive of the changes to existing fees and charges:

- 14 were concerned by the car parking charge increases
- 5 were concerned about the affordability of charges
- 6 had specific concerns about the planned increase in burial fees
- 5 were concerned by the planned increases to lifeline charges
- 3 cited general value for money concerns with the charges

- 4 cited concerns about fly tipping resulting from the increase in charges.
- 2 cited specific concerns about the planned increases to football pitch charges
- 1 raised concerns about the trade waste and recycling increases.
- 3 cited concerns with the bulky waste charge increase

11: How supportive are you of this expenditure?

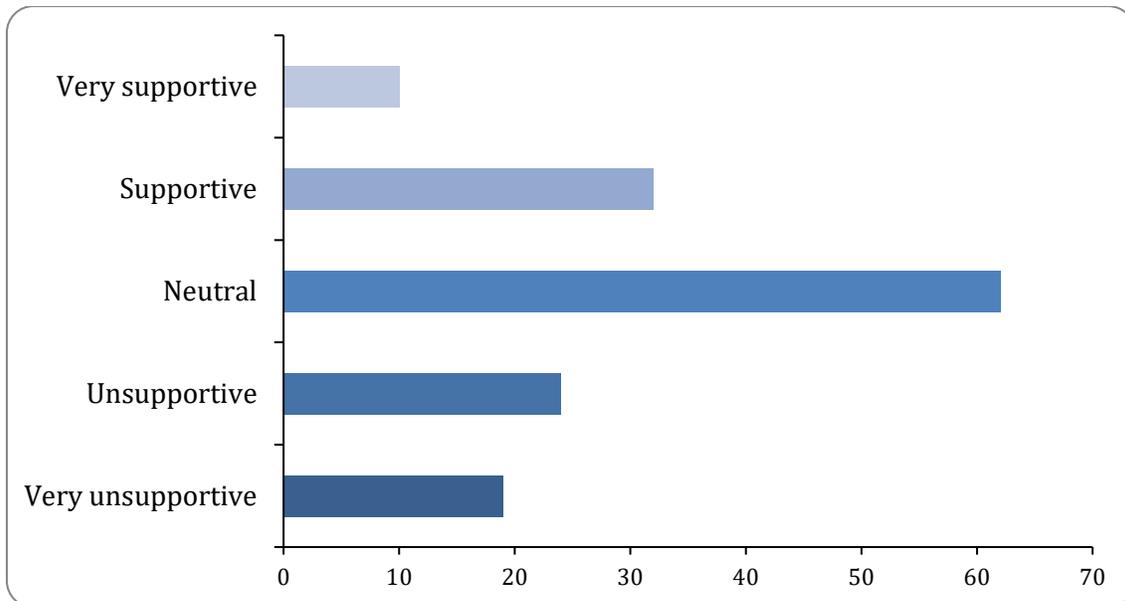
Residents were presented with the service developments, as set out below:

Overall, we expect to spend £16.6 million in 2022-23 on our day to day activities, which is £1.1 million more than the previous year and largely the result of additional cost pressures the Council is currently facing.

We also plan to spend £162,000 improving the services we offer by:

- Spending £65,000 on a feasibility study to support the regeneration of Coalville, which will include looking at the future of our current waste and park depots as well as the Hermitage Leisure Centre.
- Employing additional staff without our waste services team in response to increasing demand, at a cost of £72,000.
- Employing additional staff within our Property Service team to manage the Council's property, at a cost of £26,000.

There were 147 responses to this part of the question.



Option	Total	Percent
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Very supportive	10	6.80%
Supportive	32	21.77%
Neutral	62	42.18%
Unsupportive	24	16.33%
Very unsupportive	19	12.93%
Not Answered	0	0.00%

12: What comments would you like to make about our spending plans? (If you would like to comment on a particular element of our spending, please clearly note which element you are referring to).

There were 60 responses to this part of the question.

Comments from those that were supportive or very supportive drew on the following themes:

- 4 raised concerns at costs for a feasibility study to look at the future of the parks and waste depots and hermitage leisure centre.
- 3 were positive about the regeneration of Coalville
- 2 raised a value for money concern, suggesting more funding was needed for waste services and another suggests staff performance needed greater management.

Of those that were neutral, comments followed the themes below:

- 12 were concerned about the cost of the feasibility study for the parks and waste depots and hermitage leisure centre.
- 3 raised concerns about value for money from services.
- 2 were negative about the progress in regenerating Coalville
- 1 wanted increased spend on areas other than Coalville
- 1 raised concerns over the infrastructure in Coalville
- 1 approved of providing more employment opportunities

Of those that answered unsupportive or very unsupportive, the following themes were drawn out from comments:

- 10 raised value for money concerns about the council.
- 7 thought spending needed to be focused on areas other than Coalville
- 7 were concerned at the cost of the feasibility study for the parks and waste depots and hermitage leisure centre.
- 5 disagreed with additional funding for staff in property services.
- 1 was negative about the progress made in regenerating Coalville
- 1 approved of additional staff for waste services

13: How supportive are you of this expenditure?

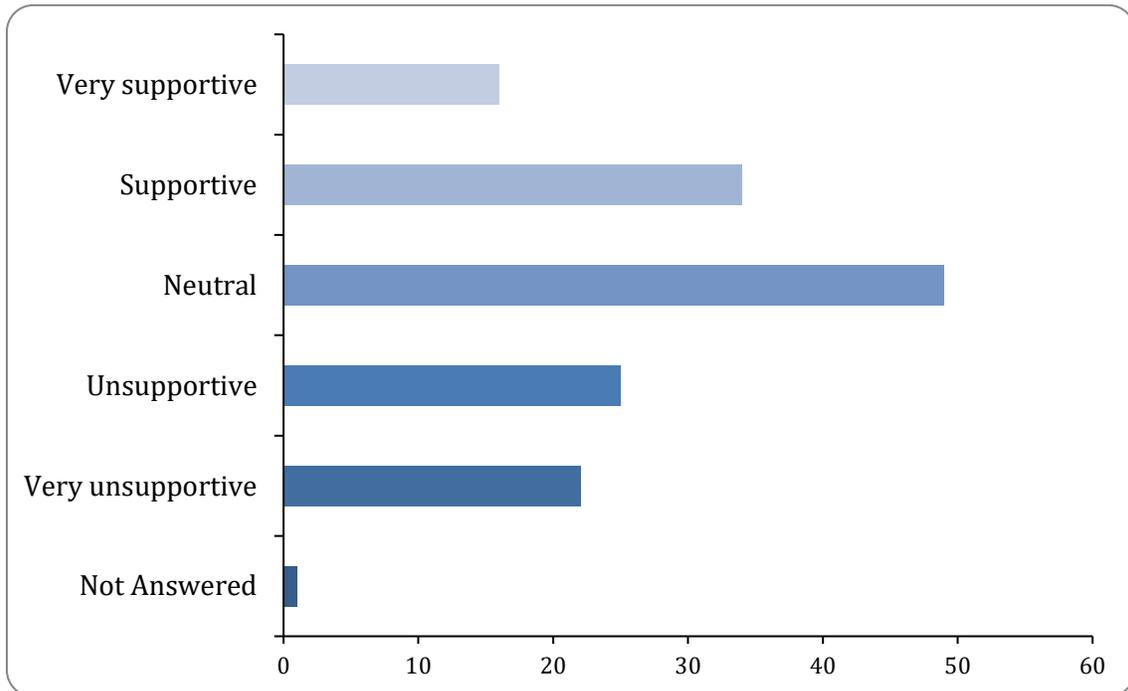
Residents were presented with a high level of summary of the General Fund Capital Programme, as set out below:

Capital expenditure relates to larger projects that produce something that will last for a number of years, such as a new council buildings or major upgrades to our existing council buildings.

In 2021-22 we have planned to spend £10.7 million on such projects, which includes:

- £8.3 million on projects to regenerate Coalville. This includes £3.7 million for the renovation of the Marlborough Centre, £3.1 million for planned improvements to the Council's office accommodation and £1.5 million for other projects as they come forward.
- £1.4 million on replacing vehicles that have come to the end of the life. The Council will be replacing vehicles with battery electric vehicles where feasible as part of its Zero Carbon programme.
- £1.0 million on other capital projects, such as the provision of Disabled Facility Grants and replacing ICT equipment.

There were 146 responses to this part of the question.



Option	Total	Percent
Very supportive	16	10.88%
Supportive	34	23.13%
Neutral	49	33.33%
Unsupportive	25	17.01%
Very unsupportive	22	14.97%
Not Answered	1	0.68%

14: What comments would you like to make about our spending plans?

(If you would like to comment on a particular element of our spending, please clearly note which element you are referring to).

There were 58 responses to this part of the question.

Of those that said they were supportive or very supportive of the planned general fund capital programme:

- 5 were positive about plans to regenerate Coalville
- 3 felt less should be spent on the accommodation project
- 1 requested more spend on play areas
- 1 had concerns on the Marlborough Centre spend
- 1 thought spending needed to be focused on areas other than Coalville
- 1 had concerns over local infrastructure
- 1 raised a value for money concern

Of the neutral respondents:

- 6 posted comments against the size of the accommodation project
- 1 thought spending needed to be focused on areas other than Coalville
- 1 had concerns over local infrastructure
- 2 had concerns over Coalville Regeneration
- 1 had concerns about the fleet replacement programme
- 1 were positive about plans to regenerate Coalville

Themes from those that were unsupportive or very unsupportive were:

- 12 were negative about the amount planned to be spent on office accommodation
- 7 thought spending needed to be focused on areas other than Coalville
- 3 were negative about the amount of money being spent regenerating Coalville

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- 3 flagged up general value for money concerns
- 2 had concerns on the Marlborough Centre spend
- 1 had concerns about the fleet replacement programme
- 1 felt more consultation was needed on capital spending plans

2022-23 Housing Revenue Account Budget Consultation

<https://consultation.nwleics.gov.uk/finance/e5cc028f>

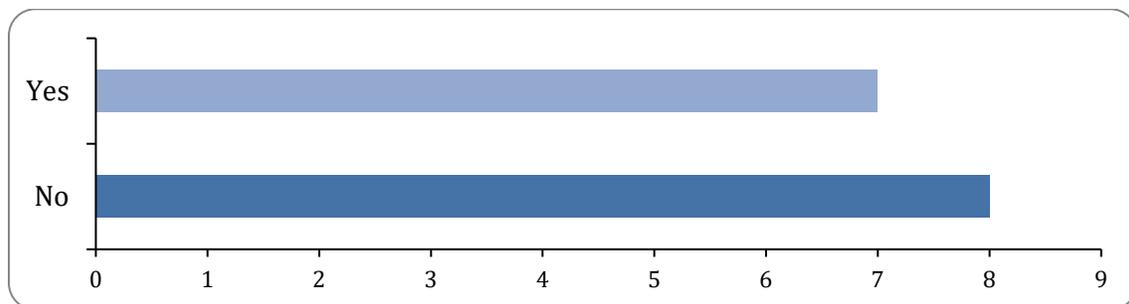
This report was created on Monday 31 January 2022 at 14:28

The activity ran from 12/01/2022 to 30/01/2022

Responses to this survey: **15**

1: Do you live in a property owned by NWLDC?

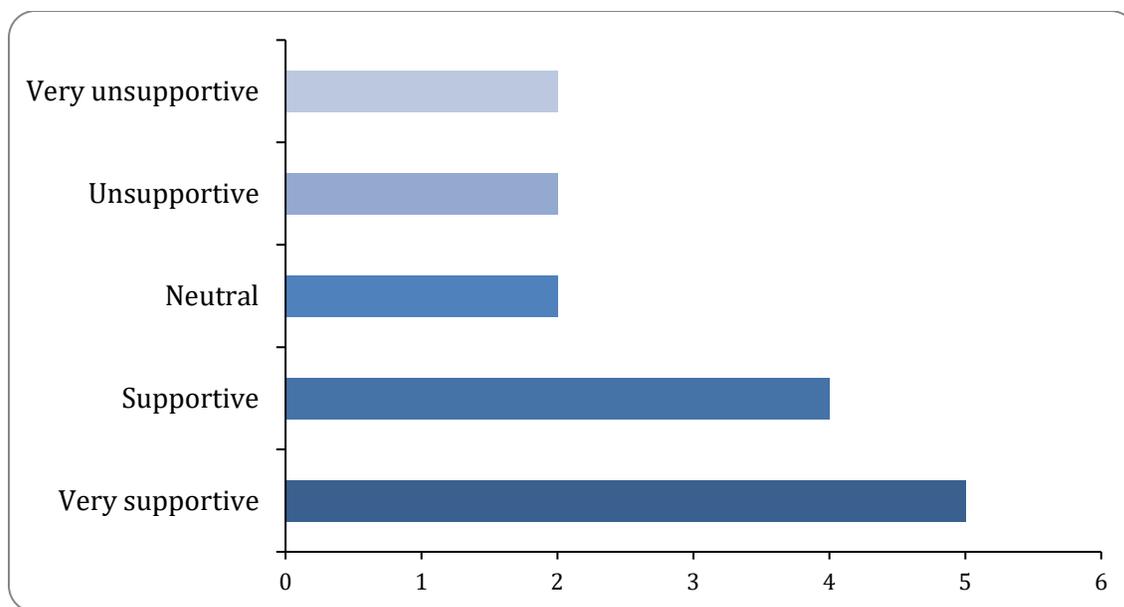
There were 15 responses to this part of the question.



Option	Total	Percent
Yes	7	46.67%
No	8	53.33%
Don't know	0	0.00%
Not Answered	0	0.00%

2: We are planning to increase the rents we charge by up to 4.1%.

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	2	13.33%
Unsupportive	2	13.33%
Neutral	2	13.33%
Supportive	4	26.67%
Very supportive	5	33.33%
Not Answered	0	0.00%

There were 11 responses to this part of the question.

Of the comments:

- 3 felt it would help the Council maintain the properties
- 3 raised affordability concerns
- 3 referenced general inflation, including comparisons to higher increases in private sector rent
- 2 wanted any repairs or improvement works funded by the increase to be equally distributed across all tenants.
- 1 raised a concern over the service they receive.

3: Some tenants pay for particular services we provide that are only relevant to them, known as service charges.

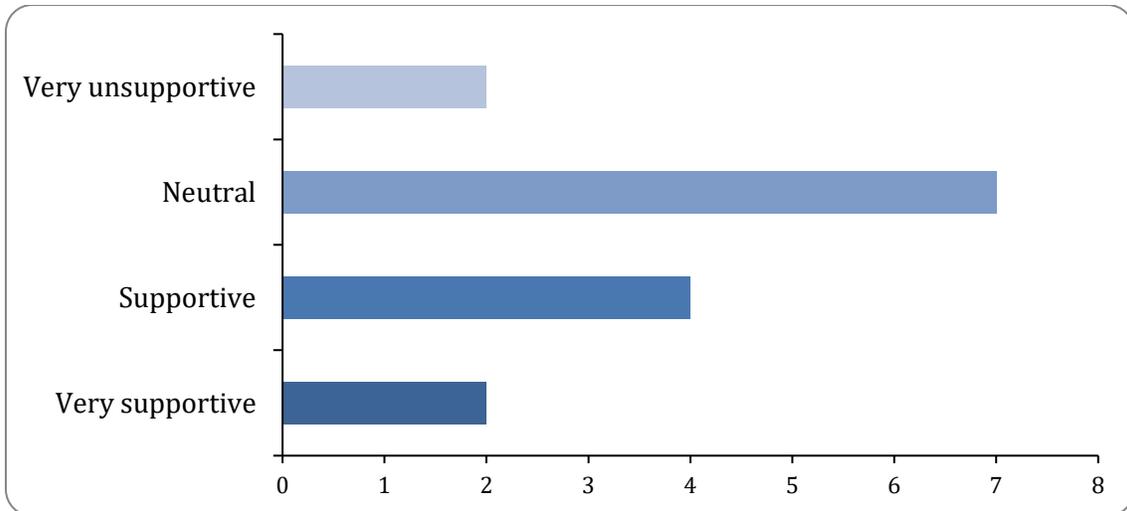
The survey provided the following information on changes to service charges:

Changes to the individual service charges are listed in the table below.

Service Charge	Proposed change
Cleaning of shared/common areas	3.1%
Repairs to shared/common parts	0%
Grounds maintenance of shared/common areas	3.0%
Utility costs for shared/common areas	20%
Door entry systems	-36%
Repairs and replacement of items in laundry rooms	3.1%
Repair and replacement of items in common rooms and kitchens	0%
Support Officer compliance checks	2.75%
Fire extinguisher servicing	5.0%
Maintenance of Central Control equipment	3.1%
Older persons services charge	4.8%
Administration fee (charged at 15% of service charges)	6.24%

How supportive are you of these changes?

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	2	13.33%
Unsupportive	0	0.00%
Neutral	7	46.67%
Supportive	4	26.67%
Very supportive	2	13.33%
Not Answered	0	0.00%

What comments would you like to make about the proposed changes to service charges? (If you would like to comment on a particular charge, please clearly note which charge you are referring to).

There were 8 responses to this part of the question.

Of the comments:

- 2 were concerned about the increase in the older persons service charge
- 1 raised concerns over the size of the administration charge
- 1 thought the increase in utilities fees were likely to be an understatement

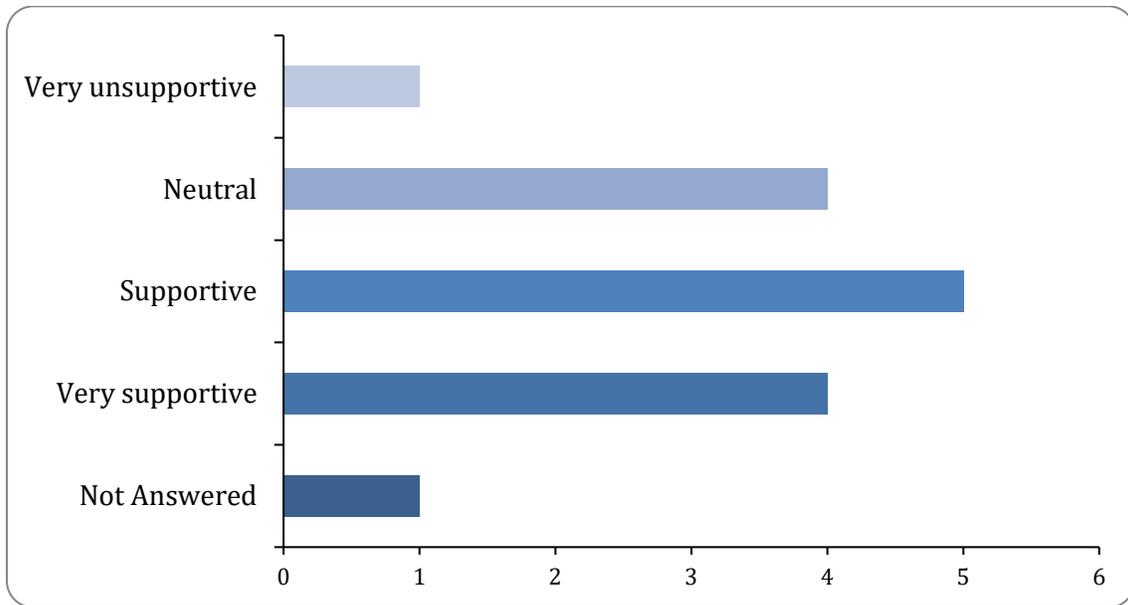
4: We also charge for a number of optional services we provide, which are listed in the table below.

The survey provided the following information on changes to fees and charges:

Charge	Proposed change
<u>Profit Generating Services</u>	
Garage and garage site rent	3.1%
Tenants contents insurance	0%
<u>Full Cost Recovery</u>	
Central Heating (within a property)	20%
<u>Service Development</u>	
Lifeline support charge	3.1%

How supportive are you of this increase?

There were 14 responses to this part of the question.



Option	Total	Percent
Very unsupportive	1	6.67%
Unsupportive	0	0.00%
Neutral	4	26.67%

Supportive	5	33.33%
Very supportive	4	26.67%
Not Answered	1	6.67%

What comments would you like to make about the proposed changes to our optional charges?

There were 5 responses to this part of the question.

Of the comments:

- 1 respondent felt all fees should rise by inflation
- 1 thought garage rental charges should be higher if tenants have access to off street parking

5: Overall, we expect to spend £14.9 million in 2022-23 on our day to day activities.

Respondents were provided with the following information on the service developments:

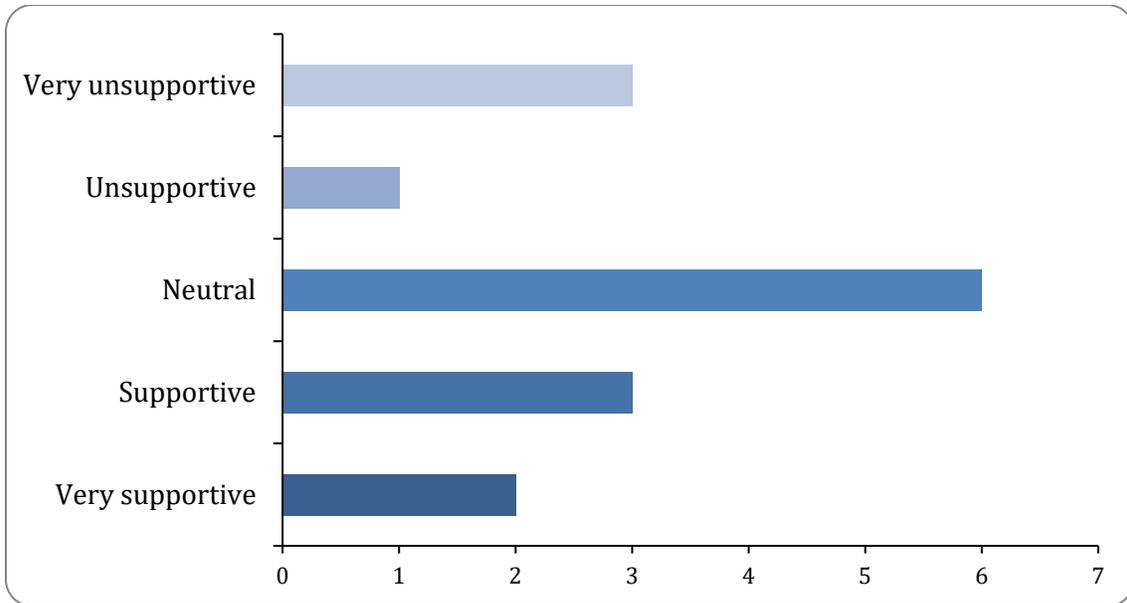
Increasing costs or falling income contributes £951,000 to this amount, whilst budget savings have reduced costs by £317,000. We also plan to spend £321,000 improving the service we offer by:

- Spending £210,000 on painting council homes as part of a preventative maintenance plan.
- Employing an additional officer to provide specialist support to tenants with mental health or drug and alcohol related issues. This is expected to cost £43,000 in total, but be offset by a grant from the NHS.
- Employing an additional officer to respond to anti-social behaviour, which has become an area of lower tenant satisfaction. This will cost £43,000 in total.
- Increasing the size of our New Supply team by half a full time equivalent role, at a total cost of £25,000.

How supportive are you of these service developments?

There were 15 responses to this part of the question.

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Option	Total	Percent
Very unsupportive	3	20.00%
Unsupportive	1	6.67%
Neutral	6	40.00%
Supportive	3	20.00%
Very supportive	2	13.33%
Not Answered	0	0.00%

What comments would you like to make about on these service developments? (If you would like to comment on a particular service development, please clearly note which element you are referring to).

There were 10 responses to this part of the question.

Of the comments:

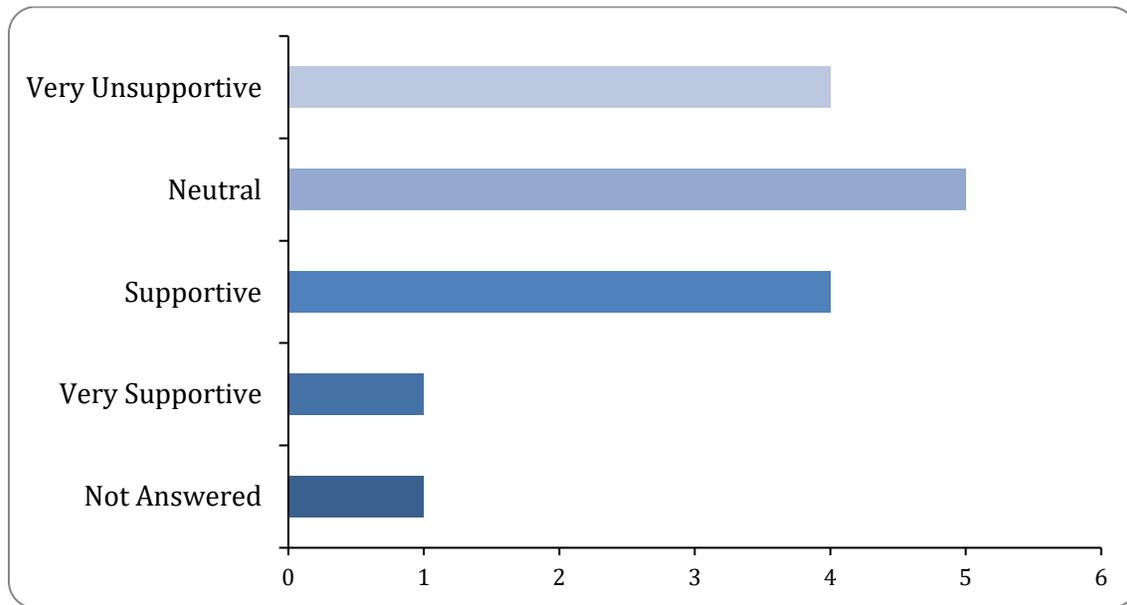
- 2 were positive about the painting programme.
- 2 raised concerns about the cost of additional staff
- 1 raised concerns about the quality of repairs

6: In 2022-23 we plan to spend £15.0 million on large projects, such as new houses or major upgrades to our existing houses.

We are planning to spend £4.1 million on reducing carbon emissions from properties. This is part of a new five year programme totalling £20.5 million.

How supportive are you of our plans to reduce carbon emissions from our properties?

There were 14 responses to this part of the question.



Option	Total	Percent
Very Unsupportive	4	26.67%
Unsupportive	0	0.00%
Neutral	5	33.33%
Supportive	4	26.67%
Very Supportive	1	6.67%
Not Answered	1	6.67%

What comments would you like to make about our plans to reduce carbon emissions from our properties?

There were 7 responses to this part of the question.

Of the comments:

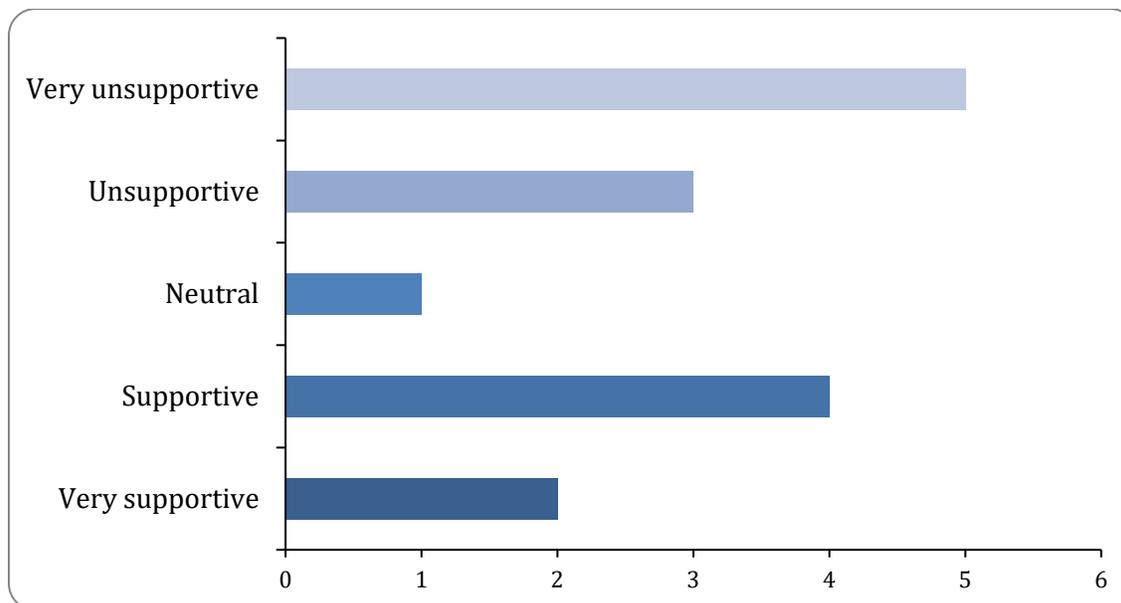
- 1 did not consider it a priority at a time of rising living costs
- 1 suggested that the improvements need to benefit tenants

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- 1 suggested that it may be better to knock down old properties and build better new ones.
- 1 suggested the money should be used to fund work on the wider housing stock, not focused on the HRA.

How supportive are you of our plans to buy and build new council homes?

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	5	33.33%
Unsupportive	3	20.00%
Neutral	1	6.67%
Supportive	4	26.67%
Very supportive	2	13.33%
Not Answered	0	0.00%

What comments would you like to make about our plans to buy and build new council homes?

There were 9 responses to this part of the question.

Respondents raised the following comments:

- 2 thought the funding would be better used on existing houses

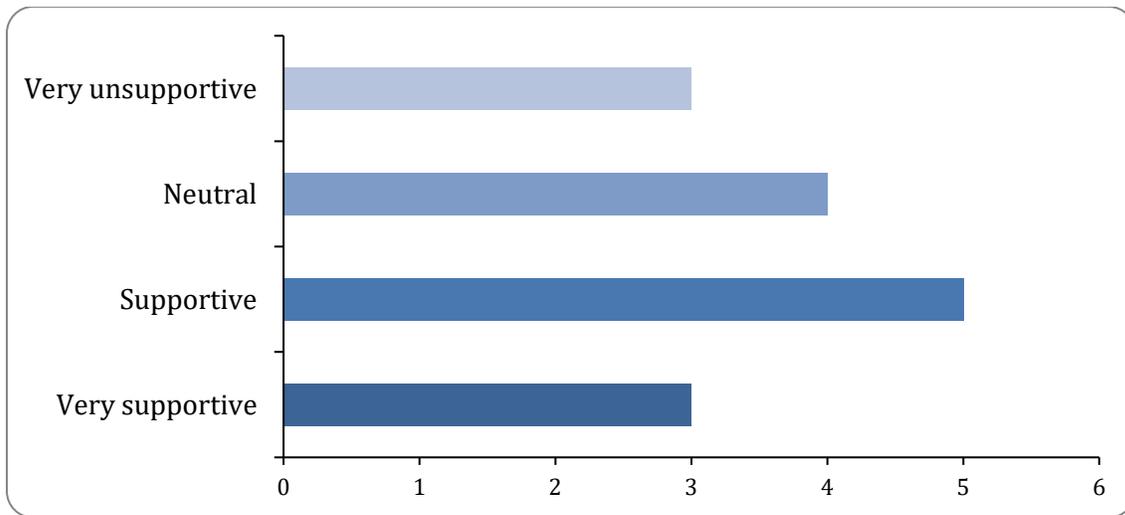
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- 1 raised concern about local infrastructure
- 1 suggested exploring the regeneration of existing council estates
- 1 thought sites in Coalville should be regenerated with council houses
- 1 thought the money would be better used supporting the local economy.

How supportive are you of our plans to improve our existing homes?

We will spend £4.5 million on our Home Improvement Programme, which replaces bathrooms, kitchens and roofs and make other key improvement works in our existing homes to ensure our homes continue to meet the Government’s decent homes standard.

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	3	20.00%
Unsupportive	0	0.00%
Neutral	4	26.67%
Supportive	5	33.33%
Very supportive	3	20.00%
Not Answered	0	0.00%

What comments would you like to make about our plans to improve our existing homes?

There were 9 responses to this part of the question.

Of the comments:

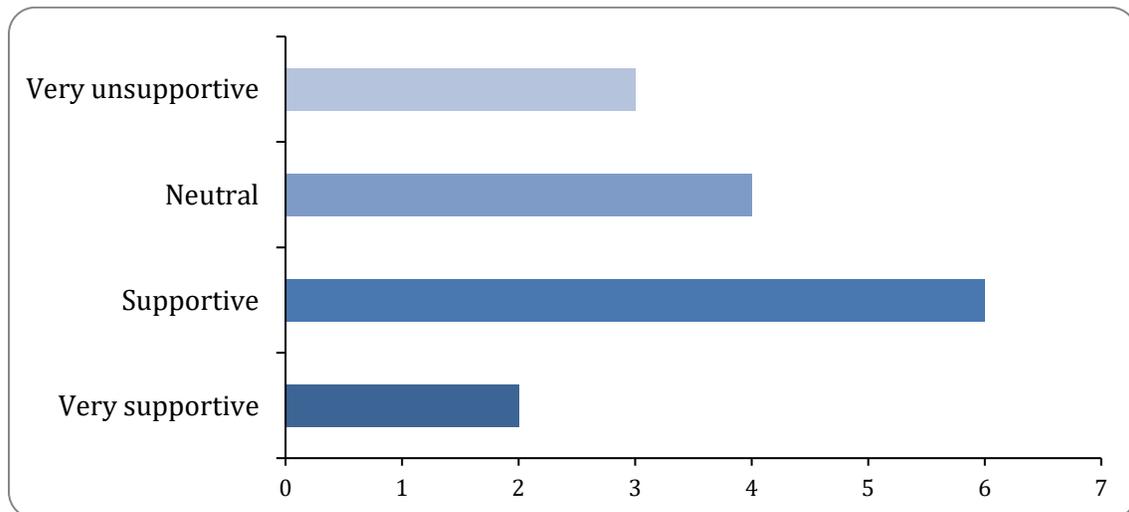
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- 4 comments gave approval for these costs.
- 2 comments suggested tenants should pay for the improvements.

How supportive are you of our plans to improve our supported housing schemes?

We plan to spend £1.1 million to make improvements to some of our supported housing schemes. This will include roof replacements and electrical upgrades where required.

There were 15 responses to this part of the question.



Option	Total	Percent
Very unsupportive	3	20.00%
Unsupportive	0	0.00%
Neutral	4	26.67%
Supportive	6	40.00%
Very supportive	2	13.33%
Not Answered	0	0.00%

What comments would you like to make about our plans to improve our supported housing schemes?

There were 6 responses to this part of the question.

Of the comments:

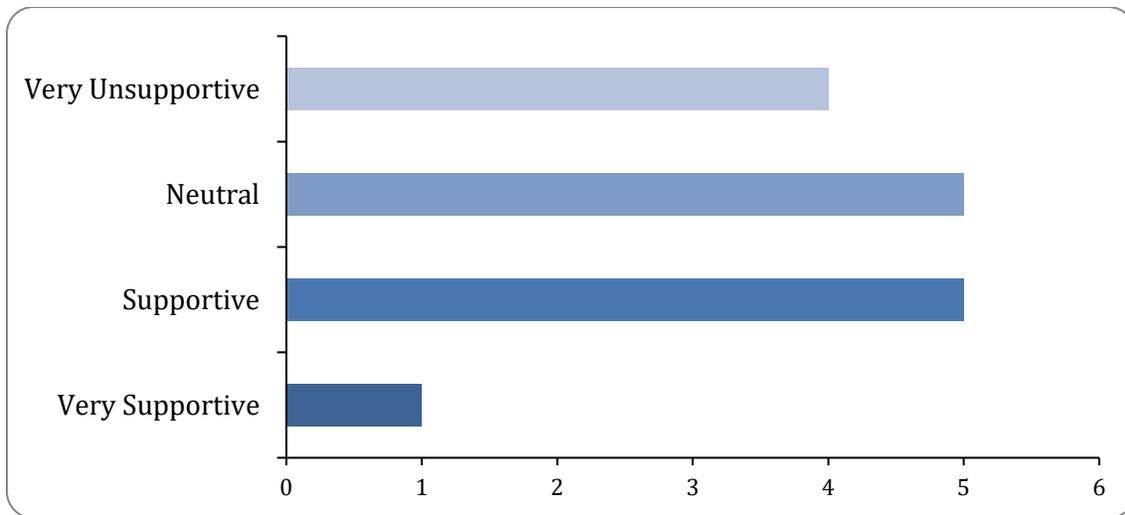
- 3 comments were positive about the improvements.
- 3 were neutral.

What comments would you like to make about our general spending plans?

The remaining £2.3 million of the programme will go on routine capital expenditure programmes, including:

- £0.8 million on salaries to deliver our capital programme.
- £0.7 million on making improvements to our estates, such as off street parking and improving fencing.
- £0.4 million on improvements to properties when they become empty.
- £0.3 million on providing major aids and adaptations to our properties to enable tenants to remain in their homes.
- £0.1 million on fire risk assessment remedial works.

There were 15 responses to this part of the question.



Option	Total	Percent
Very Unsupportive	4	26.67%
Unsupportive	0	0.00%
Neutral	5	33.33%
Supportive	5	33.33%
Very Supportive	1	6.67%
Not Answered	0	0.00%

What comments would you like to make about our spending plans? (If you would like to comment on a particular element of our spending, please clearly note which element you are referring to).

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There were 6 responses to this part of the question.

Of the responses:

- 1 thought salary costs were high.
- 1 suggests work to improve the overall appearance of Coalville should be added to the Capital programme.
- 1 considered fire risk assessment works a priority.

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