

Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 16 June 2015
Location	Board Room, 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 made clear the nature of that interest and whether it is pecuniary or non-pecuniary.	
3. PUBLIC QUESTION AND ANSWER SESSION	
4. MINUTES	
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	Report of the Head of Finance Presented by the Corporate Portfolio Holder	41 - 48
7.	WHISTLE BLOWING POLICY AND PROCEDURE	
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9.	RE-DESIGNATION OF SUPPORTED HOUSING PROPERTIES	61 - 62
	Report of the Director of Housing Presented by the Housing Portfolio Holder	63 - 70
10.	FORMER TENANT RENT ARREARS, CURRENT TENANT RENT ARREARS, COUNCIL TAX, NON DOMESTIC RATES AND SUNDRY DEBTOR WRITE OFFS	
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11.	2014/15 QUARTER 4 PERFORMANCE MANAGEMENT REPORT AND END OF YEAR SUMMARY	
	Report of the Chief Executive Presented by the Leader	77 - 104
12.	MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY	
	Report of the Director of Services Presented by the Community Services Portfolio Holder	105 - 116

Circulation:

R D Bayliss
R Blunt (Chairman)
T Gillard
T J Pendleton
N J Rushton
A V Smith MBE

MINUTES of a meeting of the CABINET held in the Board Room, Council Offices, Coalville on TUESDAY, 3 MARCH 2015

Present: Councillor

Councillors R D Bayliss, T Gillard, T J Pendleton and N J Rushton

In Attendance: Councillors R Johnson and J Legrys

Officers: Mr S Bambrick, Ms C E Fisher, Mrs C Hammond, Mr G Jones, Mr P Padaniya and Miss E Warhurst

102. ELECTION OF CHAIRMAN FOR THE MEETING

The Monitoring Officer sought nominations for the Chairman for the meeting

It was moved by Councillor T J Pendleton seconded by Councillor T Gillard and

RESOLVED THAT:

Councillor N J Rushton take the chair for the remainder of the meeting.

103. APOLOGIES FOR ABSENCE

Apologies were received from Councillor R Blunt and A V Smith.

104. DECLARATION OF INTERESTS

There were no interests declared.

105. PUBLIC QUESTION AND ANSWER SESSION

There were no public questions received.

106. MINUTES

Consideration was given to the minutes of the meeting held on 10 February 2015.

It was moved by Councillor T J Pendleton, seconded by Councillor T Gillard and

RESOLVED THAT:

The minutes of the meeting held on 10 February 2015 be approved and signed by the Chairman as a correct record.

Reason for decision: To comply with the Constitution.

107. PROPOSED COUNCIL DELIVERY PLAN 2015/16

The Chief Executive presented the report to Members.

She advised Members that officers were seeking endorsement of the draft Council Delivery Plan before it was considered by Full Council on the 24 March. She highlighted that the plan outlined the key priorities of the authority post May, which would remain the same as the current civic year, but added that should the leadership of the authority was to change following the election than the priorities of the authority may change. She

informed Members that the key priorities had been developed alongside both Portfolio Holders and officers.

Councillor R D Bayliss highlighted the work that the Council had done through the decent homes programme and ensuring the redevelopment of the Pick and Shovel site in Coalville to develop for affordable housing.

Councillor T J Pendleton stated that the Council would continue to assist with reducing crime and supporting local families in need.

Councillor T Gillard stated that Business Focus Team would continue to provide support to the business of the district.

It was moved by Councillor N J Rushton, seconded by Councillor T J Pendleton and

RESOLVED THAT:

1. The proposed Council Delivery Plan for 2015/16 be received and noted.
2. The Plan's content is endorsed and recommended to Council for approval on 24 March 2015 and
3. The Chief Executive, in consultation with the Leader of the Council, is authorised to make any final amendments to the Plan prior to Council on 24 March 2015.

Reason for decision: To endorse the Council's Delivery Plan for 2015/16 prior to Council's consideration.

108. HOUSING REVENUE ACCOUNT DISPOSAL POLICY

The Housing Portfolio Holder presented the report to Members.

He advised Members that the report should be considered in the context of the Acquisitions Policy that Cabinet had considered at its last meeting. He highlighted to Members that the report outlined the circumstances and criteria for disposals and stated that safe guards had been built in to the policy which authorised delegation to the Chief Executive, in consultation with the Section 151 Officer and the Leader to accept offers.

It was moved by Councillor R D Bayliss, seconded by Councillor T J Pendleton and

RESOLVED THAT:

1. The draft HRA Disposal Policy be approved; and
2. Cabinet recommends to Council the necessary future changes that will need to be made to the scheme of delegation within the Council's Constitution.

Reason for decision: To provide a framework that enables the disposal of surplus HRA land, property or any other assets after a rigorous assessment of their suitability in meeting the current and future housing needs of the District.

109. TENANT SCRUTINY PANEL REPORT - PERFORMANCE MONITORING AND ACCESS TO PERFORMANCE INFORMATION

The Housing Portfolio Holder presented the report to Members.

He stressed to Members that the report at appendix 2 was the work of the Tenant Scrutiny Panel (and not officers) and that such inspection reports formed a large part of the work that the panel did. He stated that a number of recommendations had been made and that he was happy to support them.

It was moved by Councillor R D Bayliss, seconded by Councillor N J Rushton and

RESOLVED THAT:

The action plan prepared in response to the recommendations from the Tenant Scrutiny Panel's inspection of Housing's performance monitoring arrangements be approved.

Reason for decision: The Tenant Scrutiny Panel has concluded their inspection of performance monitoring and access to performance information.

110. FORMER TENANT RENT ARREARS, CURRENT TENANT RENT ARREARS, COUNCIL TAX, NON DOMESTIC RATES AND SUNDRY DEBTOR WRITE OFFS

The Corporate Portfolio Holder presented the report to Members.

It was moved by Councillor N J Rushton, seconded by Councillor R D Bayliss and

RESOLVED THAT:

1. The write offs over £10,000 detailed in the report be approved.
2. The amounts written off under delegated powers be noted.

Reason for decision: To comply with proper accounting practices.

111. 2014/15 QUARTER 3 PERFORMANCE MANAGEMENT REPORT

The Chief Executive presented the report to Members.

She highlighted to Members that Leisure Centres continued to be very positive in relation to their green economy, the Revenues and Benefits service had maintained its level of service despite the recent review and restructure, that following a recent survey refuse and recycling satisfaction rates had increased and that Environmental Health continued to work with local business to offer support to ensure that they remained compliant with the law. She advised Members that there were no surprises in relation to financial management and that the absence management was very pleasing.

Councillor R D Bayliss stated that even though the actual number of days to re-let properties was above target for the year to date, the stand alone performance for December had dropped to 39 days so performance was now improving. He added that the customer satisfaction percentages exceeded targets and highlighted that the figures for decent homes works relate to satisfaction with the finished product after the work was completed, not whilst the work was ongoing.

Councillor T J Pendleton highlighted the satisfaction of customers' percentage was on target and that the performance for determining major applications was also well above target. He advised Members that the additional income that was received would be re-invested in additional support to the team and changes to the River Mease legal issues would have a knock on effect to ensure all the targets were met.

Councillor T Gillard informed Members that the breakfast meetings were very well attended and that small local businesses appreciated the support that could be provided at the meetings.

Councillor N J Rushton requested that the recommendation be changed to state that Cabinet welcomed the report.

It was moved by Councillor N J Rushton, seconded by Councillor R D Bayliss and

RESOLVED THAT:

The Quarter 3 Performance Report (October – December 2014) be welcomed.

Reason for decision: The report is provided for members to effectively monitor the organisation's performance.

112. EXCLUSION OF PRESS AND PUBLIC

It was moved by Councillor N J Rushton, seconded by Councillor T Gillard and

RESOLVED THAT:

In pursuance of Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the remainder of the meeting on the grounds that the business to be transacted involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act and that the public interest in maintaining this exemption outweighs the public interest in disclosing the information.

Reason for decision: To enable the consideration of exempt information.

113. EXEMPTION TO THE COUNCIL'S CONTRACT PROCEDURE RULES - PROCUREMENT OF SPECIALIST PLANNING CONSULTANT TO FACILITATE COUNTYWIDE SESSION RELATING TO CIL AND SECTION 106 CONTRIBUTIONS

The Regeneration and Planning Portfolio Holder presented the report to Members.

He advised Members that the report before them was to inform Cabinet that officers had granted an exemption to the Contract Procedure Rules to allow the appointment of a consultant to lead a workshop for all the Housing Member authorities and partner agencies achieve a collaborative approach in the negotiation of Section 106 Agreements.

It was moved by Councillor T J Pendleton, seconded by Councillor R D Bayliss and

RESOLVED THAT:

The grant of an exemption to the Council's Contract Procedure Rule 5.8 to allow the direct award of a contract for specialist consultancy services be noted.

Reason for decision: The CPR requires that the exercise of the Statutory Officers' discretion to grant exemptions is reported to Cabinet.

114. RECYCLING CREDITS

The Regeneration and Planning Portfolio Holder presented the report to Members on behalf of the Community Services Portfolio Holder.

He reminded Members that Cabinet had considered previous reports and that the report in front of them outlined clarification from Leicestershire County Council (LCC) on their direction regarding Green Waste. He advised that LCC had lawfully served the direction and therefore could also lawfully remove the recycling credits which were attributed to the waste subject to the direction. He highlighted that it was calculated that the Council would be £223,378 worse off in the following year compared to the current year, however the financial impact had been taken into account in the next year's budget.

It was moved by Councillor T J Pendleton, seconded by Councillor R D Bayliss and

RESOLVED THAT:

1. The clarification provided by Leicestershire County Council on 22 January 2015 following the green waste direction served on the Council on 21 November 2014 be noted;
2. The need for no further action in relation to clarification or challenge of the direction is necessary be agreed; and
3. A budget adjustment of £223,378 has been made to the waste budget as part of the 2015/16 budget process to take account of the loss of waste recycling credits in 2015/16 be noted.

Reason for decision: For Cabinet to note the potential financial impact of the withdrawal of recycling credits from 15/16 onwards.

The meeting commenced at 5.00 pm

The Chairman closed the meeting at 5.17 pm

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 16 JUNE 2015

Title of report	ENVIRONMENTAL HEALTH - FOOD SAFETY SERVICE DELIVERY PLAN 2015/16
Key Decision	<p>a) Financial Yes</p> <p>b) Community Yes</p>
Contacts	<p>Councillor Alison Smith MBE 01530 835668 alison.smith@nwleicestershire.gov.uk</p> <p>Chief Executive 01530 454500 christine.fisher@nwleicestershire.gov.uk</p> <p>Head of Legal and Support Services 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk</p>
Purpose of report	<p>To inform Members of the content of the Food Safety Service Delivery Plan 2015/16 as required by the Food Standards Agency</p> <p>To inform Members of the performance against the 2014/15 service delivery plan</p>
Reason for Decision	<p>To approve the content of the Food Safety Service Delivery Plan 2015/16 as required by the Food Standards Agency.</p>
Council Priorities	<p>These are taken from the Council Delivery Plan:</p> <p>Business and Jobs</p> <p>Homes and Communities</p>
<p>Implications:</p> <p>Financial/Staff</p> <p>Link to relevant CAT</p> <p>Risk Management</p> <p>Equalities Impact Assessment</p>	<p>The financial and staffing resources required are detailed in the Service Plan and are included in the approved budget for 2015/16</p> <p>Business CAT</p> <p>If the authority fails to discharge its duty imposed by the Food Safety Act 1990 the enforcement functions may be transferred to another authority. Adverse publicity, both locally and nationally may be received.</p> <p>Equality Impact Assessment already undertaken, issues identified actioned;</p>

Human Rights	None
Transformational Government	None
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	Food Standards Agency Public Health England Regular feedback about the service is received from our stakeholders through customer satisfaction surveys. The plan has been developed through this feedback
Background papers	Food Standards Agency – Framework Agreement on Local Authority Food Law Enforcement. Food Standards Agency – Food Law Code of Practice (England) (Issue: April 2015)
Recommendations	(1) THAT THE ENVIRONMENTAL HEALTH FOOD SAFETY SERVICE DELIVERY PLAN 2015/16 APPENDED TO THIS REPORT BE APPROVED (2) THAT THE PERFORMANCE AND ACHIEVEMENTS IN 2014/15 BE NOTED

1.0 INTRODUCTION

- 1.1 The Food Safety function is delivered by the Environmental Health team. When providing the Food Safety function, the Council must have regard to the 'Framework Agreement on Local Authority Food Law Enforcement' which sets out the standards agreed with the Food Standards Agency.
- 1.2 The Framework Agreement requires each food safety service to document and implement a Food Safety Service Delivery Plan in accordance with a specified standard. In addition a documented performance review of the plan is required to be carried out at least once a year. The framework agreement requires the Service Plan, together with the performance review to be submitted for Member approval to ensure local transparency and accountability.
- 1.3 The Environmental Health Food Safety Service Delivery Plan 2015/16 is attached at appendix 1.

2.0 LINKS TO COUNCIL PRIORITIES AND OUTCOMES

2.1 The work of the food safety service links to two of the Council priorities, Business and Jobs and Homes & Communities.

Business and Jobs: The provision of regulatory advice and guidance provides a business with the confidence to grow. For example:

Regulatory advice can result in a business saving money by avoiding gold plating compliance;

By seeking advice from a regulator before opening or expanding, a business can avoid spending money in areas which fail to comply with the law;

Regulatory advice does provide a business with reassurance and peace of mind;

Regulatory advice is free, avoiding a business the cost of appointing a private sector consultant;

Regulatory advice from a local government officer is viewed by business as 'straight from the horse's mouth', and can be relied upon.

Homes and Communities: The work of the service helps ensure our residents and visitors have safe and healthy places to work, eat and enjoy.

3.0 MAIN FOCUS OF THE 2015/16 PLAN

The focus of work will be in the following areas:

- A programme of frequent food safety inspections/coaching visits targeting 20 non-compliant food establishments (Paragraph 4.1.2 of Service Plan);
- A programme of food safety interventions consisting of inspection, auditing and sampling. Priority will be given to high risk establishments. (Paragraph 4.1.1 of Service Plan);
- An Earned Recognition initiative for mobile food vendors that attend various events, markets and fairs across the Leicester and Leicestershire Enterprise Partnership (LLEP) area. Events in North West Leicestershire, will include the Fake Festival Ashby, Download Festival Castle Donington and the Sausage & Cider and Strawberry Fields Festivals Heather. Those mobile food vendors that **are** broadly compliant with hygiene law and have a Food Hygiene Risk Rating score of 3 or above will not receive any intervention unless the registering authority requests that an intervention is made, thereby recognising the hygiene standards achieved. This will reduce the regulatory burden on compliant business, a key objective of the Government. (Paragraph 4.1.3 of Service Plan);
- Investigation of food and food premises complaints (paragraph 4.2), and all outbreaks and incidents of food related illnesses (Paragraph 4.6);
- To promote the National Food Hygiene Rating Scheme for food establishments within the district, following its introduction in February 2011 (Paragraph 4.10);
- To present the Food Hygiene Award 2016 to those food business achieving excellence in food hygiene standards during 2015. (Paragraph 4.11 of Service Plan);

- The provision of information and advice on food safety to businesses and customers (Paragraph 4.4);
- A coordinated food, water and environmental sampling programme (Paragraph 4.5);
- To operate the inspection facility at East Midlands Airport (Paragraph 4.8). All products of animal origin and certain foods not of animal origin arriving at East Midlands Airport from a country outside of the European Union will be inspected.

4.0 PERFORMANCE INDICATORS AND TARGETS

4.1 The food industry is regulated by a range of legislation that aims to keep our food safe. Our work with food businesses is focussed on helping them comply with food safety legislation and offering support and advice. This is seen as a critical area of our work by central government and the compliance levels of food establishments in our area are monitored and used as a measure of how our work impacts on business safety.

On 1 April there were 907 food businesses registered within our district, 764 of which are covered within the scope of the national food hygiene rating scheme. 718 of the 764 food businesses have a hygiene rating of 3, 4 or 5 (broadly compliant with food hygiene law).

4.2 The following 3 targets have been set:

- To reduce the number of food establishments rated 2 or lower to 40.
- 15 of the 20 food establishments included within the 'Non-compliant Intervention' programme to become broadly compliant with food hygiene law
- To respond to 93% of service requests in line with service standards

5.0 SUCCESSES AND ACHIEVEMENTS IN 2014/15

Key successes in 2014/15 included:

- 100% (54) of programmed inspections / audits at high risk food establishment were carried out
- 99% (431 of 435) of programmed food interventions were carried out. The remaining 4 interventions were carried out in April.
- 90% (18 of 20) non compliant establishments selected to receive an enhanced level of intervention saw their hygiene standards improve significantly
- The number of food establishments rated as 3 or higher using the national food hygiene rating scheme increased from 663 to 718

5.1 A planned programme of interventions – 100% high risk (risk category A and B) inspections achieved

Resource was targeted at the most high risk establishments with 100% of high risk and 99% of medium risk (risk category C and D) interventions being achieved.

5.2 Non-Compliant Enhanced Intervention Project – 90% success rate

A programme of frequent visits were made to 29 food establishments all of which were failing to comply with food hygiene law and were considered to be high risk. Frequent visits were made to each of the establishments. 9 of the 29 establishments ceased trading throughout the year. On 31st March 2015, 18 of the remaining 20 establishments (90%) were deemed to be broadly compliant with food hygiene law (minimum hygiene rating of 3). All of the establishments brought up to a compliant standard were found to have maintained that standard at the point of receiving an unannounced inspection with 6 achieving the maximum hygiene rating of 5.

The intervention approach used (frequent verification visits followed by a programmed full or partial inspection) proved to be extremely effective in moving a food establishment from non compliant to broadly compliant and in maintaining compliance. A similar project will be implemented during 2015/16 focussing on a further set of 20 non compliant establishments.

5.3 Business Compliance – Significant improvement

As a result of the work undertaken by the Service, standards of hygiene and safety at food establishments within North West Leicestershire improved.

The table below shows how the number of food establishments rated as 3 or higher has increased over the past 2 years.

	April 2013	April 2014	April 2015
Number of establishments rated 3 or higher	620	663	718
Number of establishments rated 0, 1 and 2	75	56	46

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**FOOD SAFETY
ENVIRONMENTAL HEALTH
SERVICE DELIVERY PLAN 2015-16**



As Required By the Food Standards Agency

FOOD SAFETY SERVICE DELIVERY PLAN 2015-2016

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FOOD SAFETY SERVICE DELIVERY PLAN 2015-2016

1. INTRODUCTION

This service plan has been produced in accordance with the Framework Agreement on Local Authority Official Feed and Food Controls.

This plan provides the basis on which the authority will be monitored and audited by the Food Standards Agency.

This plan should be read in conjunction with the Environmental Health Business Plan 2015/16.

2. AIM AND OBJECTIVES OF SERVICE

2.1 Aim

To protect public health in North West Leicestershire and ensure that the food imported, prepared, stored, sold and consumed in the district is safe to eat, through enforcement and education.

2.2 Objectives

- To undertake quality programmed interventions of food establishments (in land and point of entry) in line with their risk rating and intervention policy.
- To undertake an alternative enforcement strategy in low risk premises.
- To investigate all reports of food poisoning in line with service standards and take appropriate action.
- To investigate all service requests in line with service standards and inform complainants of outcomes and the reason for the outcomes.
- To undertake a programme of food sampling to demonstrate the importance of good hygiene and to check food safety systems are working.
- To maintain an accurate database.
- To undertake a programme of education aimed at the public and businesses.
- To undertake surveillance, inspection and sampling of imported foods.

2.3 Strategic Aims

The work of the food safety team makes an important contribution to the Council's priorities 'Business and Jobs' and 'Homes and Communities'.

2.4 Performance Indicators

Indicator	Annual Target 15/16
% of service requests responded to within service standards	93%
Number of non-compliant food establishments included within scope of project remaining 'non-compliant' at end of year	5 of 20
Number of food establishments rated 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme	40

2.5 **Service Standards**

All service users can expect and will receive an efficient and professional response.

Officers will identify themselves by name in all dealings with service users.

Officers will carry identification cards and authorisations at all time.

Service users will be informed of the name and telephone number of the officer who is responsible for their need.

All service requests will be responded to; however, anonymous requests may not be dealt with.

The following initial response times to service requests can be expected by service users:-

Immediate

Vermin in food premises.

Food poisoning outbreak.

Case of suspected food poisoning.

Mouldy food complaint.

Situations likely to result in an imminent risk to health.

Within 24 hours

Collection of a food complaint.

Inspection of imported food at East Midlands Airport

Within 3 days

Food Hygiene Rating Scheme – appeal application

Food Hygiene Rating Scheme – Re-score visit application

Food Hygiene Rating Scheme – Right to Reply request

All other food hygiene related complaints.

Within 5 days

Confirmed cases of all other food related illness or communicable disease.

Following a food hygiene intervention food business operators will receive a letter within 14 days. The letter will contain details of how to make representations to the Environmental Health Safety Team Leader or Environmental Health Team Manager.

All enforcement action will be taken in accordance with the Council's Enforcement Policy.

3. BACKGROUND

3.1 Profile of the Authority

North West Leicestershire District Council services an estimated population of 90,300 covering an area of 27,933 hectares. It is a predominately rural district with 2 main urban areas, Coalville and Ashby de la Zouch.

3.2 Organisational Structure

3.2.1 Democratic Structure

The Council is composed of 38 Councillors elected every four years. All Councillors meet together as the full Council. Meetings of the Council are normally open to the public. Councillors decide the Council's overall policies and set the budget each year. The Council will appoint a Leader, a Policy Development Group, regulatory bodies, an Audit and Governance Committee and other statutory, advisory and consultative bodies.

The Cabinet is responsible for most day-to-day decisions and comprises the Leader and his appointed Portfolio Holders. The Cabinet has to make decisions which are in line with the Council's budget and policy framework.

The Policy Development Group may make recommendations which advise the Cabinet and the Council on its policies, budget and service delivery as well as monitoring the decisions of the Cabinet.

3.2.2 Food Safety Team Structure

The Food Safety Team sits within the Environmental Health Safety Team which forms part of the Legal and Support Services. The team is managed by the Environmental Health Team Manager. In addition the following staff contribute to the food safety service:

Environmental Health Safety Team Leader
3 Environmental Health Officers
1 Environmental Health Technician
1 Environmental Health Technical Assistant (full time)

The Environmental Health Team structure chart is attached at Appendix 2

In addition there is 1 Technical Administrator and 1 Senior Technical Administrator who assist with the administration work of the Food Safety Team.

The team submits any samples for microbiological analysis to the Good Hope Hospital, Birmingham and all other samples for analysis to the County Public Analyst (Staffordshire Scientific Services).

Eville & Jones Ltd provide the Official Veterinary Surgeon at the border inspection post at East Midlands Airport. The Lead Official Veterinary Surgeon (OVS) is Stavroula Neroli and Veterinary Manager is Rafael Pedregosa.

3.3 Description and Scope of Service

Proactive	Reactive
Programmed inspections Programmed surveillance visits Food sampling (including imported foods) Water sampling Primary/Home Authority Agreements Flight manifest checks (imported food) Press releases	Food hygiene complaints Food complaints Food poisoning investigations/outbreaks Food alerts / Incidents Advice / Coaching Food Import enquiries New Business enquiries / Business Support Inspections of products of animal origin and high risk foods of non animal origin at the border inspection post/designated point of entry

3.4 Demands on the Service

The food safety service is based at the Council Offices situated in Coalville. The hours of opening are 8.45 – 5.00 Monday, Tuesday, Wednesday, Friday and 9.30am – 5.00 Thursday. Officers from the Food Team work outside normal office hours as the need arises.

The border inspection post situated at East Midlands Airport is manned on a reactive basis, as and when the service is required. The OVS is programmed to be sited at the inspection post 1 day a week.

- 3.4.1 There are 907 food establishments known to the team in the district. These comprise of:

25	Manufacturers
26	Distribution
168	Retailers
688	Caterers

Of these there are 2 meat products and 1 dairy product manufacturers which have been approved as required by EC Regulation 853/2004.

- 3.4.2 East Midlands Airport is within the district. The border inspection post at East Midlands Airport (EMA) is managed by the Environmental Health Team. The officers of the food safety team are responsible for inspecting all fishery products from a third country entering the EU via the border inspection post at EMA. The OVS inspects all other products of animal origin entering the UK via the border inspection post. The officers of the food safety team are responsible for checking all 'high risk' foods not of animal origin from a third country entering the EU via the designated point of entry at EMA.
- 3.4.3 All food establishments are categorised according to their intervention frequency in accordance with the Statutory Food Law Code of Practice.

At 1 April 2015 the profile of premises within the district was:

Category	Number	Intervention Frequency
A (high risk)	3	At least every 6 months
B (high risk)	41	At least every 12 months
C (medium risk)	324	At least every 18 months
D (medium risk)	167	At least every 2 years
E (low risk)	342	A programme of alternative enforcement strategies at least every 3 years
Unrated	30	
Unrated - Importers, warehousing (non-food)	13	Every 3 months (questionnaire)

Note: Category E premises must be subject to an alternative enforcement strategy or intervention, at least once during any three year period.

All transit sheds and importers not currently importing foodstuff will be contacted every 3 months.

The number of businesses owned by ethnic minorities whose first language is not English has no significant impact on the service.

3.5 Enforcement Policy

The Regulators' Code, replacing the Regulators' Compliance Code was published on 25 July 2013 and took effect on 6 April 2014. Officers within the Food Team take into account the principles of good enforcement set out in the Code. The Council's general enforcement policy and specific food control enforcement policy has been revised taking into account the content of the new Regulators' Code.

4. SERVICE DELIVERY 2015/2016

4.1 Food Establishment Interventions

4.1.1 Programmed Interventions

Council Policy: "that all food establishment interventions will be carried out in accordance with the Statutory Food Law Code of Practice and internal procedure: PN1.0 Food Interventions. Interventions will take place unannounced wherever possible."

The complete intervention programme for 2015/2016 is as follows:

Risk Category	Total Programmed 2015/2016	Carried forward from 2014/15 programme	Total
A	6 (3 establishments)	0	6
B	41	0	41
C	197	3	200
D	83	1	84
E	71	44	115
Unrated (awaiting first inspection)	30	0	30
Importers (non food)	52	0	52
Total	480	48	528

Priority will be given to establishments within risk category A, B, unrated and non broadly compliant* C and D. Where resources permit the remainder of the programme will be completed.

It is estimated that 30% of establishments will receive one or more revisits.

In addition to the above programme, all new food establishments will receive an initial inspection.

*NOTE: A 'broadly complaint' establishment is one that has an intervention rating score of not more than 10 points under each of the following parts of Annex 5, Part 2: level of (Current) Compliance, hygiene and level of (Current) Compliance – Structure and Part 3: Confidence in Management.

In 2011 the Food Standards Agency published the; 'E.Coli 0157 Control of Cross Contamination' guide providing critical information for food business operators and enforcement authorities. The guide aims to increase recognition of the threat of *E.coli* and identifies the need to have stringent measures in place to prevent transmission. It sets out controls in circumstances where food may be contaminated and is handled in the same establishment as ready-to-eat food. Given that very serious outbreaks and fatalities have been associated with this organism all food businesses will be made aware of the risks and will receive advice on the most effective ways of preventing infection.

Intervention Policy

Category	Planned Intervention
A (non compliant)	Full/Partial inspection/audit
B (non compliant)	Full/Partial inspection/audit
C (non compliant)	Full/Partial inspection/audit
D (non compliant)	Full/Partial inspection/audit monitoring / verification / official sampling or education/advice/ coaching
A (compliant)	Full/Partial inspection/audit
B (compliant)	Full/Partial inspection/audit
C (compliant)	Full/Partial inspection/audit
	Or
D (compliant)	Monitoring / verification / official sampling Full/Partial inspection/audit monitoring / verification / official sampling or education/advice/ coaching
E (compliant)	Self assessment questionnaire
Unrated	Full/Partial inspection/audit
Non food ETSF / Importers	Telephone questionnaire Liaison with UKBF

4.1.2 High Risk Intervention Programme

20 non compliant food establishments rated as either 0, 1 or 2 under the Food Hygiene Rating Scheme will be selected. Each establishment will receive frequent interventions which may include full and partial inspections, coaching sessions, seminar food safety management, mentoring from a compliant business and verification visits. Interventions will continue until such time that the Inspector considers the food establishment to be 'broadly compliant' with food hygiene law. At this point interventions will cease. Each establishment will then receive a full or partial inspection to determine if they have maintained their broadly compliant standard. Consideration will be given to the service of hygiene improvement notices where a business fails to secure improvements following structured, regular support and guidance.

The success of the project will be evaluated by the number of establishments that remain not broadly compliant with food hygiene law on 31st March 2016.

4.1.3 Better Business for All - Earned Recognition Scheme

The service will follow an earned recognition scheme when targeting resource to food hygiene controls at the Download Music Festival. Those mobile food vendors that have a Food Hygiene Risk Rating score of 3 or above on the national food hygiene rating scheme will not receive an intervention unless the registering authority requests that an intervention is made. The objective of this approach is to reduce unnecessary regulatory burden on compliant businesses.

4.1.4 Inspection of aircraft

Aircraft are included within the definition of premises. The Food Law Code of Practice states that primary consideration should be given to the origin of the food on board, including water and other drinks, and the transport to, and loading of, the aircraft.

An audit of the sampling programme for the water on board aircraft will be undertaken.

4.1.5 Specialised Processes

The manufacture of meat and dairy products (including on-farm pasteurisation), in-flight catering, the inspection of third country imports of products of animal origin, the production of carbonated drinks and the production of crisps and snacks are all specialist areas of work undertaken within North West Leicestershire . The current post holders within the Food Safety Team hold adequate expertise within these specialist areas of work. When devising the departmental training needs, maintaining adequate knowledge in these areas of work is a priority.

Donington Park is situated within North West Leicestershire. A number of international sporting and musical events are held at the Park. Officer time will be spent assisting with the planning of large events such as the Download music festival and World Superbikes motor racing event. This work will include the partial inspection of a proportion of food establishments trading at these events. Where water provision is installed at temporary campsites, sampling of the water will be undertaken.

A street trading consent scheme operates within North West Leicestershire. All mobile food establishments and static units trading within the District hold a 'consent' under the scheme.

4.2 Food Complaints

Council Policy: **“that all food complaints received are investigated in accordance with the Statutory Food Law Code of Practice and internal procedure note PN7.0: Food Complaints.”**

Based on previous years figures it is estimated that the team will receive in the range of 20 food complaints.

4.2.1 Food Hygiene Service Requests

Council Policy: **“that the Food Safety Team undertake unprogrammed visits as a result of a complaint about the standards of hygiene at a food establishment, a new establishment opening, new management taking over or due to a request by another agency”** e.g. Defra, Ofsted.

This will include most service requests received by the food team regarding standards of hygiene e.g. including complaints about:-

- cleanliness in premises
- drainage defects
- pest problems
- service requests for inspections by other statutory bodies, e.g. Ofsted, Animal Health
- service requests for guidance from new owners of food establishments

These interventions do not form part of the programmed interventions.

Based on previous years figures it is estimated that the number of service requests received relating to standards of hygiene will be in the range of 70 to 90.

4.3 **Primary Authority Principle and Home Authority Principle**

Council Policy: **“to have regard to the Home Authority and Primary Authority Principles and internal procedure note PN7.1: Home/Originating Authority Complaints”.**

Council Policy: **“to have regard to the information (inspection plans and approved advice) provided on the BRDO website before undertaking an intervention at an establishment with a Primary Authority.”**

The Council do not currently act as Primary Authority for any establishments.

Based on previous years figures it is estimated that the team will receive in the range of 5 - 10 home/originating authority complaints from other local authorities.

4.4 **Support and Advice to Business (including import enquiries)**

Council Policy: **“to provide advice to both established and new food establishments”.**

The Leicester and Leicestershire Regulatory Services Partnership and Better Business for All (BBfA) Steering Group was established in 2011. The overriding objective of the Partnership and the BBfA programme is to improve engagement with local businesses and provide them with advice and guidance to assist in reducing the burden of regulation on business.

In 2015/16 the following food safety support is available to businesses:

Inspection – An officer will provide advice to every business during a routine food hygiene inspection.

Coaching - If requested by a Food Business Operator a free one to one coaching session will be undertaken to assist them in complying with the law.

High Risk Establishment Enhanced Support Project – 20 non compliant businesses will receive an enhanced level of support to assist them in becoming compliant. It is hoped that by increasing the level of support and advice to non compliant businesses, the number of businesses ‘broadly compliant’ with food hygiene legislation will increase.

Food safety advice is available on the Council’s website. Advice is also available on the food standards agency website.

Any business requesting advice and guidance in other areas of regulation or non regulatory support will be signposted to the LLEP Business Gateway advice line or website.

4.5 **Sampling Programme**

4.5.1 **Food Sampling**

Council Policy: **“to take part in the Leicestershire Food Sampling Programme.”**
The food items which form part of this programme are selected by the Leicestershire Food Best Practice Group based on known or potential problem areas. All samples

are taken in accordance with the Statutory Food Law Code of Practice. The programme is detailed at Appendix 1.

In addition to the sampling programme food samples may be submitted for examination as part of a programmed intervention, complaint, infectious disease investigation or imported food surveillance.

Using sampling as an Official Control intervention is highlighted in the Statutory Food Law Code of Practice. Some samples may be sent to the Public Analyst for analysis. The authority is charged for this service.

The number of samples that can be submitted for examination free of charge is allocated by the Public Health Laboratory Service (PHLS).

4.5.2 **Water Sampling (Commercial Premises & Aircraft)**

Council Policy: **“that routine sampling of mains water is not undertaken.”**

However, sampling of mains water may take place as a result of a complaint or concern.

Council Policy: “to audit the sampling and monitoring programme in place to ensure the quality of water on-board aircraft at East Midlands Airport.

4.5.3 **Private Water Supplies**

The district has the following private water supplies and distribution systems in its area:

	Large	Small	Single domestic
Private Water Supplies	2	4	10
Distribution Systems	4		

The Authority has a statutory duty to risk assess private water supplies within its district and then conduct a sampling program based upon the risk assessment.

Sampling Programme 2015/16

2 large supplies will be sampled twice during the year

4 Small supplies will be sampled once during the year

Single domestic supplies will not routinely be sampled but sampling can be carried out on request

Private Distribution Systems will be sampled based on the outcome of the risk assessment

4.6 **Infectious Disease Control**

Council Policy: **“to investigate all food borne diseases.”**

The team receives notifications from Public Health England relating to residents/visitors within the district suffering from a notifiable infectious disease. The team may also receive informal notifications of suspected food poisoning from members of the public. Non food related infectious diseases are investigated based on advice from the Consultant for Communicable Disease Control (CCDC).

Based on previous year's figures it is estimated that the team will receive in the range of 110-120 formal or informal notifications of food related infectious diseases.

4.7 National Food Safety Incidents

Council Policy: **“to deal with food alerts in accordance with the Statutory Food Law Code of Practice.**

The Food Standards Agency issues a 'Product Withdrawal Information Notice' or a 'Product Recall Information Notice' to let local authorities and consumers know about problems associated with food. In some cases, a 'Food Alert for Action' is issued. This provides local authorities with details of specific action to be taken.

The team receives food alerts via EHC net messaging system and the FSA Enforcement mailbox. Food Alerts: Alerts 'For Action' are referred for the urgent attention of the Environmental Health Team Manager or Environmental Health Safety Team Leader.

Based on previous year's figures the section is likely to receive less than 10 alerts for action.

4.8 Imported Foods at Point of entry

4.8.1 Border Inspection Post (BIP)

The service manages and operates the border inspection post at East Midlands Airport (EMA). The BIP is subject to audits and verification visits by Animal Health, an Agency of Defra. These currently take place quarterly.

All products of animal origin arriving at EMA from a country outside the EU have to be inspected at the border inspection post. Officers from the Food Safety Team have responsibility for inspecting all fishery products and an Official Veterinary Surgeon (OVS) has been appointed by the authority to inspect all other products of animal origin.

4.8.2 Catch certificates (Fish and Fishery Products)

On 1st January 2010 an EU regulation came into force to combat illegal, unreported and unregulated fisheries. The regulation requires a catch certificate for all imports and landings of fish and fish products into the EU by third countries. The service issue catch certificates for fish and fishery products entering the EU via East Midlands Airport.

4.8.3 Designated Point of Entry (DPE) – High risk foods not of animal origin

In 2014 the Food Standards Agency granted a DPE/DPI status to East Midlands airport for all ambient stable products listed within Commission Regulation (EU) No 996/2012, No 91/2013 and No 1152/2009. Officers of the food safety team will respond to all foodstuffs pre-notified.

4.8.4 Surveillance

A risk based programme of surveillance will be carried out in 2015/16. This will involve officers carrying out checks of flight manifests and visits to transit sheds. Sampling of foodstuffs found may be undertaken.

Each of the importers / ETSF and transit shed operators that do not currently handle foodstuffs will be contacted every 3 months.

Due to the flight schedule the monitoring of 'live' manifests has to be undertaken outside normal office hours. In addition some manifests checked will not be 'live'. They will be viewed after the freight has left the airport. The checking of such manifests provides a useful auditing tool.

4.8.5 **Sampling**

A sampling programme will be carried out, being informed by the national monitoring plan and local intelligence and information.

4.8.6 **Liaison/Management of Port Health**

In 2008 a multi-agency East Midlands Airport Port Health Group was established. Membership of this group includes Public Health England, North West Leicestershire DC, Leicestershire and Rutland Primary Care Trust, East Midlands Airport and UK Border Force.

Council Policy: **“To contribute to the delivery of the multi-agency Port Health Group at East Midlands Airport.”**

A representative from the Environmental Health will attend meetings of this group.

4.9 **Other non-official control interventions**

Council Policy: **“to raise the awareness of the public to the potential causes of food poisoning.”** Throughout the year articles will be published in the local press and on the Council web pages regarding food safety matters.

Food Poisoning in the Home

National Food Safety Week will take place during 11-17 June. This year we will be communicating the key messages as suggested by the Food Standards Agency.

Effective hand washing

To raise the awareness of the importance of hand washing in preventing the spread of disease the hand washing machine with ultra violet light will be offered to schools and child nurseries around the district.

Well Being Clinics

Food safety advice and information will be made available to public attending Well Being clinics. The national food hygiene rating scheme will be promoted.

4.10 **Food Hygiene Rating Scheme**

North West Leicestershire District Council operates the national Food Hygiene Rating Scheme (FHRS). The scheme provides consumers with information regarding the hygiene standards identified in food establishments at the time of the last intervention.

The data is managed by the Environmental Health Safety Team Leader on an ongoing basis and a data upload carried out a minimum of every 13 days.

The profile of the scheme will be maintained through the issue of press releases with compliance standards at businesses being recognised by issuing certificates.

4.11 **Food Hygiene Award 2016**

North West Leicestershire District Council operates an annual Food Hygiene Award. The Award was launched in 2012. The Award informs consumers of those food establishments that have achieved 'excellence' in food hygiene standards. The criteria for achieving the award is based on scores awarded under the Food Hygiene Rating Scheme.

4.12 **Licensing/Consents**

The team is consulted prior to the issue of premises licences (new and variations) under the Licensing Act 2003. All take-away premises and food mobiles trading between 11.00 p.m. and 5.00 a.m. require licensing under the Act. The Safety Team will respond to any new applications and variation applications received and make representations if there are public safety or public nuisance concerns.

Officer time will be spent assisting with the planning of large events such as the Download Music Festival, Outbreak Festival and the World Superbikes motor racing event.

The team is consulted prior to the issue of a consent under the Street Trading Scheme. All mobile food establishments and static units trading within the District hold a 'consent' under the scheme.

4.13 **Liaison with Other Organisations and Internal Communication**

A member of the Environmental Health Service is represented on the following groups/meetings:

External/Multi-agency Groups:

- Leicestershire and Rutland CIEH Food Best Practice Group
- Association of Port Health Authorities Liaison Groups (Border Inspection Post, Airports, Environmental Health & Hygiene)
- East Midlands Airport multi-agency Port Health Group
- Leicestershire CIEH Environmental Health Managers Group
- Public Health England Liaison Group
- Idox Uniform User Group
- Download event planning meetings
- Donington Park event planning meetings
- Cattows Farm event planning meetings (Strawberry Fields and Sausage & Cider)
- Outbreak Festival
- Zoo Project event planning meetings
- Regulatory Services Partnership
- Better Business for All Partnership – Task & Finish Groups
- UK Border Force liaison meetings
- East Midlands airport – Cargo Development

Internal Groups:

- Safety Team Meeting

Monthly 121's/Performance meetings
NWLDC Idox user group
Business CAT

5. RESOURCES

5.1 Financial Allocation

The budget for the provision of the food safety service is £260,648. The general expenses incurred by the service such as training, salaries and administrative costs are budgeted for as part of the budget for Environmental Health.

5.2 Staffing Allocation

It is the Council's policy to authorise officers appropriately in accordance with their qualifications and experience having regard to the Statutory Food Law Code of Practice. All officers have been authorised in accordance with the internal procedure PN 5.0: Authorisation of Officers.

The nominated lead officer for food safety is the Environmental Health Safety Team Leader.

5.2.1 The details of the staffing levels in the section are as follows:

Environmental Health Team Manager – The post holder is an Environmental Health Officer with responsibility for the food hygiene, health and safety, Port Health, Pest Control, Animal Welfare and licensing functions of the Council. The post holder is fully authorised under the Food Safety and Hygiene (England) Regulations 2013. Food related work = 0.7 FTE (Non operational)

Environmental Health Team Leader – The post holder supervises the operational work of the Team, and undertakes food safety work. The post holder is lead officer for food safety and is fully authorised under the Food Safety and Hygiene (England) Regulations 2013. Food related work = 0.7 FTE (Imported foods= 0.05FTE)

Environmental Health Officer – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder is fully authorised under the Food Safety and Hygiene (England) Regulations 2013. Food related work = 0.7 FTE (Imported foods= 0.05FTE)

Environmental Health Officer (Part time) – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder is lead officer for imported food, is fully authorised under the Food Safety and Hygiene (England) Regulations 2013 and authorised to undertake inspections at the border inspection post. Food related work = 0.45 FTE (Imported foods= 0.1FTE)

Environmental Health Officer (Part time) – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder is fully authorised under the Food Safety and Hygiene (England) Regulations 2013. Food related work = 0.7 FTE (Imported foods= 0.05FTE)

Environmental Health Officer – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder

is fully authorised under the Food Safety and Hygiene (England) Regulations 2013. Food related work = 0.6 FTE (Imported foods= 0.05FTE)

Environmental Health Technician – The postholder undertakes food safety work and also carries out limited duties supporting an appointed inspector under the Health and Safety at Work etc. Act 1974. The postholder's food safety enforcement powers are restricted by authorisation. Food related work = 0.9 FTE (Imported foods= 0.05FTE)

Environmental Health Technical Assistant - The post holder is currently on maternity leave. The post remains vacant with inspections being undertaken by an Inspector employed on a consultancy basis. = 0.9FTE (Imported foods= 0.05FTE)

There is 1 Technical Administrator and 1 Part time Senior Technical Administrator providing support to the food safety section. Food related work = 0.1 FTE and 0.1 FTE

5.3 Staff Development/Training

The Environmental Health Team has embraced the principles of the Best Employee Experience (B.E.E) Project. The individual Performance and Development Reflection meetings are a key element of North West Leicestershire District Council's aim to support its employees by providing them with the development and learning required. Additional training requirements will be identified during the appraisal process and will form a training plan for the team. Officers from the team will be given training which will take into account any changes in legislation or guidance as and when required.

NOTE: Each Food Officer is required by the Statutory Food Law Code of Practice to do a minimum of 10 hours core training.

6. QUALITY ASSESSMENT / INTERNAL MONITORING

6.1 A performance management system is in place within the Environmental Health Team in order to assess the quality of the service provided and the performance against agreed standards and how this information is communicated.

The system involves:

- The Environmental Health Team Manager (EHTM) and Environmental Health Team Leader (EHTL) monitoring the team performance against the SDP on a monthly basis.
- 1 Accompanied inspection and 1 Reality check will be carried out for each Authorised Officer each year by the Environmental Health Team Leader.
- Additional detailed checks to assess the adequacy of the post inspection paperwork will be carried out by the EHTL on a monthly basis and the check will be on a minimum of two inspections each month.
- Every year the EHTM will check 1 inspection carried out by the EHTL.
- All statutory notices will be checked by the EHTL or in their absence the EHTM before service.

- The EHTL will check the notice log on a monthly basis to ensure all outstanding notices have been checked off.
- Monitoring of service requests will be carried out by EHTL. A minimum of 1 service request will be checked every month.
- The EHTM will receive all completed customer satisfaction forms and will reply to any questionnaires requesting a response. Any adverse comments will be reacted to appropriately.
- The EHTM will receive a review of the questionnaires each quarter.
- The EHTL will check the sampling log every quarter to ensure its completeness and accuracy and to ensure that appropriate follow action has been taken.

When undertaking the above checks will be made to ensure the Code of Practice and internal procedures are being complied with.

Internal procedures have been and will continue to be developed in consultation with the Leicester & Leicestershire Food Best Practice Group to ensure consistency across the County.

7. COMMUNICATION

7.1 Communication within the Team

- 7.1.1 Every month the EHTM meets with the Head of Legal and Support Services.
- 7.1.2 Every month the EHTM meets with the EHTL to discuss any issues and the previous month's performance. In addition on-going issues are discussed as and when they arise.
- 7.1.3 Each month the EHTL meets with the officers individually to discuss performance.
- 7.1.4 Each month officers are given a summary of their previous month's performance.
- 7.1.5 At least every quarter there is a team meeting where specific issues are discussed with the Food Team.

8. REVIEW 2014/2015

8.1 Review against the Service Plan

The figures detailed below relate to data retrieved from the premises database on April 1st 2015.

8.1.1 Programmed Inspections (Inland)

The number of premises and their risk ratings is changeable throughout the year. The number of inspections not carried out by the end of March 2015 is used to determine the percentage of those inspections completed.

99% of the planned inspection programme was achieved

100% of high risk interventions were achieved (Category A and B)
 99% of medium risk interventions were achieved (Category C and D)

Risk Category	Total Due 2014/15	Carried forward from 2013/14	Total No. of Due Interventions	Remaining at end of year	% of due interventions achieved
A	10	0	10	0	100
B	44	0	44	0	100
C	246	5	251	3	99
D	34	5	39	1	98
Unrated	39	0	39	0	100
Non food importers	52	0	52	0	100
TOTAL	425	10	435	4	99

Low risk food establishments – Risk Category E

Food establishments that are considered to be low risk to consumers are categorised as risk category E. Low risk establishments do not form a part of the inspection programme. However a programme of alternative enforcement strategies must be in place with each establishment receiving an intervention at least once during any three year period.

Each of the 123 establishments categorised as low risk and due an intervention were sent a self assessment questionnaire requiring them to assess their compliance with food hygiene law. 79 of the 123 establishments completed and returned their questionnaire. Compliance levels and standards at each of these premises were assessed using the completed questionnaire. Further attempts will be made to assess compliance at the remaining 44 low risk establishments.

8.1.2 High Risk Intervention Programme

A programme of frequent visits were made to 29 food establishments all of which were failing to comply with food hygiene law and were considered to be high risk. Frequent visits were made to each of the establishments. 9 of the 29 establishments ceased trading throughout the year. On 31st March 2015, 18 of the 20 remaining targeted establishments were broadly compliant with food hygiene law.

The enhanced advice and assistance provided to the non-compliant businesses has enabled them to become compliant and to sustain at least a satisfactory standard of hygiene, which helps the businesses and protects the public.

8.1.3 Food Hygiene Service Requests

	2011/12	2012/13	2013/14	2014/15
Food Hygiene Service Requests including drainage	42	40	37	39
Regarding problems with pests and rubbish	6	3	7	9
Unprogrammed visits requested by another agency	6	12	1	4
Total	54	55	45	52

8.1.4 Food Complaints

	2011/12	2012/13	2013/14	2014/15
Foreign bodies in food	17	5	11	9
Mouldy foods	1	3	3	2
Chemical issues	2	1	1	0
Labelling of food	3	1	2	0
Total	23	10	17	11

8.1.5 Home Authority Principle

	2011/12	2012/13	2013/14	2014/15
Food Complaints – Home / Originating Authority	0	4	3	3

8.1.6 Advice to Businesses

The Safety Team and Customer Contact Centre gave advice over the telephone to customers. Detailed figures for this work are not recorded.

	2011/12	2012/13	2013/14	2014/15
Advice Visits resulting in research/visit	60	70	61	54

8.1.7 Sampling

	2011/12	2012/13	2013/14	2014/15
Food Samples - Total	32	26	55	29
Food Samples - % unsatisfactory (number)	12.5% (4)	19% (5)	5% (3)	3% (1)
Environmental Samples - Total	24	48	16	5
Environmental Samples - % unsatisfactory (number)	21% (5)	38% (18)	44% (7)	0
Private Water Supply Samples - Total	5	8	17	23
Private Water Supply Samples - % unsatisfactory	40% (2)	50% (4)	65% (11)	35% (8)
Private Water Distribution System Samples - Total	-	29	41	33
Private Water Distribution System - % unsatisfactory	-	38% (11)	7% (3)	6% (2)

8.1.8 Infectious Disease

	2011/12	2012/13	2013/14	2014/15
Reported suspected food poisoning cases	7	31	13	18
Infectious Disease notifications	101	104	96	111
Most common disease and number	Campylo bacter - 82	Campylo bacter - 70	Campylo bacter - 76	Campylo bacter - 84

8.1.9 Responding to National & Serious Localised Food Safety Incidents

If there is a problem with a food product that means it should not be sold, then it might be withdrawn (taken off the shelves) or 'recalled' (when customers are asked to return the product). If the problem presents a serious risk to public health the Food Standards Agency issues a 'Food Alert For Action' requiring all local authorities to take direct action. The Environmental Health – Food Safety Team responds to all alerts for action.

The 3 alerts for direct action related to foods produced at unhygienic or illegal premises and microbiological or chemical contamination.

	2011/12	2012/13	2013/14	2014/15
Product Withdrawal and Product Recall Information Notices	-	30	36	34
Food Alerts For Action	-	8	8	3
Food Alerts - Total	52	38	44	37

8.1.10 Border Inspection Post

Year	Enquiries received	Catch Certificates Issued	Total consignments	Fish (EHO)	Other products (OVS)	Total Rejected	% Rejected
2005/06	N/A	N/A	86	28	58	18	21
2006/07	107	N/A	149	76	73	21	14
2007/08	112	N/A	129	41	88	53	41
2008/09	147	N/A	172	31	141	107	62
2009/10	126	N/A	161	20	141	83	52
2010/11	184	255	154	13	141	62	40
2011/12	113	246	84	15	69	33	39
2012/13	65	251	67	6	61	22	33
2013/14	41	258	68	8	60	9	13
2014/15	55	256	71	16	55	6	9

8.1.11 Imported Foods of Non- Animal Origin

In February 2014 the Food Standards Agency granted a temporary DPE/DPI status to East Midlands for a period of six months from Monday 3 February 2014 to Saturday 2 August 2014 for all ambient stable products listed within Commission Regulation (EU) No 996/2012, No 91/2013 and No 1152/2009. The temporary status was made permanent in 2014.

In January 2014 all transit shed operators, freight forwarders, ETSF and carriers listed on either the East Midlands airport or Food Standards Agency websites were contacted and asked questions to identify if they handled imported foods. This information was used to risk assess the business and identify a list of businesses suitable for a visit from an EHO.

In February 2014 an EHO visited those businesses thought to be handling imported foodstuffs. An inspection was carried out and a risk rating of the premises undertaken. These premises now form part of the inspection programme. Each of the premises contacted that confirmed they do not handle foodstuffs were contacted every 3 months for surveillance purposes. Any premises identified as handling imported foodstuffs will receive an inspection.

Programmed Quarterly Checks of Non food importers

Number of premises	Number of quarterly checks programmed	Number of checks carried out	% of planned checks carried out
13	52	52	100%

8.1.12 Surveillance of flight manifests

A risk based programme of surveillance was carried out in 2014/15 to identify any foodstuffs subject to import controls. 15 flight manifests were checked, focussing on flights direct from or transiting through 3rd Countries. Two flights were targeted, from Leipzig Germany (carrying goods from Australia, Far East and Asia) and Cincinnati, USA.

26 food consignments were identified. None of the foodstuffs were subject to import controls. Although no foodstuffs requiring inspection were found the surveillance did provide a knowledge of the flight routes and the nature and volumes of consignments imported.

8.1.13 Licensing

The food team were involved in dealing with new premises licence or applications for variations under the Licensing Act 2003.

	2011/12	2012/13	2013/14	2014/15
Total (New/Variation applications)	13	30 (15/15)	16 (9/7)	19 (10/9)

In addition the food team carried out inspections of food establishments trading at large scale outdoor events at Donington Park such as Download Music Festival.

8.1.14 Liaison with Other Organisations

During 2014/15 the following liaison took place:-

Leicestershire & Rutland CIEH Food Best Practice Group / Technical Sub-Committee: Quarterly meetings. The Environmental Health Team Leader attended the quarterly meetings

East Midlands Airport Multi-agency Port health Meeting: The Environmental Health Team Manager attended the meeting

Leicestershire CIEH Environmental Health Managers Group: The Environmental Health Team Manager attended the quarterly meetings.

Leicestershire Regulatory Services Partnership: The Environmental Health Team Manager attended the quarterly meetings.

Health Protection Agency Liaison Group: The Environmental Health Team Leader attended all of the scheduled meetings.

East Midlands Airport – Cargo Development: The Lead Port Health Officer attended the meetings.

Internal:

North West Leicestershire Business CAT: Monthly meetings. The Environmental Health Team Manager attended these meetings.

Idox Uniform User Group: The Environmental Health Team Manager attended these meetings.

8.1.14 **Education & Awareness Initiatives (Other Non-Official Controls Interventions)**

Food Safety Week

Our top food safety priority is to reduce foodborne disease with the highest priority being tackling campylobacter. Our key message during food safety week (16-22 June 2014) was 'Don't wash raw chicken'. Using a communication toolkit devised by the Food Standards Agency we provided consumers with tips on what they can do to protect themselves and their family from food poisoning. We targeted the main supermarkets in the district. A press release and social media messaging was used to distribute the message.

Well Families Clinics

Environmental Health has attended Well Families Clinics within the district where hygiene ratings of food establishments within the district were made available to interested visitors.

National Food Hygiene Rating Scheme

The food hygiene rating scheme was promoted using press releases and social media.

8.2 **Staffing Allocation**

The Environmental Health Technical Assistant post was vacant for the whole of the year as a result of the post holder being seconded to the licensing team.

The Environmental Health Officer (Part time) post was vacant between April and December.

8.3 **Training Undertaken by Staff**

Imported Food Controls (FNAO) – Better Training for Safer Food)
Private Water Supplies
IRASFF – Food Standards Agency
Food Standards Agency – Technical Update
Food hygiene enforcement – Hygiene Improvement Notices, Prohibition Procedures
Food Law Code of Practice
Enforcement Sanctions
Interpretation of microbiological results – Food and environmental samples workshop

8.4 **Enforcement Actions Taken**

181 Warning letters were sent to Business Operators
0 Hygiene Improvement Notices were served

0	Prohibition / Detention Notices
6	Enforcement Notices (Regulation 20) under The Trade and Related Animal Product Regulations – Fail Veterinary checks at BIP
1	Enforcement Notices (Regulation 32) under The Trade and Related Animal Product Regulations – Illegal import
1	Enforcement Notices (Regulation 19) under The Trade and Related Animal Product Regulations – Illegal import
0	Regulation 32 Notices under Official Feed and Food Controls (England) Regulations
0	Conviction for offences under food hygiene legislation

8.5 Performance Outcomes

As a result of the work undertaken by the Service, standards of hygiene and safety at food establishments within North West Leicestershire improved.

All relevant food establishments are rated using the National Food Hygiene Rating Scheme.

The number of establishments achieving a rating of 3 (Generally satisfactory) or higher (Good, Very Good) increased from 663 to 718 during 2014/15.

The number of establishments still requiring improvement reduced from 56 to 46 during 2014/15.

8.6 Issues for 2015/16

- To further develop the interventions policy with the aim of increasing the number of interventions at non compliant establishments and reducing inspections at broadly compliant establishments
- Building on the success of previous years, to implement an 'earned recognition scheme' focussed on reducing the regulatory burden on mobile food vendors at public events by ceasing to inspect traders who are broadly compliant with hygiene law and have been rated as 3 or above on the Food Hygiene Rating Scheme
- Building on the successes of the previous programmes, to undertake an enhanced support programme targeting non compliant food establishments
- To review the intervention carried out at food establishments rated as category E (low)

Leicestershire Food Sampling Programme 2015-2016

1. Sandwiches with a long shelf life (5 days or more) with a focus on Listeria

Sample Types

Sandwiches with or without salad from retail premises with a shelf life \geq 5 days

Tests

Without salad – Aerobic colony count, Enterobacteriaceae; *E. coli*; Coagulase positive staphylococci (CPS) and Listeria

With salad – *E. coli*; CPS, Listeria and Salmonella.

Justification

The widely accepted shelf life of a sandwich is production plus 2 days, although dates up to 4 days have been shown to be of acceptable microbiological quality and the EC Regulations 2073/2005 (as amended) allow for low levels of *Listeria monocytogenes* when the shelf life is less than 5 days. Recently it has been noticed that there are increasing numbers of sandwiches on sale with a shelf life of 5 days or more. The microbiological quality of these products may be unacceptable due to the nature of the product and ingredients used.

The incidence of listeriosis associated with sandwiches served to vulnerable patient groups is well documented and an on-going issue. Investigations have taken place over the last year associated with sandwiches served by hospitals.

This study will examine the microbiological quality of long shelf life sandwiches for which wide-scale study data is not available and provide further information on the incidence of *Listeria monocytogenes* which continues to be a concern for vulnerable groups.

Period of testing

May 2015 – October 2015

2. Unpasteurised Fruit Juices

Sample Types

Any fruit juice/fruit smoothie made directly from fruit/fruit juices with no pasteurisation or other heat treatment process.

This will be a year-long study as it is assumed that imported fruits (outside of the EU) will be used through the winter and spring and locally grown produce in summer and autumn.

Tests

E. coli; Salmonella; Listeria; CPS; Yeasts & moulds; pH

Justification

There are an increasing number of fruit juice and smoothie bars on our high streets and shopping centres. A number of these are simply made directly from fruit and fruit juices with no heat treatment processes. As the presence of Salmonella and Listeria have been demonstrated in fruit (particularly imported fruit) it is possible that these may pose a risk in these juice/smoothie products. There is little information on these products but increasingly advice is being sought on shelf life, control measures etc. A cross regional study will enable

the collation of data on the microbiological quality of these products and also help inform advice for processes and end products.

Period of testing

May 2015 - March 2016.

3. Hygiene Based Study

Period of testing

November 2015 to March 2016.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 16 JUNE 2015

Title of report	TREASURY MANAGEMENT STEWARDSHIP REPORT 2014/15
Key Decision	a) Financial Yes b) Community Yes
Contacts	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Chief Executive 01530 454500 christine.fisher@nwleicestershire.gov.uk Head of Finance 01530 454520 ray.bowmer@nwleicestershire.gov.uk
Purpose of report	To inform Members of the Authority's Treasury Management activity undertaken during the financial year 2014/15.
Reason for Decision	These are statutory requirements
Council Priorities	Value for Money
Implications:	
Financial/Staff	Interest earned on balances and interest paid on external debt, impact on the resources available to the Authority.
Link to relevant CAT	Could impact upon all Corporate Action Teams.
Risk Management	Borrowing and investment both carry an element of risk. This risk is mitigated through the adoption of the Treasury and Investment Strategies, compliance with the CIPFA Code of Treasury Management and the retention of Treasury Management Advisors (Arlingclose) to proffer expert advice.
Equalities Impact Assessment	Not applicable
Human Rights	Not applicable
Transformational Government	Not applicable

Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	None
Background papers	Treasury Management Strategy Statement 2014/15 – Council Meeting 25 February 2014 (presented as part of the Budget and Council Tax 2014/15 Report) Update on HRA Budget, Housing Capital Programme 2014/15, Treasury Management Strategy Statement for 2014/15, Prudential Indicators - Council Meeting 25 March 2014 Additional Costs Of the Decent Homes Improvement Programme 2014/15 and updated HRA Business Plan – Council Meeting 16 September 2014. Treasury Management Activity Report , April 2014 to August 2014 – Audit and Governance Committee 24th September 2014 Treasury Management Activity Report , April 2014 to October 2014 – Audit and Governance Committee 10th December 2014 Treasury Management Activity Report , April 2014 to February 2015 – Audit and Governance Committee 25th March 2015
Recommendations	THAT CABINET APPROVES THIS REPORT.

1.0 BACKGROUND

- 1.1 The Authority's Treasury Management activity is underpinned by CIPFA's Code of Practice on Treasury Management ("the code"), which requires local authorities to produce Prudential Indicators and a Treasury Management Strategy Statement annually on the likely financing and investment activity.
- 1.2 This report fulfils the Authority's legal obligation under the Local Government Act 2003, to have regard to both the CIPFA Code and the CLG Investment Guidance.
- 1.3 Treasury Management is defined as "the management of the local authority's investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."

- 1.4 The Authority's current Treasury Management Strategy Statement, including the Borrowing Strategy, Debt Rescheduling Strategy, Annual Investment Strategy, Prudential Indicators and Annual Minimum Revenue Position Statement for 2014-15 were approved by Council on 25 February 2014.
- 1.5 The Treasury Management Stewardship Report is supplemented by three in-year reports to the Audit and Governance Committee on 24 September 2014, 10 December 2014 and 25 March 2015.

2.0 THE U.K. ECONOMY AND EVENTS

- **Growth and Inflation:** The robust pace of GDP growth of 3% in 2014 was underpinned by a buoyant services sector, supplemented by positive contributions from the production and construction sectors. Resurgent house prices, improved consumer confidence and healthy retail sales added to the positive outlook for the UK economy given the important role of the consumer in economic activity.
- Annual CPI inflation fell to zero for the year to March 2015, down from 1.6% a year earlier. The key driver was the fall in the oil price (which fell to \$44.35 a barrel a level not seen since March 2009) and a steep drop in wholesale energy prices with extra downward momentum coming from supermarket competition resulting in lower food prices. Bank of England Governor Mark Carney wrote an open letter to the Chancellor in February, explaining that the Bank expected CPI to temporarily turn negative but rebound around the end of 2015 as the lower prices dropped out of the annual rate calculation.
- **Labour Market:** The UK labour market continued to improve and remains resilient across a broad base of measures including real rates of wage growth. January 2015 showed a headline employment rate of 73.5%, while the rate of unemployment fell to 5.5% from 7.2% a year earlier. Comparing the three months to February 2015 with a year earlier, employee pay increased by 1.9% including bonuses and by 2.2% excluding bonuses.
- **UK Monetary Policy:** The Bank of England's MPC maintained interest rates at 0.5% and asset purchases (QE) at £375bn.

3.0 THE AUTHORITY'S TREASURY POSITION.

- 3.1 The Authority's gross / net debt and investment positions are as follows:

DEBT	Balance at 01/4/2014 £m	%	Maturing loans £m	Premature redemptions £m	New Borrowing £m	Balance at 31/03/2015 £m	%
Long-term fixed rate (PWLB & Bonds)	£87.523m		£2.009m	£0.000m	£0.000m	£85.514m	
Long-term variable rate	£0.000m		£0.000m	£0.000m	£0.000m	£0.000m	
Temporary Borrowing	£0.000m		£0.000m	£0.000m	£0.000m	£0.000m	
Total borrowing	£87.523m	99.84	£2.009m	£0.000m	£0.000m	£85.514m	99.85
Other long-term liabilities	£0.136m	0.16	£0.010m	£0.000m	£0.000m	£0.126m	0.15
TOTAL EXTERNAL DEBT	£87.659m	100	£2.019m	£0.000m	£0.000m	£85.640m	100
INVESTMENTS	Balance at 01/4/2014 £m	%	Maturities £m	Sales £m	New Investments £m	Balance at 31/03/2015 £m	%
Internally Managed	£20.728m	100	£155.269m	£0.000m	£155.786m	£21.246m	100
Investments with maturities up to 1 year,	£18.728m	90.35	£155.269m	£0.000m	£152.786m	£16.246	76.47
Investments with maturities in excess of 1 year	£2.000m	9.65	£0.000m	£0.000m	£3.000m	£5.000m	23.53
Externally Managed Investments	£0.000m	0	£0.000m	£0.000m	£0.000m	£0.000m	0
TOTAL INVESTMENTS	£20.728m	100	£155.269m	£0.000m	£155.786m	£21.246m	100
NET DEBT	£66.931m					£64.394m	

3.2 Two PWLB loans, taken out as part of the self-financing system of Council Housing in 2011/12, were on an annuity basis and have repayment of principal included. This is shown in the table in the column 'Maturing Loans'.

3.3 A market loan with a value of £1m was also repaid in the year and is shown in the above table in the column 'Maturing Loans'

3.4 In 2014/2015, the capacity for investment has increased by £0.5m. The volatility of balances is normal throughout the year and a number of factors contribute to this:

- The Authority traditionally benefits from the receipt of Council Tax and Business Rates during the first ten months of the financial year;
- Revenue expenditure is more evenly weighted throughout the financial year;
- Capital expenditure is more heavily weighted towards the latter part of the financial year due to the time required to schedule programmes of work or award contracts.
- The patterns of income and expenditure are reflected in the Authority's cash flow projections. This is monitored and revised daily.

3.5 The increased capacity for investment is: in part due to the allocation of the Decent Homes Grant (£7.4m) which is offset by increased expenditure on the Decent Homes Improvement Programme; sales of houses under the 'Right to Buy' scheme and other Housing property in 2014/15 (£1.2m) and the timing of income and expenditure.

4.0 BORROWING ACTIVITY

4.1 The Authority's Borrowing Strategy 2014/15, approved by Council on 25 February 2014, incorporates a prudent and pragmatic approach to borrowing to minimise borrowing costs

without compromising the longer-term stability of the portfolio, consistent with the Authority's Prudential Indicators.

- 4.2 No loans matured in 2014/15 that require replacement.
- 4.3 The Authority did not undertake any new long-term borrowing during the year and interest payments totalling £2.91m were made in respect of existing debt.
- 4.4 The Authority's cash flow remained positive during the period. The Authority did not require any temporary loans during the period.
- 4.5 The Authority had approximately £4.8m of internal debt at 31 March 2015 as this is currently judged to be the most cost effective means of funding the capital programme.
- 4.6 The Estimated Minimum Revenue Provision (MRP) charge that was made to the revenue account for 2014/15 was £1.579m and includes both Housing (£1.009m) and General Fund (£0.570m). The Housing MRP equates to the repayments made in relations to loans taken out as part of the Housing self financing in 2011/12. The MRP is intended to ensure that the capital financing debt is paid off over the longer term.

5.0 DEBT RESCHEDULING ACTIVITY.

- 5.1 The Authority's Debt Rescheduling Strategy 2014/15, which was approved by Council on 25 February 2014, establishes a flexible approach where the rationale for rescheduling could be one or more of the following:
 - Savings in interest costs with minimal risk.
 - Balancing the volatility profile (i.e. the ratio of fixed to variable rate debt) of the debt portfolio.
 - Amending the profile of maturing debt to reduce any inherent refinancing risks.
- 5.2 No opportunities for debt rescheduling were identified which conformed to the above rationale. Accordingly, the Authority has undertaken no debt rescheduling activity during the period.
- 5.3 The Authority's portfolio of 13 loans - 10 PWLB loans and three market loans - will continue to be monitored for debt rescheduling opportunities that comply with the Authority's Policy and rationale.

6.0 INVESTMENT ACTIVITY

- 6.1 The Authority's Investment Policy and Strategy 2014/15, which was approved by Council on 25 February 2014, established that the major policy objective is to invest its surplus funds prudently.
- 6.2 The Authority's investment priorities are:
 - security of the invested capital;
 - sufficient liquidity to permit investments; and,
 - optimum yield which is commensurate with security and liquidity.

6.3 The counterparties that the Authority currently utilise all meet the criteria set out in the Treasury Management Strategy Statement 2014/15 and are monitored by the Authority's Treasury Management Advisors. The minimum long term rating for counterparties is A- or equivalent. The counterparties and amounts invested at 31 March 2015 are shown below:

Counterparty	Length of Investment	£m
HSBC	Overnight	1.0
Lloyds Banking Group / Bank of Scotland	Overnight	2.0
Santander	Overnight	1.0
Handelsbanken	Overnight	0.5
Black Rock MMF	Overnight	0.0
Goldman Sachs MMF	Overnight	0.0
Scottish Widows Investment Partnership	Overnight	0.0
CCLA Investment Management Ltd MMF	Overnight	0.5
Barclays Treasury Direct	3 Months	2.7
Nationwide Building Society	100 days	1.5
Leeds Building Society	100 days	1.0
Cumberland Building Society	100 days	1.0
Barnsley Metropolitan Borough Council	364 days	3.0
North Tyneside Council	364 days	2.0
Staffordshire Moorland	3 Years	2.0
Greater London Authority	3 Years	3.0
Total Invested		21.2

6.4 The average rate of return on the Authority's investment balances during the year was 0.6038%. For comparison purposes, the benchmark return (average 7-day London Interbank Bid Rate or LIBID rate) for 2014/15 was 0.44%. The average 7 day London Interbank Offered Rate (LIBOR) for 2014/15 was 0.48%. The comparison of rates of return against a benchmark is less relevant when set against the ultimate priority of security as set out in the Authority's Treasury Management Strategy Statement 2014/15.

6.5 The Authority budgeted to achieve £68,000 of income from its investment activity in 2014/15. The average cash balances representing the Authority's reserves, capital receipts and working balances were £30.4m during the year (2013/14 £20.9m). The total interest earned on investments was £188,046 (2013/14 £111,957). Of this total interest, £16,487 is applied to balances held on external income (2013/14 £15,333). This external income represents balances from S106 contributions for schemes such as Healthcare, affordable housing and recreation that have not yet been spent.

6.6 The remaining balance of interest (£171,559) received on investment income is budgeted to be apportioned between General Fund and the Housing Revenue Account based on an estimated cash flow position. For 2014/15, the budgeted investment income is apportioned as follows: £43,000 General Fund and £25,000 Housing Revenue Account and the over achievement of interest is apportioned on this basis. The outturn position of investment income achieved for 2014/15 is: £108,486 General Fund and £63,073 HRA.

2014/15	Budget	Actual
General Fund	£43,000	£108,486
HRA	£25,000	£63,073
External Balances	£ 0	£16,487
Total	£68,000	£188,046

7.0 THE AUTHORITY'S BANKER

- 7.1 The Authority now has an active daily banking account in place with Lloyds bank. The Lloyds bank account bears interest on daily cleared balance at a rate 0.10% below the Bank of England base rate. A transition period has been put in place to ensure all transactions are processed on the new account before the Co-op General Bank account is closed.
- 7.2 A new billing Co-op Bank account has been setup which will only be used to accommodate receipt of PayPoint payments. This account will be monitored and emptied into the new Lloyds Bank account on a daily basis.
- 7.3 In addition, with weekends the most likely time for regulatory action to occur on the Co-op bank account, and with the bail-in system whereby the Authority would be an 'unsecured creditor', in order to mitigate this risk, the Authority will continue to make every effort to keep the ledger balance in the Co-op bank account at close to zero at the close of each business day by following the Authority's existing treasury management practices. The additional secondary daily check will continue to further mitigate the risks outlined.

8.0 SUMMARY

- 8.1 The Authority can confirm that it has complied with its Prudential Indicators for 2014/15, which were approved on 25 February 2014 and the subsequent update on 16 September 2014 as part of the Authority's Treasury Management Strategy Statement.
- 8.2 In compliance with the requirements of the CIPFA Code of Practice, this report provides members with a summary report of the Treasury Management activity during 2014/15. No indicators have been breached and a prudent approach has been taken in relation to investment activity with priority being given to security and liquidity over yield.
- 8.3 The Authority can confirm that during 2014/15, it has complied with its Treasury Management Strategy Statement, policies and Treasury Management Practices.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 16 JUNE 2015

Title of report	WHISTLE BLOWING POLICY AND PROCEDURE
Key Decision	a) Financial No b) Community Yes
Contacts	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Chief Executive 01530 454500 christine.fisher@nwleicestershire.gov.uk Head of Legal and Support Services 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk
Purpose of report	To approve an updated Whistle Blowing policy
Reason for Decision	To formally approve the Council's updated Whistle Blowing Policy
Council Priorities	Value for Money
Implications:	
Financial/Staff	None
Link to relevant CAT	None
Risk Management	Considered within the report
Equalities Impact Screening	None apparent
Human Rights	Not Applicable
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	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory

Comments of Monitoring Officer	The report is satisfactory
Consultees	Audit and Governance Committee
Background papers	Draft minutes – Audit and Governance Committee 25 March 2015
Recommendations	THAT CABINET APPROVE THE UPDATED WHISTLE BLOWING POLICY

1. INTRODUCTION

- 1.1 Under the provisions of the Public Interest Disclosure Act 1998, employees of the council are protected from victimisation, discrimination or disadvantage if they raise concerns under the confidential Reporting policy.
- 1.2 The Council's Whistle Blowing Policy sets out how the Council will deal with complaints made under the policy.
- 1.3 The policy was first introduced in 1999 and has been revised on a regular basis with the last draft revision being in November 2014 as part of the cyclical review process..
- 1.4 The draft revised policy was considered by the Audit and Governance on 25 March 2015 for members to note, comment and recommend its adoption to Cabinet.
- 1.5 There were no comments from Audit and Governance Committee.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL
CONFIDENTIAL REPORTING (WHISTLEBLOWING) POLICY

POLICY STATEMENT

“North West Leicestershire District Council is committed to the prevention, deterrence, detection and investigation of fraud, corruption and malpractice in all forms. It encourages employees and members of the Council and its contractors who have serious concerns about any aspect of its work, including matters of health and safety, to voice those concerns.”

1. INTRODUCTION

1.1 The Council is committed to the highest possible standards of openness, probity and accountability. In line with that commitment we expect employees, members and others that we deal with, who have serious concerns about any aspect of the Council’s work to come forward and voice those concerns. This Confidential Reporting Policy is intended to encourage and enable employees, members, contractors or suppliers to raise serious concerns **within** the Council rather than overlooking a problem or “blowing the whistle” outside.

1.2 This Policy:

- applies to all employees of the Council,
- applies to all members of the Council,
- applies to contractors working for the Council on Council premises,
- applies to suppliers and service providers under a contract with the Council,
- applies to people working in partnership with the Council (e.g. volunteers)

and provides guidance on the way in which those people mentioned above can raise any concerns they may have in relation to those matters mentioned in paragraphs 1.4 and 2.2 below, and sets out how they will receive feedback on the action taken.

This Policy also sets out how those individuals mentioned above can take matters further if they remain dissatisfied with the Council’s response to any concerns raised.

1.3 Employees, members, contractors and suppliers are often the first to realise that there may be something seriously wrong within the Council. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues or to the Council, or they perceive that it

could harm their chances of future business or their career prospects. They may also fear harassment or victimisation. In such circumstances individuals may consider it to be easier to ignore the concern rather than report what may only be a suspicion of malpractice. This Policy document makes it clear that individuals raising concerns will do so without fear of victimisation, subsequent discrimination or disadvantage.

1.4 It is recognised that, where concerns are raised, most cases will have to proceed on a confidential basis. The Council will do everything it can to protect the confidentiality of those individuals raising concerns. However, there may be times when the person making the complaint can be identified due to the nature of the allegation made and in such cases it will not be possible to keep the identity of the complainant confidential. In addition, there may be times when the Council will believe it is appropriate to let the subject of a complaint know who made any allegation.

1.5 The Council recognises that individuals raising concerns, termed “qualifying disclosures” under the Public Interest Disclosure Act 1998 are entitled to protection under that Act and/or this Policy and may be eligible to compensation if they subsequently suffer victimisation, discrimination or disadvantage. The Act stipulates what is classed as a “qualifying disclosure” as follows:

a "qualifying disclosure" means any disclosure of information which, in the reasonable belief of the worker making the disclosure, tends to show one or more of the following –

- (a) that a criminal offence has been committed, is being committed or is likely to be committed,
- (b) that a person has failed, is failing or is likely to fail to comply with any legal obligation to which he is subject,
- (c) that a miscarriage of justice has occurred, is occurring or is likely to occur,
- (d) that the health or safety of any individual has been, is being or is likely to be endangered,
- (e) that the environment has been, is being or is likely to be damaged, or
- (f) that information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be deliberately concealed.

1.6 The procedures outlined in this Policy **are in addition to** the Council’s complaints procedures and other statutory reporting procedures applying to some divisions.

1.7 This Policy has been discussed with the relevant trade unions and has their support.

1.8 The principles of this Policy also apply to concerns of the general public.

2. AIMS AND SCOPE OF THIS POLICY

2.1 This Policy aims to:

- encourage all to be alert in their dealings within / with the Council so as to help them in identifying any issues that may lead to concerns about activities / behaviour within the Council;
- encourage individuals to feel confident in raising concerns and to question and act upon your concerns;
- provide avenues for all to raise those concerns and receive feedback on any action taken;
- ensure that you receive a response to your concerns and that you are aware of how to pursue matters if you are not satisfied;
- reassure you that you will be protected from the risk of reprisals or victimisation if you have a reasonable belief that you have made any disclosure in good faith;
- provide an avenue for members of the public to raise those concerns listed at 2.2 below which would not ordinarily be considered under the Council's formal Complaints Procedure.

2.2 If Council employees have concerns relating to their employment with the firm, these should be raised under the Council's Grievance Policy. This Policy is intended to cover major concerns that fall outside the scope of other policies and procedures. As stated in paragraph 1.5, these include:

- conduct which is an offence or a breach of law,
- disclosures related to miscarriages of justice,
- health and safety risks, including risks to the public as well as other employees,
- damage to the environment,
- the unauthorised use of public funds,
- possible fraud and corruption,
- sexual or physical abuse of clients, or
- other unethical conduct.

2.3 Any serious concerns that you have about any aspect of service provision or the conduct of officers or members of the Council or others acting on behalf of

the Council can be reported under this Policy. This may be about something that:

- makes you feel uncomfortable in terms of known standard, your experience or the standards you believe the Council subscribes to, or
- is against the Council's Constitution and policies, or
- falls below established of practice, or
- amounts to improper conduct.

3. SAFEGUARDS - HARASSMENT OR VICTIMISATION

3.1 The Council is committed to good practice and high standards and aims to be supportive of employees and others using this Policy.

3.2 The Council recognises that the decision to report a concern can be a difficult one to make. You are legally entitled to protection from unfair treatment if:

- (a) you honestly think what you are reporting is true,
- (b) you believe that you are telling the right person,
- (c) you believe that raising your concerns is in the public interest.

Put simply, if you are acting in good faith when raising any concerns, you should have nothing to fear because you will be doing your duty to your employer, and/or the Council and those for whom the Council provides a service. In the event that the concerns raised are substantiated, you will be ensuring that bad practice / unethical behaviour / illegal conduct is curtailed.

3.3 The Council will not tolerate any harassment or victimisation (including informal pressures) against individuals who raise concerns in good faith under this Policy and will take appropriate action to protect those who raise a concern in good faith and, where necessary, will take action against those subjecting any complainant to harassment, victimisation or any other pressures as a result of raising concerns.

3.4 Any investigation into allegations of matters listed in paragraph 2.2 of this Policy will not influence, or be influenced by, any disciplinary, redundancy or similar procedures which may already affect either the person raising the concerns or the individual(s) who are the subject of those concerns.

4. CONFIDENTIALITY

4.1 All attempts will be made to ensure any concerns raised will be treated in confidence and to protect your identity if you so wish. The Council cannot ensure your confidentiality if you have informed others of any alleged concerns.

- 4.2 In addition, there may be times when the identity of the person making the complaint is clear due to the nature of any allegations made. In such cases, the Council cannot take any steps to protect your identity. You will, however, still be entitled to the same protection against harassment, victimisation and other pressures as if your identity remained confidential.
- 4.3 In a small number of cases, the Council may find it is appropriate to disclose your identity to the person who is the subject of any complaint. It will, however, inform you of this before doing so. Again, you will receive the same protection against harassment, victimisation and other pressures as if your identity had remained confidential.
- 4.4 You should note that, whilst every effort will be made to protect your identity, the Council may, at an appropriate time ask you to come forward as a witness. If you do become a witness in any case, you will be entitled to the same protection against harassment, victimisation and other pressures that you are entitled to when making the initial complaint under this Policy.

5. ANONYMOUS ALLEGATIONS

- 5.1 This Policy aims to protect those raising concerns and, therefore, it is hoped that any person raising concerns will do so in their own name whenever possible.
- 5.2 Whilst any concern will be taken seriously, those expressed anonymously will carry less weight but will be given consideration by the Council; an investigation into the matters raised will be investigated at the discretion of the Council.
- 5.3 In exercising this discretion the factors to be taken into account will include:
- the nature and seriousness of the issues raised,
 - the apparent credibility of the concern, and
 - the probable likelihood of being able to confirm the allegation from attributable sources.
- 5.4 If the Council does not know who has made an allegation, it will not be possible for the Council to offer reassurance and protection to the individual.

6. UNTRUE ALLEGATIONS

- 6.1 If an allegation is made in good faith, but is not confirmed following an investigation by the Council, no action will be taken against the person making the allegation. This should encourage those who have concerns to raise it in the appropriate manner without fear of any reprisals.

6.2 If, however, an allegation is made frivolously, maliciously or for personal gain, disciplinary action may be taken against the person making that allegation where appropriate.

7. HOW TO RAISE A CONCERN

7.1 Advice and guidance on how to pursue matters of concern may be obtained from the Council's nominated contact points who are:

- Chief Executive: CHRISTINE.FISHER@nwleicestershire.gov.uk
Telephone 01530 454500
- Monitoring Officer: ELIZABETH.WARHURST@nwleicestershire.gov.uk
Telephone 01530 454762
- Section 151 Officer: RAY.BOWMER@nwleicestershire.gov.uk
Telephone 01530 454520
- Senior Auditor: LISA.COTTON@nwleicestershire.gov.uk
01530 454728

7.2 Concerns may be raised verbally or in writing, to any of the above named individuals. If raising a concern in writing, it should be addressed to the named individual at the:

Council Offices
North West Leicestershire District Council
Whitwick Road
Coalville
Leicestershire
LE67 3FJ

Clearly mark the envelope "Confidential".

If you wish to make a written report you are invited to use the following format:

- the background and history of the concern (giving relevant dates);
- the reason why you are particularly concerned about the situation.

7.3 If you wish to make a verbal report of any concerns that you have identified, you are invited to contact one of the officers named at paragraph 7.1 above to arrange a mutually convenient appointment. When arranging an appointment, it would be helpful if you could mention that you would like to speak to them about a matter under the Confidential Reporting Policy.

7.4 When making a verbal report, you are invited to set out the facts using the same format identified at paragraph 7.2 above.

- 7.5 The earlier you express any concerns the easier it is for the Council to investigate and take any relevant action.
- 7.6 Although you are not expected to prove beyond doubt the truth of an allegation, you will need to demonstrate to the person contacted that there are reasonable grounds for your concern.
- 7.7 You may wish to consider discussing your concern with a colleague or trade union representative first and you may find it easier to raise the matter if there are two (or more) of you who share any concerns.
- 7.8 You may invite your trade union, professional association representative or a friend to be present during any meetings or interviews in connection with the concerns you have raised.
- 7.9 If you feel unable to raise your concerns directly with the Council, you should report the matter to a “prescribed person”. This will ensure that your legal rights are protected. The list of prescribed persons can change and so up to date information can be obtained by accessing an online brochure entitled “Blowing the Whistle to a Prescribed Person - List of Prescribed Persons and Bodies” available at www.gov.uk.

8. HOW THE COUNCIL WILL RESPOND

- 8.1 The Council will respond to your concerns but within the constraints of maintaining confidentiality or observing any legal restrictions. In any event, a confidential record of the steps taken will be kept in accordance with the Data Protection Act 1998.
- 8.2 The Council may also ask to meet with you in order to gain further information from you. Do not forget that testing out your concerns is not the same as either accepting or rejecting them. It is sometimes necessary to test out any concerns raised in order to identify how strong any evidence may be.
- 8.3 Where appropriate, the matters raised may be:
- investigated internally,
 - referred to the police,
 - referred to the external auditor,
 - made the subject of an independent enquiry.

Following any of the action above, a concern may be upheld or may be dismissed.

- 8.4 In order to protect individuals and those accused of misdeeds or possible malpractice, the Council will undertake initial enquiries to decide whether an investigation is appropriate and, if so, what form it should take. In most

cases, it is anticipated that these initial enquiries will be completed within ten working days of an allegation being made. The overriding principle which the Council will have in mind when deciding what steps to take is whether the matter falls within the public interest. Any concerns or allegations which fall within the scope of any other specific procedures (for example, misconduct or discrimination issues) will normally be referred to the relevant service area for consideration under those procedures.

8.5 Some concerns may be resolved by agreed action without the need for investigation. If urgent action is required this will be taken before any investigation is conducted.

8.6 Within seven working days of a concern being raised, the nominated contact will write to you:

- acknowledging that the concern has been received,
- indicating how we propose to deal with the matter,
- giving an estimate of how long it will take to provide a final response,
- telling you whether any initial enquiries have been made,
- supplying you with information on staff support mechanisms, and
- telling you whether further investigations will take place and if not, why not.

8.7 The amount of contact between the officers considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the information provided. If necessary, the Council will seek further information from you.

8.8 Where any meeting is arranged, off-site if you so wish, you can be accompanied by a trade union or professional association representative or a friend.

8.9 The Council will take steps to minimise any difficulties which you may experience as a result of raising a concern. For instance, if you are required to give evidence in criminal or disciplinary proceedings the Council will arrange for you to receive advice about the procedure.

8.10 The Council accepts that you need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform you of the outcome of any investigation.

9. THE RESPONSIBLE OFFICER

9.1 The Chief Executive has overall responsibility for the maintenance and operation of this Policy. That officer maintains a record of concerns raised and the outcomes (but in a form which does not endanger your confidentiality)

and will immediately notify the Monitoring Officer and Section 151 Officer of all issues raised under this Policy and will report as necessary to the Council.

10. HOW THE MATTER CAN BE TAKEN FURTHER

10.1 This Policy is intended to provide you with an avenue within the Council to raise concerns. The Council hopes you will be satisfied with any action taken. If you are not, and if you feel it is right to take the matter outside the Council, the following are possible contact points:

- the Audit Commission (special telephone line - 0845 0522 646)
- one of the “prescribed persons”
- your trade union
- your local Citizens Advice Bureau
- relevant professional bodies or regulatory organisations
- a relevant voluntary organisation (Public Concern at Work - 020 7404 6609)
- the Police.

10.2 If you take the matter outside the Council, you should ensure that you do not disclose confidential information. Check with one of the Council’s nominated contact points about that (see 7.1).

A/ASG Aug 1999
Revised May 2002
Revised July 2003
Reviewed Oct 2004
Reviewed Jan 2005
Reviewed June 2005
Revised Nov 2005 (Constitution)
Revised Jan 2006 (AC phone number)
Revised Dec 2006 (para 7.1)
Revised Nov 2007 (para 7.1)
Revised Mar 2008
Reviewed May 2009
Revised July 2010
Revised Nov 2014

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 16 JUNE 2015

Title of report	LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE - APPOINTMENT OF MEMBERS
Key Decision:	a) Financial No b) Community Yes
Contact	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Head of Legal and Support Services 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk Head of Finance 01530 454520 ray.bowmer@nwleicestershire.gov.uk
Purpose of report	To appoint members to the Leicestershire Partnership Revenues and Benefits Joint Committee.
Reason for decision	To comply with the Constitution of the Leicestershire Partnership Revenues and Benefits Joint Committee
Council Priorities	Value for Money
Implications:	
Financial/staff	None.
Link to relevant Corporate Action Team	None.
Risk management	None.
Equalities Impact Assessment	Not applicable.
Human rights	None.
Transformational Government	None.
Comments of the Head of Paid Service	The report is satisfactory.
Comments of the Section 151 Officer	The report is satisfactory.

Comments of the Monitoring Officer	The report is satisfactory.
Consultees	Partnership Chief Executives, Partnership Monitoring Officer.
Background papers	The Constitution of the Joint Committee Report to Cabinet 15 February 2011 https://www.nwleics.gov.uk/files/documents/05_revs_and_bens/05.%20Revs%20and%20Bens.pdf
Recommendations	TO NOMINATE TWO CABINET MEMBERS TO SERVE ON THE JOINT COMMITTEE AND NOMINATE AND APPOINT TWO SUBSTITUTES.

1.0 BACKGROUND

- 1.1 A joint Revenues and Benefits Governance Arrangements report developed in partnership with Hinckley and Bosworth Borough Council and Harborough District Council was produced in 2011. It was agreed that the same report should be sent to all three Councils within a similar timeframe. The joint report was considered by Cabinet on 15 February 2011, where it was agreed that three Executive/Cabinet members be appointed to serve on the Joint Committee, one from each Authority.
- 1.2 At the meeting of the Joint Committee on 17 October 2013 amendments were made to the Constitution to increase the membership of the Committee from one Executive/Cabinet Member from each Authority to two Executive/Cabinet Members from each Authority. In addition the number of Substitutes that each Executive/Cabinet could nominate to attend if the Members were unable to attend was increased to two from each Authority.

2. NOMINATIONS

- 2.1 Cabinet is asked to nominate two Cabinet Members to serve on the Joint Committee and two substitutes.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 16 JUNE 2015

Title of report	RE-DESIGNATION OF SUPPORTED HOUSING PROPERTIES
Key Decision	a) Financial Yes b) Community Yes
Contacts	Councillor Roger Bayliss 01530 411055 roger.bayliss@nwleicestershire.gov.uk Director of Housing Tel: 01530 454819 glyn.jones@nwleicestershire.gov.uk
Purpose of report	To seek Cabinet approval for the proposed approach to re-designating supported properties within the housing stock.
Reason for Decision	To provide a framework that enables the prompt letting of properties, an efficient use of the housing stock, and effectively meets current and future housing demand within the District.
Council Priorities	Value for Money Business and Jobs Homes and Communities Green Footprints Challenge
Implications:	
Financial/Staff	Financial implications associated with the adoption of the proposed approach include maximising the amount of collectable rent by minimising void periods and letting empty properties more quickly. Council tax obligations on long term void properties will also be minimised.
Link to relevant CAT	None
Risk Management	The approach provides a robust methodology for the allocation and letting of empty properties currently designated as 'supported'.
Equalities Impact Screening	Freeing up some empty properties to be allocated on the basis of general housing need will allow more people in housing need to be rehoused.
Human Rights	No implications

Transformational Government	No implications
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	Housing Choices Team Housing Services Management Team Housing Management Working Group Tenant and Leaseholder Consultation Forum Corporate Leadership Team
Background papers	None
Recommendations	<p>IT IS RECOMMENDED THAT CABINET:</p> <p>A) REMOVE THE ‘SUPPORTED’ DESIGNATION OF THE FLATS AT CHERRY TREE COURT, MOIRA AND</p> <p>B) DELEGATE AUTHORITY TO THE DIRECTOR OF HOUSING TO RE-DESIGNATE THESE PROPERTIES, IN CONSULTATION WITH THE PORTFOLIO HOLDER FOR HOUSING.</p> <p>C) DELEGATE AUTHORITY TO THE DIRECTOR OF HOUSING TO RE-DESIGNATE OTHER PROPERTIES IN FUTURE, AFTER CONSULTING WITH TENANTS AND WARD MEMBERS, AND IN CONSULTATION WITH THE PORTFOLIO HOLDER FOR HOUSING.</p>

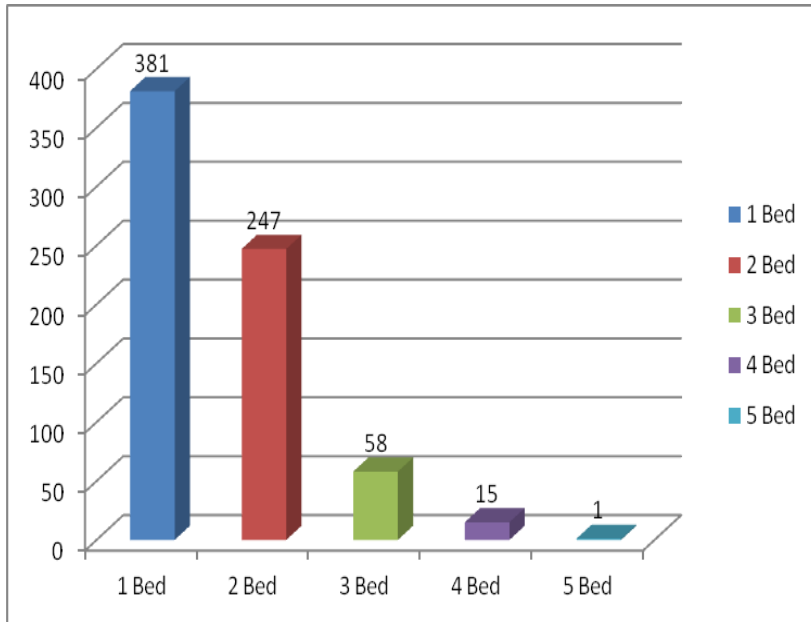
1.0 BACKGROUND

- 1.1 We have 720 supported housing properties, 326 flats and 394 bungalows which were originally allocated to people over the age of 60 years, or over 55 years if they were in receipt of Disability Living Allowance. This changed in 2010 with the introduction of Choice Based Lettings to people with a support need. The tenants are able to access the services of the Older Persons Team and were ‘designated’ as ‘supported’ for the purpose of Supporting People Funding in 2004.
- 1.2 The majority of the properties designated as supported have a hard wired pull cord system which links to the council’s 24/7 control centre.

- 1.3 A support need of existing tenants vary significantly from those who are simply over the age of 60 to those of any age who have recognised medical conditions, including mental health, substance abuse and those who have mobility problems.
- 1.4 Although initially our change of approach in 2010 did result in some empty properties being allocated, we are now experiencing an increase in the number of supported properties with low or no demand. There are currently 33 supported properties empty with no demand.
- 1.5 When allocating any property, we use the sub-regional choice based lettings scheme and initially advertise the properties locally. If we are unable to allocate a property due to low or no demand, we then advertise it on a sub-regional basis throughout Leicestershire, again through the choice based lettings scheme. This means eligible home seekers with a connection to one of the other councils participating in the sub-regional scheme but without a local connection to North West Leicestershire are able to express an interest in our available properties. However, even after opening up the properties more widely, we are still unable to let some of them which are mainly one and two bedroom flats.
- 1.6 In August 2014, we commenced a pilot scheme for hard to let properties of using Home Finder which is an on line system, predominately for private landlords to advertise their available properties. This enables home seekers without a local connection to any of the councils participating in the sub regional scheme to express an interest in our properties. To date, 13 properties have been let through Home Finder.
- 1.7 For the past three years, we have offered a financial incentive to households who are eligible to move to supported or sheltered accommodation and release family homes. Initially the financial incentive was £3,000 which was reduced to £2,000 in November 2014 to enable a financial incentive to be offered to people affected by the under occupation charge to move to smaller accommodation. To date 27 households have moved from larger properties to sheltered or supported properties, with little movement to supported flats as most people wishing to downsize have a preference to move to a bungalow.
- 1.8 In December 2014, we commenced a pilot scheme of using 'To Let' boards to advertise properties with low or no demand, but unfortunately this has not yet generated any direct interest from eligible home seekers.
- 1.9 On occasion, intensive housing management has been required where a number of tenants, often younger and with high support needs, have lived in supported flats in close proximity to each other. The proposed approach is intended to encourage more balanced communities at a local level.

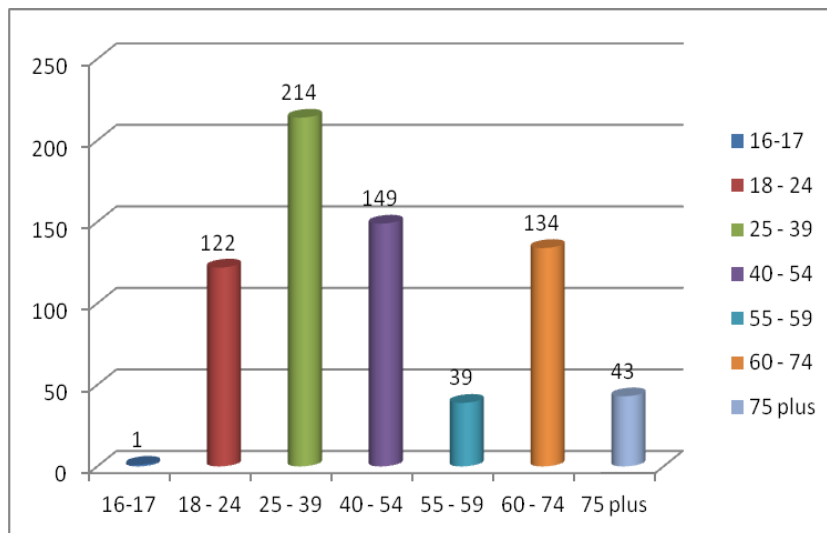
2.0 DEMAND

- 2.1 More than half of our waiting list demand (54%) is for one bedroom properties with a further 35% eligible for two bedroom properties. A breakdown is shown in the table below:



2.2 Our largest cohort, age-wise, is the 25-39 year olds who account for almost one-third of the waiting list. A breakdown is shown in table below. The average age of the main home seeker is 44 years old without a support need and under the current arrangement, they would not be eligible for the supported properties we currently have empty.

2.3 Although 25% of our waiting list are aged 60 years or over, the preference for many is to move to a one or two bedroom bungalow.



3.0 OPTIONS

3.1 There are a number of options available to address the issue of low demand, supported properties as detailed in the table below. Furthermore, the end of the Supporting People funding programme for older persons support in September 2015 provides an opportunity

to remove the requirement to live in a supported / sheltered property to be able to access support from the Older Persons Team.

Ref	Option Detail	Comments
A	Continue to advertise the properties through the sub regional choice based lettings scheme and Home Finder.	This is the 'do nothing' option. We do not expect demand for supported properties to increase and this option will result in homes remaining empty and a reduced income to the council.
B	Remove the designation of 'supported' from all flats and bungalows and allocate all properties on the basis of housing need.	This blanket re-designation would increase the availability of properties to home seekers, particularly those with a housing need, irrespective of age and vulnerability. There would be no preferential access to housing provision for older people.
C	Remove the designation of 'supported' from all flats, and retain the designation of 'supported' for bungalows, specifically for people over the age of 60 years or with a medical need for ground floor accommodation.	The re-designation will increase the availability of properties to home seekers, particularly those with a housing need, and retain a housing provision specifically for older people or people with a medical/mobility need for ground floor accommodation. A local lettings plan will be introduced.
D	Remove the designation of 'supported' properties on a street by street basis where there is no or low demand from eligible home seekers and where there is clear demand for general needs accommodation.	The re-designation will increase the availability of some properties to home seekers, particularly those with a housing need, irrespective of age and vulnerability. It will also retain a housing provision specifically for older people or people with a medical/mobility need for ground floor accommodation. A local lettings plan will be introduced.

3.2 Option D is the preferred option as it enables a street by street approach to be taken and provides the flexibility to remove the designation of 'supported' properties where there is low or no demand, following a period of consultation.

3.3 It is proposed to introduce a local lettings plan for each scheme or area to include a sensitive approach to lettings to ensure we achieve a balanced community based on household type and economic activity, and for the plan to be reviewed and if necessary refreshed after a twelve month period.

4.0 CONSULTATION

- 4.1 Landlords considering changing the designation of properties are expected to consult with existing residents before re-designating the properties. A landlord who did not consult the tenants residing in the properties to be re-designated was referred to the Local Government Ombudsman who concluded there was maladministration by the landlord.
- 4.2 During a workshop on 25 March 2015, the views of the tenant representatives at the Housing Management Working Group were obtained on the allocation of supported properties. Tenants unanimously supported the recommendation to undertake a pilot in two locations and to consult with existing tenants regarding the removal of the 'supported' designation for flats. The two locations are Cherry Tree Court in Moira and Central Avenue, Ibstock. There are currently several empty flats at Cherry Tree Court, and difficulty was recently experienced allocating empty flats at Central Avenue.
- 4.3 The Tenants and Leaseholder Consultation Forum were verbally informed of the outcome of the workshop, and received a report on this proposal at its meeting on 18 May 2015. The Forum supported the approach being proposed (Option D).
- 4.4 Consultation with the tenants at Cherry Tree Court Moira has been undertaken and 83% of residents were in favour of the proposal to remove the 'supported' designation for flats. Details of the comments received are contained in Appendix A.
- 4.5 Consultation with the tenants at Central Avenue Ibstock is due to be completed by the end of May 2015 and a recommended way forward will follow consideration of the outcome of this consultation.

5.0 FINANCIAL IMPLICATIONS

- 5.1 The key financial implication is the rent loss from empty properties. In 2014/15 the total rent loss was £86k for supported properties.
- 5.2 Each supported property attracts a weekly service charge of £0.46p/w or £23.09 per annum and this could no longer be charged if properties were allocated on a general needs basis and the occupants did not require the hard wired lifeline service through to central control 24/7. For Cherry Tree Court the loss of income would be £554.16 per annum (24 properties x £23.09). However, if one empty property was let this amount would be recovered in less than 9 weeks as the gross rent is £63.00 per week. We currently have three long term voids which have a combined total rent loss of £16,000 to date.
- 5.3 If the three properties at Cherry Tree Court are let, the combined annual rental income will be £10,296.

6.0 RECOMMENDATION

- 6.1 If the proposal to redesignate Cherry Tree Court, Moira is approved, the impact will be assessed, and subject to a positive outcome, we will consider the re-designation of other properties at Central Avenue, Ibstock and a range of other locations across the district.

Instead of seeking Cabinet approval for each and every re-designation, it is being proposed that Cabinet delegate authority to the Director of Housing to make these decisions after consulting with tenants and local Members, and in consultation with the Portfolio Holder for Housing.

Cherry Tree Court Consultation

A letter was sent to the 24 residents of Cherry Tree Court on 17 April 2015, informing them that the council was considering changing the designation of the properties and that we would be visiting them on 24 April 2015.

20 of the 24 tenants were seen on 24 April 2015 and one telephoned to provide their comments.

20 (83%) agreed with the proposal to remove the 'supported' designation
 1 (4%) did not agree the proposal to remove the 'supported' designation
 3 (13%) chose not to take part in the consultation

The comments received were:

- Better idea as properties will not stand empty, stop squatters.
- OK with change to general needs. Concerned people will not take the flats due to rubbish and Woulds Court (empty sheltered housing schemes) being empty.
- Can't see why not. Hope the new tenants will look after the properties.
- Undesirables put off decent people from staying in the area.
- That's alright if decent people. The place needs tidying to make it look more presentable.
- Generally the support is not there like it used to be. No problem with proposal
- No objections with the proposal.
- May cause anti-social behaviour problems with noise.
- Doesn't want issues in relation to drug taking in the area.
- No problem with the proposal.
- What will happen with the pull cord system? Should change to fill the empty properties.
- Not bothered if we change them
- Doesn't mind them changing
- Would prefer over 40 years. Afraid younger people will have wild parties, drugs and neighbour problems.
- Would I be able to opt out of support and not pay? Have had noise problems and this could happen again.
- Happy for the properties to be re-designated. It would not affect me unless they were noisy.
- No objections to going general needs. Worried about teenagers moving in.
- No objections.
- Will I lose my support?
- I would like the empty properties to be occupied. It would be nice to see some more residents in the area.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – 16 JUNE 2015**

Title of report	FORMER TENANT RENT ARREARS, CURRENT TENANT RENT ARREARS, COUNCIL TAX, NON DOMESTIC RATES AND SUNDRY DEBTOR WRITE-OFFS
Key Decision	a) Financial No b) Community No
Contacts	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Chief Executive 01530 454500 christine.fisher@nwleicestershire.gov.uk Head of Finance 01530 454520 ray.bowmer@nwleicestershire.gov.uk
Purpose of report	To agree write-offs over £10,000 and receive details of debts written off under delegated powers.
Reason for Decision	To comply with proper accounting practices.
Council Priorities	Value for Money
Implications:	
Financial/Staff	There is no additional financial effect as all the debts are met from the Authority's bad debt provision.
Link to relevant CAT	None
Risk Management	Regular reviews of debts for write off mitigates the risk that the Council's accounts do not reflect the true level of recoverable income. It is also part of an effective arrears management strategy.
Equalities Impact Screening	Not applicable.
Human Rights	None discernible.
Transformational Government	Not applicable.
Comments of Head of Paid Service	The report is satisfactory

Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	None.
Background papers	All papers used in compiling the report contain exempt information under paragraph 3 of Part 1 to Schedule 12A Local Government Act 1972
Recommendations	<p>1. THAT CABINET APPROVES THE WRITE OFFS OVER £10,000 DETAILED IN THIS REPORT.</p> <p>2. THAT CABINET NOTES THE AMOUNTS WRITTEN OFF UNDER DELEGATED POWERS.</p>

1.0 DOUBTFUL DEBT PROVISIONS

1.1 Provision is made in the accounts as follows:

	As at 1 April 2015	Write offs to date (under delegated powers)	Amounts written off over £10,000 approved by Members	Balance Available
Council Tax	£1,576,011.00	£39,869.10	£0.00	£1,536,141.90
Non Domestic Rates	£602,296.00	£5,542.34	£0.00	£596,753.66
Housing Rents	£170,790.00	£2,880.92	£0.00	£167,909.08
Sundry Debtors/Housing Benefit Overpayments	£1,230,487.16	£4,860.22	£0.00	£1,225,626.94

2.0 FORMER TENANT RENT ARREARS

2.1 The amounts written off under delegated powers, in accordance with the thresholds outlined in the write off policy are as follows: 33 cases under £1,000 which amount to £2,880.92. Of these, 30 are uneconomical to pursue (£1,648.76), two which are statute barred (£1,011.11) and one where the tenant is deceased and there is no estate (£221.05). There were no cases put through for a bereavement allowance this period

2.2 There are no Former Tenancy Arrears write-offs over £10,000 for which we seek approval.

3.0 CURRENT TENANT RENT ARREARS

3.1 There are currently no current tenant rent arrears for which we seek approval for write-off. There were no current rent arrears written off under delegated powers.

4.0 COUNCIL TAX

- 4.1 There are currently no council tax debts over £10,000 for which Cabinet's approval for write off is sought.
- 4.2 The amounts written off under delegated powers, in accordance with the thresholds outlined in the write off policy, are as follows: Five cases under £100 which amounts to £367.87. Of these, one is deceased without any assets (£49.71), three cases have absconded (£181.01) and one case is uneconomical to collect (£137.15). There are 56 cases between £100 and £1,000, which amount to £25,046.54. Of these, four are deceased with no assets (£1,873.15), three have severe hardship (£2,053.01), 37 have absconded (£17,033.40), 10 are insolvent (£3,591.62) and two are uneconomical to collect (£495.36). There are seven cases between £1,000 and £10,000 which amount to £14,454.69. Of these, three have absconded (£4,800.50) and four are insolvent (£9,654.19).
- 4.3 The full list of reasons for writing off debt includes:
- Bankruptcy or a Debt Relief Order is in place
 - Deceased – No assets in the estate.
 - Debtor Absconded / No Trace
 - Company in liquidation/dissolved or ceased trading with no assets
 - Severe Hardship and/or Serious health Issues
 - Statute barred i.e. we cannot legally pursue the debt as there has been six years since the debt fell due and no action has been taken to collect the debt.
 - Uneconomical to collect i.e. it is not financially viable to take further action for e.g. due to the low level of the debt, they have gone abroad etc.
- 4.4 Writing off debts is only considered where all appropriate recovery and enforcement measures have been taken, or, where the council are legally prohibited from pursuing the debt.
- 4.5 Each year the council produces a recovery timetable which details the dates on which the statutory Reminders, Final Notices and Summonses are to be despatched. The letters issued are designed to maximise collection by prompting tax payers to pay their missed instalments in a timely manner, thereby avoiding further enforcement action taking place. A leaflet is included with the reminders to explain what happens next should payment not be made.
- 4.6 For all outstanding debt, the council takes the recovery action outlined in the bullet points below:
- If payment is not received by the instalment due date shown on the bill, a reminder notice is issued.
 - If payment is received within seven days the tax payer may continue with their original instalment plan. If they default again within the year, then one further reminder notice is issued. If they do not pay, the following steps are taken.
 - If payment is not received by the date on the reminder notice, a court Summons is issued. The Summons advises them of the date and time that the Council will attend a Magistrates Court hearing to apply for the award of a Liability Order against them.

- Once a Liability Order is obtained, the Council has a number of enforcement options open to them in order to secure payment of the debt.

4.7 Liability Order Action

Once a Liability Order has been obtained each debt is looked at and a decision is made as to the most appropriate course of action to take from the list of available options below. It is only after all of these have been considered and/or pursued that the debt is put forward for write off.

1. Apply to the debtor's employer for an Attachment of Earnings.
2. Apply to the DWP for a deduction from the debtor's benefits
3. Instruct an external enforcement company (bailiffs) to collect the debt on the council's behalf.
4. If the bailiff company are unsuccessful, the Council could commence committal proceedings against the debtor.
5. If the debtor owns their own home a Charging Order could be made against the property.
6. If the debt is over £750, bankruptcy proceedings could be commenced against the debtor.

When considering the final three options on the above list, the Council must always be mindful of the individual circumstances of the debtor and the financial impact on the Council of pursuing each option. Additional costs will be incurred when utilising any of these options.

5.0 NON DOMESTIC RATES (NNDR)

5.1 There are currently four Non Domestic Rate debts over £10,000 which amount to £44,423.77 for which Cabinet's approval for write off is sought. All four of the cases have gone into liquidation (£44,423.77), therefore we cannot legally take any further recovery action against these debts.

5.2 The amounts written off under delegated powers in accordance with the policy thresholds are as follows: There is one case between £1,000 and £10,000 which amounts to £5,542.34 which is uneconomical to collect.

5.3 As with the recovery of Council Tax, for Business Rates, writing off debt is only ever considered as a last resort. Often companies, sole traders or partnerships become insolvent and the Council is prohibited from taking any further action as all of their outstanding debts are included within the Administration, Liquidation or personal bankruptcy.

5.4 The Council follows the same recovery process for Business Rates as for Council Tax. However, once the Council has obtained a Liability Order there are only a limited number of enforcement actions that can legally be pursued. In most cases, where a payment arrangement or contact cannot be made, the Council refers the case to external bailiffs. If they are unsuccessful, the Council then has three further options to consider before putting the debt for write off. These options are:

- Committal (For sole traders and partnerships only)
- Security for Unpaid Rate (this is the equivalent of a Charging Order on a property but this can only be done with the ratepayers agreement)
- Insolvency Proceedings

6.0 SUNDRY DEBTORS (INCLUDES HOUSING BENEFIT OVERPAYMENTS)

- 6.1 There are currently no sundry debtor cases over £10,000 for which Cabinet's approval for write off is sought.
- 6.2 The housing benefit overpayment debt under £100 written off under delegated power in accordance with the policy thresholds are as follows: Five cases under £100 which amount to £250.81. Of these, two are deceased with no assets (£142.75) and two have absconded (£89.56) and one has insufficient recovery data (£18.50). There are two cases between £100 and £1,000 which amount to £670.88. Of these, one has absconded (£498.48) and one is uneconomical to collect (£172.40). There are two cases between £1,000 and £10,000 which amount to £3,938.53. One has a debt relief order (£1,263.89) and the other is deceased with no assets (£2,674.64).
- 6.3 For all outstanding benefit overpayment debt, the council takes the recovery action outlined in the bullet points below:
- An invoice is issued giving 14 days to make payment, or to contact the council.
 - If payment is not received a first Reminder is issued, followed by a second reminder two to three weeks later.
 - If payment is not received a 'CIS' (DWP database) check is carried out to assess if an attachment of benefit is appropriate. If benefit cannot be attached the account is sent to an external bailiffs collection team with no cost to the Council. However, they have no powers to enforce the debt at this stage only to collect it.
 - If the cases are returned, each case is checked and a decision is made as to whether it is appropriate to start legal proceedings in the County Court.
 - If judgement is obtained in the County Court, the following enforcement options are available to consider:-
 1. Attachments of Earnings (deduction of customer's wages, at source by employer)
 2. Warrants Control (the use of County Court Bailiff, or High Court Sheriff)
 3. Third Party Debt Orders (Utilises the customer's bank account to extract payment)
 4. Charging Order (the debt is secured on the customer's house)
 5. Insolvency (petition for bankruptcy)

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 16 JUNE 2015

Report Title	2014/15 QUARTER 4 PERFORMANCE MANAGEMENT REPORT AND END OF YEAR SUMMARY
Key Decision	a) Financial - No b) Community - No
Contacts	Chief Executive 01530 454500 christine.fisher@nwleicestershire.gov.uk Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk Director of Housing 01530 454819 glyn.jones@nwleicestershire.gov.uk
Purpose of report	The report provides members of the Cabinet with information on the performance and progress made against the Council Delivery Plan actions and performance indicators for Quarter 4 (Q4) (January - March). Also included is progress on how the Council is managing its corporate risks.
Reason for Decision	The report is provided for members to effectively monitor the organisation's performance.
Council Priorities	The report addresses performance against each of the Council's four priorities for 2014/15
Implications	
Financial/Staff	The report contains summary performance data on staff management & financial information.
Link to relevant CAT	The report links to the work of all Corporate Action Teams.
Risk Management	Risk management is applicable to all areas of the Council's statutory duties and service provision. Any relevant risks relating to actions set out in the Council Delivery Plan are managed through the Corporate Risk Register.
Human Rights	No direct implications.
Transformational Government	No direct implications

Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	Corporate Management Team
Background papers	Council Delivery Plan 2014/15
Recommendations	THAT CABINET RECEIVES AND COMMENTS ON THE QUARTER 4 PERFORMANCE REPORT (JANUARY – MARCH 2015).

PERFORMANCE SUMMARY FOR QUARTER 4

1 Introduction

This report sets out the performance of the Council's key frontline services, progress against Council Delivery Plan priority actions, performance indicators, finance and sickness absence management.

2 Council priorities and links to key frontline services

The Council's key frontline services are linked to the Council's four priorities as follows

Front line Service	Value for Money	Business & Jobs	Homes & Communities	Green Footprints
Leisure	✓		✓	✓
Housing	✓	✓	✓	✓
Revenues and Benefits	✓			
Refuse and Recycling	✓	✓	✓	✓
Development Control	✓	✓	✓	✓
Environmental Health	✓	✓	✓	

The detailed evidence and statistics of the Council's performance for Quarter 4 is included in Appendix 1.

2.1 Leisure Centres

In quarter 4 the fitness membership income target has been significantly exceeded due to the use of effective promotions and retention techniques, as well as a focus on Corporate Memberships. Monthly membership income in this last quarter exceeded £70,000 for the first time and broke the 3,000 member mark. This has contributed to an increase of almost £60,000 compared to 2013/14, from £845,000 to £903,500.

The annual customer satisfaction levels were also reported in quarter 4 and have increased this year with 11 out of 16 measures improving at Hood Park and 14 out of 16 measures improving at Hermitage. The largest increases came from improvements to communication through social media and catering services with staff welcome and friendliness remaining consistently high.

End of Year Summary

The estimated financial out turn for the year is set to show a reduction in the Net Cost of Service for the 7th consecutive year from £711,305 in 2008/09 to approximately £307,645 in 2014/15 (excluding a technical adjustment for Learn To Swim direct debit payments). This continued reduction has been achieved with minimal price increases across key activities including health and fitness (which saw memberships rise to over 3,000 and £70,000 per month), and alongside inflationary increases to staffing, supplies and services. The budget for 2014/15 for leisure centres is however forecast to be exceeded due to a number of factors. The launch of the new Swim Academy with a parental web access included a change from quarterly to monthly direct debits resulting in a £83,000 technical adjustment in income from one financial year to the next. In addition to this, outdoor swimming income at Hood Park LC was £13,000 lower than forecast due to a relatively poor summer weather wise and the Hermitage Recreation Ground pitch was closed for 2 months during the £150,000 3G refurbishment. Following this refurbishment cheaper priced junior club bookings have also far exceeded adult bookings.

2.2 Housing Services

The Decent homes programme for 2014-15 consisted of undertaking improvement works to 1,849 properties to achieve full decency across the whole of the Council's housing stock by 31 March 2015. In total 174 tenants refused works, primarily on the basis of age and/or health. These have been appropriately documented and as a consequence can be discounted. 100% decency was therefore achieved to target, and to the satisfaction of the Homes & Communities Agency which funded most of the work.

Work to reduce the number of vacant Council properties continued to pay dividends, with a reduction of 32 void properties in the quarter, although there continued to be a high number of new properties becoming empty. After a poor start to the year, the overall number of vacant properties has reduced from 270 at the end of quarter 1, to 198 at year end (includes all voids).

Satisfaction with the Housing Management Service was assessed through a text survey completed in Q4. A total of 769 text messages were sent with a response rate of 78 (10%). The overall satisfaction with the Housing Management Service was 80%. The Housing Management Working Group members have agreed for more specific service related satisfaction text surveys to be undertaken during 2015/16.

The HomeGuide system went live in mid-February, providing customers with a 24/7 web-based, self-service housing options advice facility. It is currently optional, however, the intention is that it will be a mandatory requirement for all housing applicants (other than emergency cases or those who need help with IT access) to register and follow the advice

before making an appointment with an advisor. This will enable more people to self serve, freeing up valuable officer time to dedicate to the more vulnerable/complex cases who need expert assistance. During March, 5 of the 95 requests for housing advice (5%) took up the option to register on HomeGuide.

The housing department has been progressing our desired approach to new build council housing. Support was obtained from Housing Quality Network, recognised housing industry experts, in assessing the different options open to the council to increase stock through new build and/or acquisitions. A report outlining the available options, including possible ways forward with the sites of de-commissioned sheltered housing schemes and garages, was produced in quarter four, and recommendations will be presented to Members for approval in the new financial year. With Acquisitions and Disposals Policies also being approved, the council has a good platform from which to go forward.

End of Year Summary

Looking back over the whole year, the Decent Homes Improvement Programme was completed on target and on budget. 3771 tenants' homes were made Decent over three years of the programme, accessing £19.5million of Government Decent Homes Backlog Funding Grant and £7.5m of council monies. Improvements included:

- kitchens to 2,094 homes
- bathrooms to 1,584 homes
- new heating systems to 1,031 homes
- full electrical rewiring to 574 homes
- new roofs to 452 homes
- new doors or windows to 3,188 homes.

The Green and Decent Pilot Programme was launched in September 2014 and four different types of cutting edge, renewable technologies have been installed across 12 properties to provide low cost, energy efficient ways of heating tenants' homes.

The average time taken to re-let empty properties was 56 days so constitutes an area where performance needs to improve in 2015/16. We were more successful in reducing the number of void properties, with the number of re-let properties requiring minor works coming down from 135 at the end of the second quarter to 78, which brought us in line with the HRA business plan assumptions. We had 789 applicants on the Housing Register at the end of 2014/15, having let 389 homes over the course of the year.

The challenges of Welfare Reform changes were addressed and rent arrears recovery performance exceeded target with arrears as a percentage of gross debit being 2.01% against a target of 2.13%. This meant an additional £27k of income over target level, and outstanding arrears of £341k from an annual rental debit of £17m. In terms of benchmarking with other local authorities, this puts us between the median and upper quartile bracket.

Mobile Working for our repairs operatives was successfully introduced, with operatives now receiving job orders, and ordering materials, through tablet devices. Tenants are able to complete an electronic satisfaction survey immediately after the work has been completed, so we can now obtain more, and quicker, feedback from our customers. Overall, mobile working has heralded a much more flexible and efficient allocation of repair works to the team and a simplified reporting and appointment making process for customers.

2.3 Revenues & Benefits

The staffing structure was completed in quarter 4 without impacting on service delivery. Ongoing savings of over £100,000 per year have already been identified with further non-staffing savings to follow.

End of Year Summary

Processing times for Benefits continue to be within target. The proportion of Council Tax collected (97.6%) is slightly below target (97.8%) representing a good performance as a less generous Council Tax Support Scheme (LCTS) was introduced from 1 April 2014.

National Non Domestic Rate collection was on target at 99%.

Pro-active fraud work has seen a significant increase of new debts being raised each month. This has impacted on the collection rate for Housing Benefit overpayments. New processes have been introduced and access to employment information has improved which is helping the team to attach earnings in order to collect debts.

The service saw a busy year with the outputs of a whole service review beginning to deliver efficiencies. Significant changes have been seen across the Partnership from a cultural, operational and process perspective, with a continuous programme of change planned moving forwards. Performance is pleasing with Benefits processing targets all being met and seeing an increase in outturn from the previous year. Particular mention should be made to former years Business Rates arrears collection which reduced by 65% with a value attached of £1.084 m, together with in year Business Rate collection yielding £48.8m (99%) and whilst Council Tax Collection is 0.2% below target, there has been a 0.2 increase in collection from the previous year's outturn which is a positive measure given the changes to the LCTS scheme. Approval has been given to ensure reminders are issued earlier in the month, to minimise the impact of residents paying over 12 monthly instalments instead of 10, maximise cash flow and to assist residents before debts become too large.

The service will now see the new structure as a priority work area to develop and enhance staff skills, to then allow non staffing efficiencies to be realised and additional income streams generated with an aim to further build on the positive outturn of 2014/15.

2.4 Refuse & Recycling

Q4 was a busy quarter for Waste with the usual increased tonnages of recycling and residual waste following Christmas and New Year, fortunately the weather was fairly mild which assisted crews in delivering services with minimal delay or disruption. Installation also commenced on the new Material Sorting Technology in preparation for commencement in quarter 1 2015/16. Trade waste contracts increased from 702 to 706 and internal preparations commenced for implementation of new Direct Debit payment system.

Also in quarter 4 the new waste management software began its trial implementation, tablets are now being used by drivers to complete service requests for container deliveries/repairs and genuine missed bin reports, tablets are due to be issued to recycling drivers by the end of April and refuse drivers by the end June. The full operational benefits will be realised and quantified in 15/16 quarter 2 following implementation whereby residents will see a swifter response to service requests including receiving replacement containers, repairs to bins and collection of missed bins.

End of Year Summary

The service has exceeded its recycling target of 46% of household waste and this has been reflected in recycling income from sale of materials exceeding its target by £86,000. Operational expenditure has remained within budget.

Recycling income has exceeded the budget forecast also as a result of a new plastics and cans contract agreed in August 2014. Tonnage collected is consistent with annual projections.

An extra 708 new homes have been added to the collection rounds in 2014/15 whilst achieving a 93.5% overall satisfaction rating from a Customer Survey. 46.3% of household waste was recycled, recycling income exceeded target by 7.8% and totalled £1.186million with the re-let of the plastics and cans contract achieving an additional £25,000 in income. Trade waste also continued its year on year increase in business contracts to over 700 at the end of 2014/15 and exceeding budget by nearly £10,000 and in 2015/16 a new Direct Debit easy payment option will also be introduced. The first year of the implementation of the new Waste Policy led to a reduction in returns to missed bins of 23% and no new 2nd green bins being allocated both reducing costs to the service. Street cleansing removed 780 tonnes of street sweepings and 393 tonnes of litter whilst over 9 tonnes of litter equivalent to over 1,000 sacks of waste were removed from the verge and lay-bys of the A42 alone. Car parks were resurfaced at Coalville Market Hall and London Road, Coalville on time and within budget. Two major capital projects are also underway with the development of a new Waste Transfer Station at Linden Way Depot in partnership with Leicestershire County Council and a new material sorting plant to separate plastics, steel and aluminium which will lead to increased income from sale of materials. South Street car park Ashby and Silver Street Whitwick Car Parks will also be resurfaced during 15/16.

2.5 Development Control

Following the recruitment of an additional person to Planning Support, the performance on processing of minor applications improved in March (76.47%) and to the end of Period 12 is now at 56.00% (was 54.46% to end of Period 11). Analysis of this category continues to show that, unusually, a number of applications for residential development were subject to S106 Agreements. This was, in the main, due to the need to secure contributions to the River Mease Special Area of Conservation. A new process is being implemented, including bringing the start of negotiations forward to when the application is registered as valid, together with more active monitoring of the progress of agreements by Planning, in particular once they have been agreed in principle with the applicant, to ensure the completion of S106 agreements in a more timely manner. A number of minor residential applications were also reported to Planning Committee where objections had been raised to the proposals leading to some delay in the final decision.

End of Year Summary

Planning fee income to the end of Period 12 was approximately £1,349,000 against an overall budget of £550,000 and therefore, as previously reported, fee income will more than significantly exceed budget for 2014-15.

Overall, the Planning team has had a very successful year. Performance against targets to decide planning applications on time has improved, and in March 2015 the targets in all three categories were met. The team has been strengthened to ensure that excellent performance continues into the future.

More than 400 homes were granted planning permission (with more than 3,000 more on the way), and this has helped us to establish a five year supply of housing land, re-gaining control over where new development happens.

Over £12.6 million of Section 106 funding was secured from new planning permissions, to provide the infrastructure to support new development, including roads, schools, and a range of other facilities.

2.6 Environmental Health

End of Year Summary

Overall customer demand for the pest control treatments increased by 14% in 2014/15 compared to 2013/14. Of the treatment services provided rodents saw the highest percentage increase rising from 401 to 516 (29%). This work has contributed to the effective control of rodent population within the district.

A programme of food hygiene inspections was completed in March with all 55 high risk establishments being inspected and 431 of the 435 inspections within the whole programme being delivered. As a result of the advice and enforcement carried out by the Environmental health safety team the number of food businesses compliant with hygiene law has increased significantly during 2014/15 from 663 to 718. The work has contributed to ensuring that food is safe to eat.

An enhanced level of support was provided to 29 food establishments all of which were failing to comply with food hygiene law. Frequent visits were made to each of the establishments. Nine of the 29 establishments ceased trading throughout the year. On 31 March 2015, 18 of the 20 remaining establishments were broadly compliant with food hygiene law. The remaining two businesses will continue to receive support. In the event that a failing business does not make satisfactory progress towards achieving legal compliance, we will take appropriate enforcement action to secure compliance.

The enhanced advice and assistance provided to the non-compliant businesses has enabled them to become compliant and to sustain at least a satisfactory standard of hygiene, which helps the businesses and protects the public.

A programme of taxi vehicle inspections was carried out with almost 350 checks made. 65% of vehicles inspected passed the test first time, this compares with 64% the previous year. All vehicles failing a test must pass a re-test before a licence is renewed.

Customer satisfaction with the inspection services was assessed by leaving paper surveys with businesses at the time of the inspection and by using an online survey. 100% (All 80) businesses that completed the survey said that they would describe their relationship with Environmental health as being good and said that they were satisfied with the service received.

The Environmental Health service continues to facilitate business growth through the provision of face to face advice to business and by signposting businesses to other support available through the LLEP business gateway (growth hub).

2.7 Supporting evidence and statistics - Appendix 1

Appendix 1 sets out the following items:

- Progress against Council key front line services

- Progress against Business & Jobs priority
- Progress against remaining priorities
- Finance
- Management of Absence

Status definitions used in Appendix 1



Performance on track (milestones) or performance on or above target (PI's)



Performance under control (milestones)



Performance failing (milestones) or performance below target (PIs)

3 Council Delivery Plan

Appendix 2 sets out progress for the remainder of the Council Delivery Plan for quarter 4.

3.1 Business & Jobs Priority

End of Year Summary

The Local Growth Plan has been agreed, and a Local Growth Plan fund of £500,000 has been established to deliver it's the key priorities. This fund has already received calls on it, including support for further development of Conkers in the form of a new zip wire attraction.

The Enterprising North West Leicestershire fund has also been established, again with a total value of £500,000, and this has generated a lot of interest from local small and medium sized businesses that are looking to invest to grow. A full bidding process is being conducted and it is expected that businesses will start spending the grant money during the 2015/16 financial year.

The Coalville Shopfronts Improvement Programme has been launched, which is a match-funded grant to restore historic shop fronts along the majority of Hotel Street and High Street in Coalville. With a total value of £225,000 available for grants, this represents a substantial investment in the Coalville Conservation Area. To date, more than half of the eligible property owners have expressed a strong interest. It is expected that the property owners will spend the grant money during the 2015/16 financial year.

£228,000 has been committed to Coalville Market, including internal improvements to the building itself, replacement toilets, and improvements to the public realm surrounding the market itself. The market forecourt has hosted a number of events including farmers' markets.

Input has been provided to numerous LLEP Sector Growth Plan Steering Groups, to guide the plans to stimulate growth in Advanced Manufacturing, Food & Drink, and Logistics. The intention is to capitalise on the district's strengths that already exist in these sectors, generating additional wealth and employment.

A number of business breakfast events have taken place with speakers on subjects as diverse as superfast broadband and pension auto-enrolment, across the district to enable as many local businesses to access the meetings as possible. These have been universally well received

Local businesses continue to receive support and advice, in partnership with partner agencies including the LLEP which has launched the LLEP Business Gateway. Overall, the team has launched three substantial investment programmes to help a range of local businesses to grow, thrive and generate extra employment. These will all come to fruition during the 2015/16 year. Investment in Coalville Market will ensure its continued success. Three business breakfast events were held during the last year.

3.2 Progress against remaining CDP priorities.

Value for Money – In the first half of 2014/15, customer satisfaction surveying was undertaken at the customer service desks between the officer and customer. This often happened only when the transaction was positive in nature and therefore generally resulting in a high score. This methodology meant that feedback from customers who might have received a negative experience was never picked up and therefore no information to improve and develop the service based on customer feedback.

In the second half of the year, the methodology was changed by using the standpoint machine located in the reception area. This allowed customers to complete a survey without officer influence. Whilst this method has provided helpful feedback for improving and developing our service, the sample size has been generally low throughout the year.

In 2015/16, both reception staff and customer service officers have been briefed to be more proactive in engaging customers for their feedback. It is expected that the sample size will be much improved providing feedback to improve and develop our service area.

Improving the Customer Experience – ICE

The first phase of the ICE Programme has been completed. The new waste management system has started to be introduced, which will allow the Customer Services team to process routine waste requests such as replacement recycling containers or bulky waste collection through a single, integrated system. This will reduce the amount of time customers spend on the phone as well as generating projected cost savings of £26,000 per annum with return on investment in 4 years.

There are currently 44 self service options available on the website being used by both customers and staff, with approximately 70 submissions per day being received. This is expected to generate cost savings of £40,000 per annum of which £11,000 has already been achieved.

Planning for the second phase of ICE is complete with projects focusing on staff and customer communication to drive channel shift across all services, giving customers a wider range of self-service options.

End of Year Report 2014/15

A more detailed end of year report for 2014/15 will be presented to Cabinet in July 2015.

4 Financial management update

The General Fund outturn is projected to be £1.172m under budget. This is because of a combination of increased income locally (Planning Fees £799k and Recycling Income £86k) and savings from internal efficiencies (Salaries - £115k, lower business rates for the council offices - £72k). The 2015-16 Revenue Budget report received by Cabinet on 11 February 2015 explained that resources from the underspending would increase the General fund balance to around £2.4m. This cabinet was made aware for this to be kept at

a higher level than it has been historically due to future risks. More details will be provided when the Provisional Outturn report is presented to Cabinet in July.

The outturn position could still change significantly particularly as local authorities now share the benefit of additional business rates with Central Government. Any reductions in business rates including closures and rating appeals are also shared locally. The projected outturn currently assumes no increase or decrease in business rates income for 2014/15 and the level of income will be finalised as part of the closure of accounts process.

The forecast overspend on the Housing Revenue Account was previously £523k, mostly as a result of reduced rental income because of an increase in empty properties compared with the budget and an accounting adjustment of £492k due to a change in method of valuation of HRA garages. The valuation adjustment requires the establishment of a reserve rather than a cash transaction. However, significant progress was made on reducing the number of empty properties and due to savings achieved across the housing department, in particular on the capital programme, it is now estimated that there will be a small surplus on the Housing Revenue Account.

Detailed figures are available in appendix 3.

5 Sickness absence management update

The corporate sickness level was 8.14 days per fte at the end of 2014/15 against a target of 7.4 fte. The out-turn rate achieved in 2013/14 was 7.36 days per fte.

The data in the Appendix shows the detail of the days lost by work area, and the departmental breakdown between long and short term absence (long-term absence is defined as any period of absence in excess of 10 working days).

Long-term instances of absence are closely managed by managers with Occupational Health interventions as appropriate.

Comparative analysis has shown that the split between long and short term absences has remained fairly similar over the last two years. In 2013/14 59% of days lost were due to long term absence, and in 2014/15 it rose slightly to 60%.

The key increases in sickness have been in the Housing, Finance and Community Services areas, with a notable improvement in the sickness rate in the Planning service.

Detailed figures are available in appendix 4.

6 Corporate Risk Register

The updated Corporate Risk Register is attached at Appendix 5. The Council's Risk Management Scrutiny Group reviewed this and recommended only minor changes which the Corporate Management Team agreed at its meeting on 28 April 2015. The review included consideration of the Community Risk Register which the Leicestershire Local Resilience Forum oversees and the Council's own Service Risk Registers. Whilst no new risks were added to the Register an emerging risk relating to the storage of data was identified. This risk is currently being evaluated and may be added when the register is updated for Q1 of 2015/16 and reported to Cabinet in July 2015. The Council's Corporate Risks have been included in the Performance Reports for Cabinet since Quarter 2 2014/15 and taken through the Audit and Governance Committee every quarter.

An Internal Audit of Risk Management conducted during the year gave the highest level of assurance for our Risk Management procedures.

The Service Risk Registers were robustly challenged by the Corporate Risk Scrutiny Group as part of the 2015/16 Team Business Planning process and the Corporate Risks were reviewed in Quarter 4 to ensure wider Community Risks were covered and that any Service Risks were escalated to Corporate Risks if appropriate.

APPENDIX 1

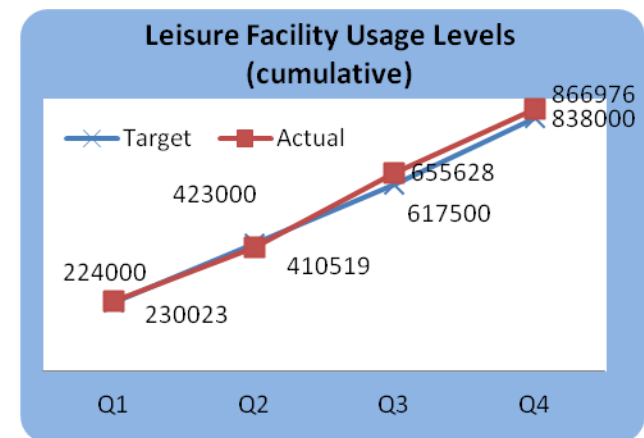
2 PERFORMANCE DASHBOARD – LEISURE CENTRES

Progress against milestones			Progress against Performance Indicators		
2 😊 Green	0 😐 Amber	0 ☹️ Red	3 😊 Green	0 😐 Amber	1 ☹️ Red

Budgeted Cost to provide service	£749,610	Total FTE's	89.25	Complaints received	17
Forecasted cost to provide service	£815,390	Total days lost to sickness	89.38(302.23)*	Compliments received	22

* days lost cumulatively 2014/15

- customer satisfaction levels at both leisure centres are above average with significant improvements being made in e-comm's, especially the use of Facebook and Twitter. Improvement has also been made in the catering offer at both sites, including perceived value for money.
- Usage has exceeded target due to an increase in the number of health and fitness members, an increase in the number of children on the Swim Academy, an increase in Club Activ8 usage, an increase in usage at the Hermitage Recreation Ground following the 3G pitch refurbishment, and most significantly, an increase in the number of events being held at the centres. New events for 2014/15 included a Vintage Food Fair, a Craft Fair, a Guildhall Fair and Dickinson's Real Deal.



Performance Indicators	Q4 Target	Q4 Actual	Status
Leisure Centre Membership income	£222,600	£232,744 (est)	😊
Leisure Facility Usage Levels (cumulative)	838,000	866,976 (est)	😊
Level of NWLDC subsidy to Hermitage and Hood Park Leisure Centres	£396,230	£508,326 (est)	☹️

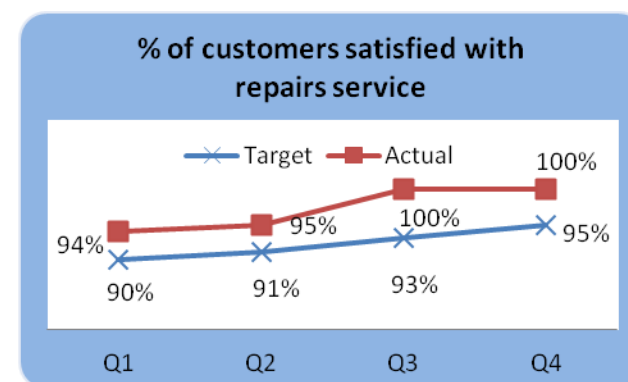
2 PERFORMANCE DASHBOARD – HOUSING

Progress against milestones			Progress against Performance Indicators		
7 😊 Green	1 😐 Amber	0 😞 Red	7 😊 Green	1 😐 Amber	0 😞 Red

Budgeted Cost to provide service	£746,000	Total FTE's	102.59	Complaints received	51
Forecasted cost to provide service	£1,268,000	Total days lost to sickness	263.69(1072.04)*	Compliments received	20

* days lost cumulatively 2014/15

- The rent arrears target was exceeded in March by 0.12%. This has been achieved by the continued prioritisation of rent arrears collection, including support and assistance for tenants to receive financial advice.
- The stand alone performance on average re-let times for March was 48 days, an improvement of 22 days compared with the performance in October. Since the end of Q1, the overall number of active voids has reduced by 26%, or 72 properties. In addition to this, the number of long term voids that were out of debit and for which there was demand on the Housing Register, has reduced from 27 to 12 during the same period.
- All customers responding to satisfaction survey indicated that they were either very satisfied or satisfied with the overall service, the quality of work and the fact that the finished adaptation had met their needs and expectations.



Performance Indicators	Q4 Target	Q4 Actual	Status
% rent arrears of current tenants	2.13%	2.01%	😊
Total arrears for current tenants £	£368,768	£341,217	😊
% tenants satisfied with the allocation and lettings process – See Appendix 2	90%	97%	😊
Average re-let times (days) – See appendix 2	35 days	56 days	😐
Percentage of customers satisfied with responsive repairs	95%	100%	😊
Percentage of customers satisfied with DHIP programme	95%	96%	😊

Performance Indicators	Q4 Target	Q4 Actual	Status
Percentage of Homeguide users who find the service easy to use	70%	80%	😊
Number of affordable homes delivered (Quarterly – Cumulative target 110) – Monitored at year end	100	117	😊

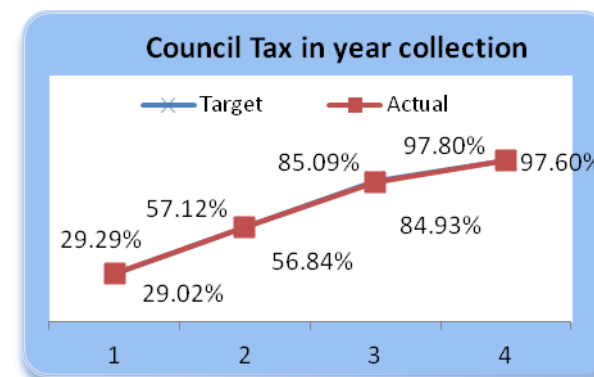
2 PERFORMANCE DASHBOARD – REVENUES & BENEFITS

Progress against milestones			Progress against Performance Indicators		
1 😊 Green	0 😐 Amber	0 ☹️ Red	4 😊 Green	1 😐 Amber	1 ☹️ Red

Budgeted Cost to provide service	£337,720	Total FTE's	26.89	Complaints received	6
Forecasted cost to provide service	£321,460	Total days lost to sickness	74.55 (223.62)*	Compliments received	3

* days lost cumulatively 2014/15

- There has been significant amount of new debt raised each month due to proactive fraud work being undertaken and the introduction of the Governments new 'real time' earnings matches. This impacts on the collection rate. HB overpayment debt is difficult to collect as most of the people affected are often on low incomes and/or are in hardship. New processes have been introduced and access to employment information has improved, which is helping us to attach earnings in order to collect debts. This collection rate is based on debt within R & B and corporate debtor systems



Performance Indicators	Q4 Target	Q4 Actual	Status
Benefits Right Time Performance Indicator	11 days	8.7 days	😊
Benefits New Claims	19 days	16 days	😊
Benefits Change Events	9 days	6.7 days	😊
Council Tax in year collection rate	97.8%	97.6%	😐
Non-domestic rates in year collection rate	99%	99%	😊
HB overpayments recovered	40%	34.3%	☹️

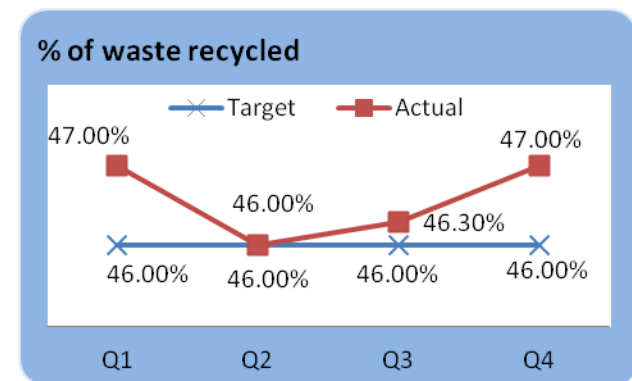
2 PERFORMANCE DASHBOARD – REFUSE & RECYCLING

Progress against milestones			Progress against Performance Indicators		
2 😊 Green	1 😐 Amber	0 ☹️ Red	4 😊 Green	0 😐 Amber	0 ☹️ Red

Budgeted Cost to provide service	£1,635,990	Total FTE's	75.77	Complaints received	3
Forecasted cost to provide service	£1,481,200	Total days lost to sickness	268.99 (868.72)*	Compliments received	11

* days lost cumulatively 2014/15

- Sorting technology construction complete. Live testing and commissioning will take place throughout March and into Q1 2015/16
- Following a customer satisfaction survey, a press release has been issued highlighting the consistently high performance of the waste services.



Performance Indicators	Q4 Target	Q4 Actual	Status
Income from sale of recyclables (cumulative)	£1,100,000	£1,198,000	😊
% of waste recycled	46%	47%	😊
Kgs of waste sent to landfill	518 kg	516kg	😊

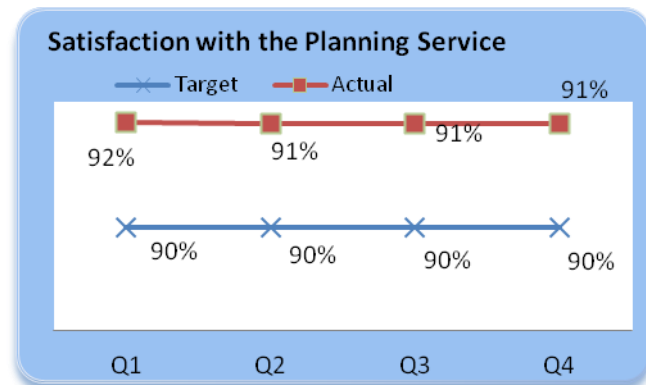
2 PERFORMANCE DASHBOARD - DEVELOPMENT CONTROL

Progress against milestones			Progress against Performance Indicators		
2 😊 Green	1 😐 Amber	0 😞 Red	3 😊 Green	0 😐 Amber	1 😞 Red

* Days lost cumulatively 2015/15







Budgeted Cost to provide service	£56,640	Total FTE's	12.2	Complaints received	3
Forecasted cost to provide service	£-665,920	Total days lost to sickness	5.8 (15.4)*	Compliments received	1

- Performance on 157a is now be reported to take into account the Governments Improving Planning Performance – Criteria for designation (special measures) which allows applications determined with extension of time agreements to be included in the 13 week figures.



Performance Indicators	Q4 Target	Q4 Actual	Status
Percentage of customers very satisfied or satisfied with the Planning Service	90%	91%	😊
Percentage of major planning applications processed within 13 weeks	60%	100%	😊
Percentage of planning applications determined within 8 weeks for minor applications	65%	56%	😞
Percentage of planning applications determined within 8 weeks for other applications	80%	88%	😊

2 PERFORMANCE DASHBOARD - ENVIRONMENTAL HEALTH



Progress against milestones			Progress against Performance Indicators		
3  Green	0  Amber	0  Red	3  Green	0  Amber	0  Red

Budgeted Cost to provide service	£354,950	Total FTE's	13.79	Complaints received	0
Forecasted cost to provide service	£284,615	Total days lost to sickness	9.77(15.27)*	Compliments received	0

* days lost cumulatively 2014/15




- A programme of support has been provided to 29 food establishments which were failing to comply with food hygiene law. During the support programme 9 of the 29 businesses ceased trading. 18 of the remaining 20 businesses became compliant with food hygiene law. Work will continue with the remaining 2 non compliant businesses
- The number of establishments achieving a rating of 3 (Generally satisfactory) or higher (Good, Very Good) increased from 663 to 718 during 2014/15.
- The number of establishments still requiring improvement reduced from 56 to 46 during 2014/15.

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Performance Indicators	Q4 Target	Q4 Actual	Status
Proportion of programmed food hygiene inspections carried out	96%	99%	
Number of food establishments rated as 3 (satisfactory) or higher using the national food hygiene rating scheme	670	718	

APPENDIX 2

3 COUNCIL DELIVERY PLAN - BUSINESS & JOBS PRIORITY






Progress against milestones			Progress against Performance Indicators		
2  Green	0  Amber	0  Red	2  Green	0  Amber	0  Red

- Traders have their own Coalville Market Traders twitter account. A social media training session has been set up for 10th April 2015 for all interested traders. All traders visited by Communications Officer to encourage interest. 9 traders registered.
- Coalville Market Rent Income - Forecast reduced by £11k (from £22,000 at period 3 to £11,000). This forecast has been based on the actual income to period 11 in 2014/15.
- 23 businesses assisted in March 2015. 34 businesses assisted in quarter 4 with advice and guidance ranging from where grant funding can be accessed to helping to find suitable premises for businesses to operate from.

Performance Indicators	Q4 Target	Q4 Actual	Status
Increase in number of permanent traders attending coalville market	2	4	
Average monthly footfall figures at market	N/A Baselineing	1400*	N/A





*Footfall figures are indicative only. The counting takes place at the same time each month for a period of 1 week only. These monthly figures have been extrapolated and averaged out to give an indication of market usage across the month.

3 PROGRESS AGAINST REMAINING CDP PRIORITIES

Progress against milestones			Progress against Performance Indicators		
1  Green	0  Amber	0  Red	4  Green	0  Amber	3  Red

- The small grants programme commenced later in the year than originally planned. However since its launch in quarter 3 we have received 15 applications, 9 of which have been successful.
- Achievement for the year 2014/15 in relation to calls answered in 30 seconds was 59% against a target of 65%. Whilst a hit was expected in March 2015 due to annual billing, this KPI has been a challenge throughout the year. Developments within ICE2 will allow for faster, more efficient call handling in 2015/16 and this particular KPI will remain for management information. New KPIs for 2015/16 focus much more on quality such as call quality scores which also provides valuable feedback to support staff training and development. A recent and popular indicator in many call centre environments is ‘first time resolution’. Further research is currently being conducted to understand how this is measured and how it may be applied within our setting and benchmarked.

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Performance Indicators	Q4 Target	Q4 Actual	Status
Proportion of customers satisfied with the quality of face to face contact with Customer Services	90%	82%	
Proportion of customers satisfied with the quality of telephone contact with Customer Services	90%	100%	
Percentage of calls answered	78%	78%	
Percentage of calls abandoned	22%	21%	

Calls answered within 30 seconds	65%	59%	
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APPENDIX 3

4 FINANCE UPDATE

This section sets out the projected financial position of the Council for the year ending 31 March 2015. The Council set its Revenue Budget at £10.546m on 25 February 2014.

General Fund – Summary of Net Expenditure	ORIGINAL BUDGET NET £ 000	FORECAST OUTTURN NET £ 000	FORECAST VARIANCE NET £ 000
AMOUNT TO BE MET FROM GOVERNMENT GRANT AND COUNCIL TAX (Budget Requirement).	10,546	9,374	(1,172)

Special Expenses – Summary of Net Expenditure	ORIGINAL BUDGET NET £ 000	FORECAST OUTTURN NET £ 000	FORECAST VARIANCE NET £ 000
AMOUNT TO BE MET FROM GOVERNMENT GRANT AND COUNCIL TAX (Budget Requirement).	686	669	(17)

HRA SUMMARY	ORIGINAL BUDGET NET £ 000	FORECAST OUTTURN NET £ 000	FORECAST VARIANCE NET £ 000
Net cost of service (Total rent income less total expenditure)	746	1,268	522

Capital Expenditure	General Fund £ 000	Special Expenses £	HRA £ 000	Total
Approved/ *Revised Budget for the Year	2,294	202	19,394	21,890
C/F from 2013/14	323	13	0	336
Approved projects in year	144	6	0	150
Slippage Identified in Year	-271	0	0	-271
Total budget for 2014/15	2,490	221	19,394	22,105
Likely outturn for 2014/15 (provisional)	2,287	76	17,488	19,851

Comments on General Fund Variances

Planning Income and Recycling income is forecast to be £799k and £86k respectively above budget

Investment Income is forecast to be £48k over budget mainly due longer term investments yielding higher interest than forecasted

Salaries are forecast to be underspent around £115k

Comments on Special Expenses Variances

Burial and Monument fees of around is forecast to be £21k over budget offset by reduced income on pitch lettings £3k

Comments on HRA Variances

Reduced forecast rent income of £ 256k due to increased void levels, and reduced stock levels compared to budget.

Adverse Valuation adjustment of £492k due to a change in method of valuation of HRA garages

Comments on Capital Programme

66 General Fund capital programmes is slightly under spend due to DFG work being carried forward

Special Expenses – Couple of Programmes have moved to the next financial year (Owen Street Changing rooms and Footway and Drainage Improvements at Urban Forest Park)

Decent Homes backlog works – Forecast under spend £492k. This mainly relates to tenant refusals where the works will now be carried out in future years either when the tenant changes their mind or when the property becomes vacant.

Housing Planned Investment Programme (HPIP) works – Forecast under spend £610k. This largely relates to forecast slippage of £442k from 2013/14 no longer required for HPIP works and other works no longer required.

Other works – Forecast under spend £804k. This mainly relates to Insulation works (£600k) and Garage modernisation works (£100k) now being carried out in future years. Note that the budget for insulation works has now reduced to £250k in 2015/16

APPENDIX 4

5 MANAGEMENT OF ABSENCE

Quarter 1	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
Sickness days lost	0 – Long 2.24 - Short	273.77 - Long 112.16 - Short	50 - Long 68.31 - Short	125 - Long 85.9 - Short	21.5 - Long 51.43 – Short	0 - Long 12.1 - Short	470.27 - Long 332.14 - Short
Total days lost in qtr	2.24	385.93	118.31	210.9	72.93	12.1	802.41
Number of FTE's	16.02	204.66	60.34	100.09	58.13	26.05	465.29
Average Cumulative no of days lost per FTE	0.14 days	1.89 days	1.96 days	2.11 days	1.25 days	0.46 days	1.72 days

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Quarter 2	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
Sickness days lost	0 – Long 6.17 - Short	338 – Long 108.81 – Short	61 – Long 39.69 – Short	78 – Long 93.5 – Short	31.52 - Long 57.54 – Short	0 – Long 2.8 – Short	508.52 – Long 308.51 - Short
Total days lost in qtr	6.17	446.81	100.69	171.5	89.06	2.8	817.03
Number of FTE's	13.92	200.58	59.81	100.09	57.53	26.55	459.29
Average Cumulative no of days lost per FTE	0.60 days	4.15 days	3.66 days	3.82 days	2.81 days	0.56 days	3.53 days

Quarter 3	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
Sickness days lost	0 – Long 8.43 - Short	336.8 – Long 140.8 – Short	24.35 – Long 45.35 – Short	198 – Long 111.20 – Short	27.31 - Long 55.93 – Short	0 – Long 4.8 – Short	586.46 – Long 366.51 - Short
Total days lost in qtr	8.43	477.6	69.7	309.2	83.24	4.8	952.97
Number of FTE's	15.52	193.79	56.57	103.09	57.90	26.55	453.42
Average Cumulative no of days lost per FTE	1.21 day	6.76 days	5.10 days	6.71 days	4.24 days	0.74 days	5.68 days

Quarter 4	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
Sickness days lost	0 – Long 5.5 - Short	298.14 – Long 162.99 – Short	126.16 – Long 47.95 – Short	177 – Long 149.95 – Short	38.21 - Long 71.6 – Short	0 – Long 20.97 – Short	639.51 – Long 458.96 - Short
Total days lost in qtr	5.5	461.13	174.11	326.95	109.81	20.97	1098.47
Number of FTE's	14.68	191.19	56.67	102.59	58.15	27.56	450.84
Average Cumulative no of days lost per FTE	1.52 days	9.27 days	8.17 days	9.93 days	6.11 days	1.48 days	8.14 days

APPENDIX 5

6 MANAGEMENT OF RISK

Corporate Risk Register							
Risk Area	Inherent Risk			Control Measures	Residual Risk		
	Impact	Likelihood	Rating		Impact	Likelihood	Rating
Finance & Budget	4	4	16	Monthly management reviews are performed of actual against budgets and forecast to the end of the year. Monthly reporting and challenging at CLT, and reported to Cabinet quarterly Sound policies and procedures are in place. Planning for the Future has been documented and is reviewed regularly. Internal and External audit of systems and accounts.	4	1	4
Resource Capacity & Capability	4	4	16	Advance planning will mitigate this risk; however should it occur diverting resources from other services, bringing in additional resources from other sources (e.g. Agencies, Consultants, Voluntary/Community sector etc.) would be activated. Market conditions are tested through recruitment processes. The Council offers a package of additional benefits to enhance the recruitment offer. Linked to the above, the Council has developed innovative partnering relationships with other sectors including the private sector to make posts uniquely attractive. Best Employee Experience is a programme to attract and develop the right skills. It is a programme developing the talent within the staff resource through secondments and tailored development programmes.	2	2	4
Contract Management & Procurement	4	4	16	Corporate procurement staff and legal team to support where necessary on contract management. Policies and procedures are in place. Procurement Gateway Board oversees a procurement planning process. Training programme in place for staff.	3	2	6
Information Governance & Data Protection	4	4	16	Policies and procedures are in place. Corporate Governance training is undertaken annually and includes information governance as appropriate to reflect changes in legislation. The Council has a dedicated SIRO. Corporate Governance Groups are in place to scrutinise impacts/issues arising.	4	1	4
Emergency Planning & Business Continuity arrangements	4	4	16	Business continuity plans have been documented, policies	4	1	4

				and procedures are in place, initial continuity plans are in place to allow access to the service through alternative mechanisms (Hermitage Leisure Centre)			
Effective IT Systems & Procedures	4	4	16	Fully resilient environment in place with no single points of failure for core systems, other critical systems use cold standby equipment. New business services are being run in remote fully resilient data centres and existing systems are being progressively migrated to these cloud computing centres. Data is backed up to a second disk unit offsite at Hermitage Leisure Centre. Improved business recovery arrangements have been implemented to minimise recovery time.	3	2	6
Project & Programme Management	4	4	16	Progress is shared with regularly with CLT, experienced PRINCE 2 staff, transformation programme is continually reassessing its objectives	3	2	6
Governance, Policies & Procedures	4	4	16	Policies & procedures in place, governance processes are documented and in operation, ongoing assessments and reviews are performed.	4	1	4

Assessing the likelihood of a risk:

1 Low	Likely to occur once in every ten years or more
2 Medium	Likely to occur once in every two to three years
3 High	Likely to occur once a year
4 Very high	Likely to occur at least twice in a year

Assessing the impact of a risk:

1 Low	Loss of a service for up to one day, Objectives of individuals are not met No injuries Financial loss below £10,000 No media attention No breaches in council working practices No complaints/litigation
2 Medium	Loss of a service for up to one week Service objectives of a service unit are not met Injury to an employee or member of the public requiring medical treatment Financial loss over £10,000

	<p>Adverse regional or local media attention – televised or news paper report High potential for a complaint litigation possible Breaches of regulations/standards</p>
3 High	<p>Loss of a service for one week or more Service objectives of the directorate are not met Non- statutory duties are not achieved Permanent injury to an employee or member of the public Financial loss over £100,000 Adverse national or regional media attention – national news paper report Litigation to be expected Breaches of law punishable by fine</p>
4 Very high	<p>An incident so severe in its effects that a service or project will be unavailable permanently Strategic priorities are not met Statutory duties are not achieved Death of an employee or member of the public Financial loss over £1m. Adverse national media attention – national televised news report Litigation almost certain and difficult to defend Breaches of law punishable by imprisonment</p>

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 16 JUNE 2015

Title of report	MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY
Key Decision	a) Financial No b) Community No
Contacts	Councillor Alison Smith MBE 01530 835668 alison.smith@nwleicestershire.gov.uk Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk Head of Community Services 01530 454832 john.richardson@nwleicestershire.gov.uk
Purpose of report	To consider the recommendations made by the Coalville Special Expenses Working Party.
Reason for Decision	To progress Coalville Special Expenses projects and programmes.
Council Priorities	Value for Money
Implications:	
Financial/Staff	As set out within the budget.
Link to relevant CAT	None.
Risk Management	N/A
Equalities Impact Screening	None discernible.
Human Rights	None.
Transformational Government	None.
Comments of Head of Paid Service	The report is satisfactory

Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	Members of the Coalville Special Expenses Working Party
Background papers	Agenda and associated documents of the meeting held on 21 April 2015
Recommendations	TO NOTE THE RECOMMENDATIONS MADE BY THE COALVILLE SPECIAL EXPENSES WORKING PARTY AS DETAILED WITHIN THE MINUTES AND APPROVE THE RECOMMENDATIONS AS SUMMARISED AT 3.0

1.0 INTRODUCTION

- 1.1 The Coalville Special Expenses Working Party meets quarterly to consider financial issues which affect the special expenses area. As the group reports directly to Cabinet, all recommendations made will be sent to the first available Cabinet meeting after the group have met for final approval.

2.0 TERMS OF REFERENCE

- 2.1 To consider budget and financial issues which either solely or predominantly affect the special expenses area alone and to make recommendations back to Cabinet.
- 2.2 To consider possible project options regarding the allocation of surplus reserves which have been examined by the relevant budget officers and to make recommendations to Cabinet.

3.0 RECOMMENDATIONS FROM MEETING ON 21 APRIL 2015

- 3.1 An additional sum of £1,500 from Coalville Special Expense balances be allocated to support signage and infrastructure for Proms in the Park / Picnic in the Park weekend as recommended by the Events Sub Group.
- 3.2 The sum of £1,800 be allocated from balances to undertake height reduction work to trees at Owen Street.
- 3.3. The sum of £1,443 be allocated from balances to undertake further one off improvements to Bardon Road, Phoenix Green and Ashby Road.
- 3.4 The sum of £2,500 be allocated from unallocated capital as a 10 percent contribution to the £25,000 Thringstone Bowls Club Toilet project.
- 3.5 An additional sum of £1,000 be allocated from balances for the Peace Garden project at Coalville Park.

- 3.6 The amounts requested from recommendations 3.1 to 3.5 inclusive total £8,243. It is proposed that this is funded via £5,743 from balances and £2,500 from unallocated capital reserves.
- 3.7 Members should be aware that the forecasted outturn for 2014/15 at period 11 was approximately £16,388 to be contributed to balances.

MINUTES of a meeting of the COALVILLE SPECIAL EXPENSES WORKING PARTY held in the Board Room, Council Offices, Coalville on TUESDAY, 21 APRIL 2015

Present: Councillor R Johnson (Chairman)

Councillors J Geary, R Adams, N Clarke, D Everitt, J Legrys, M Specht, L Spence and M B Wyatt

Officers: Mr G Lewis, Mr J Richardson, Mr I Gowdridge and Mrs R Wallace

24. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor P Clayfield.

25. DECLARATIONS OF INTEREST

Councillors J Geary, R Johnson and L Spence declared a disclosable non pecuniary interest in item 5 – Capital Projects Update, as regular supporters of Coalville Town Football Club.

Councillor J Legrys declared a disclosable non pecuniary interest in Item 4 – 2015/16 Events Update due to his involvement with Hermitage FM.

Councillor M Wyatt disclosable non pecuniary interest in item 5 – Capital Projects Update, as a local business owner.

26. MINUTES OF THE PREVIOUS MEETING

Consideration was given to the minutes of the meeting held on 16 December 2014.

Councillor J Geary referred to a conversation that had not been included in the minutes regarding a visit to the Broomleys allotments. It was proposed that a visit be organised before the next meeting but unfortunately this had not been arranged. Councillor M B Wyatt reported that the gentleman who was the contact at the allotments had been in hospital which had caused a delay in the visit. The Head of Community Services confirmed that a visit would be arranged and it would be open to all Members.

RESOLVED THAT:

The minutes of the meeting held on 16 December 2014 be approved.

27. 2015/16 EVENTS UPDATE

The Cultural Services Team Manager presented the report to Members.

He provided Members with an update on each event.

Picnic in the Park and Proms in the Park – 27 and 28 June

Members were referred to the activities planned for the events as highlighted within the report. He reported that following a meeting with the Coalville Specials Events

Group on 25 February, it was suggested that an additional £1,000 to cover infrastructure costs in delivering the new Proms in the Park event, and £500 for improved signage to promote both events be requested. All Members were happy with this request.

Coalville Summer Fest 2015 – 27 June

The Coalville Town team were delivering the event which would be held at the Belvoir Shopping Centre. A further meeting on 28 April was being held to discuss the contents of the event.

Coalville by the Sea - 8 August

Following the success of last year's Coalville by the Sea, a similar event had been organised for families on the open spaced grassed area at Needhams Walk. Although this area was an excellent, popular and safe venue for families, the newly developed forecourt and event area outside Coalville Market could also be considered as an alternative location. Members were asked for their views.

Councillor J Legrys felt that Needhams Walk would be a more appropriate venue as it was more secure and comfortable for families. All Members agreed.

Christmas Lights Switch on Event – 21 November

The 2014 Christmas Light Switch on event was combined with the Coalville Town Team Food and Drink event with both organisations benefiting from the merger, therefore the format would be repeated for 2015.

Councillor M B Wyatt reiterated his comments from the previous meeting regarding combining the two events and the impact it had on the local businesses. He explained that local businesses needed the two separate events as it brought in trade to the area. The Head of Community Services explained that the issue was discussed at the last meeting and it was agreed by Members that the event would remain combined as one. Councillor M B Wyatt commented that this would contribute to the on-going demise of Coalville. The Chairman strongly disagreed and believed that Councillor M B Wyatt was being discourteous to the Members of the Working Party.

Coalville Christmas Decorations

The 2015/16 budget for the Coalville Christmas decorations was £15,500 which included testing, repairs, licence, energy consumption, storage, erection and removal of current decorations. A tender process was currently underway for the Coalville Christmas decoration contract and Members would be updated further at the next meeting.

In response to a question from Councillor L Spence, the Cultural Services Team Manager agreed that a breakdown of the tender could be available once the process had been completed.

The Cultural Services Team Manager thanked Julia Harley and Angela Bexton for their hard work on the events throughout the year, Members concurred.

RESOLVED THAT:

The progress update on the 2015/16 events be noted.

RECOMMENDED THAT:

The additional sum of £1,500 from Coalville Special Expense balances be allocated to support signage and infrastructure for Proms in the Park/Picnic in the Park weekend as recommended by the Events Sub Group.

28. CAPITAL PROJECTS UPDATE

The Head of Community Services presented the report to Members and welcomed Ian Gowdridge, Grounds Maintenance Team Leader to the meeting.

Coalville Park Improvements – Peace Garden

Following the visit to the site, further consultations had taken place with stakeholders and plans had been refined further. The final plans were on display at the meeting for Members information. The Head of Community Services reminded Members of the additional requests for the garden that were made during the visit to the site and recommended that an additional £1,000 be allocated to make it possible. All Members agreed.

Councillor J Legrys congratulated everyone who had been involved with the development of the peace garden as it had been a pleasure and he was very pleased with the result. The Grounds Maintenance Team Leader thanked his team for their hard work on the project.

Owen Street Recreation Ground

There was still no progress with proposals and costings to future proof the lux levels of floodlights but officers were hopeful that options would be available for the next meeting. In response to a question from Councillor L Spence, the Head of Community Services explained that it was more difficult to acquire a contractor for the floodlights as it required a specific expertise.

An application had been made to the Land Registry for the Council to gain formal access over of the access road to the changing rooms and this had subsequently been approved.

A funding application to the Football Stadia Improvement Fund (FSIF) for a new changing pavilion had been submitted and if the application was successful it was possible that conditions would be attached to the grant award. Any conditions attached to the funding would be considered by officers in liaison with the club and the FSIF if necessary before any building work commenced. Since the report had been written, the FSIF panel had considered the application and it had been approved.

As requested Officers had considered a reduction in size to the trees that lined the entrance drive to the recreation ground which were covered by a Tree Preservation Order. In liaison with the NWLDC's Tree Officer, it was agreed that a 25 per cent reduction would be satisfactory and planning permission had been granted. Members agreed to recommend to Cabinet the sum of £1,800 to undertake the works.

Thringstone Miners Social Centre

Thringstone Miners Social Centre Trustees were still working with officers to identify potential sources of funding to be able to convert the former Clover Place play area into a training pitch. There had been no progress since the last meeting.

Councillor J Legrys reminded officers that diverting the footpath as part of phase one of the project would require permission as it was a regulated footpath. The Head of Community Services confirmed that he was aware.

Councillor L Spence explained that there were two footpaths in the area and residents were concerned about possible anti social behaviour, therefore he asked that residents be consulted. The Head of Community Services confirmed that consultations would take place.

Cropston Drive BMX Track and Wheeled Sports Facility

The area had now been tidied and grass seeds had been planted on the bare areas. Approval had been granted by the Housing Section to undertake work to the hedge line that prevented visibility from Cropston Drive and officers had developed designs to create a gateway to the site by significantly improving the piece of land owned by the Housing Section that sat between the road and the recreation ground. The proposals were on display at the meeting.

Councillor M B Wyatt expressed concerns regarding the proposals for the piece of land as it had been put aside by Cabinet many years ago for new social housing which was desperately needed in the area. The Head of Community Services stated that he would discuss the status of the land with the Housing Service.

Councillor J Legrys asked for some clarification on the status of the project. The Head of Community Services explained that progress was being made on the basketball court, the boundary fencing adjacent to the bookmakers and the hedge line. The frontage would not commence until discussions had been had with the Housing Section.

Councillor M Specht requested that no work be undertaken on the hedgerows until after the nesting season. The Head of Community Services confirmed that it would be taken into account and work would not be undertaken until the nesting season had finished.

Urban Forest Park, Coalville

Orders had been placed to undertake the work previously approved by Members and it was anticipated that the work would be delivered during spring and early summer. Plans of the improvements were on display at the meeting for information.

Scotlands Playing Fields

A location had been identified for the relocation of the Lillehammer Drive Multi-Use Games Area, local residents had been consulted and planning consent had been given for the change of use for the current site. Legal Services were currently finalising the Deed of Variation for the Section 106 Agreement with Barratts. Local residents would also be updated when firm plans were available regarding the relocation of the Multi Use Games Area. Members would be updated at the next

meeting. Councillor J Geary asked that Ward Members also be kept updated as well as the local residents.

In response to a question from Councillor M Specht, the Head of Community Services confirmed that the area would remain as public open space.

Councillor J Legrys reported that the planning application for Lillehammer Drive contained lots of detail regarding the plans for the site. He stated that the site was still fenced off but it was hoped that the Multi-Use Games Area would be moved before the school holidays.

Highway Verge Improvements

All originally planned one-off improvement works to Phoenix Green, Bardon Road and Ashby Road had been completed. However, further one-off improvement works have been identified and would improve the visual appearance of the areas further as well as reducing the amount of ongoing works required to maintain them. Members agreed a sum of £1,443 to undertake the further improvement works.

Councillor M B Wyatt thanked officers for the really good job that was undertaken on Broomleys corner. He also inquired about the trees that residents had asked to be planted on Bardon Road. The Head of Community Services agreed to discuss the matter with Leicestershire County Council.

Councillor J Legrys commented that sections of fencing were damaged at Phoenix Green and although Leicestershire County Council agreed to repair it nothing had been done, he asked if the District Council could do anything. The Grounds Maintenance Team Leader agreed to look into it. Councillor J Legrys added that he was pleased with the work that had been undertaken.

Warden Presence

The additional 16 hours of warden presence previously agreed by Members was currently being recruited to and would be focussed on Cropston Drive, Scotlands, Lillehammer and Adam Morris Way. Staples Drive Play Area had been formally transferred to the Council and would also be built into warden and maintenance rotas.

Councillor M Specht commented that the trees at Staples Drive Play Area were being well looked after and looked much better.

Thringstone Bowls Club

Officers had been approached by Thringstone Bowls Club to support the building of a new toilet block as the club had grown over the years and the current facilities were not suitable. The club had already secured 90 percent funding from Biffa and have requested the final 10 percent, which is the sum of £2,500, from the Council. Plans for the development were available to view at the meeting.

In response to a question from Councillor M Specht, the Ground Maintenance Team Leader confirmed that there would be an increase of six toilets.

Councillor L Spence commented that the Council actively supported Thringstone Bowls Club and it had really transformed over the years as young people had been encouraged to take part.

Councillor M B Wyatt asked if the Bowls club were funding any of the project. Councillor L Spence confirmed that the club did not have a great deal of reserves so it was unlikely that they were contributing. Councillor M B Wyatt felt that the club should put forward 5 percent of the funding and the Council could match fund the final 5 percent. Councillor D Everitt commented that the club had already invested a lot as the club had improved considerably during recent years.

Councillor M Specht commented that fund raising events had been held in the village and the club had just received funding for equipment recently with help from the Parish. He was happy with the proposed 10 percent contribution to the club. The majority of Members were also in agreement.

Councillor M B Wyatt commented that it was always good for organisations to raise their own funds instead of relying on others. Councillor L Spence agreed but explained that in this case, the clubs resources had been put to other uses, for example going into schools to encourage younger people to take part in the sport.

Memorial Trees

A request has been received from Members for officers to consider planting trees in various locations throughout the Coalville area in the run up to 2018 in memory of the end of World War one and of everyone who lost their lives during the war. It was understood that a number of poplar trees were planted in the past to commemorate World War one and following a meeting with officers it was agreed that Members would obtain further information regarding where the original trees were planted. Officers would then develop the project further.

Councillor J Legrys reported that he was unsure as to which trees had been planted to represent the fallen but it was being looked into by Mike Kendrick. Members then had a discussion as to the different types of trees that could be planted.

RESOLVED THAT:

The progress update on 2015/16 Capital Projects be noted.

RECOMMENDED THAT:

- a) The sum of £1,800 be allocated from balances to undertake height reduction work to trees at Owen Street.
- b) The sum of £1,443 be allocated from balances to undertake further one off improvements to Bardon Road, Phoenix Green and Ashby Road.
- c) The sum of £2,500 be allocated from unallocated capital as a 10 percent contribution to Thringstone Bowls Club Toilet Project.
- d) The sum of £1,000 be allocated from balances for the peace garden at Coalville Park.

29. COALVILLE SPECIAL EXPENSES - PERIOD 11 ACTUAL, 14/15 FORECAST OUTTURN AND 15/16 BUDGET

The Head of Community Services presented the report to Members.

It was stated that the Period 11 position was projecting an under spending with a contribution to balances of approximately £16,388 leading to an end of year projection of balances of £97,460.

Councillor M Specht took a moment to reflect on the wonderful events over the last four years and congratulated the officers on their hard work as they had put Coalville in good stead.

Councillor L Spence added that he felt Members of the group also deserved some credit as they had put forward some very good ideas.

RESOLVED THAT:

The Period 11 Position, Forecast Outturn and 2015/16 budget be noted.

30. DATES OF FUTURE MEETINGS

Members noted the provisional dates of the future meetings which were to be agreed at Annual Council.

31. ANY OTHER BUSINESS

Councillor R Johnson referred Members to the report he had circulated at the meeting regarding cemetery charges within the District. He was concerned about the differing level of contributions that residents were paying for the same service dependent on where they live. He believed that contributions should all be equal and asked for Members opinions.

The Head of Community Services explained that the costs of running the three cemeteries were roughly the same but each area had a different amount of properties which when displayed as a per household cost showed significant differences.

Councillor M B Wyatt stated that it would be wrong to discuss the issue at the meeting as he felt it should be formally considered at the next meeting as more information was required. Other Members agreed that a full report from officers was needed to discuss this properly.

Councillor J Geary suggested that the issue be considered by the Policy Development Group. The Head of Community Services suggested that discussion be had at the next meeting to decide the best way to address the issue.

Councillor R Johnson thanked the Members for all they had achieved while he had been Chairman of the group. He announced that he was not standing in a ward that fell within the Coalville special expenses area during the upcoming elections and therefore, if re-elected would not be part of the group.

The meeting commenced at 6.30 pm

The Chairman closed the meeting at 7.45 pm

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