

Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 19 November 2013
Location	Board Room, Council Offices, Coalville
Officer to contact	Michelle Meredith (01530 454512)

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

PART A

Item	Pages
1. APOLOGIES FOR ABSENCE	
2. DECLARATION OF INTERESTS	
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MINUTES of a meeting of the CABINET held in the Board Room, Council Offices, Coalville on TUESDAY, 22 OCTOBER 2013

Present: Councillor R Blunt (Chairman).

Councillors R D Bayliss, T Gillard, T J Pendleton and A V Smith MBE.

In attendance: Councillors J Geary, R Johnson and J Legrys.

Officers: Mr S Bambrick, Mr R Bowmer, Mr D Gill and Mrs M Meredith.

46. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor N J Rushton.

47. DECLARATION OF INTERESTS

There were no interests declared.

48. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

49. MINUTES

Consideration was given to the minutes of the meeting held on 24 September 2013.

Councillor R D Bayliss requested that the minutes be amended to reflect his statement in respect of the excellence of the service to read as follows: he hoped that the quality of work would continue.

RESOLVED THAT:

Subject to the above amendment, the minutes of the meeting held on 24 September 2013 be approved and signed by the Chairman as a correct record.

Reason for decision: To comply with the Constitution.

50. CLIMATE LOCAL

The Regeneration and Planning Portfolio Holder presented the report to Members. He welcomed the opportunity to continue to participate in this initiative, and to sign up to Climate Local, which had succeeded the Nottingham Declaration. He referred to the target of a 20 per cent reduction in carbon dioxide emissions, and the success of the Green Footprints Challenge in achieving this target, having reached an 18.5 per cent reduction by March 2012. He drew Members' attention to the achievements and accolades of the Green Footprints Challenge as outlined in section 2 of the report, and the next steps should Cabinet agree to sign up to Climate Local at section 3.

Councillor R Blunt commended the success in achieving the target. He sought clarification on future targets.

Councillor T J Pendleton responded that having achieved a 20 per cent reduction in carbon emissions, there were no further targets to be met, however the Council would continue to work towards reducing carbon emissions.

Councillor R Blunt suggested that an informal target be set in respect of reducing carbon emissions.

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

RESOLVED THAT:

- 1) The opportunity to participate in the initiative be noted.
- 2) The decision to sign up to Climate Local be endorsed.

Reason for decision: Climate Local succeeds the Nottingham Declaration, which the Council signed up to on 28 November 2006. The initiative supports the Council's continued drive and ambition to act on a changing climate through the Green Footprints Challenge.

51. REFUSE AND RECYCLING COLLECTIONS POLICY

The Community Services Portfolio Holder presented the report to Members. She drew Members' attention to the high customer satisfaction rates with the waste collection service, and the reduction in costs year-on-year. She referred to the policy framework at Appendix 1 which brought together existing practice and new measures including the introduction of management software and the reduction in size of black bins for new properties and replacement bins, which would encourage recycling and reduce the amount of waste going to landfill. She advised that Policy Development Group had considered the proposals and their recommendations were outlined at paragraph 3.1 of the report for inclusion in the policy. She thanked Councillor J Geary for elaborating on the issue in respect of solid fuel.

Councillor R Blunt welcomed the proposals in respect of smaller black bins. He referred to the changes to the type of waste being sent to landfill in recent years due to recycling.

In response to a question from Councillor R Blunt, Councillor A V Smith advised that the management software would be introduced in the next financial year.

It was moved by Councillor A V Smith, seconded by Councillor T J Pendleton and

RESOLVED THAT:

- 1) The Refuse and Recycling Collections Policy at Appendix 1 of the report be approved.
- 2) The recommendations from the Policy Development Group detailed at paragraph 3.1 of the report be noted and adopted.

Reason for decision: To provide officers with a clear and consistent policy framework for the operation of the refuse and recycling collection service.

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

The Head of Finance presented the report to Members.

It was moved by Councillor R D Bayliss, seconded by Councillor A V Smith and

RESOLVED THAT:

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

Reason for decision: To comply with proper accounting practices.

The Chairman opened the meeting at 5.00pm and closed the meeting at 5.12pm.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 19 NOVEMBER 2013

Title of report	CITY DEAL UPDATE
Key Decision	a) Financial Yes b) Community Yes
Contacts	Councillor Richard Blunt 01530 454510 richard.blunt@nwleicestershire.gov.uk Chief Executive 01530 454500 christine.fisher@nwleicestershire.gov.uk Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk
Purpose of report	To provide an update on the Leicester and Leicestershire City Deal.
Reason for Decision	To note the timescales involved with the City Deal process and the arrangements overseeing this
Council Priorities	Business and Jobs Homes and Communities
Implications:	
Financial/Staff	There are no direct implications as a result of supporting the Expression of Interest. There may be implications if the City Deal is eventually agreed by Government.
Link to relevant CAT	Business CAT
Risk Management	If the City Deal process is unsuccessful there is a significant risk that the Leicester and Leicestershire area will not benefit from significant capital investment to stimulate growth.
Equalities Impact Assessment	None
Human Rights	None

Transformational Government	Partnership working with Leicester and Leicestershire Enterprise Partnership (LEEP), Leicestershire District Council's the County and City Councils, developers, landowners, government departments, public sector estate bodies including the Homes and Communities Agency and the Leicester and Leicestershire Business Council
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	Report to Cabinet 5 March 2013 http://minutes-1.nwleics.gov.uk/aksnwleicester/images/att5611.pdf
Recommendations	THAT CABINET: (I) NOTES AND ENDORSES THE SUBMISSION OF THE FINAL NEGOTIATION DOCUMENT FOR THE CITY DEAL TO CENTRAL GOVERNMENT; AND (II) NOTES THE ESTABLISHMENT OF THE LEICESTER AND LEICESTERSHIRE ECONOMIC GROWTH BOARD TO FACILITATE THE NEGOTIATION OF THE CITY DEAL.

1.0 BACKGROUND

1.1 In March 2013, Cabinet endorsed and supported the submission of an Expression of Interest to Government from the Leicester and Leicestershire area towards a City Deal agreement. The City Deal process is still being negotiated and the final content cannot be confirmed until an agreement has been reached with Ministers. This report therefore outlines the current City Deal proposal, which may still be subject to some change and sets out the informal governance arrangements to facilitate the negotiation of the City Deal.

1.2 It is important to see the City Deal in the context of a wider strategic agenda. Throughout the country, Local Enterprise Partnerships (LEPs) have been asked to prepare a series of strategic documents. These include:

Growth Plans

1.3 In response to the Heseltine Review, all LEPs will need to prepare a multi-year Strategic Plan with their local partners. The strategic plans will enable LEPs to seek a share of the

new Single Local Growth Fund (SLGF) as well as increased freedoms and flexibilities from Government.

- 1.4 The 39 LEPs will be bidding in a competitive process for £1.1bn in 2015/16; just over half of the £2bn SLGF pot. Whilst there is no set format for the plan, key elements pertain to demonstrating a commitment to growth, strong partnerships and clear accountability and transparency.

EU Structural and Investment Fund (EU SIF) Strategy

- 1.5 These funds cover the 2014-2020 programming period and will require an investment strategy to demonstrate spending priorities. The funds consist of European Regional Development Fund (ERDF), European Social Fund (ESF) and part of the European Agricultural Fund for Rural Development (EAFRD). The Leicester and Leicestershire Enterprise Partnership's confirmed notional allocation for ERDF and ESF is €126m for the period 2014-2020.

City Deal

- 1.6 The City Deal has a narrower focus than the Growth Plan and is a 'step' towards a Growth Deal which the LLEP will agree with Government for implementation from 2015/16. It is very important that a City Deal is successfully negotiated as this will:
 - Place Leicester and Leicestershire in a strong position to negotiate a Growth Deal and access the SLGF
 - Access £10m from the Regional Growth Fund Round 4 (RGF4)
 - Access £2m - £3m to develop a business support growth hub
 - Provide opportunities for future match funding, leverage and policy flexibilities

2.0 THE LEICESTER AND LEICESTERSHIRE CITY DEAL

- 2.1 The role of City Deal in delivering local growth and tackling key economic challenges has been carefully considered. Analysis of local economic data and discussions with Cabinet Office have led to the City Deal focus being:

- Job creation through growth
- Supporting people into employment with a focus on the jobs we are creating

Job Creation

- 2.2 Job creation will be delivered by:

- Developing six key employment sites/ infrastructure projects to generate over 17,000 jobs – strategic rail freight interchange terminal (Roxhill development within the district and near East Midlands Airport), Loughborough University Science and Enterprise Park, Enterprise Zone at MIRA, Leicester Innovation and Technology park, Leicester City Centre Office Development and Leicester Waterside Area.
- Supporting local business growth through the creation of a 'Growth Hub'

- 2.3 Through City Deal it is proposed to establish a 'Business Growth Hub' which will provide a service to support our local businesses and help them grow. It will provide a central first point of contact and eliminate current confusion about what is available to help local businesses and those wanting to start a business. Businesses will be signposted to both national and local business support services.
- 2.4 In the first stage of its development the hub will consist of a business-friendly website which houses a database and has links to other sources. This will co-ordinate and collate the current plethora of business support activities, funding programmes and events that are of relevance to businesses located in Leicester and Leicestershire. There will be a customer-focused telephone and email enquiry service that will help businesses to find what they need. The hub will have highly trained staff to respond to queries from businesses and to maintain the database.
- 2.5 In the second stage, the hub will build upon the signposting role and start to promote and deliver targeted programmes and services. These are still under discussion with the Cabinet Office and the LLEP Executive, but could include:
- **Growth Readiness programme** to develop a pipeline of growing businesses to feed into national programmes such as the *Growth Accelerator*
 - Establishment of a Leicester and Leicestershire **Business Mentoring Programme**
 - **High growth start up support** – e.g. linked to innovation centres and sites such as Pioneer Park
 - **Leadership and management development** programmes to build the capacity of local businesses
 - **Export support** programmes – to fast track access to foreign markets, building on local contacts and networks. This would complement and add value to existing UK Trade and Investment (UKTI) activities
 - **Key account management service to 40 medium to large sized employers** – this service will be targeted at UK-owned businesses that are key to the local economy. The account managers will develop a relationship with these businesses to help them grow and address any barriers they face, with a view to retaining their investment in our area

Supporting People into Employment

- 2.6 The City Deal proposals would help young people and those furthest from the labour market into employment by four key strands of activity:
- Increasing the number of good quality local apprenticeship opportunities for young people in the local labour market
 - Improving the work readiness of young people and those furthest from the labour market so that they can benefit from the new job opportunities being created
 - Addressing youth unemployment and NEET
 - Site specific skills plans to ensure that we are meeting the skills needs associated with new developments.
- 2.7 These interventions are described in more detail in the next section.

A. Increasing Apprenticeships

2.8 The City Deal will expand upon existing plans for an apprenticeship hub which will:

- **Stimulate employer demand for apprenticeships**, especially in sectors with greatest current or potential skill mismatches. This will be achieved through a team of apprenticeship development officers who will engage directly with employers to:
 - Make the business case for apprenticeships through the benefits reported by other employers
 - Organise events to promote apprenticeships to Small to Medium Sized Enterprises (SMEs) and follow up with face to face support
 - Support large employers to take on more apprenticeships
 - Assist businesses in the identification of the most appropriate training provision
 - Assist, where appropriate, in the recruitment process – e.g. by providing access to ‘apprenticeship-ready’ candidates
 - Provide access to financial incentives (for eligible employers, e.g. those that have never taken on an apprentice before). This will include supplementing the National Apprenticeship Service (NAS) Grants to provide a stronger incentive to employers.
 - After care monitoring to ensure quality
- **Raise the profile of apprenticeships amongst young people and help them to apply for apprenticeship vacancies**
- The apprenticeship hub will support all sectors of the economy, but the focus will be on LLEP priority sectors and those that are experiencing recruitment difficulties and skills problems. These sectors are:
 - Engineering
 - Manufacturing (especially food and drink)
 - Logistics
 - Construction
 - Care
 - Creative industries

B. Work Readiness

2.9 The City Deal proposal highlights a number of interventions to improve the ‘**work readiness**’ of young people and those furthest from entering the labour market. These include both work inspiration programmes and work placement opportunities, such as:

- **Improving the knowledge and understanding of the labour market.** For example strengthening existing arrangements and further develop the links between local employers and local schools, by commissioning a service to provide:
 - Mock interviews with employers and employer site visits
 - Careers advice led by employers
 - Development of programmes and locally agreed qualifications for employability skills
 - Mentoring
 - Challenges, competitions and project work

- CPD and industrial placements for teachers
- Talks in schools and colleges
- Provide **more opportunities for work experience and work placements**. Activities to include:
 - Increasing the existing Leicester City Council Step Up programme. This currently supports **190** young people to gain paid work placements in the private sector. Through City Deal, this activity would increase to **400** paid work placements
 - Establishment of **500** Traineeships across the LLEP area over the next three years – which will help people into employment or into apprenticeships

C. Supporting NEETs and Unemployed

2.10 The draft City Deal proposal set out plans to support NEETs and young people out of work by:

- Working with local partners to scale up existing activities, such as the Prince's Trust Get Started and Get Into programmes.
 - The **Get Started** programme is a short engagement programme using sports or the arts. It is aimed at young people furthest from the labour market and helps them re-engage with learning and take the first step to increase their personal and social skills, motivation and confidence. Through City Deal it is hoped to increase the number of programmes on offer, from three programmes to **nine programmes per year, benefitting over 100 NEET young people per year**.
 - The **Get Into** programmes are short, sector specific employability programmes which give NEET young people work skills and experience by partnering with employers and training organisations to create short vocational training and work placement opportunities. Through City Deal it is hoped to increase the number of courses from two to twelve per year, **enabling at least 150 NEET young people to access the programme per year**.
- Expansion of the Talent Match programme to offer greater geographical coverage.
 - The Talent Match programme is a Big Lottery funded programme that supports young people aged 18 to 24 who have been unemployed for over 12 months. The aim of the programme is to create a significant shift in how the entrenched issues faced by these young people are tackled and support them into work.
 - Our Talent Match bid for £2.3m has been acknowledged as an exemplar, especially around the input and co-design of interventions by NEET young people.
 - The current Talent Match programme is limited to Greenhill ward in Coalville and four wards in Leicester City: Beaumont Leys, New Parks, Braunstone & Rowley Fields and Spinney Hill. Through City Deal it is hoped to extend the coverage to all other wards in Leicester City that have relatively high youth unemployment rates compared to the national average.

- 2.11 Local partners are also exploring a range of interventions to support those with complex needs back into the labour market. This work is still under discussion with Jobcentre Plus, Leicestershire County Council, Leicester City Council, Skills Funding Agency and Voluntary Action Leicestershire.

D. Site Specific Skills Plans

- 2.12 A key feature of the City Deal proposal is to develop and implement **site specific skills plans** that are linked to key infrastructure/employment sites. The skills plans will address:
- Promotion of local job opportunities to young people and their parents, those furthest from the labour market and local communities
 - Arrangements to ensure employer needs are met in terms of recruitment and skills

3.0 CITY DEAL OFFERS AND ASKS

- 3.1 The City Deal process requires the local area to outline an offer to Government in return for additional resources etc. The proposals are still in discussion but a summary of what is being proposed is provided below.

Offer Summary

- Strong track record of partnership working and project delivery
- Significant business and partner commitment
- Developing a Pledge to young people to ensure that **all unemployed 16-24 year olds** have access to appropriate education, training, apprenticeships or employment opportunities with tailored support.
- Scaling up existing projects which are already working e.g. Step up programme, FE College provision, 3 Apprenticeship Training Agencies, education/business links
- Business-led design of our Growth Hub (see section 3.3) which will provide a service to help our local businesses grow through a signposting service and targeted growth programmes
- Young person-led design of Talent Match programme to help young people that have been unemployed over 12 months back into work or training
- Practical approach to match labour market demand and labour supply through site specific skills plans
- Local match funding from private and public sector
- Use of local Procurement to stimulate local training, apprenticeships and employment opportunities supply through site specific skills plans

Asks Summary

- Flexibility to use the £10m from the Regional Growth Fund Round 4 (RGF4)¹ funding to benefit a wider range of businesses with access to grant programmes and to implement the Business Support Growth Hub arrangements

- Access to up to £2m of RGF4 allocated to Wave 2 City Deals for the establishment of Growth Hubs (via University of Lancaster)
- Access up to £5.56m potential underspends from the national Youth Contract and the national Work Programme to invest in **local programmes** that have delivered results
- Better information sharing e.g. from DWP to access and track young unemployed and those furthest from the labour market – so that we can provide better service delivery and evaluate which interventions have worked

4.0 OUTCOMES

4.1 Therefore the anticipated outputs and outcomes arising from the City Deal can be summarised as:

- **1,000 new apprenticeship starts in 3 years**
- **500 traineeships delivered in 3 years**
- **400 paid work experience placements through Step-up programme**
- **All year 10 young people have 2 week work experience opportunity**
- **All young people studying vocational qualifications post 16 to have significant work experience**
- **All young people studying AS and A levels have work experience opportunity**
- **Improved linkages between employers and schools/colleges**
- **50% reduction in NEETs over five years**
- **50% reduction in youth unemployment over five years**
- **5 Skills plans developed to support and meet needs of key employment sites**
- **Gross Value Added increase by 10%**

5.0 TIMETABLE

5.1 The final submission of the City Deal negotiation document took place on 21st October 2013. Following submission a Local Growth Working Group will attend an interview with Ministers who will eventually decide if the bid is to be successful. At the time of writing this report that interview was scheduled to take place on 6th November.

6. GOVERNANCE

6.1 A requirement of central government for the City Deal (and the future delivery of the single local growth fund) is to demonstrate that the local area has an appropriate governance structure that delivers binding decision making. The government, via the Cabinet Office, is recommending that City Deal areas adopt one of three forms of governance to deliver the City Deal:

- 6.1.1 Joint Committee;
- 6.1.2 Economic Prosperity Board; and
- 6.1.3 Combined Authority.

6.2 The establishment of the chosen model would require each authority to follow their own internal governance structures. In addition, models two and three would involve the

completion of a statutory process, concluding with a parliamentary order establishing one of those as a separate legal entity.

- 6.3 The process of determining which model is most appropriate for the Leicester and Leicestershire City Deal requires agreement between the local authorities in the county. In addition, the Cabinet Office expects to see a demonstration of the parties' collaboration. To this end, it is proposed to establish an Economic Growth Board to host and facilitate ongoing discussions and negotiations about the eventual structure and content of the City Deal. This will replace the existing meetings of the District Leaders and the combined Chief Executive and Leaders meeting. The Economic Growth Board will consist of Leaders and the City Mayor, with a supporting officer from each authority (likely to be the Chief Executive).
- 6.4 Where the representatives from the local authorities have been given delegated powers they may choose to make decisions on behalf of their authorities at the board. For authorities where no such delegations are proposed at this stage, any substantive decision making would be referred back to the authority. The latter is the case for North West Leicestershire.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 19 NOVEMBER 2013

Title of report	SUPPORTING NORTH WEST LEICESTERSHIRE FAMILIES
Key Decision	a) Financial No b) Community Yes
Contacts	Councillor Trevor Pendleton 01509 569746 trevor.pendleton@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 update Cabinet on progress towards delivering a Supporting Families service for North West Leicestershire
Reason for Decision	To ensure Cabinet is kept up to date with on-going service developments
Council's Priorities	Homes and Communities Value for Money
Implications:	
Financial/Staff	None applicable
Link to relevant CAT	Supporting North West Leicestershire Families CAT
Risk Management	Relevant safeguarding risks are effectively managed.
Equalities Impact Assessment	Equalities Impact Assessment has been completed by Leicestershire County Council
Human Rights	No human rights implications are apparent
Transformational Government	The approach to service development and re-design represents industry best practice
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 Leadership Team Leicestershire County Council Locality Partners
Background papers	Cabinet Report 11 June 2013 http://minutes-1.nwleics.gov.uk/aksnwleicester/images/att5697.pdf
Recommendations	CABINET IS REQUESTED TO: NOTE THE REPORT AND CONTINUE TO SUPPORT THE ONGOING DEVELOPMENT OF THE SUPPORTING FAMILIES PROGRAMME IN NORTH WEST LEICESTERSHIRE

1.0 PROGRAMME UPDATE

- 1.1 Cabinet received a report on 11 June 2013 which informed members of the progress made in establishing the Supporting Families programme in North West Leicestershire.
- 1.2 Service delivery commenced on 1 April 2013 with one Senior Family Support Worker and nine Family Support Workers (FSWs) based within North West Leicestershire District Council offices.
- 1.3 In addition North West Leicestershire has also been allocated a Job Centre Plus worker for Supporting Families based at Coalville Job Centre. This officer works closely with FSWs and attends their fortnightly team meetings. The Job Centre Plus worker provides bespoke support to individuals within 80% of our supported families. This combination of support has resulted in 5 individual family members progressing into work already. This level of success has not been seen in other localities this early in the programme
- 1.4 The Supporting Families team works alongside the Council's Community Safety staff. This 'locality hub' has enabled both teams to ensure that, where appropriate, individuals who are considered at the Joint Action Group as perpetrators of ASB are appropriately supported to change their behaviour.
- 1.5 Leicestershire County Council's Locality Services Co-ordinator is also co-located in this office which enables a more robust understanding of a family's support needs resulting in the most appropriate referrals possible. The Co-ordinator presents these referrals to a fortnightly 'Early Help Hub' meeting. Having an understanding of their association with anti social behaviour can inform which services need to be involved. For example, teenage perpetrators are often referred to Twenty Twenty mentoring support or Youth Service
- 1.6 Membership of the Early Help Hub has expanded and now consists of;
- Supporting Leicestershire Families
 - Strengthening Families
 - Family Steps
 - Children's Centres
 - Youth Offending Service
 - Youth Services
 - NWLDC Housing Management
 - Health
- 1.7 This wider membership enables more rounded consideration and robust decision making about which agency is best to lead and co-ordinate services for the whole family's identified needs.

1.8 Similarly to the approach in paragraph 1.4 the Senior Family Support Worker also attends School Behaviour and Attendance Partnership meetings within the district to ensure that children with school issues are appropriately and holistically supported.

2.0 NORTH WEST LEICESTERSHIRE FAMILIES

2.1 Family Support Workers are currently working with 44 families. This equates to 224 individuals: 82 adults and 142 children.

2.2 To add some context to this, other district's current caseloads are as follows;

• Blaby	24 families	105 individuals
• Charnwood	60	266
• Harborough	13	56
• Hinckley & Bosworth	25	107
• Melton	9	45
• Oadby & Wigston	19	87

2.3 16% of the caseload (7 families) were already being supported through the former Common Assessment Framework (CAF) approach. A further 5 families were listed in the original data capture to identify families with complex needs in 2011 and have been found to still be in need of intensive support.

2.4 Therefore these findings support the need for a new way of working to stop families remaining within a 'revolving door' of needind support provision.

2.5 When each Family Support Worker has a family assigned to them they undertake a 'Family Star' which is an assessment tool to rate which areas of their life require the most support, for example, child safety, progress to work, family routines. The worker spends time getting to know each family member to obtain a fuller picture of the complex needs.

2.6 Although data collation and analysis is still being developed by LCC, the latest information available on our families' identified needs is attached as a dashboard at Appendix One.

2.7 Although not all family assessments have yet been captured in this dashboard, initial findings do provide valuable information. For example, 96% of our families have anti social behaviour issues, 85% are heavily or solely reliant on state benefits and 84% have children with significant difficulties at or with school and formal education.

2.8 This evidence demonstrates that we are working with the right families in that they meet the three key 'Troubled Families' criteria identified by Central Government (Crime and anti social behaviour, education and reliance on unemployment benefits)

2.9 More specifically we are already seeing some very positive outcomes for families. These can be very simple, such as a mother who had a kitchen refurbishment through the Decent Homes program in one of our Council properties but could not have her own cooker reconnected as it was faulty. Her initial solution to this problem was to go to Brighthouse in Coalville and buy a cooker on credit, paying far more in the long term than the value of the cooker. However with her Family Support Worker's assistance she applied for and received a grant from the Welfare Fund to buy a new cooker and have it installed, therefore not incurring any debt.

2.10 Sometimes the positive outcomes can be massive for an individual's life such as the young girl who confided in her worker that she was being given drugs by men who were sexually exploiting her. She has received support for her substance misuse as well as one to one support from her Family Support Worker and now has a work training placement. The information she provided has been shared with Police and she is now safe from harm.

2.11 Further case studies are included as Appendix Two for information.

3.0 IMPROVEMENTS TO SERVICE DELIVERY

- 3.1 Whilst initial referrals indicated that 55% of referred families had parenting support needs, further assessment has recorded that lack of parenting is an issue in 76% of the families, with 69% of families either being observed to have, or have advised Family Support Workers that their children are violent or aggressive in the household.
- 3.2 Therefore 3 of our 9 Family Support Workers have been trained to deliver parenting classes to increase services already available in the district. From October they have been delivering these classes to any parents identified as in need of parenting support, not just those already receiving Supporting Families intervention.
- 3.3 Family Support Workers have noted a significant number of children and some adults within their families have either been diagnosed with, or are displaying behaviours but are yet to be diagnosed with, Attention Deficit Hyperactivity Disorder (ADHD). In response to this our Senior Family Support Worker and the Council's Health Improvement Officer have worked together to ensure simpler referral pathways to ADHD solutions.
- 3.4 In addition the Staying Healthy Partnership and Safer North West Partnership have jointly funded training for our Family Support Workers to deliver '123 Magic' strategies for managing ADHD behaviours effectively. Traditionally recommended strategies for effectively parenting children are ineffective with children with ASHD and can often exacerbate problems. The '123 Magic' strategies in turn will be taught to parents to improve the way they manage their children's behaviour.
- 3.5 19% of our families are experiencing domestic abuse. Many more have suffered these experiences in the past and live with the after affects. This information recently supported a bid by the Safer North West Partnership to the Office of the Police and Crime Commissioner for additional funds to tackle a backlog of cases waiting for outreach worker support from Living Without Abuse.
- 3.6 Countywide, Domestic Abuse Service levels are 5% over capacity. In North West Leicestershire, due to high demand, the service demand is currently 25% over capacity. The aforementioned bid was approved by the Police and Crime Commissioner to reduce the waiting list between now and the end of March 2014.
- 3.7 The successful bid has ensured that we can commission more hours of outreach support for victims of domestic violence, enabling those on NWL waiting lists can now receive support and begin to rebuild their lives

4.0 NEXT STEPS

- 4.1 Over the next few months we will be working with the Clinical Commissioning Group to strengthen our local links with health care professionals and GPs.
- 4.2 In October a Locality event for School Heads was held to learn more about Supporting Leicestershire Families and how the Family Support Workers engage with families. They were also asked what schools can do to support the children from these families and improve outcomes.
- 4.3 In addition strategic partners including the Police, Youth Service, Youth Offending, Social Care, Children's Centres, Homestart and CAB will receive this report and be consulted on how we can improve service delivery to inform future performance and outcomes for families.

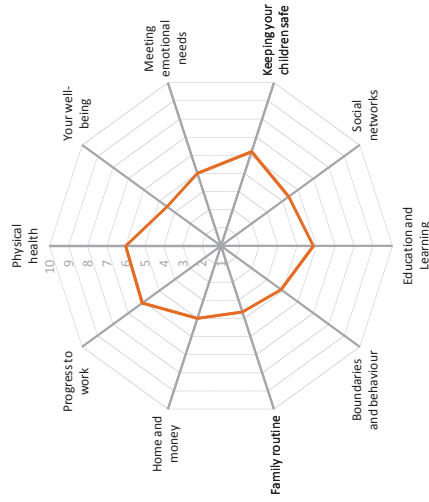
Supporting Leicestershire Families Dashboard :NW Leics

September 2013

Current position (change since April 2013)

SLF Monitoring and Assessment/Review Summary	
26	Family Monitoring forms
0	Family Review forms
24	Family Star Assessments
0	Family Star Reviews
125	Individual Monitoring forms
0	Individual Review forms
236	Number of Families Monitored or Assessed ¹

Average Family Star Scores for Assessed Cases on SLF Programme



What has been achieved by locality

Local Authority	Baby	Charnwood	Harborough	H & B	Melton	NW Leics	Oadby & Wigst	Leicestershire
Number of families open on the SLF programme ²	18	46	6	28	8	26	10	142
Number of 'complex' families (open) ³	14	40	4	22	7	24	8	119
Number of families 'at risk' (open) ⁴	4	3	2	1	1	1	2	14
Number of closed SLF cases	-	-	-	-	-	-	-	-

Family Star Key

Initial score

Latest score

Issues in Household Key

Grey box = Not a progress measure

Orange box = High risk issue

NOTES

- Number of families represents the number of Unique Family Reference Numbers associated across all of the Family, Star and Individual Assessments and Reviews completed to date. Families included in
- Family with ASB Issues⁵ is a temporary issue category based on information within the Family Assessment.
- Complex means 5+ low risk issues OR 2+ High Risk issues OR a Child Protection Plan
- At Risk means 2+ issues
- Currently includes any family that has at least one started assessment

Assessment	No. of families with factor present		% change
	present	% change	
Physical health	12	46%	
Your well-being	10	38%	
Meeting emotional needs	0	0%	
Keeping your children safe	18	69%	
Social networks	0	0%	
Education and Learning	13	50%	
Boundaries and behaviour	0	0%	
Family routine	24	92%	
Home and money	19	73%	
Progress to work	0	0%	
Domestic abuse	5	19%	
Individual has diagnosed mental health issues	12	46%	
Alcohol misuse is a major issue for the individual	2	8%	
Drug misuse is a major issue for the individual	1	4%	
Family with ASB Issues ⁵	25	96%	
Family at risk of homelessness	5	19%	
Family is in rent arrears	7	27%	
Family has financial difficulties	14	54%	
Family heavily or solely reliant on state benefits	22	85%	
Family has no or limited support network from family or friends	17	65%	
Healthy lifestyle issues	21	81%	
At least one person of the family is or has been in care	0	0%	
Adults not in employment	15	58%	

Review	No. of families with factor present		% change
	present	% change	
Physical health	0	0%	
Your well-being	12	46%	
Meeting emotional needs	1	4%	
Keeping your children safe	12	46%	
Social networks	5	19%	
Education and Learning	12	46%	
Boundaries and behaviour	0	0%	
Family routine	0	0%	
Home and money	0	0%	
Progress to work	0	0%	
Domestic abuse	0	0%	
Individual has diagnosed mental health issues	0	0%	
Alcohol misuse is a major issue for the individual	0	0%	
Drug misuse is a major issue for the individual	0	0%	
Family with ASB Issues ⁵	0	0%	
Family at risk of homelessness	0	0%	
Family is in rent arrears	0	0%	
Family has financial difficulties	0	0%	
Family heavily or solely reliant on state benefits	0	0%	
Family has no or limited support network from family or friends	0	0%	
Healthy lifestyle issues	0	0%	
At least one person of the family is or has been in care	0	0%	
Adults not in employment	0	0%	

Closure	No. of families with factor present		% change
	present	% change	
Physical health	0	0%	
Your well-being	12	46%	
Meeting emotional needs	1	4%	
Keeping your children safe	12	46%	
Social networks	5	19%	
Education and Learning	12	46%	
Boundaries and behaviour	0	0%	
Family routine	0	0%	
Home and money	0	0%	
Progress to work	0	0%	
Domestic abuse	0	0%	
Individual has diagnosed mental health issues	0	0%	
Alcohol misuse is a major issue for the individual	0	0%	
Drug misuse is a major issue for the individual	0	0%	
Family with ASB Issues ⁵	0	0%	
Family at risk of homelessness	0	0%	
Family is in rent arrears	0	0%	
Family has financial difficulties	0	0%	
Family heavily or solely reliant on state benefits	0	0%	
Family has no or limited support network from family or friends	0	0%	
Healthy lifestyle issues	0	0%	
At least one person of the family is or has been in care	0	0%	
Adults not in employment	0	0%	

Child/YP issues	Factors in households
19	Child has significant difficulties at or with school and formal education (attendance)
	Child has significant difficulties at or with school and formal education (exclusions)
	Young person with ASB or other crime issues
	Children with violent or aggressive behaviour in the household
	There are young people in the household who are not in employment, education or training (NEET)
	Child development concerns
	Risk of neglect or abuse to a child or children (Child Protection Plans)
	Difficulties looking after children
	Lack of parenting is an issue in family
	Parent with ASB or other crime issues
	Domestic abuse
	Individual has diagnosed mental health issues
	Alcohol misuse is a major issue for the individual
	Drug misuse is a major issue for the individual
	Family with ASB Issues ⁵
	Family at risk of homelessness
	Family is in rent arrears
	Family has financial difficulties
	Family heavily or solely reliant on state benefits
	Family has no or limited support network from family or friends
	Healthy lifestyle issues
	At least one person of the family is or has been in care
	Adults not in employment

Influencing factors
Child has significant difficulties at or with school and formal education (current SEN)
One or more family members have a significant limiting disability or illness
A teenager in the household is a mother
Poor parental attainment
Child is a carer
Single parent family

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Appendix Two

Starting Point	Family Support Worker Intervention	Outcome
<p>Family 1</p> <ul style="list-style-type: none"> • High rent arrears which resulted in family being served Notice to begin possession proceedings. • Chaotic family routine and lack of home maintenance/hygiene • Poor physical health • Mental health issues • Out of work • Non attendance at school • Suspected undiagnosed developmental delays with children 	<ul style="list-style-type: none"> • Money management – new bank account set up and rent payments on standing order • Facilitated family meetings to discuss and resolve their concerns • Helped family to get a referral to education psychology • Access Job Centre Plus services • Liaised with school • Garden Tidy Scheme arranged • Encouraged to access summer activities in the community • Signed up to volunteering • Home visit from school nurse • Team Around Family meeting held with all service providers and parents 	<ul style="list-style-type: none"> • Threat of homelessness removed • Debts being paid off • Household managed better • Tasks now being managed independently • Registered for ‘Get healthy get in to sport’ and dietetic clinic • Attends Job Centre Plus regularly with employment advisor • Now enrolled onto Adult education course and Prince’s Trust • Appointment mental health teams who have agreed to re-assess • Work experience attended over the summer • Due to begin ‘Living with Teenagers’ course in October
<p>Family 2</p> <ul style="list-style-type: none"> • History of services intervening and family reluctant to engage • Alcohol dependency • Low school attendance • Poor mental health • Acute anxiety and low self esteem • Family break down 	<ul style="list-style-type: none"> • Ongoing listening and time offered to family • Supported to attend Job Centre Plus and Acorn training • Work program decision appealed and benefits re-instated • Liaised with schools • drug and alcohol workers involved 	<ul style="list-style-type: none"> • Mum feels more supported than previously • Coordinated support • Engagement with mental health services and other professionals • Attendance to trips over the summer in the local community • Attendance to school events • Improvement in school attendance
<p>Family 3</p> <ul style="list-style-type: none"> • Unemployment • Previous disengagement with 	<ul style="list-style-type: none"> • Male and female worker supporting the family • Liaised with other professionals 	<ul style="list-style-type: none"> • Father secured employment • Family to begin ‘Fun and Families’ parenting group in October

Appendix Two

<p>service providers</p> <ul style="list-style-type: none"> • Lack of routine in the family • Concerns raised by professionals regarding issues of control/domestic abuse • Children’s Developmental delays • Boundaries and behaviour concerns 	<ul style="list-style-type: none"> • Observed children in different environments • Coordinated and chased up other input from professionals such as Senco and Health Visitor 	<ul style="list-style-type: none"> • Meeting with pediatrician • Visit from Health Visitor to provide support with toileting • Volunteering process began • Summer outings, accessing local facilities and meeting other families
<p>Family 4</p> <ul style="list-style-type: none"> • Issues with late arrivals and low attendance at school • Mum misusing alcohol and struggling with day to day demands • Diagnosed mental health disorder • Historical and reoccurring domestic abuse 	<ul style="list-style-type: none"> • Support over the summer – accessing local facilities • Accessed foodbank • Sourced pushchair • Pest control • Observed family routines • Money management –CAB and Credit Union support • Liaised with schools seeking funding for after school club for 12 weeks whilst Mum attends mental health group • Obtained support from Women’s Aid 	<ul style="list-style-type: none"> • No problems with school attendance • Registered for council housing • Youngest son successfully registered for school • No longer on medication for depression • Successfully attended 6 week pattern changing course • School very pleased with changes made by family • Household and routines manageable and well kept

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET - 19 NOVEMBER 2013

Title of report	RESIDENT INVOLVEMENT AGREEMENT (2013-15)
Key Decision	a) Community Yes b) Financial No
Contacts	Councillor Roger Bayliss 01530 411055 roger.bayliss@nwleicestershire.gov.uk Director of Services 01530 454555 steve.bambrick@mwleicestershire.gov.uk Head of Housing 01530 454780 chris.lambert@nwleicestershire.gov.uk
Purpose of report	To seek approval to implement the <i>Resident Involvement Agreement (2013-15)</i> .
Reason for Decision	The partnership agreement (formerly known as the Tenants Compact) between the Council and its Tenants and Leaseholders which provides the framework for resident involvement in housing services has been reviewed and updated. It now reflects the requirements of the service and its tenants and leaseholders for the short and medium term.
Council Priorities	Value for Money Homes and Communities
Implications: Financial/Staff	A pre planned review of the capacity requirements of the Resident Involvement service is currently underway, and whilst the new proposed Resident Involvement Agreement does not introduce any additional resource requirements, we need to ensure we have the right level of support available to sustain our resident involvement activities.
Link to relevant CAT	None.

Risk Management	The <i>Resident Involvement Agreement (2013-15)</i> and any associated risks will be monitored by the Tenants and Leaseholders Consultation Forum.
Equalities Impact Assessment	No implications apparent.
Human Rights	No implications apparent
Transformational Government	The new arrangements outlined in this agreement further develop the existing structures and working practices, which are built on the principles of “co-production” of service design, with full customer involvement. Through the development of a strong framework around resident involvement in housing services, the approval of this report will support the delivery of more efficient services and associated decision-making process.
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	Tenants & Leaseholders Consultation Forum; Service area Working Groups; Officers
Background papers	<i>Tenant Participation Compact (2008)</i> . Available at: https://www.nwleics.gov.uk/files/documents/tenant_participation_compact1/compact_A4_pages_version3_021008_(3)_final_prontaprint.pdf.pdf
Recommendations	THAT CABINET APPROVES THE ADOPTION OF THE <i>RESIDENT INVOLVEMENT AGREEMENT (2013-15)</i> DETAILED IN APPENDIX A OF THIS REPORT

1.0 BACKGROUND

- 1.1 The Council now has a strong track record of involving Tenants and Leaseholders in the development and enhancement of new and existing housing services. The partnership agreement for this involvement was initially defined by *Tenant Participation Compact* which was agreed by the

Council and its tenants and leaseholders in 2008, and was timetabled for review in 2012.

- 1.2 Both the national context around resident involvement and the local arrangements have moved on significantly in the last five years. New regulation from the Homes and Communities Agency brings an emphasis on resident led self-regulation, and for landlords to provide a range of opportunities for scrutiny of housing services by tenants and leaseholders. In parallel, there is a desire amongst existing involved residents for greater influence around resident involvement priorities and budgets.
- 1.3 In May 2013 a joint review team consisting of involved residents and officers interviewed a wide range of internal and external stakeholders to review and develop the *Tenant Participation Compact*. The output of that review is the *Resident Involvement Agreement*.
- 1.4 The draft *Resident Involvement Agreement (2013-15)* is attached as Appendix A.
- 1.5 The *Resident Involvement Agreement (2013-15)* builds on the strong partnership between the Council and its Tenants and Leaseholders around resident involvement. The *Resident Involvement Agreement* will be constantly monitored, refined and updated to reflect changes in legislation and the service priorities..

2.0 NEXT STEPS

- 2.1 The Tenants and Leaseholders Consultation Forum is the resident-led overarching group for resident involvement. The implementation of the *Resident Involvement Agreement (2013/15)* will be monitored by the Forum on a quarterly basis.

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Resident Involvement Agreement 2013 to 2015 (Draft)

June 2013



Resident Involvement Agreement 2013 to 2015

What is Resident Involvement?

Resident Involvement is all about including tenants and leaseholders (collectively known as 'residents') in the work that North West Leicestershire District Council (NWLDC) does. Residents are the ones who are directly affected by the housing services delivered by the council. This means that they are the experts on what is good about service delivery and what needs to be improved or changed. For this reason, NWLDC wants to involve residents in enhancing and developing existing and new housing services.

So

This Resident Involvement Agreement is an update to the existing agreement, known as the '[Tenant Participation Compact](#)'. This updated version sets out clear actions that aim to;

- **empower** residents to be involved in decisions affecting their homes and communities;
- improve the way we **communicate** resident involvement activities; and
- develop **relationships** and ensure openness between involved residents and NWLDC employees.

This agreement has been reached by a team of residents, the Housing Portfolio Holder, NWLDC employees, and partner organisations. A group of residents known as the Tenants and Leaseholders Consultation Forum (TLCF) will continually monitor the agreement to ensure that the actions set out below are met.



Where we are now

NWLDC is committed to Resident Involvement and demonstrates this commitment in a number of ways:

- We offer varied, interesting and fun involvement opportunities, ranging from supporting community groups to training residents to inspect the housing service. *If you're interested in what opportunities are on offer to residents, you can have a look by either clicking [here](#) to view our menu of involvement, or looking in Appendix 1 of this agreement.*
- We employ dedicated Resident Involvement Officers, who work across the district to encourage and support resident involvement.
- Housing Officers support resident involvement through attending community meetings, estate walkabouts and other events. Staff members across the Housing Service also attend regular resident focussed working group meetings, including Repairs and Maintenance, Performance and Finance, Older Person's Services and Housing Management.
- We provide a dedicated Resident Involvement budget. For the financial year 2013/2014 we have committed £21,000 to supporting Resident Involvement. This is used for:
 - Covering the cost of residents getting involved in meetings, events and training opportunities. We will pay any reasonable transport and childcare expenses, ensuring getting involved doesn't cost residents a penny.
 - Supporting our Tenants and Residents Associations (local community groups) to deliver community activities and events, and opportunities for community grants.
 - Many other resident involvement activities to empower residents to get involved in improving the Housing Service.

North West Leicestershire District Council will:

Objective	Who's responsible?	How will we do it?	Targets and target dates
Decision Making			
1 Provide opportunities for residents to influence NWLDC policy.	Housing Service / Tenants and Leaseholders Consultation Forum (TLCF)	<ul style="list-style-type: none"> We will ensure that all recommendations presented by the working groups are formally considered through the TLCF and that a formal feedback process is followed. 	Ongoing
2 Be clear about: <ul style="list-style-type: none"> What information is available to residents. What can be changed by residents. What resources, budgetary or other, can be influenced by residents. 30	Resident Involvement Team	<ul style="list-style-type: none"> We will ensure that resident involvement groups and activities have clear terms of reference. We will support the TLCF to have more influence over the Resident Involvement budget. 	July to September 2013
3 Empower residents to set financial priorities e.g. training priorities.	Resident Involvement Teams / TLCF	<ul style="list-style-type: none"> The TLCF will be responsible for setting resident training priorities and will agree a process for residents applying to go on training. 	January to March 2014
4 Enable involved residents to offer constructive feedback and shape involvement activities. Forums and working groups should be welcoming and have well trained Chairs/ elected representatives who link in and update the TLCF on working group activities.	Resident Involvement Team / TLCF / Working groups	<ul style="list-style-type: none"> We will support the forums and working groups to have a resident who acts as an elected representative. Elected representatives will update the TLCF on a bi-monthly basis regarding what the group has been focussing on and highlight any issues related to housing services. Training will be provided to residents to ensure that elected representatives are able to fulfil the role. Each working group will agree a process for periodically electing new elected representatives. All working groups and Forums to develop, communicate and enforce clear codes of conduct. 	October to December 2013
5 Encourage involvement from a wide resident base - more use of surveys and stay at home activities (armchair involvement), and targeting local rural	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> We will look into the use of website, email and text messaging as a means of involving a wide base of residents. We will promote the fact that transport is available to those attending meetings. 	July to September 2013

	communities.			<ul style="list-style-type: none"> We will hold meetings in accessible locations. We will promote opportunities for our tenants and leaseholders to volunteer at NWLDC to support our residents in receipt of Universal Credit. 	October to December 2013
6	Promote opportunities to volunteer at NWLDC to support residents moving onto Universal Credit.	Housing Management Team		<ul style="list-style-type: none"> We will provide a clear structure for residents to monitor the quality of housing services. Working groups will be responsible for checking that the Housing Service is meeting agreed targets. Findings will be passed on to the TLCF. The TLCF can then highlight issues to the Scrutiny Panel, a group of residents who inspect services and make improvement recommendations. Those recommendations will then be passed to the TLCF, who will then pass on to the Councils formal approval process. 	January to March 2014
7	Ensure that keeping an eye on the quality of housing services is embedded in resident involvement activities.	Scrutiny Panel / Working groups / TLCF		<ul style="list-style-type: none"> The TLCF will consider the opportunity to hold a conference to consult with residents about their priority issues. Priority services will be monitored by the working groups (see above point for full process). 	October to December 2013
Training					
9	Develop the capacity of active involved residents through varied locally delivered training opportunities.	Resident Involvement Team / TLCF		<ul style="list-style-type: none"> Training for residents will be sought either in-house or from local training providers to ensure value for money and ease of access. Priorities and the budget for training will be set by the TLCF. 	January to March 2014
10	Provide opportunities for residents to learn about and use new technologies.	Resident Involvement Team		<ul style="list-style-type: none"> We will ensure that training on new technologies is promoted to residents with the aim of increase digital inclusion (the number of people who are able to access services through technology such as computers and smart phones). 	Ongoing
Communication					
11	Publish feedback and performance information.	Resident Involvement Team / Performance Team		<ul style="list-style-type: none"> We will tell people how the Housing Service is performing through our website. 	April to June 2014
12	Regularly review, develop and update online information to promote resident involvement.	Resident Involvement Team / Editorial Panel		<ul style="list-style-type: none"> The Resident Involvement Team will complete a full review of the NWLDC website to ensure that the resident involvement section is user friendly, up to date and effectively promotes involvement. The Editorial Panel will monitor the website. 	July to September 2013

13	Communicate, publicise and celebrate achievements through resident involvement e.g. through a 'you said, we did' approach.	Residents Team / Working groups / Editorial Panel / Scrutiny Panel	<ul style="list-style-type: none"> We will identify service improvements that have come about thanks to resident involvement and ensure that these are regularly promoted through both internal communications and the Editorial Panel in a 'you said, we did' format. All working groups will submit articles to InTouch on their aims and achievements 'Communications' will be a standard item on agendas of all working groups. The Scrutiny Panel will promote their activities in line with their communications plan. 	Ongoing
14	Broaden the Editorial Panel remit to include other communication methods.	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> We will support the Editorial Panel to take on a wider role, promoting resident involvement and issues of interest to residents through various methods e.g. website / social media / text messaging / press releases / electronic screens in reception. 	October to December 2013
15	Make more use of the 'InTouch' magazine – broader role / resident focussed articles.	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> We will utilise space in Council publications. We will run dedicated campaigns to encourage residents to submit articles to the Editorial Panel. 	2014/2015
16	Conduct targeted recruitment exercises for specific resident involvement activities.	Resident Involvement Team / Editorial Panel	<ul style="list-style-type: none"> We will ensure that where specific involvement activities, events or training take place, they will be widely advertised through various communication methods. 	Ongoing
Relationships				
17	Ensure that meetings are administered to high standards and support working groups to focus on issues of general concern to all residents.	Resident Involvement Team / working groups / TLCF	<ul style="list-style-type: none"> We will encourage all resident meetings to have standard formats that are agreed by residents. This includes fixed agendas, forward plans and early distribution of minutes, and the opportunity to raise personal issues before or after meetings. We will encourage each working group to nominate a resident secretary to administer meetings. Training will be provided to ensure they have the capacity to fulfil the role. 	October to December 2013
18	Provide residents with open and accurate feedback where suggestions have been made and not implemented.	Working groups / Resident Involvement Team / TLCF	<ul style="list-style-type: none"> We will ensure that each involvement activity has a clear process for providing feedback to residents on suggestions and queries. This will be set out through clear terms of reference. 	October to December 2013
19	Promote communication between involved groups of residents e.g. between working groups and the Tenants and Leaseholders	Working groups / TLCF	<ul style="list-style-type: none"> The TLCF will have an item on their agenda at each meeting for the resident Chairs/elected representatives of working groups to feed back on progress. 	July to September 2013

Monitoring and Review

This agreement will be monitored through the Tenants and Leaseholders Consultation Forum on a quarterly basis (every three months). The group will look at the actions to ensure that they are being completed in line with agreed targets and review whether any of the actions need to be adapted.

Co-Signatories to the Resident Involvement Agreement:



Bob Dawe

*Chair of the Tenants and
Leaseholders Consultation
Forum*



Chris Lambert
Head of Housing



Councillor Roger Bayliss
Portfolio Holder for Housing



Feedback

If you have any comments, thoughts or suggestions about either the agreement or resident involvement in general, we would love to hear from you. To find out more about improving housing services, please visit www.nwleics.gov.uk/pages/resident_involvement or contact us by:

Writing to us at:

Resident Involvement Team
North West Leicestershire District Council
Housing Service
4 Whitwick Road
Coalville
Leicestershire
LE67 3FJ

Calling the Resident Involvement Team on:

01530 454605

Emailing:

housing@nwleicestershire.gov.uk

This document was written by the Housing Service at North West Leicestershire District Council. It is available in large print, Braille and other formats on request. This document is also available in other languages on request. Please telephone 01530 454605 or email housing@nwleicestershire.gov.uk.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 19 NOVEMBER 2013

Title of report	CHILDREN, YOUNG PEOPLE AND ADULT SAFEGUARDING POLICIES UPDATE
Key Decision	a) Financial No b) Community Yes
Contacts	Councillor Trevor Pendleton 01509 569746 trevor.pendleton@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 update the Council's Safeguarding policies for Adults, Children and Young People.
Reason for Decision	To comply with the Council's statutory duty to ensure compliance with safeguarding duties as detailed in the Children Act 2004 and Working Together 2013
Council Priorities	Homes and Communities
Implications:	The district council is a partner of the Local Safeguarding Board and has to monitor safeguarding practice through the Safeguarding Board's Performance and Assessment Framework. The policies form the basis of a training plan delivered to all staff The policies are adopted by all District and Borough Councils in Leicestershire who work collaboratively on ensuring good practice and procedures for Safeguarding.
Financial/Staff	The Children's Services Coordinator is the lead professional for the Council. There are a further nine members of staff who act as Designated Safeguarding Officers within their substantive roles and manage concerns, help develop and promote good safeguarding practice.
Link to relevant CAT	Supporting North West Leicestershire Families CAT
Risk Management	Risk assessments will be completed as appropriate

Equalities Impact Assessment	Equality Impact Assessment already undertaken which has been discussed at the Fairer CAT, any issues identified have been actioned.
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	<ul style="list-style-type: none"> - The District Councils Implementation Group - The Leicestershire District And Boroughs Safeguarding Officer Group -The Leicestershire and Rutland Safeguarding Boards - National Society Prevention of Cruelty to Children (NSPCC)
Background papers	<ul style="list-style-type: none"> - the Children Act 2004 http://www.legislation.gov.uk/ukpga/2004/31/contents -Working Together 2013 http://www.education.gov.uk/aboutdfe/statutory/g00213160/working-together-to-safeguard-children -No Secrets 2012 http://www.leics.gov.uk/safeguarding_no_secrets.pdf
Recommendations	<p>CABINET IS REQUESTED TO</p> <ol style="list-style-type: none"> 1) APPROVE THE UPDATED 2013 CHILDREN AND YOUNG PEOPLE AND ADULTS SAFEGUARDING POLICIES 2) DELEGATE RESPONSIBILITY FOR ANNUAL UPDATES TO THE DIRECTOR OF SERVICES

1.0 CONTEXT

- 1.1 *Children's Safeguarding Legislation* - District and Borough Councils are statutory safeguarding partners as identified by Sections 10 and 11 of the Children Act 2004. All partners are required to ensure that *"their functions are discharged having regard to the need to safeguard and promote the welfare of children"*
- 1.2 *Adult Safeguarding Legislation* - "No Secrets 2010" is a document written by the Department of Health and adopted by all Health, Social Work and other statutory organisations, states that

“ all agencies and individuals that have contact with adults in need of safeguarding have a duty to protect them from abuse”

- 1.3 The Leicestershire Districts and Boroughs are a partner of the Leicestershire and Rutland Safeguarding Board who oversee, monitor and audit safeguarding practices in the two counties. Districts and Boroughs must regularly refresh and update policies in line with national legislation or changes to local good practice guidance.
- 1.4 The Leicestershire districts and boroughs set up the District Implementation Group, (DIG), in 2008 to focus on implementing stronger safeguarding practices. The group rewrote the policies and set up a small training development group who wrote the “Safe in our Hands” gold, silver and bronze level safeguarding courses, mapped front line officer safeguarding training requirements and developed a comprehensive incident referral form and data capture systems.
- 1.5 However, the safeguarding agenda is subject to frequent change as changes in practice identified through Serious Case Review recommendations are required to be implemented by all partners in a timely fashion. During the past year, there has been a major legislative change with the updating of the “Working Together to Protect Children” document, rewritten as a result of the findings of Professor Eileen Munro, after the Peter Connolly tragedy. This document has gone from 400 plus pages to under 100 with a greater emphasis on local service setting and on professional judgments and a move away from the paperwork and tick box approach of safeguarding.

2.0 2013 UPDATE – PRIORITIES AND THEMES

- 2.1 To update and evaluate the Council’s 2013 policy, information was considered from The Local Safeguarding Children Board, (LSCB), the Safeguarding Adult Board (SAB), NSPCC, the District Implementation Group (DIG) and Leicestershire Districts and Boroughs. This data gathering highlighted a need to include emerging areas of concern, e.g. Child Sexual Exploitation and Domestic Abuse, and also the inclusion of clear routes for staff to access services directly whilst still using the internal reporting structure.
- 2.2 Consideration was given to the most recent Safeguarding figures and trends in North West Leicestershire and the priorities of The Local Safeguarding Children Board and the Safeguarding Adults Board.
- 2.3 From these three clear priorities have been identified within the refreshed policies;
 - 1) Report ALL concerns – we do not ask members of staff to investigate concerns for welfare or possible abuse; agencies such as the police or social care perform that function. We ask staff to report all concerns to Designated Safeguarding Officers who have received further training through the NSPCC. These officers will decide how the concern should be taken forward.
 - 2) How to deal with a disclosure of abuse – some members of staff are likely to have information disclosed to them that concerns the welfare or safety of a child or adult in need of safeguarding. They need to be appropriately skilled to deal with that disclosure, record all that has transpired and pass on the information. The officers particularly likely to be in this situation are those in direct contact with the public, e.g. housing officers, customer services staff, leisure centre employees.
 - 3) How to report a member of staff – over the past few years there has been a national focus on staff or volunteers who either abuse children or who are involved in unsafe

practice and with that has come recognition that agencies require robust internal reporting mechanisms. Within North West Leicestershire District Council we have a clear Whistle Blowing Policy that is managed through Human Resources. There is also a county structure and officer in place to deal with any issues relating to staff or volunteers on children. All staff are encouraged through training to report any concerns regarding other staff. The policy recognises that it is difficult to report a colleague and is clear in its offer of support for this situation.

2.4 Two cross-cutting themes have also been identified;

- 1) Staff training – there are a number of training courses available to staff internally and externally. All districts and boroughs offer the same training with the same key themes to ensure consistency across Leicestershire.
- 2) Raising awareness of Safeguarding – it is important to ensure that staff maintain awareness of how, what and who to report. This is done through internal campaigns, a strong internal web page and regular updates to teams.

3.0 POLICIES TO PRACTICE

3.1 The Safeguarding work at the council is led by the Children's Services Coordinator who coordinates a group of Designated Safeguarding Officers who meet regularly to discuss implementing policies, to react to any local and national changes, to maintain an overview of cases and to highlight and promote training needs of staff.

3.2 This work is monitored by the Corporate Leadership Team with quarterly reports of incident statistics, an overview of training and planned activity for the next quarter. The Children's Services Coordinator also regularly meets with the Chief Executive to highlight trends and any areas of concern.

3.3 The Council began to record Safeguarding Incidents in 2006 as a result of the Children Act 2004. During the first years of recording, 2006 to 2009, there were approximately 5 cases per year. After the tragic events of Baby Peter Connolly and the Pilkington case, the awareness of the safeguarding agenda became a national issue and all agencies improved policies and focused on training and raising awareness. Reported cases are now rising year on year with 49 cases reported to the Council's Designated Safeguarding Officers in 2012/13 broken down as follows;

- 28 Adult cases
- 21 Children and Young People cases

3.4 The Council is continuing to deliver Safeguarding Training with the following achieved in 2012/13:

- Over 60 officers receiving Bronze Level training
- 19 officers undertook Intermediate (Silver) training
- 11 officers undertook Adult Safeguarding training delivered by the County Council
- 8 Designated Safeguarding Officers undertook specific training delivered by the NSPCC

3.5 The Leicestershire structure for safeguarding is shown at Appendix 1. This shows how district and borough councils fit into the structure within the Leicestershire and Rutland Safeguarding Boards and how the Council's safeguarding incidents are referred.

3.6 The Structure for Safeguarding at North West Leicestershire District Council is shown in Appendix 2. This demonstrates our internal safeguarding structures, responsibilities and case management practices.

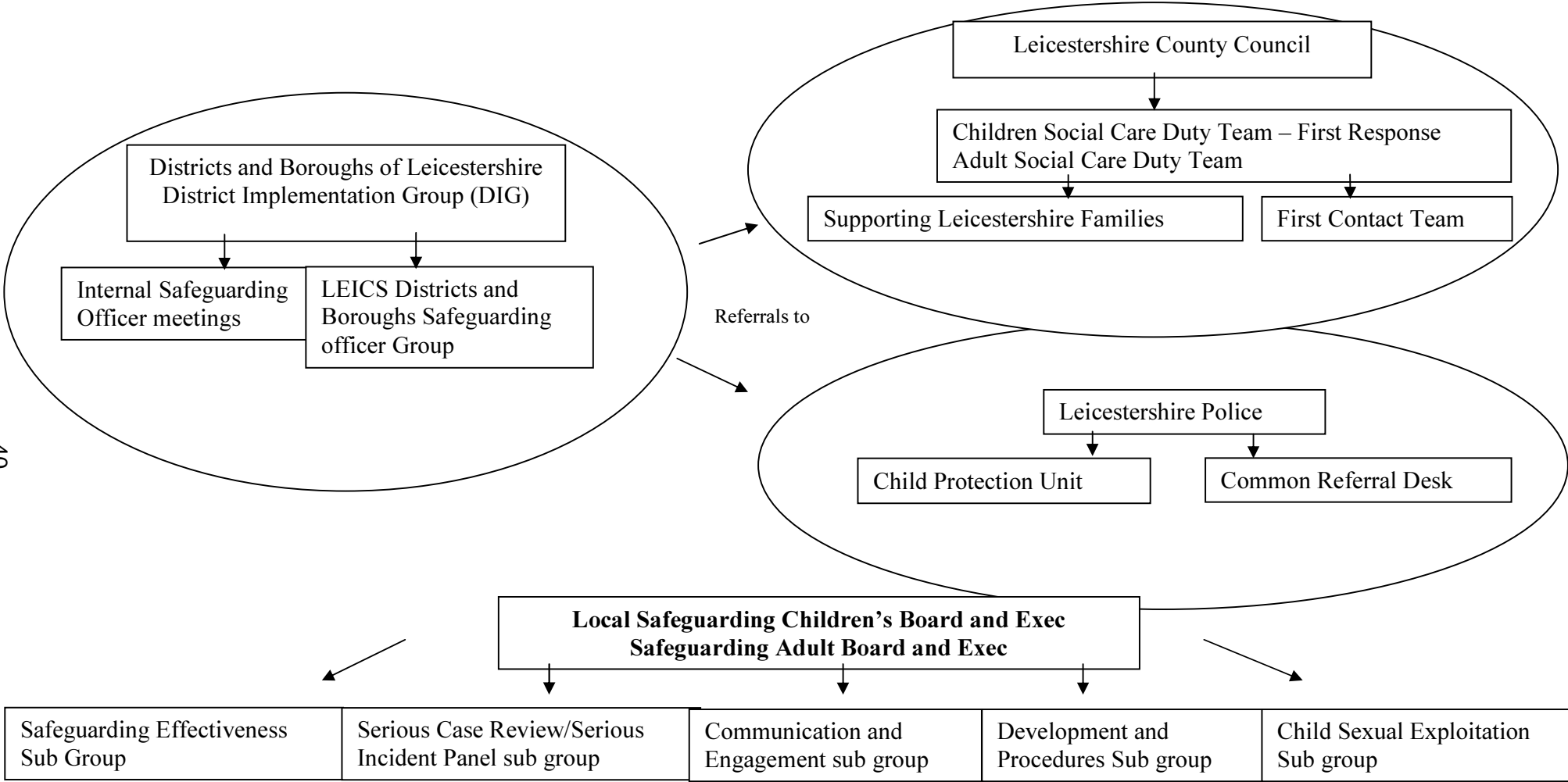
4.0 NEXT STEPS

4.1 The updated Safeguarding Policies will be made available on the intranet and promoted to staff through future training courses and staff bulletins. An internal communication plan will be developed by the Childrens Services Co-ordinator and Designated Safeguarding Officers.

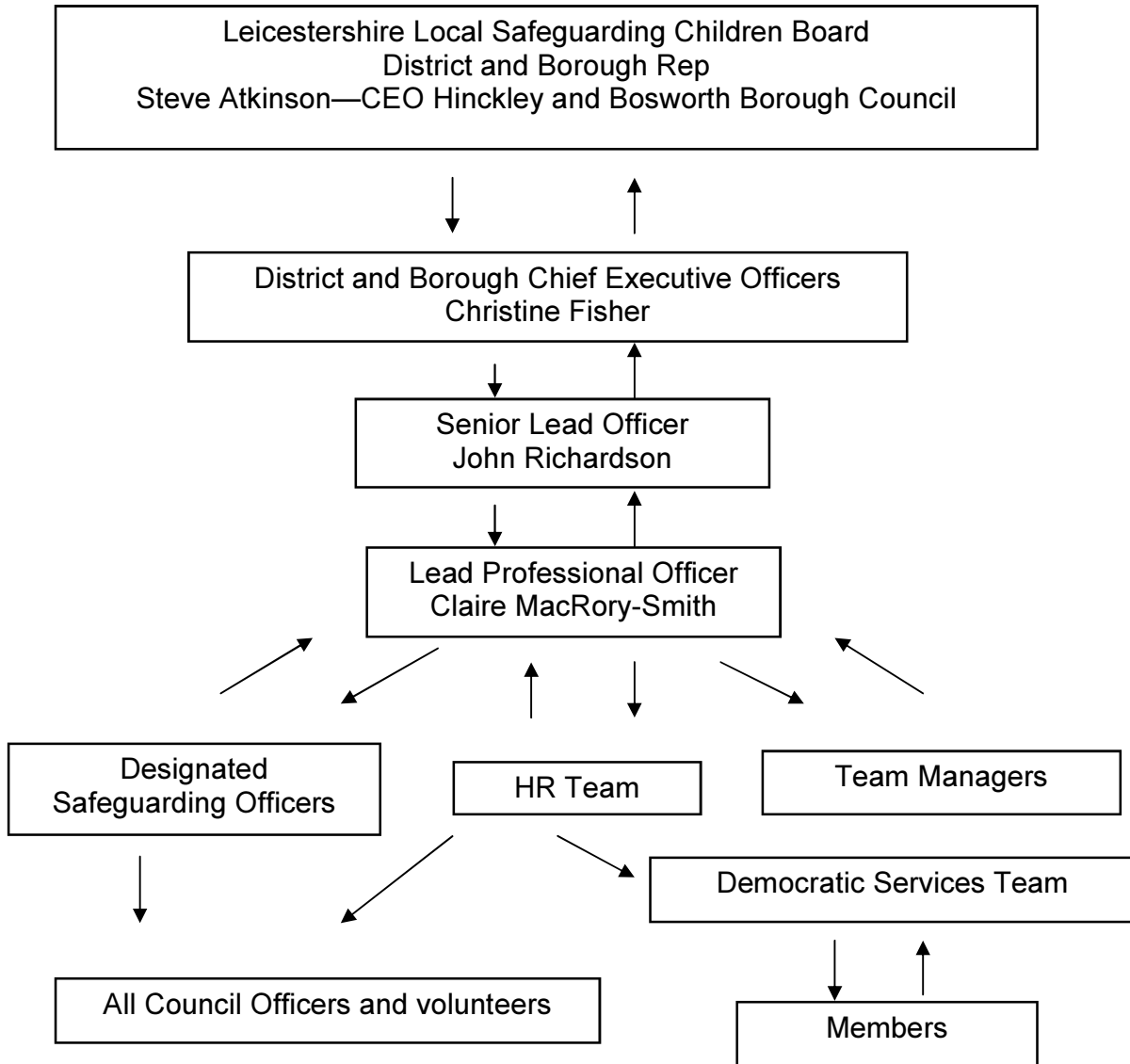
4.2 As updates are frequently required through legislative and best practice developments Cabinet are requested to delegate approval to the Director of Services for annual updates to the two policies in conjunction with Portfolio Holder.

Safeguarding in Leicestershire for Districts and Borough Councils

Appendix 1



Local Safeguarding Children Board
Safeguarding Communication and Accountability Flow Chart



Adult Safeguarding Policy and Procedures



November 2013
Review Date November 2014
Review Officer Children's Services Coordinator

Please Note

Remember it is not up to you to decide if abuse has taken place, that is the role of the **lead** agency, **BUT** it is up to you to report **ANY** concerns.

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Guide for Dealing with Concerns Relating to Safeguarding Adults

Staff, member, volunteer has concerns about an adult.
(This could be something you have heard, seen, been told)

Call 999 for emergency services if the situation requires urgent police or health services help

- Stay Calm
- If the adult is present, reassure him or her
- Don't make promises regarding confidentiality
- LISTEN - but, do not ask probing questions

Complete Incident Report Form recording all details given

Contact a Designated Safeguarding Officer
(See Section 4.0 for list)
Pass on completed Incident Report Form

Designated Safeguarding Officer to decide:

- Is the report relating to Safeguarding
- Is the report relating to a Cause for Concern

NO

YES

If no further action is required, store Incident Report Form in secure Safeguarding file.
Where the Adult may benefit from further support, officer should make appropriate referrals

Concern referred to Customer Services Centre / Police Services for appropriate action to be taken

Out of Hours Number for Social Care : 0116 255 1606
Emergency call Police on 999

Who are the Designated Safeguarding Officers?

In the first instance report to either:
Claire MacRory - Children's Services Coordinator 642
Amanda Shakespeare-Ensor – Senior HR Advisor 524
Duncan Gibb – Leisure Centre Manager 328
Karen Talbot – Stronger and Safer Communities Team Manager 696
Sarah Favell – Community Safety Team Manager 719



Sue Hallam Strategic Housing Team Manager 612	John Richardson Head of Community Services 835	Jason Knight – Leisure Services Team Manager 602	Tina Roberts Housing Officer 484	Dea Stanley Housing Officer 810
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If all DSO's unavailable or out of hours ask for advice from:



In office hours:
Adult Services
Duty Access Team
0116 305 0004

Police 101
Emergency 999



Out of hours:
Emergency Duty
Team
Adult Services
0116 2551606

If you feel there is an immediate risk, call the emergency services 999

1.0 Introduction

Every adult in need of safeguarding has the right to live their life free from abuse.

Section 7 of the governments guidance document 'No Secrets' issued by the Department of Health in 2000 states that:

Provider agencies will produce for their staff a set of internal guidelines which relate clearly to the multi-agency policy and which set out the responsibilities of all staff to operate within it.

Internal guidelines should also cover the rights of staff and how employees will respond where abuse is alleged against them within either a criminal or disciplinary procedure.

The guidance also clearly defines who is considered to be an adult in need of Safeguarding.

No Secrets 2000 has been adopted by Leicestershire and Rutland Safeguarding Boards with the most recent version being updated in 2010.

To support the Multi-Agency approach, North West Leicestershire District Council, has produced this Safeguarding Policy in order to acknowledge its duty to protect adults in need of safeguarding as part of delivering services to the local and wider community .

In addition the following legislation supports the safety and wellbeing of adults in need of safeguarding :

- Human Rights Act 1998,
- The Mental Capacity Act 2005,
- Sexual Offences Act 2003,
- Health and Social Care Act 2008,
- Public Interest Disclosure Act 1998

Who is this policy for?

This policy is for you as a member of North West Leicestershire District Council staff, an elected member, a volunteer or anyone working on behalf of, delivering a service for or representing the Council.

This Policy ensures that all staff and volunteers delivering services to the community understand their duty to alert an appropriate Designated Safeguarding Officer, without delay, if they have concerns or suspicions relating to an adult in need of safeguarding.

As part of the reporting process you must:

- Never prevent or persuade another person from raising concern or suspicions or presenting evidence;
- Record all factual information accurately and clearly on the appropriate report forms

It is important to be aware that North West Leicestershire District Council has both a moral and legal obligation to ensure the duty of care for adults across its services. Staff may come across cases of suspected abuse, or have concerns for welfare, either through direct contact with an adult, for example, staff visiting homes as part of their day to day work, or through indirect referrals or via other information.

We are committed to ensuring that all adults in need of safeguarding are protected and kept safe from harm whilst engaged in services provided by the Council.

What does this policy cover?

The policy equips you with the information you need regarding what actions to take if you have a cause for concern or if you suspect or are told about abuse, and what will happen next. Read it now and then keep it somewhere safe, this may just be the tool that helps you to save an adults life.

Whilst it is not our job to establish whether or not abuse is taking place, it is our responsibility to report any concerns we have over the welfare of an adult and to co-operate in any multi agency investigations as appropriate. This expectation extends to the identification of abuse, poor practice by internal members/staff of the Council, as well as allegations brought to the attention of the Council by a member of the public/community.

This policy outlines that your primary concern is to ensure that you **record relevant information and pass it on to the Designated Safeguarding Officer's without delay**, so that they can discuss any action or referral to the relevant authority.

This policy has been developed in accordance with No Secrets 2010. North West Leicestershire District Council is a statutory partner of the Leicestershire and Rutland Safeguarding Adult Board.

1.1 Policy Statement

North West Leicestershire District Council accepts responsibility, as a local provider of community services, to implement a Policy, that provides clearly defined procedures for alerting, reporting, and referring of concerns in relation to the protection of adults in need of safeguarding in order to safeguard their well being and protect them from abuse when they are engaged in services organised and provided by the Council.

We aim to do this by:

- Respecting and promoting the rights, wishes and feelings of adults in need of safeguarding.
- Raising the awareness of the duty of care responsibilities relating to adults in need of safeguarding throughout the Council.
- Responding to concerns for the welfare of an adult.
- Promoting and implementing appropriate procedures to safeguard the well-being of adults in need of safeguarding to protect them from harm.
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur.
- Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect adults in need of safeguarding from abuse, and minimise risk to themselves.
- Responding to any allegations of misconduct or abuse of adults in need of safeguarding in line with this Policy and Leicester, Leicestershire and Rutland Multi-agency Policy and Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
- Requiring staff, elected members and volunteers to adopt and abide by the Council's Protecting Adults in need of Safeguarding Policy and Procedures.
- Reviewing and evaluating this Policy and Procedures document on an annual basis.

1.2 Definitions

An adult in need of safeguarding is defined as:

- Over the age of 18 years who
- Is or may be in need of community care services by reason of mental or other disability, age or illness; and
- Is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation

What constitutes abuse:

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Abuse may be perpetrated as the result of deliberate intent, negligence or ignorance.

Significant harm

This should be taken to include, "ill treatment including sexual abuse and forms of ill treatment which are not physical; the impairment of, or an avoidable deterioration in physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development.

1.3 Principles

This policy and these procedures are based on the following principles:

All adults in need of safeguarding have the right to live their lives free from abuse of any description.

All agencies and individuals that have contact with adults in need of safeguarding have a duty to protect them from abuse

Where abuse is reported or suspected by any person, in any agency, the response will be prompt and in line with multi agency procedures.

- The welfare of adults in need of safeguarding is the primary concern.
- All adults in need of safeguarding, irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/ or sexual orientation have the right to protection from abuse.
- It is everyone's responsibility to report any concerns about abuse.
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.
- The terms staff, elected members and volunteers is used to refer to employees, district councillors, volunteers and anyone working on behalf of, delivering a service for, or representing the Council.

No Secrets 2010

www.leics.gov.uk/safeguarding_no_secrets

Cause for Concern

The term SAFEGUARDING directly relates to a situation where abuse is taking place by a third party.

Officers may, however, be concerned about the welfare of an adult where there is no abuse, e.g. if an adult is living in surroundings that are unsuitable or unsafe, if there are concerns around self harming, substance misuse or mental health.

The concern should be reported to a Designated Safeguarding Officer who will work with you or signpost you to pass on the information to the appropriate agency as a CAUSE FOR CONCERN.

1.4 Support for members of staff, elected members or volunteers raising concerns

In the event of having a concern, you may choose to talk to your line manager in the first instance, who will support you to report your concerns to an appropriate Designated Safeguarding Officer (DSO).

When a member of staff, an elected member or a volunteer raises concerns with their Designated Safeguarding Officer, the DSO will ensure that:

- The procedures are followed appropriately in consultation with Social Care Services
- The officer raising concerns has informed the appropriate agencies and staff members
- Information is recorded and stored appropriately
- Staff involved are supported as required in line with the Council's employee wellbeing policies. This includes access to a confidential counselling service

1.5 Additional considerations when concerns relate to an internal employee/member of the Council e.g. staff, contractors, volunteers, and Elected Members

It can be very worrying to have concerns about an adults safety or welfare that relate to the conduct of a colleague. The Local Authority recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with the local authority Whistle Blowing Policy which ensures that mechanisms are in place to ensure that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. . Contact HR for more information and a copy of the Whistle Blowing Policy.

Where you have concerns about a colleague, the reporting procedures should be followed in exactly the same manner as outlined above. You may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns to.

You can report to:

- Your line manager
- Human Resources

You **must** report to:

- A Designated Safeguarding Officer

There may be circumstances where allegations are about poor practice rather than abuse, but this should always be communicated to the Designated Safeguarding Officer for guidance and appropriate action. Managers wishing to seek further advice can refer to Practice Guidance 9, Page 128 and 129 of No Secrets 2010 on the Leicestershire County Council Website.

In the event of having a concern you must talk to a Designated Safeguarding Officer, who will support you to report your concerns to HR. Alternatively you can take your concerns directly to an HR officer

The Local Authority recognises that when safeguarding concerns relate to a colleague's conduct that this can involve additional stress to reporters. We will fully support and protect all staff/members who, in good faith (without malicious intent), report his or her concern about a colleague's practice or the possibility that an adult in need of safeguarding may be being abused.

IF the concerns involves an elected Member, this should be reported to the Monitoring Officer.

1.6 Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned in the protection of adults in need of safeguarding. Information should be handled and disseminated on a need to know basis only. The Designated Safeguarding Officer will guide you as to who needs to know information about the case.

Where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion. The person should be informed that the member of staff will at the very least, have to disclose the conversation to a Designated Safeguarding Officer and depending on the severity of the information may be disclosed to the Adult Social Care and/or the Police.

There may be occasions where an adult in need of safeguarding expresses a wish for concerns not to be pursued. It is important, however, that concerns are shared appropriately in order to ensure the safety of the person and others at possible risk of harm.

2.0 Procedures

This section contains internal and external procedures for officers dealing with concerns regarding the safeguarding of adults or concerns for welfare.

2.1 Reporting your concerns

You are not expected to investigate suspicions or concerns relating to abuse, other agencies are trained to do this.

If you have a concern about the safety or welfare of an adult:

- Note the concerns and your reasons using the incident reporting form
- Report to an appropriate Designated Safeguarding Officer
- Alert the appropriate agency with support from the Designated Safeguarding Officer
- Maintain confidentiality

Do not

Undertake further investigations.

When there are ongoing concerns regarding a family member or carer in relation to the alleged abuse of an adult, the family member or carer should not be contacted about the allegation of abuse. Social Care Services and/or the Police will do this at an appropriate time. You must however, ensure that the environment for the Adult in need of Safeguarding and any other Adults that may become a risk are made safe.

2.2 Responding to Disclosure

Abused adults are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously to what is being said, you are already helping the situation. The following points are a guide to help you respond appropriately.

What to do if an adult discloses information to you:

- Stay calm
- Ensure that no one is in immediate danger
- Reassure the person that they were right to tell **and do not make promises of confidentiality**
- Take what the person says seriously
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
- Be open and honest, explain to them that you will have to share your concerns with the Designated Safeguarding Officer
- Immediately record all details in writing, using the adults own words.
- As soon as possible fill out the Incident Reporting Form (See Appendix 1) again including all the details that you are aware of and what was said using the adult's own words. Attach your original notes to the Incident Reporting Form and give these to an appropriate Designated Safeguarding Officer.

Actions to Avoid

The person receiving the disclosure should not:

- Promise to keep secrets
- Dismiss the concern
- Probe for more information than is comfortably offered – do not overpressure for a response
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Attempt to investigate yourself
- Discourage anyone from report concerns
- Leave message of your concern on voice mail

Remember: Listen – write it down – report it

2.3 Incident Reporting Form

You need to fill in an Incident Report Form for all concerns, suspicions and disclosures relating to the protection of an adult in need of safeguarding. This needs to be done as soon as possible to ensure all the facts are recorded accurately and services can be implemented. Copies of the Incident Report Form are available from the intranet: [services/safeguarding/adult safeguarding](#)

If you have to ask someone in order to find this form, do not discuss the situation with him or her. The same form is used for all disclosures and allegations and suspicions. Do not worry if all the sections do not apply to your situation, it is purely to help you to remember as much relevant information as possible. It is the responsibility of the Designated Safeguarding Officer to work with you to report them to Adult Services, the Police or another appropriate service.

2.4 Types of Investigation

There may be circumstances where you could be involved in an investigation as a result of an incident or concern. you will receive full support from HR and from your line manager

should this happen. Designated Safeguarding Officers will also be available for help, information and advice.

2.5 Support for Staff

Staff support can be accessed through the Employee Wellbeing Free Helpline

0800 141 2784

www.hmassist.com

2.6 Dealing with Victims

Please be aware that there are agencies that are trained and funded to help victims of abuse or possible abuse and signpost where appropriate:

Victim Support – A national charity that gives free and confidential advice to victims of crime. They are not part of the police force and crimes do not have to have been reported in order for a victim to access the support.

0116 249 3324

The Samaritans Leicestershire – A confidential, emotional support service available 24 hours a day.

08457 90 90 90

Age Concern – Coalville Library, High Street. 01530 833000

Mind – West Leicestershire MIND 01455 890168

Citizens Advice Bureau – Gateway Assessment Service 0844 417 1025

Mobile Call 0300 330 1025

3.0 Systems and Structures

Districts and Boroughs in Leicestershire have developed systems and structures for internal use and in line with the Safeguarding Adult Board procedures for multi-agency working. For more information contact Claire MacRory-Smith on 01530 454642.

3.1 Key Contacts

The Designated ADULT SAFEGUARDING OFFICERS for North West Leicestershire District Council are:

	Designated Safeguarding Officer & contact no.	
Head of Community Services	John Richardson	01530 454832
Children's Services Coordinator	Claire MacRory-Smith	01530 454642
Community Safety Team Leader	Sarah Favell	01530 454719
Stronger and Safer Communities Team Manager	Karen Talbot	01530 454696
Human Resources	Amanda Shakespeare-Ensor	01530 454524
Strategic Housing Manager	Sue Hallam	01530 454612
Leisure Services Team Manager	Jason Knight	01530 454602
Housing Management	Dea Stanley	01530 454810
Housing Management	Tina Roberts	01530 454484
Leisure Centre Manager	Duncan Gibb	01530 454328

External Agencies

Remember, if you make a report to an external agency, speak to a NWL Designated Safeguarding Officer at the first opportunity. Keep all updates for DSO case file.

Social Care Services (office hours)
Tel: 0116 305 0004 Fax: 0116 305 0010

Email - 'adults@leics.gov.uk'

Social Care Services Adult's emergency out of hours service
Phone 0116 255 1606 (not office hours) Fax 0116 256 8269 (office hours only)

Leicestershire Police
Emergencies 999
Other contact 101

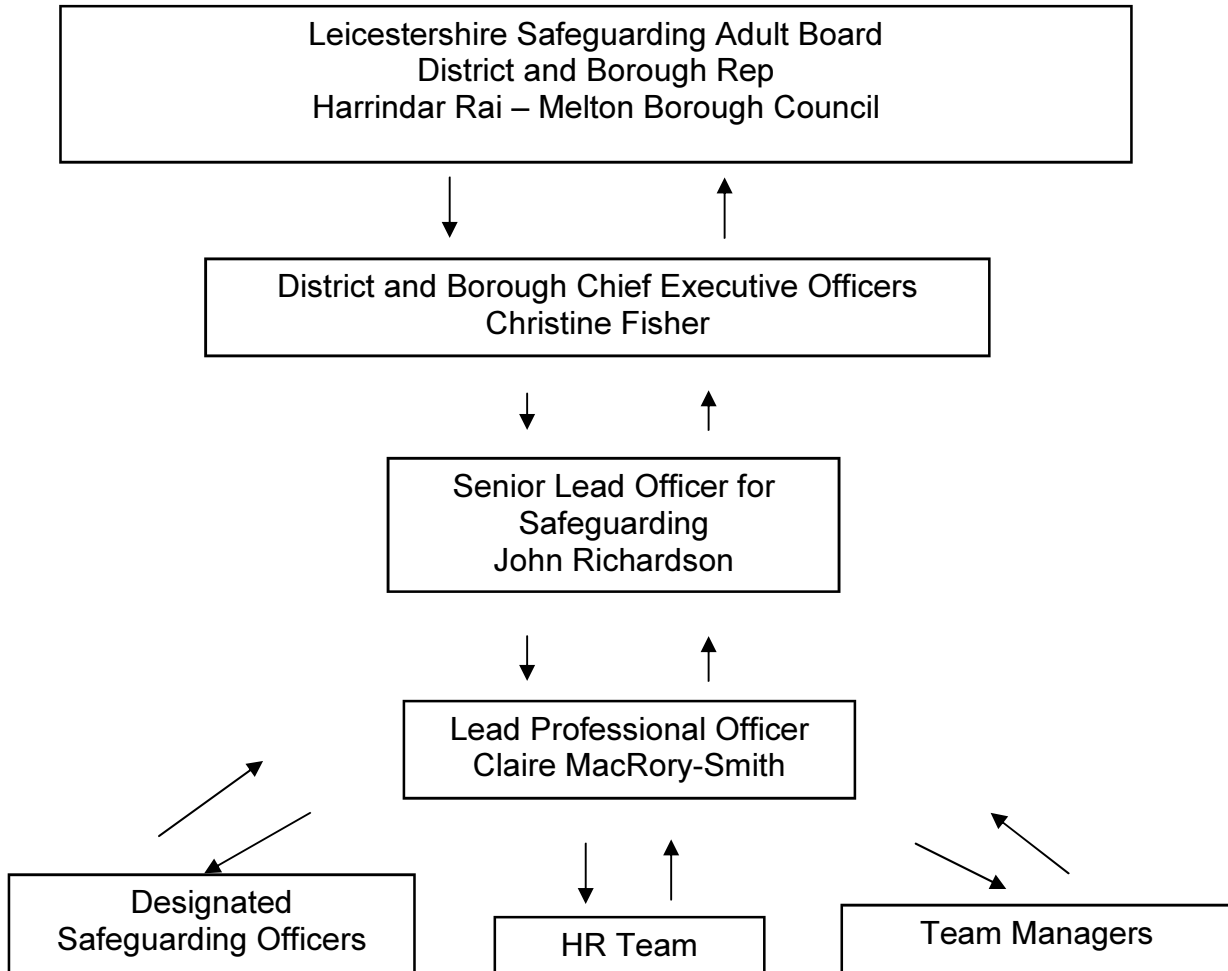
Leicestershire Police Common Referral Desk
0116 248 5311

Victim Support
0116 249 3324
This service is open 8.30 am until 4.30 pm Monday to Friday. A confidential answer service is available at all other times.

First Contact
0116 305 8240
firstcontact@leics.gov.uk

3.1 Leicestershire Structure and Contacts

Safeguarding Adult Board Communication and Accountability Flow Chart



3.2 What is the role of the Designated Safeguarding Officers?

All suspicions, concerns and disclosures have to be reported immediately to a Designated Safeguarding Officer. (See pages 4 & 5 and Section 4.0 for the list of Designated Safeguarding Officers)

They have the responsibility to;

- Ensure that arrangements are made to identify staff that require training in welfare and safeguarding issues
- Ensure that staff in their respective service areas know where they can get an Incident Report Forms and copies of the policy and procedures
- Work with reporting officers to appropriately refer concerns to agencies
- Receive information from staff, volunteers and others who have concerns, and record them, using appropriate forms and procedures identified
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with Social Care services
- Ensure that the appropriate agencies are informed
- Ensuring that people are reported to the Independent Safeguarding Authority as appropriate through HR
- Ensure that information is recorded and stored appropriately
- Provide information to staff reporting concerns about support available to them
- Represent the Council on formal investigations into allegations of abuse led by Social Care Services
- Receive the appropriate training

3.3 What is the role of the Lead Designated Officer

- Support staff in the organisation
- Ensure training is available
- Map training needs
- Develop and review policies
- Manage incident forms
- Manage safeguarding and welfare cases
- Report to senior lead officer
- Ensure partnerships are in place



Appendix 1

Form Ref:
Date Completed

Safeguarding / Cause for Concern Reporting Form

This form is used for reporting both suspicions and disclosures of possible abuse or causes of concern; therefore not all sections may be appropriate. Please complete with as much information as possible, using verbatim reports from people involved where possible. This information will be treated in the strictest confidence.

Subject(s) Details

Name of Subject(s)	
Current Address	
Postcode	
Telephone number	
Date(s) of Birth	
Gender of subject(s)	
Does anybody concerned about have a disability If yes, please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>
Families First language	
Any communication barriers that need to be considered? If yes, please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>

<p>What is your reason for contact with the subject? For example, environmental health investigation, ASB dispute, customer services contact, housing/support visit. etc</p>	
--	--

<p>Details of most recent Contact (please give your name and role, date, time, location, who subject was accompanied by, actions/interventions taken</p>	
--	--

<p>Are you likely to have ongoing contact with the subject(s) If yes, please give details</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
---	---

<p>What is your concern leading to this referral? Please give as much factual information as possible including the time and date of any incident</p>	
--	--

<p>Is the subject of concern already known to social care?</p> <p>If yes, please give details, including if they are on a Child protection plan, have been or are a looked after child in local authority care or</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>

Are you aware of any of the following within the household

Domestic Abuse	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Substance Misuse	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Disabilities	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Learning Difficulties	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Mental Illness	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Sexual exploitation	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

If yes to any of above, please give details	
---	--

Significant others in Subject life – including family and perpetrator

Name	Name	Name	Name
Address	Address	Address	Address
Relationship to subject	Relationship to subject	Relationship to subject	Relationship to subject
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

Key agencies involved

Please list in the boxes below the key agencies involved with the Child / Young Person / Family or Adult.

This will include details of a GP, Health Visitor, Midwife, Mental Health worker, Social Care worker, School/College/Nurse, Offender Manager, Police, other

Name	Name	Name	Name
Address	Address	Address	Address
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

Remember; do not discuss this with friends or colleagues. Arrange to see your Designated Safeguarding Officer urgently, they will initiate appropriate action.

Children and Young People Safeguarding Policy and Procedures



**November 2013
Review Date November 2014
Review Officer Children's Services Coordinator**

Please Note

Remember it is not up to you to decide if abuse has taken place, that is the role of the **lead** agency, **BUT** it is up to you to report **ANY** concerns.

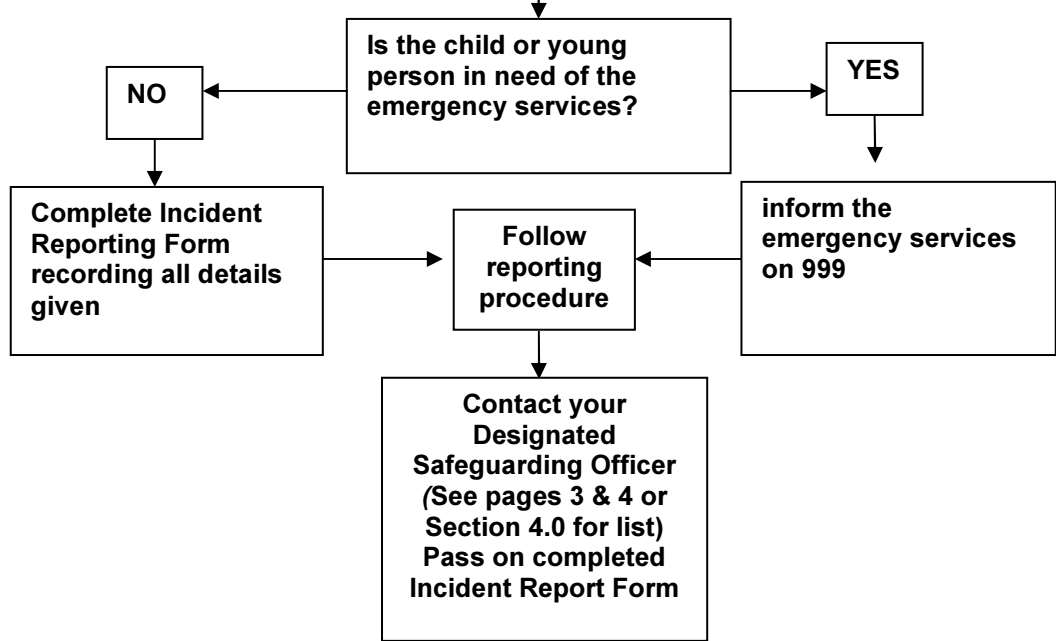
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Guide for dealing with concerns relating to child or young person abuse

Staff, member, volunteer, coach or parent/carer has concerns about a child or young person
or
A child or young person has disclosed information relating to safeguarding to you

- Stay Calm
- If child or young person is present reassure them
- Don't make promises of confidentiality or outcome
- Keep questions to a minimum



Designated Safeguarding Officer to decide:

- Is the concern relating to the safeguarding?

NO

YES

Where the child may benefit from additional support, fill in the First Response, Request for Services On-Line Form. If no further action required, store Incident Report Form in lockable file within Human Resources.

Concern referred to Leicestershire Social Care / Police Services for action to be taken. Use First Response phone line for Safeguarding issues

**Out of office hours contact:
Social Care on 0116 305 0004
Police 101 or 999**

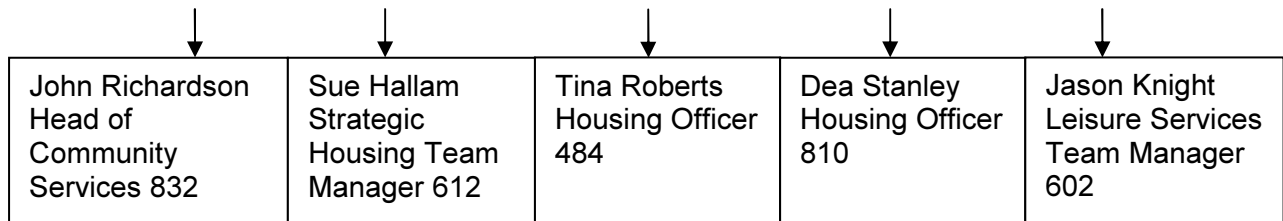
Who are the Designated Safeguarding Officers for concerns relating to Children and Young People?

If appropriate and helpful to you, you may speak to your line manager who will support you through the following process:

In the first instance report to either:

Claire MacRory - Children's Services Coordinator 642
Amanda Shakespeare-Ensor – Senior HR Advisor 524
Sarah Favell – Community Safety Team Manager 719
Karen Talbot - Safer and Stronger Communities Team Manger 696
Duncan Gibb – Leisure Centre Manager 328

If unavailable go to:



If all DSO's unavailable or out of hours ask for advice from



Always follow the reporting procedure back to the Designated Safeguarding Officers

999!

If you feel that there is an immediate risk, always contact the emergency services!

1.0 Introduction

Every child and young person has the right not to be abused.

What does 'safeguarding' mean?

The government guidance on Working Together to Safeguard Children 2013 defines safeguarding children and promoting their welfare as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Who is this policy for?

This policy is for you if you are a member of North West Leicestershire District Council staff, an elected member, a volunteer or anyone working on behalf of, delivering a service for or representing the Council.

It is important to be aware that North West Leicestershire District Council has both a moral and legal obligation to ensure the duty of care for children across all of its services. Council staff may come across cases of suspected abuse either through direct contact with children, for example running a sports or community event, or as staff visiting homes as part of their day to day work. We are committed to ensuring that all children are protected and kept safe from harm whilst engaged in services organised by the Council.

What does this policy cover?

The policy equips you with the information you need regarding what actions to take if you suspect or are told about abuse, and what will happen next. Read it now and then keep it somewhere safe, this may just be the tool that helps you to save a child's life.

While it is not our job to establish whether or not abuse is taking place, it ***IS*** our responsibility to report any concerns we have over the welfare of children or young people. This duty extends to the identification of abuse, poor practice by internal members/staff of the Council, as well as allegations brought to the attention of the Council by a member of the public/community.

This policy outlines that your primary concern is to ensure that you record relevant information and pass it on to the Designated Safeguarding Officer's without delay, so that they can discuss any action or referral to the relevant authority.

Safeguarding Children

This policy has been developed in accordance with the following legislation and procedures:

The legal obligations concerning children and young people are underpinned by Section 11 of the Children Act 2004. Further guidance is available from Working Together to Safeguard Children, 2013.

North West Leicestershire District Council is a statutory agency of the Leicestershire and Rutland Local Safeguarding Children's Board as defined in Section 13 of the Children Act 2004. This policy document is based on LSCB guidance. For more information go to www.lrlscb.org.uk

1.1 Policy Statement

North West Leicestershire District Council accepts the moral and legal responsibility to implement procedures, to provide a duty of care for children, safeguard their well being and protect them from abuse when they are engaged in services organised and provided by the Council. We aim to do this by:

- Respecting and promoting the rights, wishes and feelings of children and young people
- Raising the awareness of the duty of care responsibilities relating to children and young people throughout the Council
- Promoting and implementing appropriate procedures to safeguard the well-being of children and young people to protect them from harm
- Ensuring all staff receive Safeguarding training at a relevant level as set by the Local Safeguarding Children Board
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur
- Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect children and young people from abuse, and minimise risk to themselves
- Ensuring that relevant commissioned services are compliant with Safeguarding expectations as set out by the Local Safeguarding Children Board
- Responding to any allegations of misconduct or abuse of children or young people in line with this Policy and Procedures and Local Safeguarding Children Board guidance as well as implementing, where appropriate, the relevant disciplinary and appeals procedures
- Requiring staff, elected members and volunteers to adopt and abide by the Council's Children and Young People Safeguarding Policy and Procedures
- Reviewing and evaluating this Policy and Procedures document on an annual basis

1.2 Definitions

This policy and these procedures are based on the following definitions and principles:

- The term child, or young person is used to refer to anyone under the age of 18yrs
- The term parent is used as a generic term to represent parent, carers and guardians
- The terms staff, elected members and volunteers is used to refer to employees, district councillors, volunteers and anyone working on behalf of, delivering a service for, or representing the Council including commissioned services
- There are 4 broad types of child abuse: physical abuse, emotional abuse, sexual abuse and neglect. Full definitions of these can be found in Chapter 3 of the Local Safeguarding Children's Board Procedures available from www.lrlscb.org.uk
- Children and Young People are vulnerable to abuse from adults or from other children or young people
-

1.3 Principles

Section 11 of the Children Act 2004 places a duty on:

- *Local authorities and district councils that provide Children's and other types of services, including children's and adult social care services, public health, housing, sport, culture and leisure services, licensing authorities and youth services*
- *a range of organisations and individuals to ensure their functions, and any services that they contract out to others are discharged having regard to the need to safeguarding and promote the welfare of children.*

- The welfare of children and young people is the primary concern
- All children and young people have the right to protection from abuse
- Local Agencies, including those in universal services and those providing services to adults with children, should understand their role in identifying emerging problems and sharing information with other professionals to support early identification and assessment. (*Working Together 2013*)
- It is everyone's responsibility to report any concerns about abuse
- Professionals working in universal services have a responsibility to identify the symptoms and triggers of abuse and neglect, to share that information and work together to provide children and young people with the help they need. (*Working Together 2013*)
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998

1.4 Support for members of staff, elected members or volunteers raising concerns

In the event of having a concern, you may choose to talk to your line manager in the first instance, who will support you to report your concerns to an appropriate Designated Safeguarding Officer.

When a member of staff, an elected member or a volunteer raises concerns with their Designated Safeguarding Officer, the DSO will ensure that:

- The procedures are followed appropriately in consultation with Social Care Services
- The appropriate agencies, staff members, parents/ carers are informed
- Information is recorded and stored appropriately
- Staff involved are supported as required in line with the Council's employee wellbeing policies. This includes access to a confidential counselling service

1.5 Additional considerations when concerns relate to an internal employee/member of the Council e.g. staff, contractors, volunteers, and Elected Members

It can be very worrying to have concerns about a child's safety or welfare that relate to the conduct of a colleague. The Local Authority recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with the local authority Whistle Blowing Policy which ensures that mechanisms are in place to ensure that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. Contact HR for more information and a copy of the Whistle Blowing Policy.

Where you have concerns about a colleague, the reporting procedures should be followed in exactly the same manner as outlined above. You may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns to.

You can report to:

- Your line manager
- Human Resources

You **must** report to:

- A Designated Safeguarding Officer

Remember that the safety of the child is paramount.

There may be circumstances where allegations are about poor practice rather than abuse, but this should always be communicated to the Designated Safeguarding Officer for guidance and appropriate action. Managers wishing to seek further advice can refer to Chapter 13 of the Local Safeguarding Children's Board Procedures available from www.lscb-llr.org.uk.

Where an allegation is made against an elected member this should be referred to Designated Safeguarding Officer who will then engage the Monitoring Officer or Deputy Monitoring Officer who has responsibility to address Member code of conduct related issues.

Any allegation or concern regarding a member of staff, officer or volunteer involving conduct towards a child or young person should be referred to the Designated Safeguarding Officer who will then engage Human Resources who has the responsibility to refer to the Local Authority Designated Officer (LADO), who will:

- provide advice and guidance to employers and voluntary organisations;
 - liaise with the police; and
 - monitor the progress of all cases to ensure that they are dealt with as quickly and consistently

Details of the LADO are on page 12

1.6 Confidentiality and information share

Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of children and young people. Information should be handled and disseminated on a need to know basis only. Your line manager and the Designated Safeguarding Officer will guide you as to who needs to know information about the case.

Where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion. The person should be informed that the member of staff will at the very least, have to disclose the conversation to the line manager and depending on the severity of the information may be disclosed to Social Care Services or the Police.

Remember - The Welfare of the Child is Paramount

Seven golden Rules for Information Share

Leicestershire and Rutland have robust inter-agency information sharing protocols for the purposes of protecting children. For more information please check...

2.0 Reporting and Managing Incidents and Concerns

It is our duty as officers, members or volunteers of North West Leicestershire District Council to report any concerns we may have concerning the safeguarding or welfare of a child or family.

The process on how to respond to concerns is detailed in the flowchart on page 2: Guide for dealing with concerns relating to child abuse.

2.1 Responding to Suspicions

You are not expected to investigate suspicions or concerns, other agencies are trained to do this

If you have a concern about the safety or welfare of a child or young person:

- Note the concerns and your reasons using the incident reporting form
- You may choose to see your line manager
- Report to an appropriate Designated Safeguarding Officer
- Maintain confidentiality in line with Section 1.6

Do not undertake further investigations.

When there are ongoing concerns regarding a parent or carer in relation to the alleged abuse of a child or young person, the parent or carer should not be contacted about the allegation of abuse. Social Care Services and/or the Police will do this at an appropriate time.

2.2 Responding to Disclosure

Abused children and young people are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the child or young person is saying you are already helping the situation. The following points are a guide to help you respond appropriately.

What to do if a child or young person discloses information to you:

- React calmly
- Take what the person says seriously
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
- Reassure the person that they were right to tell **and do not make promises of confidentiality**
- Be open and honest, explain to them that you will have to share your concerns with the Designated Safeguarding Officer
- Immediately record all details in writing, using the child or young person's own words.
- As soon as possible fill out the Incident Reporting Form (See Appendix 1) again including all the details that you are aware of and what was said using the child or young person's own words. Attach your original notes to the Incident Reporting Form and give these to an appropriate Designated Safeguarding Officer.

Actions to Avoid

The person receiving the disclosure should not:

- Dismiss the concern
- Panic
- Allow their shock or distaste to show

- Probe for more information than is comfortably offered – do not overpressure for a response
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Make promises or agree to keep secrets
- Say what might happen as a result of the disclosure

Remember: Listen – write it down – report it

2.3 Incident Reporting Form

You need to fill in an Incident Report Form for all concerns, suspicions and disclosures relating to the safeguarding of children and young people, (see Appendix 1 for Incident Reporting Form). This needs to be done as soon as practicable to ensure all the facts are recorded. ***Do not delay when reporting concerns as a child's welfare or safety may be imminently at risk.***

Copies of the Incident Report Form are available from:

- Intranet
- Designated Safeguarding Officers

The Incident Reporting Form is an important tool for Designated Safeguarding Officers to keep track of concerns, to ensure that the necessary action is being taken and to help to draw out the relevant information.

If you have to fill in a form, please include all relevant facts about you, about the incident and about the victim. Please talk to a Designated Officer for advice and guidance.

2.4 Types of Investigation

There may be circumstances where you could be involved in an investigation as a result of an incident or concern. You will receive full support from HR and from your line manager should this happen. Designated Safeguarding Officers will also be available for help, information and advice.

2.5 Support for Staff

If an allegation is made towards another member of staff, full support will be given in line with the local authority whistle blowing policy. Contact HR for more information and a copy of the policy.

Staff support can be accessed through the Employee Wellbeing Free Helpline

0800 141 2784

www.hmassist.com

3.0 Systems and Structures

Districts and Boroughs in Leicestershire have developed systems and structures for internal use and in line with the Local Safeguarding Children Board procedures for multi agency working which can be found at www.lrlscb.or.uk. For more information contact Claire MacRory-Smith on 01530 454642

3.1 Key Contacts

The Designated Safeguarding Officers for North West Leicestershire District Council are:

	Designated Safeguarding Officer & contact no.	
Head of Community Services	John Richardson	01530 454832
Children's Services Coordinator	Claire MacRory-Smith	01530 454642
Community Safety Team Leader	Sarah Favell	01530 454719
Stronger and Safer Communities	Karen Talbot	01530 454696
Human Resources	Amanda Shakespeare-Ensor	01530 454524
Strategic Housing Manager	Sue Hallam	01530 454612
Leisure Services Team Manager	Jason Knight	01530 454602
Housing Management	Dea Stanley	01530 454810
Housing Management	Tina Roberts	01530 454484
Leisure Centre Manager	Duncan Gibb	01530 454328

:

Social Care Services

First Response Team 24 hour phone line

Phone: 0116 305 0004

Fax: 0116 305 7440 (office hours only)

Emergency Services

999

Leicestershire Police

101

Leicestershire Police Comprehensive Referral Desk

0116 248 5311

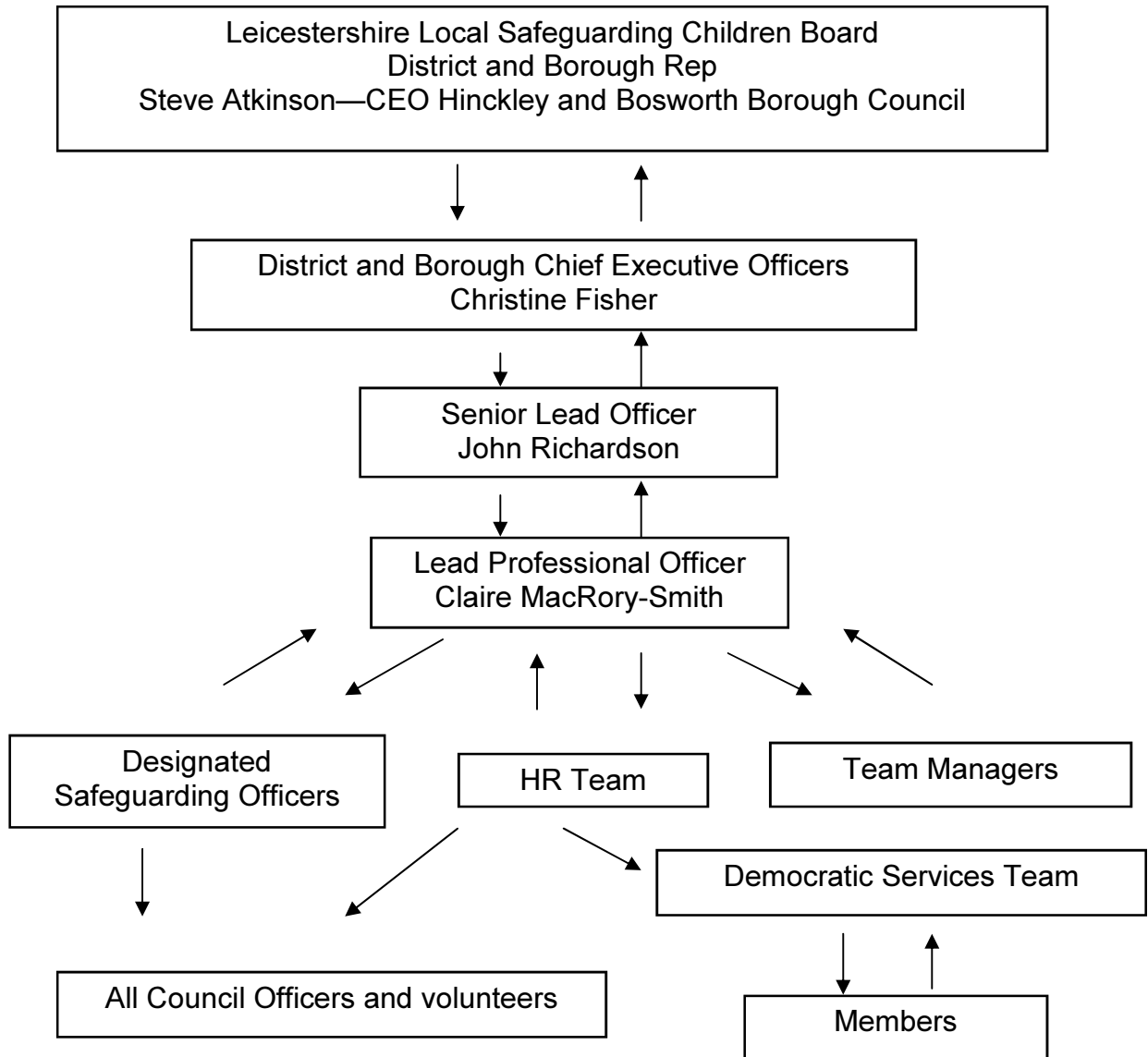
Local Authority Designated Officer (LADO)

Mark Goddard

0116 305 7409

3.1 Leicestershire Structure and Contacts

Local Safeguarding Children Board Safeguarding Communication and Accountability Flow Chart



3.2 What is the role of the Designated Safeguarding Officers?

All suspicions, concerns and disclosures have to be reported immediately to a Designated Safeguarding Officer. (See pages 4 & 5 and Section 4.0 for the list of Designated Safeguarding Officers)

They have the responsibility to;

- Ensure that Incident Report Forms and copies of the policy and procedures are available in their respective service areas
- Receive information from staff, volunteers and others who have concerns, and record them, using appropriate forms and procedures identified
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with Social Care services
- Ensure that the appropriate agencies are informed
- Ensuring that HR are alerted and included in any issues that may result in staff being reported to the Independent Safeguarding Authority
- Ensure that information is recorded and stored appropriately
- Provide information to staff reporting concerns about support available to them
- Receive the appropriate training

3.3 What is the role of the Lead Professional

- Ensure that arrangements are made to identify staff that require training in child protection issues within their responsive area
- Support staff in the organisation
- Map training needs
- Ensure that all staff have access to relevant level training
- Develop and review policies
- Manage incident forms
- Retain an overview of all incidents reported
- Report to senior lead officer
- Ensure partnerships are in place

3.4 What is the role of the Senior Lead Officer

- Work with Lead professional
- Represent the Council on formal investigations into allegations of abuse led by Social Care Services
- Check and challenge structures
- Drive safeguarding agenda to senior team and chief exec
- Ensure communication strands are strong
- Ensure members are appropriately informed

Safeguarding / Cause for Concern Reporting Form

This form is used for reporting both suspicions and disclosures of possible abuse or causes of concern; therefore not all sections may be appropriate. Please complete with as much information as possible, using verbatim reports from people involved where possible. This information will be treated in the strictest confidence.

Subject(s) Details

Name of Subject(s)	
Current Address	
Postcode	
Telephone number	
Date(s) of Birth	
Gender of subject(s)	
Does anybody concerned about have a disability If yes, please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>
Families First language	
Any communication barriers that need to be considered? If yes, please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>

<p>What is your reason for contact with the subject? For example, environmental health investigation, ASB dispute, customer services contact, housing/support visit. etc</p>	
--	--

<p>Details of most recent Contact (please give your name and role, date, time, location, who subject was accompanied by, actions/interventions taken</p>	
--	--

<p>Are you likely to have ongoing contact with the subject(s) If yes, please give details</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
---	---

<p>What is your concern leading to this referral? Please give as much factual information as possible including the time and date of any incident</p>	
--	--

<p>Is the subject of concern already known to social care?</p> <p>If yes, please give details, including if they are on a Child protection plan, have been or are a looked after child in local authority care or</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>
---	---

Are you aware of any of the following within the household

Domestic Abuse	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Substance Misuse	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Disabilities	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Learning Difficulties	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Mental Illness	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Sexual exploitation	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
If yes to any of above, please give details	

Significant others in Subject life – including family and perpetrator

Name	Name	Name	Name
Address	Address	Address	Address
Relationship to subject	Relationship to subject	Relationship to subject	Relationship to subject
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

Key agencies involved

Please list in the boxes below the key agencies involved with the Child / Young Person / Family or Adult.

This will include details of a GP, Health Visitor, Midwife, Mental Health worker, Social Care worker, School/College/Nurse, Offender Manager, Police, other

Name	Name	Name	Name
Address	Address	Address	Address
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

Remember; do not discuss this with friends or colleagues. Arrange to see your Designated Safeguarding Officer urgently, they will initiate appropriate action.

Appendix 2

Promoting Good Practice with Children

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of children and vulnerable adults in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue. There seems a lot to remember but do not worry you will probably find that you already do the majority of these things naturally.

- Always put the welfare of the children before any other agenda, i.e. winning, finishing a project
- Provide a good role model of behaviour
- Maintain correct statutory staff to child ratios, always ensure that another staff member or adult is working with you or is close by.
- Always have a register of children in your charge and make sure they are signed out when collected. Be aware of who is and is not authorised to collect the child and do not them leave with anyone else without checking with a parent first
- If working with children without parents present, an appropriate consent form should be filled in by parents detailing emergency contacts and medical issues
- If children are old enough to make their own way home after a session this should be clarified on the consent form
- Treat all children equally with respect and dignity using positive constructive encouragement.
- Stay vigilant for the safety of all children around you, not just the ones immediately in your care
- If you have to physically touch a child i.e. for swimming lessons, gymnastic coaching, restraint etc, then do so with consideration, never touch intimate areas and always tell the child what you are going to do
- Always wear appropriate clothing when working with children. E.g. dress according to the duties to be undertaken in a manner befitting the responsible care of children. If you have a uniform this must be worn as part of your contracted condition of employment. Name badges must be worn where provided and/or identification that you are representing the Council must be worn at all times
- Ensure a code of behaviour is established at the start of each session so that everyone knows what is expected of them and what is acceptable. If you have to discipline a child then do so in a positive constructive manner making sure that the child knows it is the behaviour and not the child that is not welcome
- Use appropriate language and explanations. (It is not always what is said but how it is said that can be of concern and of great importance)
- Enhanced/Standard Criminal Records Bureau checks must be undertaken for all employees who will be working with children.

Practice that is not acceptable

- Allowing inappropriate language of all parties to go unchallenged
- Transporting children should never be undertaken by just one member of staff, no matter what the urgency is, (always contact appropriate emergency service where appropriate)
- There should always be two adults within your selected mode of transport.
- Being alone with a child - if they are upset or need first aid then take them to one side but do not enclose yourself in a room with the door shut
- Making sexually suggestive comments to or around a child
- Engaging in rough physical or sexually provocative play with a child
- Allowing or engaging in inappropriate touching
- Inviting or allowing a child to stay in your home
- Taking children to your home, for however short a time

- Performing personal care for someone which they can do themselves or that you are not trained to do
- Sharing a room with a child on residential based activities
- Forming inappropriate relationships with children in your care, N.B Remember this legally means a child up to 18 years of age
- Allowing allegations made by a child to go unchallenged, unrecorded or un-acted upon
- Giving home or mobile number to children (unless there is a good reason to do so) or obtaining children's mobile phone numbers

NB – some situations may require an amendment to good practice regulations. This should be done in advance and checked with a DSO or with HR to ensure that it is appropriate for the situation.

First Aid and Treatment of Injuries

If a child requires first aid or any form of medical attention whilst in your care, then the following good practice should be followed:

- Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
- Keep a written record of any injury that occurs, along with the details of any treatment given
- Where possible, ensure access to medical advice and/or assistance is available
- Only those with a current, recognised First Aid qualification should respond to any injuries
- Where possible any course of action should be discussed with the child in language that they understand and their permission sought before any action is taken
- In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible
- The child's parents/guardians or carers must be informed of any injury and any action taken as soon as possible, unless it is in the child's interests and on professional advice not to
- A notification of Accident Form must be completed and signed and passed to the Health and Safety Officer

For Transporting Children Away From Home

If it is necessary to provide transport or take children and vulnerable adults away from home the following good practice must be followed:

- You should only transport a child/ren where there are two members of staff/adults present in the selected mode of transport
- Ensure where possible, a male and female accompany mixed groups of children or vulnerable adults. These adults should be familiar with and agree to abide by the Council's Safeguarding Policy and Procedures
- In addition to this, where practical, request written parental/guardian consent
- Always plan and prepare a detailed programme of the journey and method of transport, give details of the route, anticipated length of the journey and ensure copies with contact details are available for other staff and parents/guardians
- Ensure all vehicles are correctly insured
- All reasonable safety measures are taken, e.g. children in the back seat, seatbelts are working

Use of Contractors

North West Leicestershire District Council and its staff, elected members and volunteers should undertake reasonable care that contractors doing work on behalf of the Council are monitored appropriately. Any contractor or sub-contractor engaged by the Council in areas

where workers are likely to come into contact with children should have their own equivalent Safeguarding Policy, or failing this, comply with the terms of this policy.

Where there is potential for contact with children it is the responsibility of the manager who is using the services of the contractor to check that the correct CRB check has been satisfactorily completed.

Use of the Internet and other technology including photography and mobile phones

There is increasing concern, not just nationally but world wide, about the use of the internet to abuse and exploit children. Computer technology, including web cams and mobile phones, is being used in the production and widespread distribution of images and pseudo images of the abuse of children, from babies to teenagers.

As an individual wishing to take photographs (employee/ member/volunteer)

Due to the potential misuse of photographic and video/camera/mobile phone data the following procedures are to be implemented in permitting photography to take place or video/digital etc cameras to be used in certain situations. This is particularly relevant where young children may be the subjects e.g. parks and play areas, sport and recreation settings, events and community gatherings.

There are a number of public buildings which may include swimming pools, sports centres and the like that have a clearly defined policy of not allowing the taking of photographs under any circumstances.

Always ensure that you are aware of the policy underpinning the taking of and use of material within the building/open spaces that you intend to take images within. Some operators exercise a no use policy particularly in swimming pools and changing areas. This should include Mobile phone usage.

In addition to any policy operated at the premises or facility there are a number of requirements that are identified through this policy for your own safety and that of the public. As an employee of North West Leicestershire District Council you are required to enforce these.

Photos taken by North West Leicestershire District Council will be kept and stored on file for up to 2 years.

Always ensure that you:

- Obtain permission prior to using any media equipment or other device to take pictures whilst on their premises or facility checking out any in place policy
- Permission must be in written form, given by an authorised and designated person who is aware of the reasons for the taking of the images and how they are to be used. (See Appendix 6 for sample Photography Permission form)
- Take images of crowds that show general images and do not focus in upon any one person or child without permission.
- Try to keep children's faces obscure and away from direct identification where at all possible. (Even if permission is given by the premises/facility operator that child or parent or guardian will be happy to consent for their child to be photographed.)
- Cross-reference the photographs with a code and not names and addresses, and never keep stored images with names and addresses attached or together.
- Make it clear to the parent or guardian who you are – show your security badge, why you are taking the photos and their use, how they will be stored, making it clear that the photos will not be used for any other business other than that of the promotion of the Council or by the use of any third party

- Abide by parental wishes. If a parent or guardian does not wish their child or to be shown in an image, then this wish must be undertaken
- Report any unauthorised taking of images to the facility/building operator or your manager immediately
- Report any suspected misuse of/stolen images to a Designated Safeguarding Officer immediately
- Ensure that all web images have the consent of parent and guardians for the reason they are being used
- Ensure CD's and portable files/photographs are kept within secured and lockable cabinets, preferable in a central designation, with a booking in and out system if on a central loaned system
- Images are not passed electronically to a third party who has not been identified to the parent or guardian as a third party involved in the original usage of the material
- Images are not passed to any other family member or friend of the child and vulnerable adults. (The photographs belong to the photographer/media producer who has full responsibility for the welfare and wellbeing of the images and their protection)
- Only use images of children in suitable dress to reduce the risk of inappropriate use. (With sports such as swimming - the content of the photograph should focus on the activity not on a particular child or vulnerable adult and should avoid full face and body shots. (So for example shots of children in a pool would be appropriate or if on poolside from the waist or shoulder up)
- If unsure ask for guidance from a Designated Safeguarding Officer

You never, under any circumstances take lone photographs or images of a child at the facility or at their home without written consent.

As an operator of a facility/building or an event co-ordinator:-

You must always ensure that:-

A policy is in place that covers and identifies the facility or building that replicates the requirements within this policy.

Signage is displayed in a clear and accessible place as to the requirement of visitors and users. Clearly state how some one needs to get permission to take images.

You provide a sign for stating that under the facilities Child Safeguarding Policy and for the protection of data, all users must ask permission to take images on the premises.

The sign should clearly state what will happen if any unauthorised images are taken via media equipment (including mobile phones). E.g. A request will be made for all unauthorised images to be removed immediately. If this request is refused then the facility Manager will be notified, who reserves the right to call the Police to attend to either remove any materials or confiscate the equipment according to their assessment.

In such cases the Designated Safeguarding Officer should be notified as soon as is practical of the incident and of the outcome.

Ensure that all staff adhere with the policy requirements and are briefed on how to approach and enforce the policy for victors and users.

Ensure staff understand the authorisation procedures, which should be in writing and who can give authorisation to a person to take any images in site.

Ensure there is a visible list of areas where photographic and recording equipment including mobile phones is forbidden under all circumstances e.g.

All changing areas including:

- Swimming pool
- Sports facilities

- Team changing facilities
- Health suite
- Sauna areas
- Sun bed areas
- Fitness suite and gyms
- Toilet areas
- Crèche
- Play scheme facilities

If parents or other spectators are intending to take photographs or images at an event they should also be made aware of your expectations.

- Spectators should be asked to register at an event if they wish to use photographic equipment
- Participants and parents should be informed that if they have concerns they can report these to the organiser
- Concerns regarding inappropriate or intrusive photography should be reported to the event organiser or official and recorded in the same manner as any other child protection concern

Commissioning photography

If you are commissioning professional photographers or inviting the press to an activity or event it is important to ensure they are clear about your expectations of them in relation to the safeguarding of child.

- Provide a clear brief about what is considered appropriate in terms of content and behaviour
 - Issue the photographer with identification which must be worn at all times
 - Inform users, participants, parents/guardians that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs
 - Do not allow unsupervised access to children or one to one photo sessions at events
- Do not approve/allow photo sessions outside the events or at the home of child

Appendix 3 Example Consent Form

All information will be treated in strict confidence

Event: Activity	Date:
Name of child	Date of birth:
Home Address:	
Home Telephone Number:	Mobile Telephone Number:
Medical conditions (if any) asthma, diabetes, allergies:	

- I confirm that my son/daughter/ is in good health and I give consent for my son/daughter to participate in the above event/activity
- I consent to any emergency treatment required by my son/daughter during the course of the event/activity
- I give consent for my son/daughter to be photographed during the course of the above event/activity and I consent to the photographs being used by North West Leicestershire District Council for bona fide promotional purposes. This also includes the use on the World Wide Web (internet).
- The information you provide will be used in accordance with the Data Protection Act 1998, to ensure the safety of all participants and may be shared with other people/organisations involved in the delivery of the above event/activity, if appropriate. By signing this form you are consenting to the Council using the information, which you have supplied in the manner stated above.

Name of Parent/Guardian

Signature

Date

**Appendix 4
Consent Form for the use of Cameras and other
Image Recorders**

Venue/area:	Ref No:
Description of equipment:	
Surname:	Forenames:
Address:	
Tel No:	Mobile Tel No:
Fax No:	E-mail address:
Name(s) of the subject(s)	5
1	6
2	7
3	8
4	
Relationship of the photographer and subject(s)	
Reason for taking photographs and/or uses the images are being, or are intended to be put to (i.e. family record/advertising etc)	

I declare that the information provided is true and correct and that images will only be used for the purposes stated.

Signed.....

Date

Authorised by:.....

Date:.....

Position held:.....

Under the Data Protection Act 1998 the information that you have provided will be used only for the purposes monitoring camera and image recorder use and will be destroyed at the end of a year.

RESOURCES

Working Together to Safeguard Children 2010: A guide to inter-agency working to safeguard and promote the welfare of children. Available from www.everychildmatters.gov.uk/workingtogether/

NCVCCO Positively safe: A guide to developing safeguarding practices

WEBSITES

Leicestershire and Rutland Local Safeguarding Children's Board -www.lscb-llr.org.uk

Department for Education
www.education.gov.uk

The National Society of Prevention of Cruelty for Children
www.nspcc.org.uk

The Department of Health
www.dh.gov.uk

The Independent Safeguarding Authority
www.isa-gov.org.uk

Acknowledgements

Many thanks to all the members of the Leicestershire District Implementation Group (DIG), the NSPCC and Bob Parker, Service Manager from the Safeguarding Unit at Leicestershire County Council for assisting in the development of a County wide policy for the protection of children and vulnerable adults. Particular thanks are given to Claire MacRory from North West Leicestershire District Council, Clare Sharpe from Oadby and Wigston Borough Council, Rebecca Ball from Hinckley and Bosworth Borough Council and Sarah Coupe from Charnwood Borough Council.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 19 NOVEMBER 2013

Title of report	WASTE MANAGEMENT SOFTWARE PROCUREMENT
Key Decision	a) Financial Yes 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 inform Cabinet of the procurement of waste management software. The report requests that Cabinet delegate authority to the Director of Services to award the software contract.
Reason for Decision	The level of potential expenditure exceeds the authority threshold in the Scheme of Delegation
Council Priorities	Value for Money
Implications:	
Financial/Staff	A robust evaluation of the procurement process will allow the most economically advantageous submission from the framework to be selected.
Link to relevant CAT	Not applicable
Risk Management	Not applicable
Equalities Impact Assessment	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	Procurement Legal Services
Background papers	Cabinet Report 11 June 2013 (MTFS Report) http://minutes-1.nwleics.gov.uk/aksnwleicester/images/att5694.pdf Cabinet Report 24 September 2013 (ICE Programme Update) http://minutes-1.nwleics.gov.uk/aksnwleicester/images/att5753.pdf
Recommendations	THAT CABINET: 1. NOTES THE PROCUREMENT PROCESS SELECTED FOR THE PROCUREMENT OF WASTE MANAGEMENT SOFTWARE AS PART OF THE ICE PROGRAMME; AND 2. DELEGATES AUTHORITY TO THE DIRECTOR OF SERVICES TO AWARD THE WASTE MANAGEMENT SOFTWARE CONTRACT, IN ACCORDANCE WITH EVALUATION CRITERIA AS SET OUT IN THE FRAMEWORK

1.0 BACKGROUND

- 1.1 As part of the Council's Improving Customer Experience (ICE) programme the need for a waste management software and in cab communications solution was identified for the reasons outlined at 3.1.
- 1.2 The Council has sought proposals from suitable suppliers to gain a better understanding as to what the market can offer. In line with Contract Procedure Rules, the Council will be undertaking the procurement process for the software using a framework agreement.
- 1.3 The Government Procurement Service framework has been selected as this is the framework where the software suppliers' specialisms are most able to meet the authorities requirements.

1.4 The following timetable is proposed:

	DATE
Invite submission of bids	1 November 2013
Deadline for submissions returned	15 November 2013
Evaluate submissions	18 November 2013
Contract award	Following expiry of call in period if report approved by Cabinet
Contract commencement	To be agreed with supplier

2.0 RESOURCE IMPLICATIONS

2.1 The waste management software will be funded through the Value for Money reserve as part of funding set aside for Invest to Save projects agreed by Cabinet on 11 June and 24 September 2013.

2.2 As the likely cost of the contract exceeds the delegated financial authority levels in the Constitution, Cabinet is requested to delegate authority to the Director of Services to award the contracts.

3.0 BENEFITS TO RESIDENTS

3.1 The procurement of the waste management software will contribute significantly to improving efficiencies in service delivery, to saving money and to build on the current high level of customer satisfaction with the waste collection service. It will also provide the following;

- Real time reporting of issues from vehicles to customer services, i.e. crews will log when bins are not presented on time allowing customer services to enforce the non return policy for this issue. This will result in increased efficiency from spending less time and fuel resolving inaccurate 'missed bin' reports to help keep costs of running the service down.
- Accurate in cab data detailing customers who are exempt from bringing out their bins for health reasons will improve reliability rates further for these residents.
- To provide residents with an easy and convenient way to arrange and pay for waste transactions on line such as bulky waste collections.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 19 NOVEMBER 2013

Report Title	2013/14 QUARTER 2 PERFORMANCE MANAGEMENT REPORT
Key Decision	a) Financial - No b) Community - No
Contacts	Councillor Richard Blunt 01530 564510 richard.blunt@nwleicestershire.gov.uk Chief Executive 01530 454500 christine.fisher@nwleicestershire.gov.uk Director of Services 01530 454555 steve.bambrick@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 2 (July - September).
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 2013/14
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.
Equalities Impact Assessment	Equality Impact Assessments undertaken in line with the Corporate timetable during 2013/14.
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 Leadership Team
Background papers	(1) Council Delivery Plan 2013/14 - http://www.nwleics.gov.uk/pages/council_delivery_plan_2013_14
Recommendations	THAT CABINET RECEIVES AND COMMENTS ON THE QUARTER 2 PERFORMANCE REPORT (JULY – SEPTEMBER 2013).

PERFORMANCE SUMMARY FOR QUARTER 2

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 Performance summary of key frontline services

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

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

The detailed evidence and statistics of the Council's performance for Quarter 2 is included in Appendix 1

2.1 Leisure

Summer usage of the leisure centres has been high due to warm weather benefiting the outdoor pool, and the implementation of a popular school holiday programme at Hermitage Leisure Centre. Membership income is £25,000 above target due to successful promotion campaigns and retention initiatives. Energy efficient lighting installed at both Hermitage & Hood Park Leisure Centres has resulted in reduced on-going running costs.

2.2 Housing Services

The majority of actions and performance indicators are on track or have been met at the end of quarter. As part of our drive to extend apprenticeship and youth employment opportunities, our Decent Homes contractors (Kier and Lovell) have undertaken training initiatives which has enabled 14 people to progress into full time employment.

Repairs satisfaction shows as 84% which is comparable with the performance for the same period of 2012/13.

2.3 Revenues & Benefits

National Non Domestic Rate collection is slightly lower than the same period last year. This is largely due to a large debt (£92k) being raised in September 2013 and immediately being put for write off approval due to the ratepayer going into liquidation.

The proportion of Council Tax collected is above target and comparable with performance achieved during 2012/13 for the same period.

Progress in implementing the Academy Mobile Module for Revenues & Benefits is on track and is being linked to the 'Improving our Customer Experience' programme. The enhancements which will be taking place on the website will help to improve the quality of customer service for residents and reduce call volumes into customer services.

2.4 Refuse & Recycling

The specification for a new waste management software system has now been completed and procurement will be started in Quarter 3.

A review of the waste fleet has resulted in a reduction of two ancillary vehicles providing ongoing efficiency savings.

A draft refuse and recycling policy was presented to Policy and Development Group, and forwarded with some positive additions to Cabinet. The main points of note include a non-return policy for bins not presented on time and a reduction in size for black bins for new properties and replacement requests.

2.5 Development Control

Development Management continues to experience a very high volume of planning applications, with fee income expected to exceed annual projections by £200k.

Performance on major applications remains above national targets although performance on small householder applications has slipped as a result of the volume of applications and vacancies within the team. This situation is being addressed with temporary agency staff, funded from the increased fee income.

Local Plans have been attempting to address the concerns of the Inspector about the soundness of the Core Strategy (now withdrawn).

2.6 Environmental Health

A productive quarter that has seen the Environmental Health and Street Action teams provide support to festival organisers and residents in events that took place during the quarter. A resident's consultation forum was established for the Strawberry Fields event that worked closely with the Council ensuring that impact on residents was minimal.

Advice, support & enforcement related work continues to be provided by the Environmental Health team that has resulted in a reduction in the number of businesses that are non complaint with hygiene law.

3 Council Delivery Plan

Appendix 2 sets out a high level exception reporting for the remainder of the Council Delivery Plan and further information on key front line services. This provides commentary against actions and performance indicators that were not on target during Quarter 2.

3.1 Business & Jobs Priority

The Business Focus team has developed new approaches to engaging with businesses, to better understand the services they require assistance with from the Council and other agencies. As a result of assistance with property and planning related services, two new inward investor's requirements will be secured and both will relocate into the district creating over 150 jobs.

3.2 Progress against remaining CDP priorities.

Additional telephone lines have been installed within Customer Services which help reduce waiting times. During the quarter, a queue management system was installed allowing residents that visit the Customer Service team at the Council Offices to benefit from a more efficient service.

4 Financial management update

An overall underspending of £537k is projected for the year as at the end of Quarter 2. Of this £386K is within the Services Directorate and includes an additional £200k fee income. The Chief Executive's Directorate is projected to be £93k primarily because of savings on employee costs. At this stage we are also expecting to use £100k less of the Contingency Budget.

5 Sickness absence management update

The corporate target for 2013/14 is 7.5 days per full-time equivalent employee. This equates to 1.875 days per quarter, and cumulatively to 3.75 days to the end of Quarter 2. The actual cumulative outturn for Quarter 2 is 3.51 days, below the target of 3.75 days. The Quarter 2 outturn is also a significant improvement when compared to the same period of 2012/13 where 5.19 days were lost per full time equivalent employee.

6 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

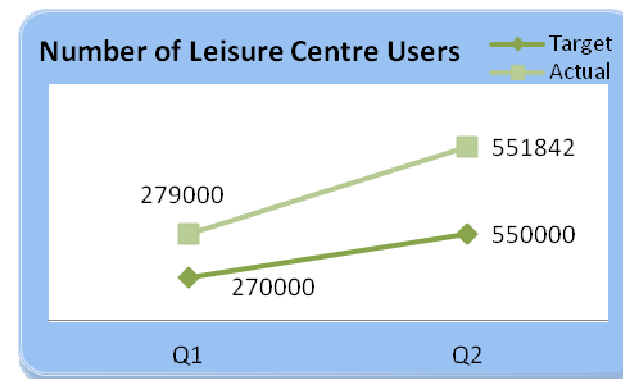
- J** Performance on track (milestones) or performance on or above target (PI's)
- K** Performance under control (milestones)
- L** Performance failing (milestones) or performance below target (PIs)

2 PERFORMANCE DASHBOARD – LEISURE

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

Budgeted Cost to provide service	£822,910	Total FTE's	62.61	Complaints received	29
Forecasted cost to provide service	£773,852	Total days lost to sickness	38.57	Compliments received	9

- The Leisure Centres have again exceeded membership income targets on the back of successful “Shape up for summer” campaigns. Corporate memberships are also continuing to increase from 55 to 59 and 764 to 788 corporate members. Fitness teams are now focusing on member retention, which has improved in the last quarter, meaning members are staying with us for longer.
- Usage of the leisure centres is slightly above target helped by some good summer weather for the outdoor pool in Ashby but also increased attendances in the school summer holiday programmes. Commercial events bookings have also contributed with mixed martial arts and machinery tool auctions continuing to be popular.
- Hood Park Leisure Centre received an industry recognised quality assessment called Quest in Quarter 2, the final report has not yet been received but feedback was very complimentary with a positive direction of travel noted. Highlights included a strong sales culture, excellent joint working with sports development and health & safety management taken seriously and well resourced.
- The GP referral scheme continues to develop and improve with course completions ahead of target. North West Leicestershire District Council are also outperforming all other districts in the County in terms of week 1 attendances and course completions.



Performance Indicators	Q2 Target	Q2 Actual	Status
Number of Leisure Centre users	550,000	551,842	J
The amount of membership income at Hermitage and Hood Park LC's	£405,000	£430,926	J
Number of GP Referrals completing a course	130	144	J

2 PERFORMANCE DASHBOARD – HOUSING

Progress against milestones			Progress against Performance Indicators		
6 J Green	0 K Amber	0 L Red	6 J Green	3 L Red	

Budgeted Cost to provide service	£430,080	Total FTE's	94.20	Complaints received	18
Forecasted cost to provide service	£425,160	Total days lost to sickness	295.56	Compliments received	10

- 822 homes were made decent during the quarter bringing the cumulative half year total of properties made decent to 1103. This has resulted in 2206 residents now living in homes with modern facilities. Satisfaction with decent homes work is 99%.
- 25 affordable homes have been delivered in Quarter 2 bringing the combined total half year delivered to 109 against a target of 57. New affordable homes have been delivered in Ashby, Castle Donington & Kegworth. All properties have been allocated by registered providers to applicants from the Council's Choices Based Lettings Process.
- Despite the prevailing economic climate, strong pro-active recovery during the quarter has resulted in collections of over £8,500 in former tenants arrears bringing the total collected to Q2 to over £17,000, this is an improvement of over £6,000 when compared to the same period of 2012/13.
- A total of 103 homes were let during Quarter 2, an increase of 39% (29 properties) when compared to the previous quarter of 2013/14. 86% of tenants who completed the satisfaction survey were satisfied or very satisfied with the way the council advertises and allocates its' homes.

Performance Indicators	Q2 Target	Q2 Actual	Status
Number of additional affordable homes delivered across the District	57	109	J
Number of additional Council homes meeting the Decent Homes standard (see appendix 2)	1,341	1,103	L
Percentage of rent loss through vacant dwellings (see appendix 2)	1.72	1.82%	L
Percentage of new tenants satisfied with the allocation and letting process	85%	96%	J
% of dwellings vacant but unavailable	3.25%	3.14%	J

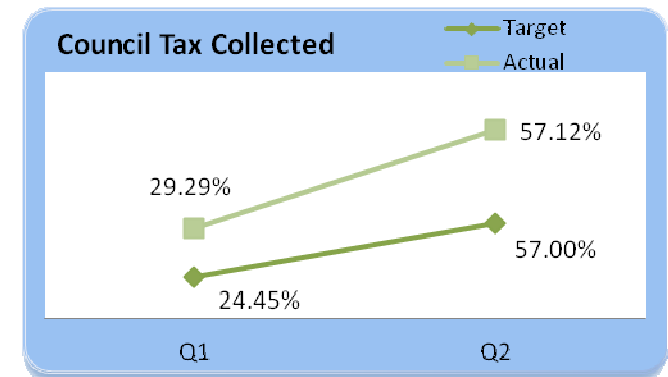
Performance Indicators	Q2 Target	Q2 Actual	Status
% of Emergency repairs completed on time - within 24 hours	99.3%	100%	J
% total responsive repairs completed within target satisfaction (see appendix 2)	88.5%	84%	L
% total repairs completed within target	98.9%	99.61%	J
All new customers to have a support plan within 6 weeks of tenancy start date	100%	100%	J

2 PERFORMANCE DASHBOARD – REVENUES & BENEFITS

Progress against milestones			Progress against Performance Indicators		
2 J Green	1 K Amber	0 L Red	6 J Green	1 L Red	

Budgeted Cost to provide service	£350,990	Total FTE's	28.51	Complaints received	7
Forecasted cost to provide service	£312,900	Total days lost to sickness	36.2	Compliments received	1

- National Non Domestic Rate collection is slightly lower than the same period last year. This is largely due to a large debt (£92k) being raised in September 13 and immediately being put for write off approval due to the ratepayer going into liquidation
- Proportion of Council Tax collected above target and comparable with performance achieved during 2012/13 for the same period.
- Progress with Academy Mobile Module for Revenues & Benefits on track, meetings held with NWL's self serve project manager regarding linking the Module with the NWL 'Improving Customer Experience' programme and the enhancements which will be taking place on the NWL website which will help improve the quality of customer service for NW residents and reduce call volumes into customer services.



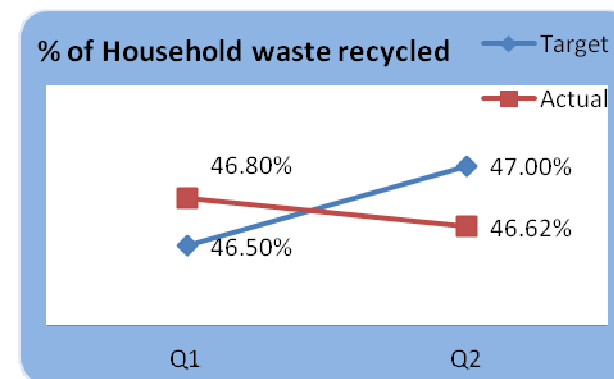
Performance Indicators	Q2 Target	Q2 Actual	Status
Average number of days to process new claims and change events	16	12.96	J
Time taken to process new Housing Benefit/Council Tax Benefit claims	20	20.78	J
Time taken to process Housing Benefit/Council Tax Benefit change events	13	11.57	J
Proportion of Council Tax collected	57.00%	57.12%	J
Proportion of national non-domestic rates (NNDR) collected (see appendix 2)	60.58%	59.75%	L
HB overpayments recovered (All Debt)	12.50%	24.38%	J
Fraud Sanctions gained	12	21	J

2 PERFORMANCE DASHBOARD – REFUSE & RECYCLING

Progress against milestones			Progress against Performance Indicators		
5 J Green	0 K Amber	0 L Red	1 J Green	1 L Red	

Budgeted Cost to provide service	£1,640,890	Total FTE's	78.59	Complaints received	7
Forecasted cost to provide service	£1,562,513	Total days lost to sickness	170.8	Compliments received	12

- Leicestershire Waste Partnership have commissioned an analysis of black bin waste for NWL and a report is expected in Quarter 3. This information will help target and focus our ongoing recycling campaigns and use of social media to ensure we maximise the amount of waste recycled.
- Recycling rates have levelled out over a rolling 12 month period which is a national trend. Particularly evident is a reduction in newspapers being recycled, and it is suggested this is the result of increased electronic access to news through phones and pc's and a reduction in free local newspaper deliveries.
- The Council's first refuse and recycling policy has been drafted and taken through Policy Development Group with some positive amendments made. The policy is to be taken to Cabinet in Quarter 3 with implementation planned for Quarter 4.
- The tender process for car parking resurfacing for the Market Hall and rear of the Council Offices has been completed. Contract commencement dates are now being finalised.



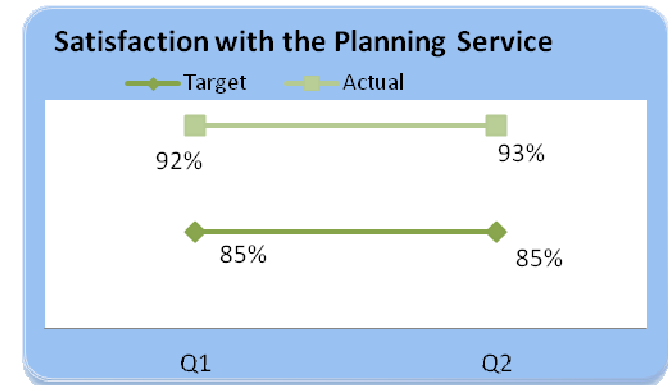
Performance Indicators	Q2 Target	Q2 Actual	Status
Kgs of waste sent to landfill per household per year	516.50 kg	516kg	J
Proportion of household waste recycled (see appendix 2)	47%	46.2%	L

2 PERFORMANCE DASHBOARD - DEVELOPMENT CONTROL

Progress against milestones			Progress against Performance Indicators		
2 J Green	3 K Amber	0 L Red	2 J Green	2 L Red	

Budgeted Cost to provide service	£581,910	Total FTE's	12.1	Complaints received	8
Forecasted cost to provide service	£375,040	Total days lost to sickness	13	Compliments received	0

- Development Control continues to experience a very high volume of planning applications with fee income expected to exceed annual projections by £200k.
- Performance on major applications remains above national targets and is consistent with the performance for the same period of 2012/13.
- Vacancies within the team have resulted in some slippage with planning applications for minor and other categories. This situation is being addressed by sourcing temporary agency staff which will be funded from the increased fee income.



Performance Indicators	Q2 Target	Q2 Actual	Status
Percentage of customers very satisfied or satisfied with the Planning Service	85%	93%	J
Percentage of major planning applications processed within period agreed with applicant	85%	88%	J
Percentage of planning applications determined within 8 weeks for minor applications (see appendix 2)	65%	57%	L
Percentage of planning applications determined within 8 weeks for other applications (see appendix 2)	80%	69%	L

2 PERFORMANCE DASHBOARD - ENVIRONMENTAL HEALTH

Progress against milestones			Progress against Performance Indicators		
4 J Green	0 K Amber	0 L Red	2 J Green	0 L Red	

Budgeted Cost to provide service	£352,520	Total FTE's	17.22	Complaints received	0
Forecasted cost to provide service	£315,970	Total days lost to sickness	3	Compliments received	1

- Review of statement of licensing policy – The consultation process has taken place throughout Quarter 2. Comments are now being considered with a further report to be presented to Licensing Committee in November. Once approved the policy will be used when making decisions impacting on licensed premises, helping to shape the districts night time economy.
- An intensive inspection programme targeting 30 of the highest risk food establishments has taken place. As a result of advice, support and enforcement related work by the Environmental Health team only 19 of the 30 businesses remain non compliant with hygiene law. Work will continue with the remaining businesses.
- The Environmental Health and Street Action teams have provided support to both the organisers of the Strawberry Fields Festival and the residents surrounding the event site. Event planning meetings were attended and event plans scrutinised. A resident's consultative forum was established. The number of complaints received from residents relating to noise disturbance was significantly lower than in 2012.

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Performance Indicators	Q2 Target	Q2 Actual	Status
Number of food establishments within high risk project (30) remaining 'non compliant' with food hygiene law on 31 March 14	20	19	J
Number of licensed vehicles checked during 'on the spot' programme	40	52	J

3 COUNCIL DELIVERY PLAN - BUSINESS & JOBS PRIORITY

Progress against milestones			Progress against Performance Indicators		
3 J Green	2 K Amber	0 L Red	3 J Green	0 L Red	

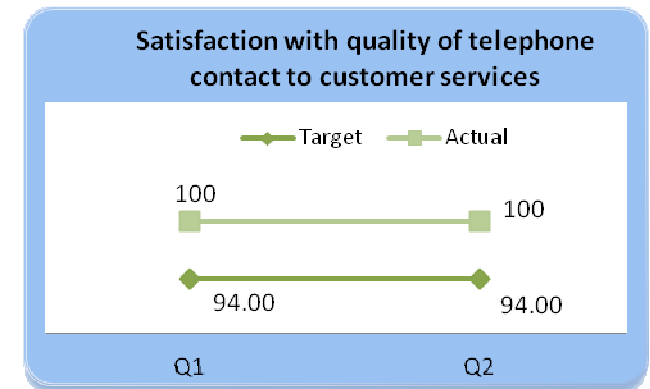
- The Business Focus Team facilitated a Meet the Buyer event for the Council's Decent Homes Improvement Programme (DHIP) to invite local suppliers to meet with the Council and Kier and Lovell. This session covered the delivery of DHIP and how to get work through the programme as well as the benefits of registering with Buy Local. 340 local suppliers from across a number of professional disciplines received invitations to attend the meet the buyer event. On the day 34 businesses attended the event with 30 businesses located in North West Leicestershire attending.
- 24 Job Seekers Allowance claimants took part in a Sector Based Work Academy with KP Foods and Derby College hosted by the Council.
- The Business Focus Team jointly organised a Jobs, Advice and Careers Fair with partner organisations to provide employment opportunities and careers advice to local JSA claimants, job seekers and School & College leavers. Over 150 people attended the fair and met with 36 business and support organisations.
- The Business Focus team, working with Kuehne & Nagel, hosted a redundancy support session for the 300 staff facing redundancy at the Waitrose warehouse on the Bardon Industrial Estate. 168 of the staff (56%) attended the session to seek support, advice and opportunities from a number of local employers and recruitment specialists as well as advice on training.
- The action to improve trading performance of Coalville indoor market has now been superceded by the Indoor Market improvement plan that was agreed at Cabinet in September.

Performance Indicators	Q2 Target	Q2 Actual	Status
Number of local businesses and enterprises supported through advice and signposting (cumulative)	60	75	J
Number of businesses assisted to relocate to improved premises within the District (cumulative)	2	13	J
Number of local businesses assisted to lever in grant aid and private investment (cumulative)	7	135	J

4 PROGRESS AGAINST REMAINING CDP PRIORITIES

Progress against milestones			Progress against Performance Indicators		
3 J Green	0 K Amber	0 L Red	7 J Green	1 L Red	

- Proposals to improve the office layout for the Customer Services team and install real-time call monitoring wallboards were agreed during Quarter 2. This will enable staff to monitor telephone queues allowing better time prioritisation and an improved level of service to customers.
- As part of the Improving Customer Experience Programme (ICE) programme, during Quarter 2, a Queue Management System was installed which allows customers to receive a more efficient service. This automated ticketing system will streamline the queuing process for customers, and enable the collection of management information to identify potential efficiencies. An additional 10 telephone lines have been installed within Customer Services, this will help customers to speak to a Customer Service Operative quicker thereby reducing their waiting time.
- A redesign of the Council website is underway which will enable customers to find what they are searching for more easily, and will integrate with the Customer Gateway technology being installed during winter 2013 to enable customers to use web self-service portals once established.
- As part of the Supporting Leicestershire Families programme being delivered across the district, updates are regularly provided to the Safer North West Partnership and Staying Healthy Partnership. Governance is through the Locality Partnership Group. A performance report is being prepared for November Cabinet.



Performance Indicators	Q2 Target	Q2 Actual	Status
Proportion of customers satisfied with the quality of face to face contact with Customer Services (see appendix 2)	97%	100%	J
Average face to face waiting time is less than 10 minutes	96%	96%	J
Proportion of customers satisfied with the quality of telephone contact to Customer Services	94%	100%	J
Average call waiting time in Customer Services	<03:30	01:42	J
Average call handling time in Customer Services (see appendix 2)	<02:00	03:30	L
Average no. of days to resolve stage 1 complaints	10 days	9 days	J
Proportion of customers satisfied with the complaints process	75%	88%	J
Quality of call response by Control Centre	99%	99%	J
Corporate Sickness Absence Target (Days lost per Full-time-equivalent)	3.75 days	3.51 days	J

5 FINANCE UPDATE

This section sets out the projected financial position of the Council for the year ending 31st March 2014. The Council set its Revenue Budget at £10.490m on 26 February 2013..

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).	10,490	9,953	(537)

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).	675	665	(10)

HRA SUMMARY	ORIGINAL BUDGET NET £ 000	FORECAST OUTTURN NET £ 000	FORECAST VARIANCE NET £ 000
Net cost of service (Total rent income less total expenditure)	(1,474)	(1,241)	232

Capital Expenditure	General Fund £ 000	Special Expenses £ 000	HRA £ 000
Approved Budget for the Year	1,779	188	15,865
C/F from 2012/13	323	99	1,593
Approved projects in year	343	10	-
Slippage Identified in Year	(32)	-	-
Total Budget for 2013/14	2,413	297	17,458
Likely outturn for 2013/14 (provisional)	2,388	297	17,458

Comments on General Fund Variances

- Across the Chief Executive Directorate, it is projected salaries will be underspent by £96k
- Planning and Development Control Fees are projected to be £200k higher than budget for the year
- Insurance costs are £24k higher following an annual review in a difficult market.
- Health & Food Safety - Income is forecast to be £36k more than budget
- Recharges to HRA are £55k less following a review and correction of anomalies
- Trade Refuse - reduced disposal costs of £13k.

Comments on Special Expenses Variances

- Increased burial and monument fees £4k
- Salary savings (recreation grounds and open spaces) - £7k

Comments on HRA Variances

- Reduced forecast rent income of £238k due to increased void levels (£175k) and 26 less rentable properties than budgeted which equates to (£63k) compared to budget assumptions. There is also a small £12k reduction in Service Charges for similar reasons
- The council has recently started a work programme to enable two empty properties a week to be completed, to reduce the number of void properties and bring them back in to debit. This will reduce the level of void loss referred to above.
- Supporting People grant income forecast increase following confirmation of 2013/14 grant levels by Leicestershire County Council +£9k

Comments on Capital Budget

- £30k underspent on General Fund due to Refuse Vehicles procured at cheaper price than Budgeted.

6 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 - Short	165.80 – Long 148.07 - Short	56.00 – Long 35.39 - Short	231.70 – Long 44.52 - Short	149.06 – Long 50.44 - Short	0 – Long 18.80 - Short	602.56 – Long 299.22 - Short
Total days lost	2 0	313.87	91.39	276.22	199.50	18.80	901.78
Number of FTE's	14.52	206.53	60.66	95.68	71.86	27.56	476.81
Cumulative no of days lost per FTE	0.14 days	1.52 days	1.51 days	2.89 days	2.78 days	0.68 days	1.89

Quarter 2	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
Sickness days lost	0 – Long 2.40 - Short	174.10 – Long 121.40 - Short	21.20 – Long 22.00 - Short	211.00 – Long 70.20 - Short	31.00 – Long 41.09 - Short	37.00 – Long 19.00 - Short	474.28 – Long 274.91 - Short
Total days lost	2 .40	295.50	43.20	281.20	72.90	56.00	749.19
Number of FTE's	14.52	205.18	57.76	94.20	71.25	27.25	470.16
Cumulative no of days lost per FTE	0.17 days	2.97 days	2.33 days	5.92 days	3.82 days	2.74 days	3.51

- The provisional analysis of the corporate sickness data for the second quarter is looking very promising with a rate of 3.51 days per fte lost. This would equate to an annual rate of 7.02 days against our target of 7.5 days and an outturn last year of 8.86 days. The equivalent rate at this time in 2012/13 was 5.19 days per fte lost.

Appendix 2

**COUNCIL DELIVERY PLAN & KEY FRONT LINE SERVICES – ACTIONS AND PERFORMANCE INDICATORS
BY EXCEPTION ONLY FOR Q2 CABINET PERFORMANCE REPORT**

Key



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



Performance under control (milestones)



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


COUNCIL DELIVERY PLAN & KEY FRONT LINE SERVICES – ACTIONS

Council Priority - Business & Jobs Actions			
Action	Responsible Officer	Action milestones for 2013/14	
		Q2 Milestone	Q2 Progress
To provide advice and guidance to local businesses and assist existing and new businesses to relocate within the District	Head of Regeneration and Planning	Publish Q2 Business Newsletter	Business letter developed – awaiting communications team to publish – cost might be prohibitive so social media options to be considered. 😞
		Complete Place Making Ambassador recruitment	Under review. Resources directed to place events with local businesses e.g. Bardon Estate held in October 😞




Council Priority - Development Control			
Action	Responsible Officer	Action milestones for 2013/14	
		Q2 Milestone	Q2 Progress
To complete Coalville Conservation Area and Conservation Area Appraisal	Head of Regeneration and Planning	Finalise draft version of the proposed Coalville Conservation Area	Final draft completed and to be discussed in due course at Strategy Group 😞
Planning and Development Team will review and refresh the Agents Forum which will help improve the working relationship with agents	Head of Regeneration and Planning	Planning and Building Control Agents Forum	The Planning and Building Control Forum did not take place in September as the key Planning and Development Team member left the authority during this quarter but it is anticipated to arrange a forum 😞

Council Priority - Development Control			
Action	Responsible Officer	Action milestones for 2013/14	
		Q2 Milestone	Q2 Progress
Developing a design guide for planning applications in the district	Head of Regeneration and Planning	Scheduled for September 2013	in Quarter 3
		Produce draft design guide subject to consultation	The Supplementary Planning Document design is ready for consultation and was to be subject of a Breakfast Meeting Consultation launch at the end of October but this has been postponed due to issues relating to the Core Strategy.
			☹️

Leisure Services Actions			
Action	Responsible Officer	Action milestones for 2013/14	
		Q2 Milestone	Q2 Progress
Improve the leisure centres across NWLDC	Head of Community Services	Present HLC Capital Development proposals to CLT	The Hermitage Leisure Centre Capital Development report is progressing and it is now anticipated that the proposals will be presented to CLT in Quarter 3. Draft designs and costings have been received and a business plan is now being developed and critiqued with Wigan Leisure and Culture Trust.
			☹️

Revenues & Benefits Actions			
Action	Responsible Officer	Action milestones for 2013/14	
		Q2 Milestone	Q2 Progress
Develop and Implement the Academy Mobile Module.	Head of Finance	Commence in initial project discussions and BPR base lining,	Software company has now produced recommendations on best use and Steria are looking at the configuration of the software and hardware. However, the partnership is about to undertake a full service review. The implementation of this module will be delayed, as new ways of working may be identified and this may affect the development and set up of the software. On hold until later in Quarter 4 2013/14 or Quarter 1 2014/15 depending on the outcome of the review
			Status 


COUNCIL DELIVERY PLAN & KEY FRONT LINE SERVICES – PERFORMANCE INDICATORS

Performance Indicators – Housing				
Performance Indicators	Q2 Target	Q2 Actual	Status	Commentary
Number of additional Council homes meeting the Decent Homes standard	1,341	1,103		Over 1100 tenant's homes have been improved to meet the Decent Homes standard since the start of the Backlog Funded Decent Homes Improvement Programme. The anticipated profile of completed properties is running slightly behind forecast levels, and following a review of the situation appropriate remedial action has been taken to ensure this is corrected by the end of the financial year.
% total responsive repairs completed within target satisfaction	88.5%	84%		The performance for this PI has dropped by 3.42% when compared to Quarter 1. This was a similar trend when compared to the first half of 2012/13. The ongoing work to review and update the way that customer satisfaction information is gathered will be finalised by end of Quarter 3, and we are anticipating that satisfaction will increase as a result.
% of rent loss through vacant dwellings	1.72%	1.82%		There has been a 17% (67) increase in the number of properties coming empty compared with last year which has contributed to the increased level of rent loss. Properties with identified Decent Homes Improvement Work are also benefiting from this work being undertaken whilst the property is empty which is adding to the increased levels of rent loss. Performance is currently behind target by £8,451. Close monitoring of


Performance Indicators – Housing

Performance Indicators	Q2 Target	Q2 Actual	Status	Commentary
				the void performance continues to be undertaken.

Performance Indicators – Revenues & Benefits



Performance Indicators	Q2 Target	Q2 Actual	Status	Commentary
Proportion of national non-domestic rates (NNDR) collected	60.58%	59.75%		Just below target. The collection rate is slightly lower than the same period last year. This is largely due to a large debt (£92k) being raised in September 13 and immediately being put for write off approval due to the ratepayer going into liquidation. Collection rates can fluctuate easily if any of our large rating assessments are adjusted or those rate payers make late payments.

Performance Indicators – Waste Services


Performance Indicators	Q2 Target	Q2 Actual	Status	Commentary
Percentage of household waste recycled	47%	46.2%		Recycling rates have levelled out over a rolling 12 months from 46.80% last quarter to 46.62% in Quarter 2. A waste composition analysis has been commissioned by the Leicestershire Waste Partnership recently in areas of North West Leicestershire to identify what proportion of recycling is in the black bin. The results of which are due to be published before the end of Dec 2013 and will help

					provide an understanding of where we need to target promotion and raising awareness to improve recycling rates and reduce waste to landfill.
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Performance Indicators – Development Control

Performance Indicators	Q2 Target	Q2 Actual	Status	Commentary
PE-SP-PD-03 % of minor planning applications processed within 8 weeks	65%	56.52%		Performance to the end of September is below target for this PI. Performance slightly improved from Quarter 1 but some still way below target due to the reasons reported in Quarter 1 and vacancies. Consideration to be given to a local target for development requiring S106 Agreements in the River Mease catchment.
PE-SP-PD-04 % of other planning applications processed within 8 weeks (BAJ)	80%	69.15%		Performance dropped in this quarter due to increased numbers of vacancies in the team and the holiday period. Cumulatively, to the end of Quarter 2, performance in this PI is 77.92% which is just below the target of 80%. With a temporary member of the team now in place and recruitment underway to fill vacancies, it is hoped this figure will be back in target by the end of Quarter 3.

Performance Indicators not on track for other CDP priorities

Performance Indicators	Q2 Target	Q2 Actual	Status	Commentary
Average call handling time in Customer Services	<02.00 mins	03:27 mins		In the last 12 months, monthly average call handling time has been between 3:08 and 3:30, which suggests that 2

Performance Indicators not on track for other CDP priorities

Performance Indicators	Q2 Target	Q2 Actual	Status	Commentary
				minutes is not currently achievable as a target. This PI will be reviewed, and stretching yet achievable targets set for Quarter 3.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 19 NOVEMBER 2013

Title of report	REFUSE WASTE TRANSFER FACILITY (COALVILLE)
Key Decision	a) Financial Yes b) Community Yes
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 seek Cabinet's 'in principle' approval to build a refuse waste transfer facility in partnership with Leicestershire County Council at the Councils Linden Way Depot
Reason for Decision	To ensure efficient use of public sector resources through seeking in principle approvals prior to committing funds to a project
Council Priorities	Value For Money Green Footprints Challenge
Implications:	This report highlights potential future operational and financial implications of Waste Disposal for the Authority as detailed within the report.
Financial/Staff	Opportunities for making efficiency savings from this development are detailed within the report.
Link to relevant CAT	Green Footprints CAT
Risk Management	Risk assessments will be completed as appropriate
Equalities Impact Assessment	None discernible
Human Rights	None discernible

Transformational Government	Working in partnership across tiers within the Public Sector to generate efficiency savings for the Public Sector is considered good practice.
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 Leadership Team Leicestershire County Council
Background papers	Leicestershire Municipal Waste Management Strategy http://www.lesswaste.org.uk/I0032_a4_waste_strategy_document_final_webaw2_150812.pdf
Recommendations	CABINET IS REQUESTED TO APPROVE IN PRINCIPLE THE DEVELOPMENT OF A REFUSE WASTE TRANSFER FACILITY FOR COALVILLE AT THE LINDEN WAY DEPOT.

1.0 BACKGROUND

- 1.1 Household refuse waste in North West Leicestershire is currently collected at the kerbside and delivered directly to the New Albion landfill site at Albert Village, Swadlincote.
- 1.2 Leicestershire County Council (LCC) are seeking to deliver an improved and more cost effective waste management disposal service through the provision of a new Refuse Waste Transfer Facility (RWTF) at the North West Leicestershire District Council's (NWLDC) depot in Coalville.
- 1.3 This new RWTF will provide capacity to receive, handle and bulk-up waste for onward transfer to waste treatment facilities and would take the form of a building similar in size to the existing garage at the depot. It will have a concrete base to receive the waste to be held short term before re-loading onto larger haulage vehicles.
- 1.4 At this stage, LCC are seeking in principle approval from NWLDC to the proposed site, in order to begin ground investigations and to commission site layout designs and drawings. LCC do not consider it prudent, at this stage, to spend resources on these items without knowing that NWLDC are committed to delivering the project with LCC and as such the property issues surrounding

planning permission, agreements to build on our land with LCC, future ownership, environmental agency licences and shared operating costs have yet to be finalised. These will be progressed if in principle agreement is given by Cabinet.

- 1.5 It is acknowledged that Planning permission will be required and full resident consultation will be undertaken as part of the planning process.

2.0 KEY BENEFITS

- 2.1 The key benefits of the project are to provide:

2.1.1 NWLDC with a centrally located facility for tipping off waste, which will have the potential to create operational efficiencies to help safeguard against having to procure more vehicles and employ more staff in the near future as a result of new housing growth.

2.1.2 The opportunity for cost savings for NWLDC in terms of reduced travel time, fuel and vehicle wear and tear.

2.1.3 More certainty over the long term treatment/disposal of the waste as the current planning consent for landfill at the New Albion site expires at the end of 2014. The continuation of the landfill site beyond that date is subject to a successful application for an extension of the current planning consent.

2.1.4 An opportunity to remove dependency on the New Albion landfill site as this is the only location that is currently available in the area for delivery of the District's waste.

2.1.5 A reduced carbon footprint for the waste collection service from reduced mileage, supporting our corporate priority of the Green Footprints Challenge.

3.0 FINANCIAL IMPLICATIONS

3.1 The initial budget cost estimate by LCC for the project indicates that approximately £420,000 would be required to fund a new RWTF at Coalville. This will be funded by LCC and includes a contingency sum of £40,000 which is considered prudent given that the site investigation works have yet to be undertaken. The above budget estimate does not include the cost of any service diversions as these are also unknown at this point in time. The figures are estimates at present that will be revised as more detail and actual costs become available.

3.2 NWLDC has not been asked to contribute to capital costs as these will be met by LCC.

3.3 LCC is however looking for NWLDC to take on responsibility for the operations of the site and share operational costs such as processing and haulage. This will be discussed in more detail if Cabinet approves the recommendations in this report.

3.4 There are likely anticipated efficiency savings to NWLDC from:

- Reduction in fuel as a result of reduced mileage;
- Reduction in wear and tear on vehicles currently caused by damage arising from tipping directly onto a landfill site;
- Time saving for crews from tipping at a central location as opposed to the edge of the District; and
- Absorbing further demands on the service, caused by new housing growth, within existing resources.

4.0 KEY RISKS AND IMPLICATIONS FOR NWLDC

4.1 Logistics – Failure to deliver a new refuse transfer station would result in the risk of:

- Continued reliance on the use of the New Albion landfill site, a site that does not have guaranteed long term planning consent from Leicestershire County Council; and
- NWLDC having to deliver waste further afield resulting in increased costs to NWLDC if the New Albion landfill site closed.

4.2 Odours – the management of odours is a planning consideration and will need to be addressed if necessary by conditions relating to such things as storage and site management to ensure odours are controlled and minimized. For example, the transfer facility could have roller shutter doors which would be closed at all times, other than when tipping or loading is taking place, therefore reducing the risk of escaping odours.

4.3 Vehicle Movements – An increase in vehicle movements in and out of Linden Way is anticipated with a corresponding decrease in vehicle movements through the District to New Albion, Albert Village. This would be considered in more detail at the planning application stage.

4.4 Urban Forest Park - In order to accommodate the new facility the existing depot site will require extending. This will mean an area covered by trees will need to be used. NWLDC will replant at least an equivalent number of trees within the wider Urban Forest Park and Nature Alive site at the earliest opportunity which will be secured through the planning agreements.

5.0 NEXT STEPS

- 5.1 If Cabinet gives in principle approval to the RWTF, a project team comprising of LCC and NWLDC officers will be established to include the Head of Community Services and Waste Services Team Manager.
- 5.2 The project team will initiate site investigations, site layout designs and drawings and undertake further refinement of the business case including a full financial appraisal of costs and benefits for consultation with the Portfolio Holder, upon which a further report will be taken to Cabinet in due course.
- 5.3 LCC has indicated that no building work would commence on site until April 2014 at the earliest due to other capital projects underway (Whetstone and Loughborough Transfer Stations). If approved the anticipated completion date for the works would be April 2015, with a potential continuation of existing landfill arrangements to that point as outlined at 2.1.3.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – 19 NOVEMBER 2013

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 Assessment	None discernible.
Human Rights	None discernible.
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	<p>Agenda and associated documents of the meeting held on 8 October 2013: https://www.nwleics.gov.uk/files/documents/csewp_agenda/Agenda%20Pack%20081013.pdf</p> <p>Report to Cabinet, 24 September 2013 – General Fund Revenue Budget – Draft Proposals 2014-15 and 2015-16: http://minutes-1.nwleics.gov.uk/aksnwleicester/images/att5787.pdf</p>
Recommendations	<p>A) CABINET APPROVE THE MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY ATTACHED AT APPENDIX 1.</p> <p>B) CABINET NOTE THE RECOMMENDATIONS MADE BY THE COALVILLE SPECIAL EXPENSES WORKING PARTY AS FOLLOWS:</p> <p>I) THE EXPENDITURE IN RESPECT OF THE COALVILLE REMEMBRANCE DAY SERVICE BE REFERRED TO CABINET TO CONSIDER INCLUSION IN THE GENERAL FUND BUDGET.</p> <p>II) THE EVENTS TASK AND FINISH GROUP CONSIDER THE 2014/15 EVENTS PROGRAMME AND OTHER BUDGET CHANGES IN LIGHT OF THE PROPOSED REALLOCATION OF FUNDS FROM THE GENERAL FUND TO THE COALVILLE SPECIAL EXPENSES BUDGET.</p>

1.0 INTRODUCTION

1.1 The Coalville Special Expenses Working Party meets on a quarterly basis 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

- To consider budget and financial issues which either solely or predominantly affect the special expenses area alone and to make recommendations back to Cabinet.
- 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.

MINUTES of a meeting of the COALVILLE SPECIAL EXPENSES WORKING PARTY held in the Board Room, Council Offices, Coalville on TUESDAY, 8 OCTOBER 2013

Present: Councillor N Clarke (Chairman) (in the chair)

Councillors R Adams, J Geary, R Johnson, J Legrys, L Spence, M B Wyatt

Officers: Mr L Brewster, Mr G Lewis, Mr J Richardson and Mr P Simpson

11. PRESENTATION FROM TIM SPORNE (JUBILEE ALLOTMENTS)

Mr T Sporne updated Members on progress at the site.

He relayed that the allotment had been formally opened by both the District and County Chairmen in September and had been renamed Jubilee Allotments to commemorate the Queen's Diamond Jubilee in 2012.

It was stated that the three acre site had previously been used for cattle grazing and had therefore initially been very overgrown. However, a contractor had since been employed to work the land so it was fit for purpose. In addition, an access road had been installed and a former garage site had been converted for use as a car park.

Mr Sporne stressed that the allotment's ethos was to work hand in hand with nature. Consequently, it was confirmed that the site was taking an environmentally friendly approach in not allowing the use of any contaminants, as well as ensuring that all waste was composted onsite.

It was outlined that the site would be used as a facility for the community with the installation of a nature walk, sensory garden, orchard and disabled plots for the benefit of local schoolchildren and charities. Furthermore, it was intended to encourage the local community to purchase any surplus produce from the site.

Mr Sporne passed on the thanks of the whole society to North West Leicestershire District Council for their help, in particular Mr J Richardson, Head of Community Services and Mr C Robinson, Environmental Development Officer, for their enthusiasm, help and advice on the project.

Councillor L Spence congratulated the society on the impressive progress that had been made in a short space of time. He also relayed that, through his role as a governor of a local school, he had seen firsthand that children were already benefitting from the site.

Councillor J Geary thanked both Mr T Sporne and Councillor M B Wyatt for their work on the project and stated that the project would not have been such a success without both of their contributions.

12. APOLOGIES FOR ABSENCE

Apologies were received from Councillors P Clayfield and D Everitt.

13. DECLARATION OF INTERESTS

Councillor M B Wyatt declared a disclosable pecuniary interest in Item 5 – Capital Projects Update, as a member of Broom Leys Allotment Society, and left the meeting for the consideration of that project. He also declared a disclosable non pecuniary interest in any reference to Coalville and Coalville Town FC, as a business owner in the Town Centre.

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

Councillor J Legrys also declared a disclosable non pecuniary interest in Item 6 – 2013/14 Events Update due to his involvement with Hermitage FM.

Except where stated otherwise, the above named Members remained in the meeting.

14. MINUTES

Consideration was given to the minutes of the meeting held on 9 July 2013.

It was moved by Councillor J Geary, seconded by Councillor R Adams and

RESOLVED THAT:

the minutes of the meeting held on 9 July 2013 be approved and signed by the Chairman as a correct record.

15. CAPITAL PROJECTS UPDATE

The Head of Community Services presented the report to Members.

He provided Members with an update on each of the ongoing projects.

Coalville Park Improvements

The project was virtually completed and would shortly be signed off, with any outstanding balance being assessed at the end of the financial year. The Green Gym was receiving positive feedback and being regularly used by the public. The digimatic floor signage had now been ordered and would be installed in mid-October.

Councillor J Legrys thanked officers for their work on the project and stated that residents have spoken positively to him about the improvements.

Owen Street Recreation Ground

The hot water system had now been upgraded through the replacement of a circulation pump and an increase of hot water storage capacity of 50%. The floodlights had now been assessed and recommendations from the contractor would be received imminently.

The Football Foundation had confirmed that the relocation of Coalville Town FC to Owen Street Recreation Ground would fit the criteria for a funding application to meet 50% of the costs. However, until they had seen the plans and considered the costs of the application, they would not commit as to whether or not the bid would be successful.

Property Services had presented draft plans and costings that were based on the initial designs presented by Coalville Town FC. However, these were significantly over budget. Consequently, new plans had been agreed with the club that omitted various aspects that were included in the original plans including a meeting room, a kitchen, a storage area and separate toilets.

Property Services were now in the process of revising the costs based on the new proposals. If it was established that the new proposals could be met within budget, the plans would be sent to the Football Stadia Improvement Fund for comments and consideration and the formal application would be progressed.

An initial draft of the long-term license had been drafted by Legal Services. This would now be reviewed by Officers before returning to Legal Services to be completed. It would then be formally submitted to Coalville Town FC through the Owen Street Management Committee for approval.

Councillor J Geary suggested that the plans be put out to tender as this would likely reduce the costs of the project.

Councillor M B Wyatt enquired whether further funding could be available, for instance from the Big Society Grant Fund at Leicestershire County Council. The Head of Community Services indicated that this had been looked at but that the sums offered would not be significant.

Thringstone Miners Social Centre

The Thringstone Miners Social Centre Management Committee was currently liaising with Leicestershire County Council with regard to the footpath diversion and the movement of a street light in order to facilitate a grass training pitch.

Cropston Drive BMX Track and Wheeled Sports Facility

Proposals for the wheeled sports facility and BMX track were presented at the meeting and were approved by Members. Confirmed costs would now be obtained prior to local children being consulted on the plans.

Broom Leys Allotments

Having declared an interest in this item Councillor M B Wyatt left the meeting.

It was confirmed that the route for the mains water had been agreed with the Allotment Society and Severn Trent. The mains pipe laying had now been completed and it was

anticipated that the mains water would be connected by the end of October.
Councillor M B Wyatt returned to the meeting.

Urban Forest Park

The new piece of play equipment had now been installed and had received positive feedback from the public. A contractor had visited the site and had made suggestions regarding improvements to the footway and drainage. In addition, an internal survey had been undertaken regarding current drainage with a view to making improvements. Proposals would now be developed to improve both areas and a scheme of works would be produced.

Councillor J Legrys enquired as to what drainage improvements were planned. The Head of Community Services confirmed that the works would concentrate on lessening surface water retention to aid dog walkers and runners.

RESOLVED THAT:

the progress on 2013/14 Capital Projects be noted.

16. 2013/14 EVENTS UPDATE

The Cultural Services Team Manager presented the report to Members.

He provided Members with an update on each event.

Coalville by the Sea Family Event

The event was extremely well supported by local families and lots of positive feedback had been received. The new venue at Needhams Walk worked well and provided a safe environment for children to play. Furthermore, the event attracted regional media attention and was also supported by Hermitage FM, the Marlene Reid Centre and Coalville Library.

Councillor M B Wyatt queried whether large housing developers had been approached to contribute funding to Coalville town events. The Head of Community Services stated that this had happened in the past and could be looked into further.

Councillor J Legrys pointed out that the Council had previously voted to move Section 106 money into infrastructure projects within the Coalville Urban Area. He instead favoured the Head of Regeneration and Planning Services asking for contributions outside of Section 106.

Councillor L Spence stated that he had previously spoken to a developer who had indicated that they were happy to provide more than the funds required under Section 106 if there was a business case that meant it would be of mutual benefit.

Annual Food & Drink Promotions

Leicestershire Food Fortnight successfully took place between 21 September and 6 October. Various local businesses took part in the promotion including Hermitage FM

Coffee Lounge, Rose Cup Tea Rooms, La Torre Italian Restaurant, Coalville Market Cafe and Sommerfields Butchers.

The Coalville Town Team were currently planning a new Coalville Food and Drink Festival on 23 November which would include food and drink stalls, arts and crafts, entertainment and an ice skating rink.

Christmas in Coalville

The event in Coalville would take place on 30 November to coincide with a similar event in Ashby-de-la-Zouch.

The suggestion of the events sub-group to relocate the event to Memorial Square had not been supported by the emergency services due to both the high numbers of people expected and the associated risks that this would present. The event would therefore be held outside Coalville Market, as in 2012.

Councillor J Legrys stated that he was unhappy that Memorial Square would not be used as the venue. He indicated that he believed the location at Coalville Market makes the event more remote to the public.

The Cultural Services Team Manager stated that last year's event was the first at this location and that lessons had been learnt from that event that would be implemented this year.

Councillor J Legrys stated that he favoured synergy between the Christmas event and the Food and Drink Festival the weekend before. The Head of Community Services stated that he would look into the logistics to determine whether this was feasible.

Councillor M B Wyatt agreed that the current location was in the wrong place. He also favoured moving the event back to Memorial Square, stating that the event was a great success the last time that it was held there.

The Head of Community Services stated that the Council does not have the resources to meet the demands of the emergency services in terms of road closures and traffic rerouting. On this basis, it had been decided not to relocate the event.

Councillor J Geary stated that he does not support switching the venue to Memorial Square on health and safety grounds. He stated that the crossroads at Memorial Square were the main access route into Coalville for the emergency services and that closing the road would pose serious problems for emergency response vehicles.

Councillor N Clarke stated that, whilst he favoured Memorial Square as a venue, it was clear that it was beyond the means of the Council to hold the event there currently.

Coalville Christmas Decorations

It was confirmed that there would be new lighting this year, as agreed at the meeting on 16 April 2013, including new festoon lighting outside the Council Offices and a small number of decorations for lamp columns around Belvoir Road.

RESOLVED THAT:

the progress on 2013/14 events be noted.

17. 2013/14 PERIOD 5 FINANCE REPORT (REVENUE AND CAPITAL)

The Head of Community Services presented the report to Members.

He confirmed that outturn figures were projected to be underspent at the end of period five and that this would allow a modest contribution to balances.

He went on to state that the General Fund budget proposals that were recently agreed by Cabinet included the reallocation of justified costs in the General Fund to the Coalville Special Expense Budget. Subsequently, he noted that several areas of expenditure that should instead be funded from the Coalville Special Expense Budget had already been identified.

Councillor M B Wyatt stated that he strongly disagreed with the proposal to charge the Coalville Special Expense Budget for the Remembrance Day Service given that it acted as a focal point for commemorations in the entire District. He stated that this was highlighted by the fact that the Chief Executive and Chairman of the District attended the Coalville event.

The Head of Community Services stated that the Coalville Special Expense Budget should fund the event as other parishes within the District host their own events which they fund themselves.

Councillor L Spence stated that he agreed with the position taken by Councillor M B Wyatt and that he disagreed with the proposal in the strongest possible terms. He noted that he appreciated that some burden would have to transfer to the Coalville Special Expense Budget given the current economic climate. However, he said that he was astonished that it was being proposed to transfer the funding of the Remembrance Day Service for the same reasoning given by Councillor M B Wyatt.

Councillor R Johnson stated that he thought the proposal was disgraceful and agreed that the cost of running the event should be taken from the General Fund.

Councillor J Geary stated that he was bitterly disappointed with the proposal. He noted that other parishes within the District held their own events, but stated that parishes were able to raise Council Tax precepts to help fund such events whereas the Coalville Special Expense area had to liaise with Cabinet in order to do so. He stated that he felt the maximum increase in Council Tax should be requested.

Councillor M B Wyatt countered that in his opinion Council Tax should not be raised.

Councillor L Spence also stated that, in his opinion, an increase in the precept for the Coalville Special Expense area should not be requested.

Members sought clarification as to how much the Council could increase Council Tax. The Senior Accountant confirmed that any raise is capped at 2% and that the District

intended to implement a 1.5% raise in any case.

Councillor J Legrys suggested that the increase should be kept at 1.5% if the £3,500 cost of holding the Remembrance Day Service was returned to the General Fund.

The Head of Community Services indicated that savings could be achieved by reducing the amounts currently allocated to various areas, such as existing events, grants and the cost of open space management.

Councillor L Spence stated that, in his view, it was important to maintain open spaces, such as flowerbeds, as it provided both residents and visitors with a positive impression of the town. He stated that he believed this was more important than one-off events and that the Working Party should concentrate on making Coalville a place where people want to live all year round.

Councillor J Legrys concurred with the views put forward by Councillor L Spence. He stated that it was essential that the town was maintained all year round and that events such as Coalville Twenty14 could instead be run by volunteers.

Councillor M B Wyatt stated that the large events that were currently held were important to the community and suggested that these should be maintained, at the expense of the smaller events.

Councillor J Legrys proposed that the St George's Day Flags should be scrapped in forthcoming years, along with the annual Food and Drink Festival which he described as unnecessary. However, he noted that the Coalville by the Sea event had been well attended and appeared to be popular with the public and, as such, should be maintained.

Councillor L Spence countered that the St George's Day Flags, much like the maintaining of the flowerbeds, made the town seem pleasant and welcoming to the public and should therefore be maintained. He instead suggested that the budget for each event should be capped.

Councillor N Clarke suggested that, as a minimum, the Christmas and Picnic in the Park events should be maintained.

Councillor J Legrys requested that the recharge for the work undertaken by Event Management officers should accurately reflect the time taken to complete the work. The Head of Community Services confirmed that this would be the case.

Councillor M B Wyatt suggested that the grants that were currently offered by the Working Party should be forsaken in favour of the larger events that were held.

Councillor L Spence disagreed with this viewpoint, stating that the grant fund should be maintained given the likelihood of the Grants Review Working Party being imminently disbanded.

The consensus of Members was to convene a meeting of the Events Task & Finish Group during the consultation period to consider the 2014/15 Events Programme and other budget changes in light of the proposed reallocation of funds from the General Fund to the Coalville Special Expense Budget.

It was moved by Councillor R Adams, seconded by Councillor M B Wyatt and
RECOMMENDED THAT:

the expenditure in respect of the Coalville Remembrance Day Service be referred to Cabinet to consider inclusion in the General Fund budget.

18. WINTER GRIT BINS UPDATE

The Head of Community Services updated Members on progress.

He confirmed that grit bins had been installed in every location that had been requested by the Working Party.

Councillor N Clarke enquired when further applications for grit bins could be made. The Head of Community Services confirmed that applications would reopen next Spring.

Councillor J Legrys encouraged Members to promote the County Council's Snow Warden Programme during the forthcoming winter.

RESOLVED THAT:

Members note the update.

19. DATES OF FUTURE MEETINGS

Members noted the dates of the future meetings.

The next meeting will be on Tuesday, 17 December 2013 at 6.30pm in the Board Room.

The meeting commenced at 6.30pm and closed at 7.54pm.

Councillor M B Wyatt left the meeting at 6.56pm and returned at 6.58pm.

Councillors J Geary and R Johnson left the meeting at 7.32pm.

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