

at the heart of the National Forest

Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 13 June 2017
Location	Board Room, Council Offices, Coalville
Officer to contact	Democratic Services (01530 454512)

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

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

AGENDA

Item Pages

1. APOLOGIES FOR ABSENCE

2. DECLARATION OF INTERESTS

Under the Code of Conduct members are reminded that in declaring disclosable interests you should make clear the nature of that interest and whether it is pecuniary or non-pecuniary.

3. PUBLIC QUESTION AND ANSWER SESSION

4. MINUTES

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5. TREASURY MANAGEMENT STEWARDSHIP REPORT 2016/17

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16. EXCLUSION OF PRESS AND PUBLIC

The officers consider that the press and public should be excluded during consideration of the following items in accordance with Section 100(a) of the Local Government Act 1972 as publicity would be likely to result in disclosure of exempt or confidential information.

17. UPDATE ON DELIVERY OF AFFORDABLE HOUSING

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18. AUTHORITY TO AWARD THE TECHNOLOGY ENABLED CARE SERVICES CONTRACT

Report of the Director of Housing Presented by the Housing Portfolio Holder 183 - 186

Circulation:

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



MINUTES of a meeting of the CABINET held in the Board Room, Council Offices, Coalville on TUESDAY, 25 APRIL 2017

Present: Councillor R Blunt (Chairman)

Councillors T Gillard, T J Pendleton, N J Rushton and A V Smith MBE

In Attendance: Councillors R Adams, J Bridges, J Clarke, J G Coxon, D Everitt, J Geary, G Hoult, R Johnson and J Legrys

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

113. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor R D Bayliss.

114. DECLARATION OF INTERESTS

There were no interests declared.

115. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

116. MINUTES

Consideration was given to the minutes of the meeting held on 14 March 2017.

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

RESOLVED THAT:

The minutes of the meeting held on 14 March 2017 be approved and signed by the Chairman as a correct record.

Reason for decision: To comply with the Constitution.

117. BUILDING CONFIDENCE IN COALVILLE ("COALVILLE PROJECT") - UPDATE

The Leader presented the report to Members. He updated Members on the progress of the project and highlighted the following:-

- That in phase one of the shop front improvement scheme 75% of eligible businesses or properties were in discussion with officers and 29% of eligible properties were either complete or progressing.
- That in relation to phase two of the improvement scheme a Local Development Order was in place and 26 (41% of eligible properties) had expressed an interest.
- Grant support had been agreed to for works to the frontages of two key buildings in the town.
- Officers had met with Leicestershire County Council to discuss a new design for Marlborough Square which had been created by the Council's Urban Designer. It was hoped that vehicle domination of the square and speeds could be reduced and make the square more flexible for events and easier for shoppers to move 5

around. It was highlighted that £523,000 had been allocated to the design and delivery and a further report would be brought to Cabinet once the costs had been formalised.

- The Council is monitoring the progress of the sale of the former police station site and highlighting to potential buyers the work of the project.
- Officers have met with Leicestershire County Council to discuss a new design for Memorial Square following meetings with stakeholders such as the Royal British Legion, local businesses and Arriva Buses. It was hoped that the project would enhance the setting of the Memorial to coincide with 100th anniversary of the end of World War One. Once the scheme was agreed external contributions and funding to support the project would be sought through a funding plan.
- Officers continued to progress the plan for the Market Hall and five new traders had started trading. There were a number of Easter activities for young children over the Easter weekend and during the spring time the market would be participating in Love Your Local Market.
- Work to provide more cycle rack provision and improve the existing racks in the town centre was currently underway.
- The Coalville Heroes were now based in the Market Hall and they had recently held an event to engage the young people of the town to gage their thoughts on how and where public money was spent. In return for their time and thoughts the participants were given a food voucher. The turnout was excellent with over a 100 young people.
- Worked continued on the heritage and culture projects with officers working with Coalville Heritage Society. Plans were being developed to celebrate Palitoy's 80th birthday and as part of the engagement process the Century Theatre would be hosting the Vienna Festival Ballet performance of Cinderella.
- Officers continued to monitor all media coverage and had issued 10 press releases since the last Cabinet report.
- The existing model of adverting 'what's on in Coalville' continued and the poster of summer events was being worked on.

The Leader advised that all the work on the project could not be carried out without the continued support of the stakeholders.

Councillor T J Pendleton stated that the housing development in the town was critical in bringing the mass to the centre and the work of the Coalville project helped to bring the developers to the town.

Councillor R Blunt stated that when the project started two years earlier he would have been and is very happy with the progress that had been achieved. He put the progress of the project down to the hard work and determination of the Chief Executive, as lead officer, had put into the project through her drive and commitment.

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

RESOLVED THAT:

The progress made by the Coalville Project be supported by Cabinet

Reason for decision: Cabinet are updates on the progress of the Coalville Project.

118. 'GOOD DESIGN FOR NORTH WEST LEICESTERSHIRE' SUPPLEMENTARY PLANNING DOCUMENT

The Regeneration and Planning Portfolio Holder presented the report to Members. He reminded Members that over the years the authority has struggled with good design and now the authority had done a 180 degree turn with the Local Plan in the last phase. He stated that there had been a change in the quality of design for housing and the developments were not just at the building for life standard but at national prize winning standard. He informed Members that the document had been out to consultation and highlighted that some developers were unsure of what was expected.

Councillor R Blunt thanked Councillor T J Pendleton and the staff in the planning service and the Urban Designer for the hard work that had been put into the design quality for the district and that he hoped that if developers wished to build in the district and move their applications swiftly, they would listen to what the authority expected.

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

RESOLVED THAT:

- 1. The 'Good Design for North West Leicestershire' be adopted as a supplementary planning document.
- 2. The difference between the District Council and County Council's aspirations regarding the use of straighter streets and the potential implications for dealing with planning applications in the future be noted.
- 3. The design expectations established within the SPD will also apply to any land disposed of or developed by the District Council.
- 4. Authority be delegated to the Director of Services, in consultation with the Regeneration and Planning Portfolio Holder, responsibility to implement modifications to the document as detailed in appendix 2.

Reason for decision: By adopting the SPD, Cabinet will afford appropriate status to the document which will be a useful tool in pre-application negotiations. It will also provide a stronger policy basis on which to support decision making on planning applications and provide greater clarity and certainty to planning applicants.

119. REVIEW OF HOUSING POLICIES

The Director of Housing presented the report to Members. He informed Members that before them were three revised policies and one new policy that had been out to consultation with the relevant stakeholders, tenants and the Policy Development Group. He highlighted the following:-

- Anti-Social Behaviour Policy had been revised following a review by the Tenant Scrutiny Panel and the policy also reflected a change of focus away from dealing with every reported case to allow officers to deal with the more serious cases.
- Tenancy Policy had been revised due to a Government announcement that all new social housing tenancies must be fixed and no new lifetime tenancies. He stated that there was no start date for the changes but the revision put the framework in place for the changes once the date was confirmed.

- Compensation Policy had been revised following previous experiences and allowed best practice.
- Private Rented Offer Policy was a new policy that was required following a change
 of legislation and gave the option to offer suitable privately rented accommodation
 to homeless applicants to whom the Council owed a rehousing duty.

Councillor T J Pendleton stated that as Chair of the Safer North West Leicestershire Partnership he was pleased to see that the different services of the authority when dealing with anti-social behaviour were working to the same legislation, and content that the fixed term tenancy was in place if required.

Councillor A V Smith stated that there were four excellent policies before them and felt that the Private Rented Offer Policy had been well thought out.

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

RESOLVED THAT:

The four new and revised policies attached as appendix 1 to 4 be approved.

Reason for decision: To provide a robust policy framework to guide the delivery of housing services

120. EXCLUSION OF PRESS AND PUBLIC

RESOLVED THAT:

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

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

121. AUTHORITY TO AWARD PLANNED CONTRACTS BETWEEN APRIL 2017 AND MARCH 2018

The Corporate Portfolio Holder presented the report to Members. He advised Members that due to the length of time that the contracts would awarded for, the value would require Cabinet approval. He asked to be engaged in the contract and reviews relating to agency staff as that was one of the authority's biggest expenses.

It was moved by Councillor N J Rushton, seconded by Councillor A V Smith and

RESOLVED THAT:

Authority to award the contracts for (1) workwear, PPE and safety footwear, (2) cleaning consumables, (3) water and (4) agency staff be delegated to the Interim Director of Resources in consultation with the Corporate Portfolio Holder.

Reason for decision: The level of expenditure on this contract exceeds the authority threshold in the Scheme of Delegation.

Before closing the meeting the Leader advised Members that it was the Chief Executive's last Cabinet meeting.

The Chief Executive thanked Cabinet for all the support that they had given her over the years and had never underestimated the support that she had been provided. She highlighted that when she had first joined the authority, under the previous administration, it had been Executive Board who had provided her with the support to make the necessary improvements. She informed Members that she had every confidence that the new Chief Executive would continue to deliver on the seeds of development and improvements that already had been sown in the District and the Council.

On a personal note she thanked the Leader and Deputy Leader for the advice and support in ensuring their policies were being delivered correctly. She stated that mid-term was the right time to leave especially with the strength of leadership within Cabinet / Council and took the opportunity to thank the Management Leadership Team for their support and she knew that the authority would go from strength to strength.

The Leader thanked the Chief Executive for all her support and felt over the years she had balanced the role with the right advice at the right time, adding that it had been a pleasure to have her sitting to the right of him during the Cabinet meetings.

The meeting commenced at 5.00 pm

The Chairman closed the meeting at 5.28 pm



NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 13 JUNE 2017

Title of report	TREASURY MANAGEMENT STEWARDSHIP REPORT 2016/17
Key Decision	a) Financial Yes b) Community Yes
	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources 01530 454833 Andrew.Hunkin@nwleicestershire.gov.uk Financial Planning Team Manager 01530 454707
	Tracy.Ashe@nwleicestershire.gov.uk
Purpose of report	To inform Members of the Authority's Treasury Management activity undertaken during the financial year 2016/17.
Reason for Decision	These are statutory requirements
Council Priorities	Value for Money
Implications:	
Financial/Staff	Interest earned on balances and interest paid on external debt, impact on the resources available to the Authority.
Link to relevant CAT	Could impact upon all Corporate Action Teams.
Risk Management	Borrowing and investment both carry an element of risk. This risk is mitigated through the adoption of the Treasury and Investment Strategies, compliance with the CIPFA Code of Treasury Management and the retention of Treasury Management Advisors (Arlingclose) to proffer expert advice.
Equalities Impact Screening	Not applicable
Human Rights	Not applicable
Transformational Government	Not applicable
Comments of Head of Paid Service	Report is satisfactory

Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	None
Background papers	Treasury Management Strategy Statement – Council 23 February 2016 Treasury Management Activity Report April to August – Audit and Governance 21 September 2016 Treasury Management Activity Report April To October – Audit and Governance 7 December 2016 Treasury Management Activity Report April to February – Audit and Governance 22 March 2017
Recommendations	THAT CABINET APPROVE THIS REPORT.

1.0 BACKGROUND

- 1.1 The Authority's Treasury Management activity is underpinned by CIPFA's Code of Practice on Treasury Management ("the code"), which requires local authorities to produce Prudential Indicators and a Treasury Management Strategy Statement annually on the likely financing and Investment activity.
- 1.2 This report fulfils the Authority's legal obligation under the Local Government Act 2003, to have regard to both the CIPFA Code and the CLG Investment Guidance.
- 1.3 Treasury Management is defined as "the management of the local authority's investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks."
- 1.4 The Authority's current Treasury Management Strategy Statement, including the Borrowing Strategy, Debt Rescheduling Strategy, Annual Investment Strategy, Prudential Indicators and Annual Minimum Revenue Position Statement for 2015-16 were approved by Council on 23 February 2016.
- 1.5 The Treasury Management Stewardship Report is supplemented by three in-year reports to the Audit and Governance Committee on 21 September 2016, 7 December 2016 and 22 March 2017.

2.0 THE U.K. ECONOMY AND GLOBAL EVENTS

2.1 The following economic update has been supplied by the Authority's treasury advisors Arling Close:

Growth, Inflation, Employment: Economic activity grew 0.6%, 0.5% and 0.7% in the second, third and fourth calendar quarters of 2016.

UK inflation had been subdued in the first half of 2016 as a consequence of weak global price pressures, past movements in sterling and restrained domestic price growth. The sharp fall in then sterling exchange rate following the referendum had an impact on import prices which, together with rising energy prices, resulted in CPI rising from 0.3% year on year in April 2016 to 2.3% year on year in March 2017.

UK Monetary Policy: The Bank of England's Monetary Policy Committee (MPC) cut the bank rate to 0.25% in August and embarked on further gilt and corporate bond purchases as well as providing cheap funding for banks via the Term Funding Scheme to maintain the supply of credit to the economy.

Global Influences: The US presidential election, the UK's future relationship with the EU and the slowdown witnessed in the Chinese economy all resulted in significant market volatility during the year. Article 50 of the Lisbon Treaty, setting in motion the 2-year exit period from the EU, was triggered on 29 March 2017. Interest rates in the United States were raised in December 2016 and March 2017, taking the target range for official interest rates to between 0.75% and 1.00%.

3.0 THE AUTHORITY'S TREASURY POSITION.

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

DEBT	Balance at 01/04/2016 £m	%	Maturing loans £m	New Borrowing £m	Balance at 31/03/2017 £m	%
Long-term fixed rate:	£84.482		£1.055	£0.000	£83.427	
HRA	£76.127	90.0	£1.055	£0.000	£75.072	89.9
General Fund	£8.355	9.9	£0.000	£0.000	£8.355	10.0
Long-term variable rate	£0.000m		£0.000	£0.000	£0.000	
Temporary Borrowing	£0.000m		£0.000	£0.000	£0.000	
Total borrowing	£84.482	99.9	£1.055	£0.000	£83.427	99.9
Other long-term liabilities	£0.119	0.1	£0.007	£0.000	£0.112	0.1
TOTAL EXTERNAL DEBT	£84.601	100	£1.062	£0.000	£83.539	100
INVESTMENTS	Balance at 01/04/2016 £m	%	Maturities £m	New Investment £m	Balance at 31/03/2017 £m	%
Internally Managed:	£30.601	95.9	£50.233	£55.981	£36.349	95.9
Investments with maturities up to 1 year	£18.601	58.3	£46.233	£51.981	£24.349	66.1
Investments with maturities in excess of 1 year	£12.000	37.6	£4.000	£4.000	£12.000	29.8
Externally Managed Investments *	£1.300	4.1	£91.350	£93.150	£3.100	4.1
TOTAL INVESTMENTS	£31.901	100	£141.583	£149.131	£39.449	100
NET DEBT	£52.700				£44.090	

^{*}Represents investments held in money market funds

- 3.2 The 'Maturing Loans' column contains the annual repayments on two PWLB annuity loans taken out as part of the self-financing system of Council Housing in 2011/12.
- 3.3 In 2016/17, the capacity for investment has increased by £8.6m.
- 3.4 The capacity for investment can be affected by various factors for example: Increased income, contribution to/from reserves, setting aside expenditure to repay borrowing (MRP) and fortuitous income. In 2016/17 some of the highlights that have impacted on the increased capacity are: sales of assets houses under the 'Right to Buy' scheme, other Housing and General Fund property generated approx £3m; MRP is £0.54m; increased income from various activities across the authority of circa £0.5m including recycling income (£0.32m) and Planning Fees (£0.16m); and cash flow timing of receipts and payments.

4.0 BORROWING ACTIVITY.

- 4.1 The Authority's Borrowing Strategy 2016/17, approved by Council on 23 February 2016, incorporates a prudent and pragmatic approach to borrowing to minimise borrowing costs without compromising the longer-term stability of the portfolio, consistent with the Authority's Prudential Indicators.
- 4.2 None of the loans which matured in 2016/17 require replacement.
- 4.3 The Authority did not undertake any new long-term borrowing during the year and interest payments totalling £2.79m were made in respect of existing debt.
- 4.4 The Authority's cash flow remained positive during the period. The Authority did not require any temporary loans during the period.
- 4.5 The Authority had approximately £5.4m of internal debt (the value by which the Authority has avoided new external borrowing by using internal cash balances to finance new capital expenditure or to replace maturing external debt) at 31 March 2017, as this is currently judged to be the most cost effective means of funding the capital programme.
- 4.6 The Estimated Minimum Revenue Provision (MRP) is intended to ensure that the capital financing debt is paid off over the longer term. The MRP charge that was made to the General Fund revenue account for 2016/17 was £0.535m. For Housing, MRP is classed as the principal repayments made in respect of two PWLB annuity loans taken out as part of the Housing self financing in 2011/12. In 2016/17, this repayment was £1.055m

5.0 DEBT RESCHEDULING ACTIVITY.

- 5.1 The Authority's Debt Rescheduling Strategy 2016/17, approved by Council on 23 February 2016, establishes a flexible approach where the rationale for rescheduling could be one or more of the following:
 - Savings in interest costs with minimal risk.
 - Balancing the volatility profile (i.e. the ratio of fixed to variable rate debt) of the debt portfolio.
 - Amending the profile of maturing debt to reduce any inherent refinancing risks.

- 5.2 No opportunities for debt rescheduling were identified which conformed to the above rationale. Accordingly, the Authority has undertaken no debt rescheduling activity during the period.
- 5.3 The Authority's portfolio of 13 loans 10 PWLB loans and three market loans will continue to be monitored for debt rescheduling opportunities that comply with the Authority's Policy and rationale.

6.0 INVESTMENT ACTIVITY

- 6.1 The Authority's Investment Policy and Strategy 2016/17, approved by Council on 23 February 2016, established that the major policy objective is to invest its surplus funds prudently.
- 6.2 The Authority's investment priorities are:
 - security of the invested capital;
 - sufficient liquidity to permit investments; and,
 - optimum yield which is commensurate with security and liquidity.
- 6.3 The counterparties that the Authority currently utilise all meet the criteria set out in the Treasury Management Strategy Statement 2016/17 and are monitored by the Authority's Treasury Management Advisors. The counterparties and amounts invested at 31 March 2017 are shown below:

Counterparty	Length of Investment	Rate *	£m
Lloyds Bank (Current Account)	Overnight	0.15%	0.6
Bank of Scotland	Overnight	0.15%	1.5
Goldman Sachs MMF	Overnight	0.21%	2.1
CCLA Investment Management Ltd MMF	Overnight	0.25%	1.0
Lloyds 32 Day Notice Account	32 days	0.32%	0.8
Santander 95 Day Account	95 Days	0.65%	1.5
Birmingham City Council	123 days	0.35%	1.0
Leeds City Council	181 days	0.30%	2.0
Fife Council	182 days	0.35%	2.0
Eastleigh Borough Council	182 days	0.35%	2.0
Thurrock Council	214 days	0.41%	1.0
North Lanarkshire Council	214 days	0.47%	2.0
Leeds City Council	364 days	0.38%	2.5
Moray Council	364 Days	0.47%	2.0
Salford City Council	364 Days	0.40%	1.0
Salford City Council	364 Days	0.44%	1.0
Salford City Council	364 Days	0.44%	1.0
Lancashire County Council	364 Days	0.60%	1.5
Lloyds Bank Fixed term deposit	1 year	1.05%	1.0
The City of Liverpool	21 months	0.65%	2.0

Total Invested			39.5
Newcastle City Council	3 Years	1.13%	2.5
Blaenau Gwent County Borough Council	3 Years	1.20%	2.5
Greater London Authority	3 Years	1.50%	3.0
Lancashire County Council	2 Years	0.55%	2.0

^{*} Rate as at 31st March 2017

- 6.4 The average rate of return on the Authority's investment balances during the year was 0.557%. For comparison purposes, the benchmark return (cumulative average 7-day London Interbank Bid Rate or LIBID rate) for 2016/17 was 0.20%. The cumulative average 7 day London Interbank Offered Rate (LIBOR) for 2016/17 was 0.33%. The comparison of rates of return against a benchmark is less relevant when set against the ultimate priority of security as set out in the Authority's Treasury Management Strategy Statement 2016/17.
- 6.5 The Authority budgeted to achieve £182,000 of income from its investment activity in 2016/17. The average cash balances representing the Authority's reserves, capital receipts and working balances were £43m during the year. The total interest earned on investments was £283,462. Of this total interest, £20,028 is applied to balances held on external income. This external income represents balances from \$106 contributions for schemes such as Healthcare, affordable housing and recreation that have not yet been spent.
- 6.6 The remaining balance of interest (£263,434) received on investment income is budgeted to be apportioned between General Fund and the Housing Revenue Account based on an estimated cash flow position. For 2016/17, the budgeted investment income is apportioned as follows: £115,480 General Fund and £66,520 Housing Revenue Account and the over achievement of interest is apportioned on this basis. The outturn position of investment income achieved for 2016/17 is: £167,150 General Fund and £96,284 HRA.

	Budget	Actual
General Fund	£115,480	£167,150
HRA	£66,520	£96,284
Sub-Total	£182,000	£263,434
External Balances	£ 0	£20,028
Total	£182,000	£283,462

7.0 SUMMARY

- 7.1 The Authority can confirm that it has complied with its Prudential Indicators for 2016/17 approved on 23 February 2016.
- 7.2 In compliance with the requirements of the CIPFA Code of Practice, this report provides members with a summary report of the Treasury Management activity during 2016/17. A prudent approach has been taken in relation to investment activity with priority being given to security and liquidity over yield.
- 7.3 The Authority can confirm that during 2016/17, it has complied with its Treasury Management Strategy Statement, policies and Treasury Management Practices.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 13 JUNE 2017

Title of report	ENVIRONMENTAL HEALTH - FOOD SAFETY SERVICE DELIVERY PLAN 2017/18			
Key Decision	a) Financial Yes b) Community Yes			
Contacts	Councillor Alison Smith MBE 01530 835668 alison.smith@nwleicestershire.gov.uk Interim Director of Resources 01530 454833 andrew.hunkin@nwleicestershire.gov.uk Head of Legal and Support Services 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk			
Purpose of report	To inform Members of the content of the Food Safety Service Delivery Plan 2017/18 as required by the Food Standards Agency To inform Members of the performance against the 2016/17 service delivery plan			
Reason for Decision	To approve the content of the Food Safety Service Delivery Plan 2017/18 as required by the Food Standards Agency.			
Council Priorities	Business and Jobs Homes and Communities			
Implications:				
Financial/Staff	The financial and staffing resources required are detailed in the Service Plan and are included in the approved budget for 2017/18			
Link to relevant CAT	Business CAT			
Risk Management	If the authority fails to discharge its duty imposed by the Food Safety Act 1990 the enforcement functions may be transferred to another authority. Adverse publicity, both locally and nationally may be received.			
Equalities Impact Screening	Equality Impact Assessment already undertaken, issues identified actioned;			

Human Rights	None
Transformational Government	None
Comments of Deputy Chief Executive	Report is satisfactory
Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	Food Standards Agency Public Health England Regular feedback about the service is received from our stakeholders through customer satisfaction surveys.
Background papers	Food Standards Agency – Framework Agreement on Local Authority Food Law Enforcement. Food Standards Agency – Food Law Code of Practice (England) (Issue: March 2017)
Recommendations	(1) THAT THE ENVIRONMENTAL HEALTH FOOD SAFETY SERVICE DELIVERY PLAN 2017/18 APPENDED TO THIS REPORT BE APPROVED
	(2) THAT THE PERFORMANCE AND ACHIEVEMENTS IN 2016/17 BE NOTED

1.0 INTRODUCTION

- 1.1 The Food Safety function is delivered by the Environmental Health team. When providing the Food Safety function, the Council must have regard to the 'Framework Agreement on Local Authority Food Law Enforcement' which sets out the standards agreed with the Food Standards Agency.
- 1.2 The Framework Agreement requires each food safety service to document and implement a Food Safety Service Delivery Plan in accordance with a specified standard. In addition a documented performance review of the plan is required to be carried out at least once a year. The framework agreement requires the Service Plan, together with the performance review to be submitted for Member approval to ensure local transparency and accountability.
- 1.3 The Environmental Health Food Safety Service Delivery Plan 2017/18 is attached at appendix 1.

2.0 LINKS TO COUNCIL PRIORITIES AND OUTCOMES

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

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

Regulatory advice can result in a business saving money by avoiding going above and beyond what is required to comply with the law (gold plated compliance);

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

Regulatory advice provides a business with reassurance and peace of mind;

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

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

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

3.0 MAIN FOCUS OF THE 2017/18 PLAN

The focus of work will be in the following areas:

- A programme of 542 food safety interventions consisting of inspection, auditing and sampling. Priority will be given to high risk establishments. (Paragraph 4.1.1 of Service Plan);
- A programme of frequent food safety inspections/coaching visits targeting 10 non-compliant food establishments (Paragraph 4.1.2 of Service Plan);
- An Earned Recognition initiative for mobile food vendors that attend various events, markets and fairs across the Leicester and Leicestershire Enterprise Partnership (LLEP) area. Events in North West Leicestershire, will include the Download Festival Castle Donington. Those mobile food vendors that are broadly compliant with hygiene law and have a Food Hygiene Risk Rating score of 3 or above will not receive any intervention unless an issue is identified, thereby recognising the hygiene standards achieved. This will reduce the regulatory burden on compliant business, a key objective of the Government. (Paragraph 4.1.3 of Service Plan);
- Investigation of food and food premises complaints (Paragraph 4.2), and all outbreaks and incidents of food related illnesses (Paragraph 4.6);
- The provision of support to Autogrill Catering UK Limited under a Primary Authority Partnership (Paragraph 4.3);

- The provision of information and advice on food safety to businesses and customers (Paragraph 4.4);
- A coordinated food, water and environmental sampling programme (Paragraph 4.5);
- The issuing of export certificates (Paragraph 4.8);
- To operate the inspection facility at East Midlands Airport (Paragraph 4.9). All products of animal origin and certain foods not of animal origin arriving at East Midlands Airport from a country outside the European Union will be inspected. Catch certificates for fish and fishery products entering the EU via East Midlands Airport will be issued.
- To promote the National Food Hygiene Rating Scheme for food establishments within the district. Food establishments will be encouraged to display their rating, with a particular focus being placed on Coalville town centre. (Paragraph 4.11 and 4.12);
- To present the Food Hygiene Award 2017 to those food business achieving excellence in food hygiene standards. (Paragraph 4.13 of Service Plan);

4.0 PERFORMANCE INDICATORS AND TARGETS

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

On 1 April there were 916 food businesses registered within our district, 704 of which are covered within the scope of the national food hygiene rating scheme. 674 of the 704 (95.7%) food businesses have a hygiene rating of 3, 4 or 5 (satisfactory standards or better). The profile of the food establishments by hygiene rating is as follows:

0 – Urgent improvement necessary	4
1 – Major improvement necessary	21
2 – Improvement necessary	5
3 – Generally satisfactory	55
4 – Good	128
5 – Very Good	491

4.2 The following 4 targets have been set:

- To reduce the number of food establishments rated 2 or lower to less than 25.
- 5 of the 10 food establishments included within the 'Non-compliant Intervention' programme to become broadly compliant with food hygiene law
- To complete 100% of interventions due at high risk establishments
- To maintain current performance by responding to 93% of service requests in line with service standards

5.0 SUCCESSES AND ACHIEVEMENTS IN 2016/17

Key successes in 2016/17 included:

- 8 of 10 non compliant establishments selected to receive an enhanced level of intervention saw their hygiene standards improve significantly, becoming broadly compliant with food hygiene law. 1 business ceased trading and 1 remained non compliant.
- A Primary Authority Partnership was set up with Autogrill Catering UK Limited

5.1 Non-Compliant Enhanced Intervention Project

A programme of frequent visits were made to 10 food establishments all of which were failing to comply with food hygiene law and were considered to be high risk. Frequent visits were made to each of the establishments. On 31st March 2017, 8 of the 10 establishments were deemed to be broadly compliant with food hygiene law (minimum hygiene rating of 3).

The intervention approach used (frequent verification visits followed by a programmed full or partial inspection) proved to be extremely effective in moving a food establishment from non compliant to broadly compliant and in maintaining compliance. A similar project will be implemented during 2017/18 focussing on a further set of non compliant establishments.

5.2 Primary Authority Partnership

Environmental health has formed a Primary Authority partnership with Autogrill Catering UK Ltd. The council approached by Autogrill about forming a partnership as a result of our long and constructive relationship built over many years of inspecting the units at East Midlands airport. Autogrill provide food, beverage and retail services to travellers. The company operates 36 outlets at airports and railway stations across the UK, including East Midlands airport. Primary Authority (PA) offers businesses the opportunity to be regulated in a new way. The Environmental Health team is providing Autogrill with robust and reliable regulatory advice which other local authorities throughout England and Wales must take into account in their dealings with the business. In this way, PA promotes consistency and fairness in the way that regulations are enforced locally. We are also able to guide the way that other local authorities carry out checks such as inspections, by developing an inspection plan. The business has stated that they are already feeling the benefits of the partnership.

5.3 Business Compliance – Significant improvement

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

The table below shows how the percentage of food establishments rated as 3 or higher has increased from 89% to 95.7% over the past 5 years, placing us in the second quartile nationally. Despite this positive trend the percentage fell slightly by 0.9% over the past 12 months.

	April	April	April	April	April
	2013	2014	2015	2016	2017
Number of establishments within scheme	695	719	764	737	704
Number rated 3 or higher	620	663	718	712	674
Number rated 0, 1 and 2	75	56	46	25	30
Percentage rated 3 or higher	89%	92%	94%	96.6%	95.7%
Percentage rated 0, 1 and 2	11%	8%	6%	3.4%	4.3%

FOOD SAFETY ENVIRONMENTAL HEALTH

SERVICE DELIVERY PLAN 2017-18



As Required By the Food Standards Agency

FOOD SAFETY SERVICE DELIVERY PLAN 2017-2018

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FOOD SAFETY SERVICE DELIVERY PLAN 2017-2018

1. INTRODUCTION

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

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

This plan should be read in conjunction with the Environmental Health Business Plan 2017/18.

2. AIM AND OBJECTIVES OF SERVICE

2.1 **Aim**

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

2.2 **Objectives**

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

2.3 Strategic Aims

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

2.4 **Performance Indicators**

Indicator	Annual Target 17/18
% of service requests responded to within	93%
service standards	
Number of non-compliant food	5
establishments included within scope of	
project remaining 'non-compliant' at end	
of year	
Number of food establishments rated 0, 1	Less than 25
or 2 (non-compliant) using the national	
food hygiene rating scheme	

2.5 Service Standards

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

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

Officers will carry identification cards and authorisations at all time.

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

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

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

Immediate

Vermin in food premises.
Food poisoning outbreak.
Case of suspected food poisoning.
Mouldy food complaint.
Situations likely to result in an imminent risk to health.

Within 24 hours

Collection of a food complaint.

Inspection of imported food at East Midlands Airport

Within 3 days

Food Hygiene Rating Scheme – appeal application Food Hygiene Rating Scheme – Re-score visit application Food Hygiene Rating Scheme – Right to Reply request All other food hygiene related complaints.

Within 5 days

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

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

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

3. BACKGROUND

3.1 Profile of the Authority

North West Leicestershire District Council services an estimated population of 93,468 covering an area of 27,933 hectares. It is a predominately rural district with 2 main urban areas, Coalville and Ashby de la Zouch.

3.2 Organisational Structure

3.2.1 **Democratic Structure**

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

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

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

3.2.2 Food Safety Team Structure

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

Environmental Health Safety Team Leader

- 4 Environmental Health Officers (1 Full time, 4 Part time)
- 1 Environmental Health Technician
- 1 Environmental Health Business Support Officer

The Environmental Health Team structure chart is attached at Appendix 2

In addition there is 1 Business Support Officer and 1 Business Support Assistant who support the work of the Food Safety Team.

The team submits any samples for microbiological analysis to the Public Health Laboratory Colindale, London and all other samples for analysis to the County Public Analyst (Staffordshire Scientific Services).

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

3.3 **Description and Scope of Service**

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

3.4 Demands on the Service

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

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

3.4.1 There are 923 food establishments known to the team in the district. These comprise of:

43	Manufacturers	
20	Distribution	
169	Retailers	
684	Caterers	

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

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

At 1 April 2017 the profile of premises within the district was:

Category	Number	Intervention Frequency
A (high risk)	6	At least every 6 months
B (high risk)	40	At least every 12 months
C (medium risk)	166	At least every 18 months
D (medium risk)	321	At least every 2 years
, , ,		A programme of alternative enforcement strategies at least every 3 years
Unrated	22	
Outside of programme (importers non-food)	13	Every 3 months (questionnaire)

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

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

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

3.5 **Enforcement Policy**

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

4. SERVICE DELIVERY 2017/2018

4.1 Food Establishment Interventions

4.1.1 **Programmed Interventions**

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

The complete intervention programme for 2017/2018 is as follows:

Risk Category	Total Programmed 2017/2018	Carried forward from 2016/17 programme	Total
Α	12 (6 establishments)	0	12
В	40	0	40
С	93	7	100
D	143	6	149
E	69	98	167
Unrated	22	0	22
Importers (non	52	0	52
food)			
Total	431	111	542

Priority will be given to establishments within risk category A, B, unrated and non broadly compliant* C and D. It is estimated that 30% of establishments will receive one or more revisits. In addition to the above programme, all new food establishments will receive an initial inspection.

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

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

Intervention Policy

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

4.1.2 High Risk Intervention Programme

10 non compliant food establishments rated as either 0, 1 or 2 under the Food Hygiene Rating Scheme will be selected. Each establishment will receive frequent interventions which may include full and partial inspections, coaching sessions, seminar food safety management, mentoring from a compliant business and verification visits. Interventions will continue until such time that the Inspector considers the food establishment to be 'broadly complaint' with food hygiene law. At this point interventions will cease. Each establishment will then receive a full or partial inspection to determine if they have maintained their broadly compliant

standard. Consideration will be given to the service of hygiene improvement notices where a business fails to secure improvements following structured, regular support and guidance.

The success of the project will be evaluated by the number of establishments that remain not broadly compliant with food hygiene law on 31st March 2018.

4.1.3 Better Business for All - Earned Recognition Scheme

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

4.1.4 Inspection of aircraft

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

4.1.5 **Specialised Processes**

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

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

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

4.2 Food Complaints

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

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

4.2.1 Food Hygiene Service Requests

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

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

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

These interventions do not form part of the programmed interventions.

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

4.3 Primary Authority Principle and Home Authority Principle

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

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

The Council has a Primary Authority partnership with Autogrill Catering UK Limited.

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

4.4 Support and Advice to Business (including import enquiries)

Council Policy: "to provide advice to both established and new food establishments".

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

In 2017/18 the following food safety support is available to businesses:

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

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

High Risk Establishment Enhanced Support Project – 10 non compliant businesses will receive an enhanced level of support to assist them in becoming compliant. It is hoped that by increasing the level of support and advice to non compliant businesses, the number of businesses 'broadly compliant' with food hygiene legislation will increase.

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

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

4.5 **Sampling Programme**

4.5.1 Food Sampling

Council Policy: "to take part in the Leicestershire Food Sampling Programme." The food items which form part of this programme are selected by the Leicestershire Food Best Practice Group based on known or potential problem areas. All samples are taken in accordance with the Statutory Food Law Code of Practice. The programme is detailed at Appendix 1.

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

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

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

4.5.2 Water Sampling (Commercial Premises & Aircraft)

Council Policy: "that routine sampling of mains water is not undertaken."

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

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

4.5.3 **Private Water Supplies**

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

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

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

Sampling Programme 2017/18

The 2 large supplies will be sampled twice during the year

4 Small supplies will be sampled every 5 years. None of the supplies will be sampled during 2017/18

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

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

4.6 Infectious Disease Control

Council Policy: "to investigate all food borne diseases."

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

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

4.7 National Food Safety Incidents

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

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

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

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

4.8 Food Export Health Certificates

Health certificates are issued to food businesses who wish to export foodstuff outside the EU. They are provided to help local exporters meet the food safety requirements. The team check that the business is registered with us and that we are satisfied with the food hygiene standards before issuing the certificate.

4.9 Imported Foods at Point of entry

4.9.1 Border Inspection Post (BIP)

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

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

4.9.2 Catch certificates (Fish and Fishery Products)

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

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

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

4.9.4 Surveillance

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

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

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

4.9.5 **Sampling**

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

4.9.6 Liaison/Management of Port Health

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

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

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

4.10 Other non-official control interventions

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

Food Poisoning in the Home

Once again we will be communicating the key messages as suggested by the Food Standards Agency during national food safety week.

Effective hand washing

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

4.11 Food Hygiene Rating Scheme

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

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

The profile of the scheme will be maintained through the issue od press releases and social media messages with compliance standards at businesses being recognised by issuing certificates/stickers.

4.12 **Coalville Project**

The food safety team is contributing to a corporate project focussed on the regeneration of Coalville town centre. An enhanced level of support will be offered to key food businesses within the town centre.

In addition work will be carried out to increase the display of hygiene ratings.

4.13 Food Hygiene Award 2017

North West Leicestershire District Council operates a Food Hygiene Award. The Award was launched in 2012. The Award informs consumers of those food establishments that have achieved 'excellence' in food hygiene standards. The criteria for achieving the award is based on 3 scores of zero awarded under the Food Hygiene Rating Scheme.

4.14 Licensing/Consents

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

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

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

4.15 Liaison with Other Organisations and Internal Communication

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

External/Multi-agency Groups:

Leicestershire and Rutland CIEH Food Best Practice Group

Association of Port Health Authorities Liaison Groups (Border Inspection Post, Airports, Environmental Health & Hygiene)

East Midlands Airport multi-agency Port Health Group

Leicestershire CIEH Environmental Health Managers Group

Public Health England Liaison Group

Idox Uniform User Group

Download event planning meetings

Donington Park event planning meetings

Cattows Farm event planning meetings

Better Business for All Partnership - Task & Finish Groups

UK Border Force liaison meetings

East Midlands airport – Cargo Development

Internal Groups:

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

5. RESOURCES

5.1 Financial Allocation

The budget for the provision of the food safety service is £273,413. The general expenses incurred by the service such as training, salaries and administrative costs are budgeted for as part of the budget for Environmental Health.

5.2 Staffing Allocation

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

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

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

Environmental Health Team Manager – The post holder is an Environmental Health Officer with responsibility for the food hygiene, health and safety, Port Health, Pest Control, Animal Welfare and licensing functions of the Council. The post holder is authorised under the Food Safety and Hygiene England) Regulations 2013. Food related work = 0.5 FTE (Non operational)

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

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

Environmental Health Officer (Part time) – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder is lead officer for imported food, is fully authorised under the Food Safety and Hygiene England Regulations 2013 and authorised to undertake inspections at the border inspection post. Food related work = 0.40 FTE (Imported foods= 0.1FTE)

Environmental Health Officer (Part time) – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder is fully authorised under the Food Safety and Hygiene England Regulations 2013. Food related work = 0.3 FTE (Imported foods= 0.05FTE)

Environmental Health Officer (Part time) – The post holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The postholder's food safety enforcement powers are restricted by authorisation. Food related work = 0.4 FTE (Imported foods= 0.05FTE)

Environmental Health Officer (Part time) – The post is currently vacant. Food related work = 0.4 FTE (Imported foods= 0.05FTE)

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

Environmental Health Business Support Officer - The post holder undertakes food safety work and also carries out limited duties supporting an appointed inspector under the Health and Safety at Work etc. Act 1974. The postholder's food safety enforcement powers are restricted by authorisation to non official controls only = 0.9FTE (Imported foods= 0.05FTE)

There is 1 Business Support Officer and 1 Business Support Assistant providing support to the food safety section. Food related work = 0.1 FTE and 0.1 FTE

5.3 Staff Development/Training

The Environmental Health Team has embraced the principles of the Best Employee Experience (B.E.E) Project. The individual Performance and Development Reflection

meetings are a key element of North West Leicestershire District Council's aim to support its employees by providing them with the development and learning required. Additional training requirements will be identified during the appraisal process and will form a training plan for the team. Officers from the team will be given training which will take into account any changes in legislation or guidance as and when required.

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

6. QUALITY ASSESSMENT / INTERNAL MONITORING

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

The system involves:

- The Environmental Health Team Manager (EHTM) and Environmental Health Team Leader (EHTL) monitoring the team performance against the SDP on a monthly basis.
- 1 Accompanied inspection and 1 Reality check will be carried out for each Authorised Officer each year by the Environmental Health Team Leader.
- Additional detailed checks to assess the adequacy of the post inspection paperwork will be carried out by the EHTL on a monthly basis and the check will be on a minimum of two inspections each month.
- Every year the EHTM will check 1 inspection carried out by the EHTL.
- All statutory notices will be checked by the EHTL or in their absence the EHTM before service.
- The EHTL will check the notice log on a monthly basis to ensure all outstanding notices have been checked off.
- Monitoring of service requests will be carried out by EHTL. A minimum of 1 service request will be checked every month.
- The EHTM will receive all completed customer satisfaction forms and will reply to any questionnaires requesting a response. Any adverse comments will be reacted to appropriately.
- The EHTM will receive a review of the questionnaires each quarter.
- The EHTL will check the sampling log every quarter to ensure its completeness and accuracy and to ensure that appropriate follow action has been taken.

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

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

7. COMMUNICATION

7.1 Communication within the Team

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

8. REVIEW 2017/2018

8.1 Review against the Service Plan

The figures detailed below relate to data retrieved from the premises database on April 1st 2017.

8.1.1 Programmed Inspections (Inland)

The number of premises and their risk ratings is changeable throughout the year. The number of inspections not carried out by the end of March 2017 is used to determine the percentage of those inspections completed.

97% of the planned inspection programme was achieved 100% of high risk interventions were achieved (Category A and B)

Risk Category	Total Due 2016/17	Carried forward from 2015/16	Total No. of Due Interventions	Remaining at end of year	% of due interventions achieved
Α	6	0	6	0	100
В	41	1	42	0	100
С	200	9	209	7	97
D	84	15	99	6	94
Unrated	30	0	30	0	100
Non food importers	52	0	52	0	100
TOTAL	413	25	438	13	97

8.1.2 High Risk Intervention Programme

A programme of frequent visits were made to 10 food establishments all of which were failing to comply with food hygiene law and were considered to be high risk.

Frequent visits were made to each of the establishments. On 31st March 2017, 8 of the 10 targeted establishments were broadly compliant with food hygiene law. 1 business ceased to trade and 1 business continued to be non compliant.

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

8.1.3 Food Hygiene Service Requests

	2013/14	2014/15	2015/16	2016/17
Food Hygiene Service Requests	37	39	44	19
including drainage				
Regarding problems with pests and rubbish	7	9	5	3
Unprogrammed visits requested by	1	4	4	2
another agency				
Total	45	52	53	24

8.1.4 Food Complaints

	2013/14	2014/15	2015/16	2016/17
Foreign bodies in food	11	9	7	4
Mouldy foods	3	2	2	1
Chemical issues	1	0	0	1
Labelling of food	2	0	1	1
Total	17	11	10	7

8.1.5 Home Authority Principle

	2013/14	2014/15	2015/16	2016/17
Food Complaints – Home /	3	3	2	1
Originating Authority				

8.1.6 Advice to Businesses

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

	2013/14	2014/15	2015/16	2016/17
Advice Visits resulting in research/visit	61	54	31	12

8.1.7 **Sampling**

	2013/14	2014/15	2015/16	2016/17
Food Samples - Total	55	29	151	43
Food Samples - % unsatisfactory	5% (3)	3% (1)	51% (77)	40% (17)
(number)			*	
Environmental Samples - Total	16	5	93	8
Environmental Samples - %	44% (7)	0	48% (45)	50% (4)
unsatisfactory (number)			*	
Private Water Supply Samples -	17	23	13	21
Total				
Private Water Supply Samples - %	65% (11)	35% (8)	44% (4)	28% (6)

unsatisfactory				
Large Public Event Samples - Total	41	33	22	42
Large Public Event - %	7% (3)	6% (2)	0	2% (1)
unsatisfactory				

^{*} The high number of unsatisfactory results relating to food and environmental samples is largely due to an investigation carried out at one food establishment.

8.1.8 Infectious Disease

	2013/14	2014/15	2015/16	2016/17
Reported suspected food poisoning	13	18	16	15
cases				
Infectious Disease notifications	96	111	118	117
Most common disease and number	Campylo	Campylo	Campylo	Campylo
	bacter -	bacter -	bacter -	bacter -
	76	84	69	79

8.1.9 Responding to National & Serious Localised Food Safety Incidents

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

	2013/14	2014/15	2015/16	2016/17
Product Recall Information Notices	36	34	78	76
Food Alerts For Action	8	3	1	1
Food Alerts - Total	44	37	79	77

8.1.10 Border Inspection Post

Year	Enquiries received	Catch (exempti on) Cert- ificates Issued	Total consign- ments	Fish (EHO)	Other products (OVS)	Total Rejected	% Rejected
2005/06	N/A	N/A	86	28	58	18	21
2006/07	107	N/A	149	76	73	21	14
2007/08	112	N/A	129	41	88	53	41
2008/09	147	N/A	172	31	141	107	62
2009/10	126	N/A	161	20	141	83	52
2010/11	184	255	154	13	141	62	40
2011/12	113	246	84	15	69	33	39
2012/13	65	251	67	6	61	22	33
2013/14	41	258	68	8	60	9	13
2014/15	55	256	71	16	55	6	9
2015/16	40	249	52	8	44	6	11
2016/17	28	254	52	1	51	7	13

8.1.11 Imported Foods of Non- Animal Origin

In 2014 the Food Standards Agency granted DPE/DPI status to East Midlands for a for all ambient stable products listed within Commission Regulation (EU) No 996/2012, No 91/2013 and No 1152/2009.

In 2014 an EHO visited those businesses thought to be handling imported foodstuffs. An inspection was carried out and a risk rating of the premises undertaken. These premises have since formed part of the inspection programme.

Each of the 13 importers that has confirmed they do not currently handle foodstuffs were contacted every 3 months for surveillance purposes. Any premises identified as handling imported foodstuffs will receive an inspection.

Programmed Quarterly Checks of Non food importers

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

Designated Point of Entry / Designated Point of Inspection

3 consignments of pistachio nuts, imported from USA were inspected and cleared.. The consignment passed a documentary check.

8.1.12 Surveillance of flight manifests

A risk based programme of surveillance was carried out in 2016/17 to identify any foodstuffs subject to import controls. 29 flight manifests were checked, focussing on flights direct from or transiting through 3rd Countries. Two carriers and flights were targeted.

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

8.1.13 Food Export Health Certificates

98 export health certificates were issued to MTS Logistics. The issue of the certification permitted the export of foodstuffs to China, Malaysia, Hong Kong and Chile.

8.1.14 Licensing

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

	2013/14	2014/15	2015/16	2016/17
Total (New/Variation	16 (9/7)	19 (10/9)	25 (15/10)	30 (13 -
applications)				New
				3 - Vary
				14 - Minor

	Variation)	

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

8.1.15 Liaison with Other Organisations

During 2016/17 the following liaison took place:-

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

East Midlands Airport Multi-agency Port health Meeting: This group did not meet.

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

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

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

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

Internal:

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

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

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

Low risk food establishments - Risk Category E

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

Each of the 173 establishments categorised as low risk and due an intervention were sent a self assessment questionnaire requiring them to assess their compliance with food hygiene law. In addition some establishments were visited. Compliance levels and standards at each of these premises were assessed using the completed questionnaire or at the visit. 75 of 173 scheduled interventions were completed. Further attempts will be made to assess compliance at the remaining 98 low risk establishments during 17/18.

Food Safety Week

With the global population set to rise to over 9.5 billion by 2050 there are huge pressures facing the world's food system. We can all contribute to this rising pressure by reducing the amount of food waste. Reducing food waste was the focus of this year's food safety week.

Almost 50% of the total amount of food thrown away in the UK comes from our homes. There are two main reasons why we throw away good food: we buy or make too much or we don't use it in time.

We used social media to communicate recipes to help people avoid food waste and to deliver the message to always eat, cook or freeze food by the use by date.

National Food Hygiene Rating Scheme

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

8.2 Staffing Allocation

The Environmental Health Support Officer post was vacant during between April and November.

A part time EHO post was vacant between November and March.

8.3 Food Hygiene training Undertaken by Staff

Introduction to Imported Food Controls

Food Hygiene - Risk Rating Consistency exercise

ABC on line E.coli 0157 Control of Cross Contamination

5 plus 1 Food Safety and FSA update

FWE Sampling Workshop

Food Hygiene Enforcement Sanctions

Vacuum Packing and Modified Atmosphere Packaging

Dairy Products: Dairy Technology / Dairy Product Manufacturing & Assessment of Compliance

Food Allergen Management

8.4 Enforcement Actions Taken

- 183 Warning letters were sent to Business Operators
- 26 Hygiene Improvement Notices were served (9 food establishments)
- 1 Prohibition related notices
- 1 Seizure / Regulation 29 notices
- 0 Detention / Remedial Action Notices
- 7 Enforcement Notices (Regulation 20) under The Trade and Related Animal Product Regulations Fail Veterinary checks at BIP
- O Enforcement Notices (Regulation 32) under The Trade and Related Animal Product Regulations Illegal import
- O Enforcement Notices (Regulation 19) under The Trade and Related Animal Product Regulations Illegal import
- Regulation 32 Notices under Official Feed and Food Controls (England) Regulations
- O Cautions / Conviction for offences under food hygiene legislation

8.5 **Performance Outcomes**

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

A programme of frequent visits were made to 10 food establishments all of which were failing to comply with food hygiene law and were considered to be high risk. Frequent visits were made to each of the establishments. On 31st March 2017, 8 of the 10 targeted establishments were broadly compliant with food hygiene law. 1 business ceased to trade and 1 business continued to be non compliant.

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

95.7% of establishments that have received a hygiene rating have achieved a rating of 3 (Generally satisfactory) or higher (Good, Very Good). The percentage reduced by 0.9% from the previous year.

The number of establishments requiring improvement (rated 0,1 and 2) increased from 25 to 30 during 2016/17, equating to a percentage increase of 0.9%

Performance Targets:

Indicator	Actual March 2016	Target	Actual
% of service requests responded to within service standards	93%	93%	93%
Number of non-compliant food establishments included within scope of project remaining 'non-compliant' at end of year	n/a	5	1
Number of food establishments rated 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme	25	21	30

8.6 **Issues for 2017/18**

- To participate within a national pilot project named 'Communication for compliance' targeting new food businesses. The content and layout of written correspondence has been reviewed and amended using behavioural science techniques. The food hygiene compliance levels will be used to monitor the success of the project.
- Building on the successes of the previous programmes, to undertake an enhanced support programme targeting non compliant food establishments
- To review the intervention carried out at food establishments rated as category E (low)

National Studies 2017-2018 Planning Chart - Provisional

Year	2017-18											
National Surveys												
Months of sampling:	Α	M	J	J	Α	S	0	N	D	J	F	M
(Study 58) Hygiene in catering premises												
(Study 59) TBC												
Study 60: Paan (Betel), Curry, Banana, Vine leaves. (reactive response – Study 60)												



NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 13 JUNE 2017

Title of report	COMMUNITY SAFETY STRATEGY 2017 - 2020
	Councillor Trevor Pendleton (Safer North West Partnership Chair and Portfolio Holder for Regeneration and Planning) trevor.pendleton@nwleicestershire.gov.uk
Contacts	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 ask Cabinet to note the Community Safety Strategy 2017-2020.
Reason for Decision	To comply with the Council's constitution and statutory duty to produce a Community Safety Strategy every three years,
Council's Priorities	Homes and Communities.
Implications:	The Strategy will inform the Community Safety Partnership's priorities and work agenda for 2017/18.
Financial/Staff	The Partnership receives funding from Leicestershire's Police and Crime Commissioner, NWLDC and Leicestershire County Council to carry out community safety work.
Financial/Stair	The Council's community safety team co-ordinates the work of the Partnership.
Link to relevant CAT	N/A
Risk Management	Risk assessments will be completed for the priorities as appropriate
Equalities Impact Screening	Equality Impact Assessments are being reviewed, any issues identified will be actioned promptly.
Human Rights	None discernible
Transformational Government	None

Comments of Deputy Chief Executive	Report is satisfactory
Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	- The Safer North West Leicestershire Partnership - The Policy and Development Group
Background papers	- Policy Development Group minutes https://minutes- 1.nwleics.gov.uk/ieListDocuments.aspx?Cld=127&Mld=1661&Ver =4 - The PCC Police and Crime Plan PCC Crime Plan - Crime and Disorder Act 1998 http://www.legislation.gov.uk/ukpga/1998/37/contents - Police Reform Act 2002 http://www.legislation.gov.uk/ukpga/2002/30/contents - Police and Justice Act 2006 http://www.legislation.gov.uk/ukpga/2006/48/contents
Recommendations	CABINET ARE REQUESTED TO NOTE THE NORTH WEST LEICESTERSHIRE COMMUNITY SAFETY STRATEGY 2017-2020

1.0 INTRODUCTION

- 1.1 The 1998 Crime and Disorder Act required Community Safety Partnerships to be set up and placed an obligation on local authorities and police to work together to implement a strategy to tackle crime and disorder in their area. Since this time further legislation has expanded the remit of the partnership and made more organisations, such as CCG's, also accountable for community safety. Over the past decade Community Safety Partnerships have encouraged a more joined up way of working which has contributed to a sustained fall in crime.
- 1.2 Every three years each Community Safety Partnership is required by law to produce a strategy, informed by a strategic assessment, which outlines the activities it plans to undertake. The strategy identifies themes and trends for the partnership to focus on and provide a framework for delivery. The strategic assessment is refreshed annually to identify emerging threats and to set new priorities.

- 1.3 The Safer North West Leicestershire Partnership (SNWLP) brings together a number of agencies with a shared commitment to reducing crime and disorder in the district. The Partnership is made up of a number of organisations including;
 - North West Leicestershire District Council.
 - Leicestershire County Council
 - Leicestershire Police
 - Leicestershire Fire & Rescue
 - National Probation Service
 - Turning Point
 - West Leicestershire Clinical Commissioning Group
 - Leicestershire Fire Authority
- 1.4 The statutory agencies in the Partnership work closely with other agencies and individuals such as social housing providers, youth offending service, drug and alcohol service providers, youth groups, the Police and Crime Commissioner for Leicestershire and voluntary organisations. The Partnership aims to bring together people and organisations that are committed to having an impact on crime and disorder and who wish to support our local communities. The Partnership not only focuses on crime and disorder but strives to improve the general wellbeing of all members of the community. By working together we ensure that agencies are not working in isolation and that resources are targeted effectively and where they are needed.
- 1.5 The Partnership will receive funding of £34,500 from Leicestershire's Police and Crime Commissioner in 17/18 to carry out community safety work. This is in addition to NWLDC's revenue budget allocation to community safety of £12,000 and an ASB budget of £2000.
- 1.6 The NWLDC Community Safety Team co-ordinates the work of the SNWLP and comprises;
 - Community Safety Team Leader
 - o Community Safety Officer Anti-Social Behaviour
 - o Community Safety Officer Vulnerable Adults (part time)
 - Community Safety Officer Equalities (part time)

2.0 CURRENT POSITION

- 2.1 Over the last three years there has been excellent partnership working delivering some positive results, these include the reduction in crime at the Download festival that has previously been considered a crime hotspot. However, according to the latest figures supplied by Leicestershire Police to the SNWLP overall crime in North West Leicestershire has increased by 67 crimes in the previous 12 months. The partnership will continue to work together to bring together joint targets, business plans and targeted initiatives to reduce overall crime. ASB remains a key area of focus for the Partnership as last year's incidents increased by 129 reports. There are some promising activities with the Council having already achieved one long term injunction and two closure orders.
- 2.2 The changing face of crime is not yet fully reflected in the crime statistics, with cyber enabled crimes making up an estimated 48% of all crime, but these types of crime attract low levels of reporting. Increases in hate crime during the second half of year are also starting to affect the overall approach to crime, whilst low in number, the potential severity and harm caused by offences is significant for the partnership.

- 2.3 During the past two years there have been a number of changes which have impacted upon community safety such as policing numbers reducing, finance reducing and assets being rationalised. The police have adapted their approach and retained neighbourhood policing whilst closing the Coalville Police Station and relocating into the Coalville Fire Station. A further change has seen Turning Point awarded the contract for drug and alcohol provision Countywide but with an office in Coalville.
- 2.4 The funding allocated to the NWLP from the PCC is allocated to projects and initiatives that support the priorities contained within the PCC's Police and Crime Plan and this is reflected in our action planning.

3.0 EVIDENCE EVALUATED FOR 2017-2020 STRATEGY

- 3.1 In order to compile the 2017-2020 Strategy (Appendix 1), information was considered from The Partnership Strategic Assessment for North West Leicestershire which looks at levels of crime, highlights any changes since the last assessment and helps identify current and possible future crime, disorder and substance misuse trends.
- 3.2 Consideration was given to the most recent police crime figures in the district and a workshop was held with partner agencies to decide the priorities and strategic direction of the Partnership for 2017/18.
- 3.3 Consideration was also given to the priorities of The Police and Crime Commissioner, Leicestershire County Council and North West Leicestershire District Council.

4.0 THE PRIORITIES

- 4.1 For 2017-2020, the SNWLP will work to three main themes. Supporting actions have been formulated under each theme in response to trends and challenges that have emerged over the past 3 years and include 2 statutory obligations.
 - a. To make our community safer for residents, communities, business and visitors
 - b. To support and protect all those who are vulnerable within our community
 - c. To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors
 - d. To tackle substance misuse (statutory)
 - e. To reduce re-offending (statutory)
- 4.2 Each year new priorities will be set using an evidence based methodology. The priorities set here are the 3 priorities for the SNWLP for 2017-18. These will change each year in March based on the annual strategic assessment;
 - **Priority 1**: Increasing community confidence by effectively addressing Anti-social behaviour and its causes.
 - **Priority 2**: Protecting those that live work and visit the district from the effects of violence.
 - **Priority 3**: Support for business, schools and residents to reduce the risk of Cybercrime

5.0 KEY ACTIONS

- 5.1 The Community Safety Strategy is supported by an outcome focussed Action Plan (Appendix 2) which will be monitored by the SNWLP. The action plan is divided into three sections to reflect each of the Partnership priorities detailed above.
- 5.2 The Action Plan contains headline actions which are broken down into tasks or milestones to be achieved each quarter.

6.0 DELIVERING THE STRATEGY

6.1 The Community Safety Strategy will be supported by the Action Plan which will be actively monitored by the SNWLP. Status reports and updates will inform the Partnership of progress against the action plan at the bi-monthly partnership meetings.

7.0 FUTURE STRATEGY REFRESH

7.1 The recent Community Safety Strategy for 2017-2020 enables the partnership to change the priorities annually to this end, using information from community consultation, police intelligence and crime figures we will create a new strategic assessment that will then be used to set the new priorities for 2018/19. This gives us the flexibility to adapt to the changing face of crime, and can reflect our success. This strategy will support the priorities contained within the PCC's Police and Crime Plan.



Safer North West Leicestershire Community Safety Partnership plan 2017-2020



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



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

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

processes and to work harder to improve our responses to new and emerging trends and cases.

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

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

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

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

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

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

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

Councillor Trevor Pendleton

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

Introduction

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



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

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

What is the Safer North West Leicestershire Community Safety Partnership?

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

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

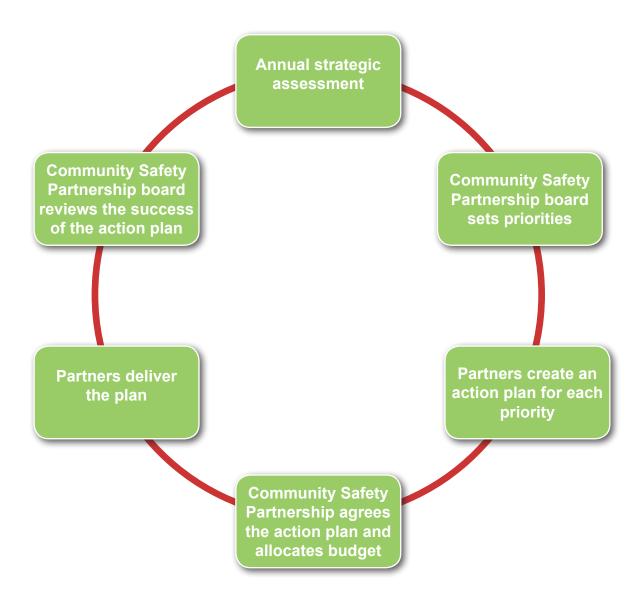
The Safer North West Partnership brings together a number of agencies with a shared commitment to reducing crime and disorder in the district. By working together we are greater than the sum of our parts, offering better value from money and a more joined up approach. The Partnership is made up of a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

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

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

Every three years each community safety partnership is required by law to produce a plan. This sets out our approach to community safety. Each year we conduct a strategic assessment into the current trends of crime in North West Leicestershire as well county wide, nationally and increasingly internationally. This assessment assists in enabling us to set our annual priorities and then, in partnership with front line staff, we create our annual action plan. We will publish the priorities every year, along with our plan to tackle these priorities₅₈

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



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

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

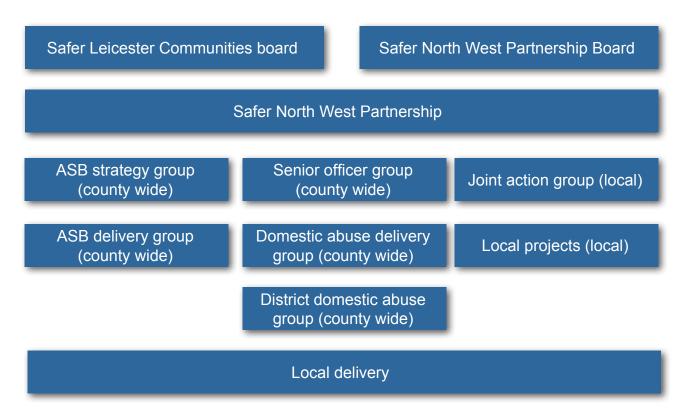
We will always have plans to address these and we support county wide groups that all share the same statutory priorities. This link helps us to ensure that if you live in Leicestershire, you can expect similar levels of service.

Our strategic themes, that are reflected in every action plan that we deliver are

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

Delivery of crime reduction

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



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

Our interventions in the past have included:

- Support for domestic abuse forums
- CCTV provided across the district by NWLDC
- Crime reduction roadshows at large events, such as Download festival
- Support for national events such hate crime awareness week
- Youth interventions and diversionary activities funded through the PCC
- Instructing the use of civil injunctions though the courts.

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

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

Funding

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

Equalities and diversity

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

Glossary

ASB: Anti-social behaviour

CDRP: Crime and Disorder Reduction Partnership

CSP: Community Safety Partnership

JAG: Joint Action Group

NWL: North West Leicestershire

NWLDC: North West Leicestershire District Council

PCC: Police and Crime Commissioner

SNWP: Safer North West Partnership

Useful contacts

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

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

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

POLICY AND DEVELOPMENT GROUP - 8 MARCH 2017

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

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

1.0 BACKGROUND

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

2.0 THE SAFER NORTH WEST COMMUNITY SAFETY PARTNERSHIP (SNWP)

2.1 The SNWP is chaired by Councillor Trevor Pendleton as Portfolio Holder for Safer Communities and it meets on a quarterly basis. It has a regular attendance from partners

including the County Council, Police, Fire, Probation and CCG at its meetings or subgroups.

- 2.2 The SNWP has recently produced its latest statutory (draft) three year strategy 2017-20 (see Appendix 1) which sets out how the partners will work together to enhance the safety of the community in the current environment. At the partnerships last meeting (26 January 2017) it agreed three broad themes which will stay constant for the next three years and guide the overarching work of the Partnership. The draft strategy and any comments received from PDG and partners will be finalised and adopted by the SNWP at its next meeting on 23 March 2017.
- 2.3 The three themes for 2017-20 of the SNWP will be as follows;
 - To make our community safer for residents, communities, business and visitors
 - To support and protect all those who are vulnerable within our community
 - To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors

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

- 2.4 A strategic assessment is produced during quarter 3 each year giving the latest facts, statistics, trends and knowledge from within partner organisations to help identify which annual priorities should be adopted within the three themes. This enables the SNWP to be responsive to the changing risks in our community on an annual basis. The strategic assessment for 2017/18 has been produced and the summary can be seen at Appendix 2.
- 2.5 Each partner organisation will still identify and deliver their own areas of focus for the forthcoming year but they will also contribute to and deliver against the SNWP priorities and actions.
- 2.6 The SNWP at its meeting 26 January 2017 also proposed three priorities (see below) which are now being developed during February and March into the annual action plan. The draft action plan will be circulated and presented at the meeting as it is still being formulated with partners. Following comments it will then be finalised and agreed at the SNWP meeting on 23 March 2017. Thereafter the action plan will be a standing agenda item and reported on and performance managed at each SNWP meeting.

3.0 2017/18 PROPOSED PRIORITIES

- 3.1 The last SNWP meeting proposed the following areas from the strategic assessment which will be a priority in the action plan for 2017/18;
 - Violent Crime including Domestic Abuse and Night Time Economy
 - Anti Social Behaviour
 - Cybercrime

4.0 VIOLENT CRIME INCLUDING DOMESTIC ABUSE AND NIGHT TIME ECONOMY

- 4.1 Domestic abuse remains under reported in the district, statistically there are many instances of domestic abuse that remain unreported to the police or other organisations. The district has seen an increase of reporting, this appears to suggest that victims are increasingly reporting incidents which can be used to target both preventative measures as well as perpetrators
- 4.1.1 The Partnership will continue to work with the Leicester Leicestershire and Rutland Domestic Abuse Delivery Group and other organisations that support victims. Hotspot areas will be identified and appropriate measures taken including awareness campaigns at high risk times to support victims and deter perpetrators.
- 4.1.2 In particular the Partnership will look to:
 - Educate residents about domestic abuse
 - Assist victims to report domestic abuse
 - Support victims of domestic abuse
 - Bringing perpetrators to justice where appropriate
 - Work with perpetrators to prevent re-offending
- 4.2 The Night time economy remains an area of concern in the district and it is therefore proposed to work with all interested partners including licensed premises, Taxi companies and food outlets to identify hotspots that can be targeted. Support will be given to initiatives that reduce crime and disorder for example the Ashby Street Pastors.
- 4.2.1 The SNWP will also ensure that the premises who are part of the night time economy are working together for a safer environment by supporting and enhancing meetings including Pubwatch.
- 4.2.2 In particular the Partnership will look to:
 - Support voluntary organisations including Street Pastors
 - Support the licensing service to regulate premises and taxis
 - Improve the use of CCTV
 - Support the Ashby Purple Flag application
 - Identify 'high risk' areas
 - Work with organisations outside the partnership with similar priorities
 - Implement crime reduction campaigns

5.0 ANTI SOCIAL BEHAVIOUR

- 5.1 Anti Social Behaviour is a regular and frequent cause for concern in the district and where ASB is targeted at a particular individual or group of people the SNWP will aim to reduce the effects by prompt action.
- 5.1.1 The partnership will continue to share information on Sentinel and work together to target perpetrators. By sharing information effectively the appropriate organisation can respond to the cause of the ASB, educate perpetrators where appropriate or take legal action in the form of a criminal prosecution or civil action using community protection notices or civil injunctions.

- 5.1.2 Environmental ASB is also an issue in the district and where there are open spaces that are being used inappropriately targeted work will be undertaken for the benefit of the community. Where new estates are being developed the partnership will look to work with interested partners including developers to design out open space Environmental ASB.
- 5.1.3 In particular the Partnership will look to;
 - Resolve long standing unresolved disputes
 - Develop mediation processes
 - Work with developers to reduce open space ASB
 - Support vulnerable people from being drawn into ASB
 - Support bringing perpetrators to justice
 - Increase the use of civil powers where appropriate

6.0 CYBER CRIME

- 6.1 Cyber Crime is widely recognised as being vastly under reported nationally, offences are reported to Action Fraud who allocate investigations only if there are possible lines of enquiry. Evidence suggests the public are unaware of simple preventative measures and so the partnership will work with the Government, Police and Crime Commissioner and others to raise the profile of the problem.
- 6.1.1 Cyber 'essentials' will assist in the education of local business as any organisation can be exposed to common cyber attacks that typically include computers that are capable of connecting to the internet, laptops, tablets, and smartphones. This type of crime can be committed from many places and from many different countries and can be targeted at the young, old, vulnerable, organisations and businesses. Therefore crime prevention is the most effective tool the partnership has.
- 6.1.2 In particular the Partnership will look to;
 - Promote Cyber 'essentials'
 - Work with Schools to educate students
 - · Work with business to improve security
 - Work with Partner organisations to improve security
 - Deliver a range of awareness campaigns

7.0 NEXT STEPS

- 7.1 Comments received from PDG will be used to inform the final draft 3 year SNWP Strategy 2017-20 and the 2017/18 Annual Action Plan for adoption by the SNWP at its next meeting on 23 March 2017.
- 7.2 The adopted SNWP Strategy 2017-20 will be presented to Cabinet for its information on 13 June 2017.



Safer North West Action Plan 2017/18

INTRODUCTION

This action plan has been created by the Safer North West Leicestershire Community Safety Partnership and will be delivered by the Partnership during 2017-18.

The 1998 Crime and Disorder Act required Community Safety Partnerships to be set up and placed an obligation on local authorities and police to work together to implement a strategy to tackle crime and disorder in their area. Since this time further legislation has expanded the remit of the partnership and made more organisations, such as primary care trusts, also accountable for community safety. Over the past decade Community Safety Partnerships have encouraged a more joined up way of working which has contributed to a sustained fall in crime.

Every three years each Community Safety Partnership is required by law to produce a strategy, informed by a strategic assessment, which outlines the activities it plans to undertake. The strategy identifies themes and trends for the partnership to focus on and provides a framework for delivery. The strategic assessment is refreshed annually to identify emerging threats and to allow the partnership an opportunity to set new priorities.

The Safer North West Leicestershire Partnership (SNWLP) brings together a number of agencies with a shared commitment to reducing crime and disorder in the District. The Partnership is made up of a number of organisations including;

- North West Leicestershire District Council
- Leicestershire County Council
- Leicestershire Police
- Leicestershire Fire & Rescue
- National Probation Service
- Turning Point
- West Leicestershire Clinical Commissioning Group
- Leicestershire Fire Authority

The statutory agencies in the Partnership work closely with other agencies and individuals such as social housing providers, youth offending service, other drug & alcohol service providers, youth groups, The Police and Crime Commissioner for Leicestershire and voluntary organisations amongst others. The Partnership aims to bring together people and organisations that are committed to having an impact on crime and disorder and who wish to support our local communities. The Partnership not only focuses on crime and disorder but strives to improve the general wellbeing of all members of the community. By working together we ensure that agencies are not working in isolation and that resources are targeted effectively where they are needed.

The Partnership will receive £34,500 funding this year from Leicestershire's Police and Crime Commissioner to carry out community safety work.

The NWLDC Community Safety Team co-ordinates the work of The Safer North West Leicestershire Partnership

BACKGROUND

According to the figures supplied by Leicestershire police to the Community Safety Partnership overall crime in North West Leicestershire has increased by 10.3% and anti-social behaviour decreased by 1% in the previous 12 months. Across various crime types, we have seen some decreases, but changes in recording methods mean we can be fully confident in the validly of these numbers. Violence is a good example of this. The inclusion of stalking and cohesion offenses introduced last year have distorted this crime figure.

The changing face of crime is not yet fully reflected in the crime statics, with cyber enabled crimes making up an estimated 48% of all crime, but it has low levels of reporting. Increases in Hate crime, in the second half of last year are also starting to affect the overall approach to crime, while low in number, the potential severity and harm caused by these offences will impact on partnership priorities.

During the past two years there have been many changes which have impacted upon community safety, policing numbers have reduced and they have had to adapt their approach, neighbourhood policing however has been retained. Turning Point are the new drug and alcohol providers and the partnership has begun forging positive relationships with them.

The funding allocated to the Safer North West Partnership from the PCC must be spent on projects and initiatives that support the priorities contained within the PCC's Police and Crime Plan, this is reflected in our action planning.

EVIDENCE EVALUATED FOR 2014-17 STRATEGY

In order to compile the 2017-20 Strategy, information was considered from the Strategic Assessment for North West Leicestershire which looks at levels of crime, highlights any changes since the last assessment and helps identify current and possible future crime, disorder and substance misuse trends.

Consideration was given to the most recent police crime figures in the district and a workshop was held with partner agencies to decide the priorities and strategic direction of the Partnership for 2017/18.

Consideration was also given to the priorities of The Police and Crime Commissioner, Leicestershire Council and North West Leicestershire District Council.

THE PRIORITIES

For 2017-20, the Partnership will work to three main themes. Supporting actions have been formulated under each theme in response to trends and challenges that have emerged over the past 3 years along with two statutory obligations.

- To make our community safer for residents, communities, business and visitors
- To support and protect all those who are vulnerable within our community
- To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors
- To tackle Substance misuse (statutory)
- To reduce offending and reoffending (statutory)

Each year we set new priorities, created using an intelligence based methodology. As an example of the type of priority set here are the 3 priorities for the Safer North West Partnership for 2017-18. They will be reconsidered again in March 2018;

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

KEY ACTIONS

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The Community Safety Strategy is supported by an outcome focussed Action Plan which will be monitored by the SNWLP. The action plan is divided into three sections to reflect each of the Partnerships' priorities detailed above. Not all sections will have actions allocated if they are not relevant, for example, if there are no actions substance misuse for the cybercrime Priority then that section will be left blank.

The Action Plan contains headline actions which are broken down into tasks or milestones to be achieved each quarter. This document shows the final Action Plan.

DELIVERING THE ACTION PLAN

The Action Plan will be actively monitored by the SNWLP. Status reports and updates will inform the Partnership of progress against the action plan at the bi-monthly partnership meetings.

Safer North West Leicestershire Action Plan 2017/18

Priority- Protect those that live, work and visit the District from the effects of violence.

Section 1-To make our community safer for residents, communities, business and visitors

Action		Intended Outcome	Lead agency	Possible barriers	Completion date
V01	Continue to develop CSE	Raised awareness of the positive work of Kayleigh's	NWLDC	Nil	31 March
	awareness.	Love Story.			2018
		The community are aware of the risks			

Section 2-To support and protect all those who are vulnerable within our community

Action		Intended Outcome	Lead agency	Possible barriers	Completion date
V02	Add capacity to support victim's witnesses and secondary victims of Domestic abuse.	An increased level of support on offer to help witnesses and secondary victims of DA. Support the Sanctuary project	UAVA NWLDC	Cost and capacity of staff will be a limiting factor	31 March 2018
V03	Build the DA message into the Cybercrime work streams	A raised awareness of the DA messages, significant issues relating to DA are cyber enabled.	NWLDC		
V04	Train front line staff and partners on the toxic trio.	Increase awareness of the 'toxic trio'. Front line workers will be empowered and aware of the 3 strands of the trio.	NWLDC/ Police	Will require the cross training of professionals	31 March 2018

Section 3-To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors

Action		Intended Outcome	Lead agency	Possible barriers	Completion date
V05	Deliver joint licensing visits with police, fire and licensing teams and match opening times with CCTV coverage	Improved information sharing and outcomes CCTV coverage matches the opening times of licensed premises. Increase partnership working with Licensing and Licences.	NWLDC/ Police/ Fire/ Turning point	None identified	31 March 2018
V06	Deliver Meet and Eat sessions on violence Use children centres if possible for this type of event.	Opportunity for professional from other fields to network on changes in violence. Increase intelligence	NWLDC	Consider specialism events for DA and CSE for clarity of message.	31 March 2018
V07	Deliver town centre based events such as Celebrate Safely campaign, Including Know your limits work and drug initiatives Deploy the drugs dog, drug swabs, Knife arch or outreach staff where possible.	A reduction of violence at 'pinch point' events such as Christmas Reduce overall violent crime in the town centres Increased public awareness of proactive police interventions	Police	Consider linking to Celebrate safely at County level.	31 March 2018

Section 4 Substance/alcohol misuse

Acti	on	Intended Outcome	Lead agency	Possible barriers	Completion date

Section 5-Reducing offending/Re offending

Action	Intended Outcome	Lead agency	Possible barriers	Completion date	
No Action set					

Priority- Increasing community confidence by effectively addressing Anti-social behaviour and its causes.

Section 1-To make our community safer for residents, communities, business and visitors

Action		Intended Outcome	Lead agency	Possible barriers	Completion date
ASB01	Develop a network of Community ASB champions	The network will be community based and will support residents in the self-management of low level ASB. They will help people understand the ASB process.	NWLDC CS	Recruitment and retention of Champions & staff time to establish scheme	31 March 2018
ASB02	Train Councillors and the Town and Parish councils on the principles of ASB	Increase satisfaction by helping to clarify process, outcomes and resolutions. Reduce call to services and empowers Councillors to manage low level ASB. Enhance evidence and community intelligence. Prevent, resolve or design out low level ASB.	NWLDC CS/CF	Not all Town or Parish councils will engage or attend training	1 Sept 2017

ASB03	Increase the publication of good news stories to increase confidence	Increase confidence Positive case closure articles to show positive outcomes increasing confidence in enforcement.	All	Challenge partners as we are traditionally shy in promoting enforcement.	31 March 2018
ASB04	Increase use of ASB legislation	Make better use of the powers following Action by the Police. Use the range of powers agreed by partners (Closure orders, PSPO and Injunctions).	Police / NWLDC	Cost of action	31 March 2018

Section 2-To support and protect all those who are vulnerable within our community

Action		Intended Outcome	Lead agency	Possible barriers	Completion date
ASB05	Improved management of expectations. Provide written information on ASB to victims in an accessible format. Introduce the Witness promise	Increase satisfaction by helping to clarify process, outcomes and resolutions. Produce guidance on ASB, reporting, evidential standards. Improve the confidence by delivering the victim promise. (What the victim can except in a plain English).	All		31 March 2018
ASB06	Provide mediation across services to tackle cases where no formal interventions are required.	Provide improved outcomes for the lower level neighbour/civil disputes. Provide equal response to all residents irrespective of tenure. Reduce escalation	NWLDC	Sustainability of service/cost	1 Sept 2017
ASB07	Provide information on home CCTV to reduce tensions based on inappropriate use of home CCTV	Produce guidance, based on the OIC information in a format accessibly to homeowners.	NWLDC	Advice may change with new legislation	1 Sept 2017
ASB08	Raise the voice of young people in the delivery of ASB actions	Develop contact with young people in the district by youth councils, youth cafés and youth working groups.	NWLDC/ schools/ SLF	Managing the aspirations of young people	1 Sept 2017

Section 3-To work in partnership to achieve better value in what we deliver to residents, communities, business and visitors

Action		Intended Outcome	Lead agency	Possible barriers	Completion date
ASB09	Improve the planning process of recreational facilities to reduce building hotspots	Increase the links to parks, planning and parish councils to design out ASB and crime. Promote ownership of new spaces to community to empower local communities, setting rules of use.	NWLDC		1 Sept 2017
ASB10	Deliver shared ASB training to front line practitioners. Improve process/information to signpost case that are not ASB	Shared training will increase the clarity of message increase partnership working. Reduce calls of a non ASB nature, for example civil disputes.	NWLDC/ LCC	Possible replication of training, agencies may insist on internal training process. Current website processes.	1 Sept 2017
ASB11	Improve Sentinel as a case management system to include shared performance data.	CSP to assist County and Districts to get the best from the system Intelligence sharing's Increase functionality	County ASB Delivery and Strategy group		31 March 2018
ASB12	Promote referral process to YOS, especially for drug use.	By raising awareness of the process, increase early referral rates to Turning Point and YOS.	YOS		1 Sept 2017

Section 4-Tackle Substance/Alcohol Misuse

Action		Intended Outcome	Lead	Possible barriers	Completion
			agency		date
ASB13	Turning Point to enhance	Improve feedback from service providers post referral to	Turning		1 Sept 2017
	feedback to referrers	increase confidence.	Point		
		Provide statistical data to CSP board			

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ASB14	Challenge licensed	Reduction of ASB issues relating to licences premises.	NWLDC	31 March
	premises that contribute	Improved cooperation between Licensing and	CST	2018
	to ASB issues.	Community Safety to reduce caseload.		

Section 5-Reducing offending/Re offending

Α	ction		Intended Outcome	Lead	Possible barriers	Completion
				agency		date
Α	SB14	Increase use of Pub watch images to increase awareness on known offenders. (cross cutting-Violent crime)	Raise the profile of problematic drinkers that cause ASB and violence on Licensed premises.	Pub Watch	Pub watch is voluntary. Data protection issues	1 Sept 2017

Priority-Support for business, schools and residents to reduce the risk of Cybercrime

Section 1-To make our community safer for residents, communities, business and visitors

Action		Intended Outcome	Lead agency	Possible barriers	Completion date
CC01	Create Cybercrime packs for events. Multiple packs will be needed for different	Create a branded Cybercrime pack for deployment at public events to raise awareness. A resource pack to help empower families to	NWLDC CS	storage of packs will need to be considered	31 March 2018
	groups. Create advice on where to report what	understand the online world and the risks. Will include how to ask for help, such as SLF with the management of YP online. Include password advice			
	Packs required. • Community/privat	Use traditional media, such as Posters, beermats and			
	e Community/privat	adverts to raise awareness of staying safe online.			
	SLFBusiness	Promote being a good neighbour (digital and physical). Consider articles in local/community magazines. Use			

	 Young people Off line cybercrime (phone scams elderly) 	traditional venues, such as Doctors, Dentist and CAB.			
CC02	Hold a professionals 'Lunch and Learn' events on cyber crime	Create events for professionals to attend to learn about Cybercrime. Include business, Partners and 3rd sector groups.	NWLDC CS	Cost and venue. Officer time to attend	31 March 2018
CC03	Deliver community roadshow on cyber crime	Attend events to deliver a cybercrime message. Support Community Focus at high footfall events such as Picnic in the Park. Support Schools – Warning Zone	NWLDC CS	Finance	31 March 2018
CC04	Provide small grants/support to business to help them become Cyber essential	Target work, via small grants or direct support (such as IT teams) Business become cyber essential.	NWLDC CS	Over subscription	31 March 2018
CC05	Create digital champions	Create a team of digital 'go to staff' for cybercrime advice. Embed in each partner agency, they will support the priority from within each organisation/team.	NWLDC CS	Recruitment of the champions. Cross over with ASB actions.	31 March 2018

Section 2-To support and protect all those who are vulnerable within our community

Action	Intended Outcome	Lead agency	Possible barriers	Completion date
CC06 Support victims post cyber crime	Better advice for victims and post cybercrime literature. CEOP and NSPCC training.	Victim First	Finance	31 March 2018

Section 4-Tackle Substance Misuse

Action	Intended Outcome	Lead	Possible barriers	Completion
		agency		date
NO ACTIONS				

Section 5-Reducing offending/Re offending

Action		Intended Outcome	Lead	Possible barriers	Completion
			agency		date
CC09	Increase referrals for digital offenders/victims	Clearer pathways to referral for support services	NWLDC CS		31 March 2018

Additional cross priority actions.

Action		Intended Outcome	Lead agency	Possible barriers	Completion date
AA01	Create CSP Certificates/Awards of excellence for cases closed in new and affective way	Celebrate staff who have gone above and beyond to manage ASB cases. Support the professional development of staff.	CSP (CS team)		31 March 2018
AA02	Explore opportunities to support offenders. Use the 7 pathways out of offending.	Support offered earlier to offenders resulting in a decrease in re offending	NWLDC	Cost and new legislation	31 March 2018
AA03	Develop CSP social media footprint, with strong Cybercrime theme	Increase awareness of risk using new social media by the CSP, with a strong cyber element. Make use of police cyber feeds, #tell2, #itsacrime and other Hashtags	NWLDC CS	Internal regulations on social media accounts	31 March 2018

AA04	Improve community safety advice on council website	Availability of better web pages for cybercrime and a links page in an easy access format	NWLDC CS	Internal regulations on online accounts	31 March 2018
AA05	Improve access to shared data.	Improve decision making across the Partnership by sharing data and improving the use of analytics.	NWLDC	Data protection issues.	1 Sept 2017

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET - TUESDAY, 13 JUNE 2017

Title of report	ASHBY CANAL INFRASTRUCTURE INVESTMENT	
Key Decision	a) Financial Yes b) Community Yes	
	Councillor Alison Smith MBE 01530 835668 alison.smith@nwleicestershire.gov.uk	
Contacts	Interim Director of Resources 01530 454833 andrew.hunkin@nwleicestershire.gov.uk	
	Head of Economic Development 01530 454773 kay.greenbank@nwleicestershire.gov.uk	
Purpose of report	To request Cabinet approval for investment in Ashby Canal and the reconstruction of the aqueduct over the Gilwiskaw Brook at Snarestone.	
Reason for Decision	Cabinet approval needed to allocate funding.	
Council Priorities	Homes and Communities Green Footprints Business and Jobs	
Implications:		
Financial/Staff	As set out in the report.	
Link to relevant CAT	None	
Risk Management	All risks will be managed as part of the development plan	
Equalities Impact Screening	Not applicable.	
Human Rights	There are no Human Rights implications.	
Transformational Government	None	
Comments of Deputy Chief Executive	Report is satisfactory	
Comments of Deputy Section 151 Officer	Report is satisfactory	

Comments of Monitoring Officer	Report is satisfactory	
Consultees	None	
Background papers	None	
Recommendations	IT IS RECOMMENDED THAT CABINET: 1. APPROVE THE ALLOCATION OF £20,000 FROM THE 2016/17 BUDGET SURPLUS TOWARDS THE TOTAL FUNDING REQUIRED TO ENABLE THE RECONSTRUCTION OF THE AQUEDUCT OVER THE GILWISKAW BROOK AT SNARESTONE. 2. DELEGATES AUTHORITY TO COMMIT THIS AMOUNT TO THE CHIEF EXECUTIVE IN CONSULTATION WITH THE LEADER, VIA A GRANT AGREEMENT WITH ASHBY CANAL TRUST, PAYABLE ONCE THE TOTAL PROJECT FUNDING IS SECURED.	

1. BACKGROUND

- 1.1 The Ashby Canal was built just over 200 years ago. The length of the canal was progressively shortened after the war and the last eight miles of canal were filled in. The last part to be filled in included the section to Measham (the only significant centre of population directly on the canal). This happened in 1966 and the immediate cause was subsidence from the mines under the canal bed. As part of the final closure the aqueduct at the Gilwiskaw Brook was knocked down. At this stage there were 22 miles of canal remaining in water.
- 1.2 By 2017 there have been 30 years of active restoration by Ashby Canal Trust (ACT), Ashby Canal Association (ACA) and Measham Canal Restoration Group (MCRG). The reconstruction of the aqueduct at the Gilwiskaw Brook is now a priority and a major fundraising initiative for ACT, due to its position and focal importance along the canal route
- 1.3 Leicestershire County Council (LCC) with ACA and Measham Development Trust (MDT) piloted a Transport Works Act Order which was granted in 2005. As a result of the Order, there is planning permission for the canal to Measham, the land required has been purchased and accesses are in place.
- 1.4 In 2010 ACA brokered a deal with LCC and UK Coal (UKC) which provided for a S106 agreement giving LCC £1.26m for canal restoration. Over the past three years 500m of canal, a substantial accommodation bridge and a modest winding hole have been achieved using this funding.
- 1.5 Further agreements have been established in relation to the 450 canal-side houses development in Measham by the developer Measham Land Company (MLC) which will build 1,100m of canal in Measham (subject to the final route of HS2 avoiding this area).

2. THE PROPOSAL

2.1 The next restoration priority is the reconstruction of the aqueduct over the Gilwiskaw Brook at Snarestone.

- 2.2 The benefits of developing this part of the Ashby Canal are as follows:
 - Once the aqueduct is complete there are no further major obstacles until reaching the site of the final aqueduct in the centre of Measham.
 - The proposed aqueduct will be an iconic structure which, unlike all the canal restored so far, will be directly visible to the public because of its prominent position alongside Bosworth Road. Such a visible achievement will act as a boost for further fund-raising.
 - A major funding application is underway to secure funding for the restoration of the remaining section of canal to Measham.
- 2.3 A study has been commissioned by Ashby Canal Trust 'Ashby Canal Restoration Measham to Moira Economic Benefits Report' and was published on 31 March 2017 (Appendix 1). The purpose of the report is to inform interested parties and stakeholders of the benefits and opportunities that will arise for restoring the Ashby Canal between its current terminus near Snarestone and the centre of Measham. The report was prepared by Moss Naylor Young, regeneration consultants who specialise in canal and river navigation proposals.
- 2.4 Pages 24 to 35 of the report specifically refer to the economic and social benefits of canal restoration, with an extract as follows:

"The Benefit of canals

Canals are an important part of national the cultural and built heritage, as symbols of a rich industrial past they are an important part of local identity and pride. Canals can contribute to many National and local Government policy agendas aimed at creating more sustainable places and communities because they can offer opportunities for informal recreation, education, regeneration and alternative non-motorised transport routes. Canal restoration can help facilitate a wide variety of benefits to their local areas including:

- Facilitating housing growth and renewal (by unlocking land due to increased property values associated with waterfronts)
- Providing options for sustainable transport (towpaths, well designed or suitable adapted, provide excellent off road walking and cycle routes)
- Place-making, place-shaping and becoming a catalyst for urban renaissance (canals can add to local character and distinctiveness and instigate investment)
- Stimulating the visitor economy, sustainable tourism and recreation (by improving the attractiveness of an area, be in a draw in themselves and helping to link attractions)
- Improving health and well-being (by providing attractive locations for exercise and an environment that is conductive to reducing stress)
- Mitigating the impact of climate change (through carbon reduction/sink, drainage and flood management and improving biodiversity and environmental sustainability)."
- 2.5 The latest proposed route for HS2 is east of Measham. This route was lowered to have less impact on the village compared with the prior proposed (2013). The implication for the canal is serious: the height of HS2 is insufficient for the canal to go under the railway line on the proposed route. However since the Ashby Canal has had planning precedence due to the triggering of the Transport and Works Act Order in 2005, HS2 Ltd will be obliged to pay for any mitigation required if and when they build phase 2b and use the proposed Eastern route.

3. FINANCIAL IMPLICATIONS

3.1 It is estimated that the aqueduct will cost £450,000. Through a local fund raising initiative over £110,000 has been raised in two years. A successful preliminary bid for a Landfill Grant

from Veolia PLC for £60,000 is now being progressed to the next stage and the remaining £50,000 of S106 funding has been allocated to this initiative. Further funding applications are being progressed to make up the shortfall.

- 3.2 An application to Leicester and Leicestershire Enterprise Partnership has been prepared and submitted for consideration as a LLEP Project Pipeline application. This application is an ambitious proposal and is seeking approximately £12 million which would enable the complete restoration of the Ashby Canal.
- 3.3 It is proposed that Cabinet approve the allocation of £20,000 from the 2016/17 budget surplus towards the total funding required to enable the reconstruction of the aqueduct over the Gilwiskaw Brook at Snarestone. This amount would be awarded via a grant agreement between North West Leicestershire District Council and Ashby Canal Trust, payable once the Trust has secured funding for the total cost of the project.
- 3.4 The forecast budget surplus for 2016/17 is currently £1,606,306. Cabinet has previously allocated expenditure of £1,058,616 leaving a balance of £547,690.
- 3.5 The projected budget surplus for 2017/18 is £934,465.
- 3.6 The financial impact of the proposals is shown below:

	£
Balance of 2016/17 surplus	547,690
Projected 2017/18 surplus	934,465
TOTAL SURPLUS	1,482,155
Marlborough Square *	(577,000)
Memorial Square *	(25,000)
Ashby Road – traffic calming *	(175,000)
Ashby Canal Infrastructure	(20,000)
Investment	
TOTAL EXPENDITURE	(797,000)
REMAINING SURPLUS	685,155

^{*} Items considered on seperate report 'Building Confidence in Coalville'

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 13 JUNE 2017

Title of report	BUILDING CONFIDENCE IN COALVILLE – PROPOSALS AND FUNDING			
Key Decision	a) Financial Yes b) Community Yes			
Contacts	Councillor Richard Blunt 01530 454510 richard.blunt@nwleicestershire.gov.uk Interim Director of Resources 01530 454833 andrew.hunkin@nwleicestershire.gov.uk Head of Economic Development 01530 454773 kay.greenbank@nwleicestershire.gov.uk Head of Planning and Regeneration 01530 454782 jim.newton@nwleicestershire.gov.uk			
Purpose of report	To request Cabinet approval for the development of three proposals, including funding, as part of the Building Confidence in Coalville priority.			
Reason for Decision	Cabinet approval needed to develop the proposals and to allocate funding.			
Council Priorities	Building Confidence in Coalville Homes and Communities Businesses and Jobs			
Implications:				
Financial/Staff	As set out in the report.			
Link to relevant CAT				
Risk Management	As set out in the report.			
Equalities Impact Screening	Not applicable.			
Human Rights	There are no Human Rights implications.			

Transformational Government	Working with other public and private partners to deliver a better deal for Coalville and maximising investment to build confidence in the town and community.	
Comments of Deputy Chief Executive	The report is satisfactory	
Comments of Deputy Section 151 Officer	The report is satisfactory	
Comments of Monitoring Officer	The report is satisfactory	
Consultees	Marlborough Square Group Memorial Square Group Leicestershire County Council	
Background papers	The Prince's Foundation's Regeneration Strategy for Coalville (2009). Four Squares and Streets Investment Plan (2010). Report to Cabinet (26 July 2016) Extending the Coalville shop from improvement grant scheme and update on the Coalville Project.	
Recommendations	 IT IS RECOMMENDED THAT CABINET: APPROVE THE DEVELOPMENT OF PROPOSALS FOR MEMORIAL SQUARE, MARLBOROUGH SQUARE AND ASHBY ROAD, COALVILLE AS SET OUT IN THIS REPORT. APPROVE THE ALLOCATION OF £577,000 FROM THE 2016/17 AND PROJECTED 2017/18 BUDGET SURPLUSES TOWARDS THE COST OF POTENTIAL IMPROVEMENTS TO MARLBOROUGH SQUARE, COALVILLE. APPROVE THE ALLOCATION OF £25,000 FROM THE 2016/17 AND PROJECTED 2017/18 BUDGET SURPLUSES TOWARDS THE COST OF POTENTIAL IMPROVEMENTS TO MEMORIAL SQUARE, COALVILLE. APPROVE THE ALLOCATION OF £175,000 FROM THE 2016/17 AND PROJECTED 2017/18 BUDGET SURPLUSES TOWARDS THE COST OF POTENTIAL IMPROVEMENTS TO ASHBY ROAD, COALVILLE. DELEGATES AUTHORITY FOR COMMITMENT OF THE AMOUNTS MENTIONED IN RECOMMENDATIONS 2., 3. AND 4. TO THE CHIEF EXECUTIVE IN CONSULTATION WITH THE LEADER. 	

1. BACKGROUND

- 1.1 As part of the Council's commitment to Building Confidence in Coalville this report sets out proposals to make improvements to Marlborough Square, Memorial Square and Ashby Road.
- 1.2 The Prince's Foundation's Regeneration Strategy for Coalville (2009) and the subsequent Four Squares and Streets Investment Plan (2010) highlighted the requirement for improvements to Marlborough Square and Memorial Square.
- 1.3 Ashby Road is a key gateway into Coalville, and the existing traffic calming is not universally popular. Talks are ongoing with the Highway Authority, to secure agreement to de-clutter and re-align the road.
- 1.4 Other work under the banner of Building Confidence in Coalville includes:
 - Phases 1 and 2 of the frontages improvement scheme
 - Delivery of the Enterprising Town Centres grant scheme
 - Free after 3 car parking initiative
 - Improvements to the Emporium and former Arriva bus depot
 - Improvements to the former Litten Tree frontage.

2. MARLBOROUGH SQUARE

- 2.1 In July 2016 Cabinet allocated £523,000 towards the cost of creating a design plan for Marlborough Square and the potential cost of implementation of that design.
- 2.2 In addition officers have engaged with the businesses and property owners in Marlborough Square to seek their views on the future of this part of Coalville, with the aspiration of increasing footfall and customer spend.
- 2.3 The Marlborough Square Group (businesses and property owners in and around the square) has met on three occasions and has agreed the following brief for public realm works:
 - To reduce the vehicle domination of the square, reduce vehicle speeds and remove street clutter
 - To make the square more flexible for events
 - To create a square that is easier for pedestrians (shoppers) to move around
 - To create a better waiting area for public transport users
 - To introduce new hard landscaping and trees to improve the visual appeal of this part of the town centre
 - To increase the amount of turnover in parking spaces, to allow more shoppers per hour to park in the square and get to businesses within the square more easily.
- 2.4 Using the above brief the Council's Urban Designer has drafted an indicative public realm improvement scheme. This has been discussed with LCC Highways engineers. LCC Highways is, in principle, supportive of the proposed scheme, which can be found at Appendix 1.

- 2.5 Outputs and outcomes for the project include:
 - Increased footfall to the Marlborough Square area
 - Increased spend in the businesses in and around Marlborough Square and possibly Coalville as a whole
 - Pleasant public realm that gives people a reason to walk and explore
 - Programme of events and activity to generate interest (organised both by NWLDC and Marlborough Square businesses) including Coalville by the Sea and an extended Christmas event
 - Increased interest in vacant properties
 - Increased engagement from Marlborough Square businesses.
- 2.6 Initial estimates from LCC Highways estimate the costs associated with detailed design and project management at £1.1m. Officers will seek to manage-down these estimates and it is important to note that costs are indicative and subject to detailed surveys, technical and construction designs.
- 2.7 Cabinet has already allocated £523,000 towards the project and it is proposed that a further £577,000 is allocated from the 2016/17 and the projected 2017/18 budget surpluses to enable the Marlborough Square improvements to be developed further with a detailed design specification and project plan.
- 2.8 The requested allocation is to provide a financial frame to progress the works. It is planned that these costs will be managed effectively and efficiently to ensure that the actual cost is well within the budget allocation. Any underspends will be ring fenced to promote activities and events in the new square once it is completed.
- 2.9 There are a number of reasons for allocating further funds to ensure the completion of the Marlborough Square improvements:
 - The economic benefits of undertaking public realm works have been well documented. For example "Public realm improvements, like pedestrianisation or adding seating and greenery, can increase retail footfall by about 30% and retail turnover by an average of 17 per cent" (according to Tim Whitehead, David Simmonds, and John Preston (2006) "The Effect of Urban Quality Improvements on Economic Activity." Journal of Environmental Management 80 (1) (July): 1–12. doi:10.1016/j.jenvman.2005.01.029). The Association of Town Centre Management state that 'sustainable shopping' comes from local people who are encouraged to visit a town centre more regularly' in their "Living Streets An Introduction to Managing Great Places" Report.
 - The onus is on the public sector to undertake public realm improvements for the benefit of residents, businesses and visitors. If the Council does not perform this stewardship role then it does not get done.
 - It is estimated that public realm improvements have not been carried out in Marlborough Square since the late 1990s. Any investment made in 2017/18 would have a likely lifespan of 25-30 years meaning that the capital investment looked at on a per year basis is significantly reduced.
 - There is an appetite from the Marlborough Square businesses to see improvements being made to the Square and a willingness to bear with the disruption whilst works are undertaken.

- Public sector investment will result in private sector investment. For example the
 Frontage Improvement scheme has already generated the prospect of increased
 private sector investment with over 40% of eligible businesses in the Marlborough
 Square area expressing an interest in the scheme.
- There is a cumulative benefit for Coalville if both Marlborough and Memorial Squares are improved.
- 2.10 It is also the intention to develop a communications and event plan alongside the public realm improvements, which will set out attractions and activities for the following two years. The Business Focus / Planning Team would also provide a development / investment brief to seek to attract new businesses to further invest in the square.
- 2.11 It is anticipated that works to Marlborough Square will take at least six months to complete although at this stage this is an initial estimate only.
- 2.12 The lead in time for works to commence will depend on the availability of LCC Highways, which will be engaged to project manage the improvements as well as ensure, if needed, that these improvements fit into any developments linked to the County's plans for Snibston. The lead in time may be 12 months or more. Planning permission will also be required before works can commence.
- 2.13 There are a number of risks associated with improvements to Marlborough Square:

Potential risk	Suggested mitigation measure
Short term impact of loss of footfall	Development of a "we support the
and trade whilst works are	improvements" charter for local businesses to
undertaken resulting in negative	sign to guard against complaints to the media
publicity in local press	Contractor to develop plan of works to
	minimise disruption to businesses e.g. avoid
	Christmas
Public realm works overrun in terms	Contingency fund built into project costs.
of time and costs	Contractor liable for compensation to
	businesses in the event of works overrunning
	Penalties for late delivery incorporated into
	contract
Negative publicity and loss of	Ensure improvement works are deliverable
confidence if project not undertaken	before consultation
following consultation	
Public perception that the	Communications strategy explains what costs
improvement works are a waste of	are involved i.e. not just materials
money	

3. MEMORIAL SQUARE

3.1 Memorial Square holds great significance for the people of Coalville as not only is it at the crossroads around which the town grew but it is also the site of the Memorial Clock Tower and so serves as a focal point for the town.

- 3.2 Officers have engaged with organisations that have an interest in Memorial Square and a Memorial Square Group has met on three occasions and in the short term has addressed anti-social behaviour and litter issues.
- 3.3 In the longer term the group is committed to enhancing the square for the benefit of Coalville residents and as part of the wider town centre regeneration plans which are intended to drive footfall and spend to various sites around Coalville.
- 3.4 The Memorial Square Group has agreed the following project aim:
 - "To enhance the setting of the Grade II listed War Memorial upgrading the quality of the public realm through resurfacing works and the installation of new street furniture."
- 3.5 A number of operating principles have been agreed with the involvement of the Council's Urban Designer as follows:
 - The project must respect and enhance the Memorial Clock Tower and its setting to reflect the importance of the site to Coalville and its people
 - The project must create a space to accommodate larger public gatherings for Remembrance and other suitable public events and activities
 - Any enhancements must stand the test of time regardless of other developments that may happen in future
 - The project must have regard to the long term maintenance costs.
- 3.6 Using the above brief the Council's Urban Designer has drafted an indicative public realm improvement scheme. This has been discussed with LCC Highways engineers. LCC Highways is, in principle, supportive of the proposed scheme, which can be found at Appendix 2.
- 3.7 Anticipated outputs for the project include:
 - Key contribution to the delivery of the wider Building Confidence in Coalville project
 - Acts as a catalyst for leveraging private sector spend e.g. improvements to the Red House
 - Programme of events and activity to generate interest (organised both by NWLDC and Memorial Square businesses) including Remembrance activity
 - Featured as a key site in proposed Heritage Trail
 - More accessible space for events
 - Secure structural future for Memorial Clock Tower
 - Commemorative artwork located in Memorial Square
 - Pleasant public realm that gives people a reason to walk and explore.
- 3.8 LCC Highways has provided an initial cost estimate of £500,000. Officers will seek to manage-down these estimates and it is important to note that costs are indicative and subject to detailed surveys, technical and construction designs.
- 3.9 In addition the Coalville Special Expenses Working Party has allocated £2,000 towards the creation of a commemorative artwork (mosaic) in the raised flowerbed at the Mantle Lane end of Memorial Square.

- 3.10 It is proposed that NWL allocates £25,000 from the 2016/17 and the projected 2017/18 budget surpluses to this project as:
 - The onus is on the public sector to undertake public realm improvements for the benefit of residents, businesses and visitors. If the Council does not perform this stewardship role then it does not get done
 - There is a cumulative benefit for Coalville if both Marlborough and Memorial Squares are improved.
- 3.11 It is intended that a scheme of public subscription, local businesses, public campaigns, potential S106 and applications for specific local community schemes source the remaining £475,000. A funding strategy will need to be delivered by the Memorial Square Group with leadership from the Business Focus Team. Contributions towards the project could be in the form of goods and services as well as money. It may be necessary to establish a separately constituted group to seek and co-ordinate these funds.
- 3.12 As November 2018 will mark the 100th anniversary of the end of the First World War the next 18 months will be an opportune moment to seek sponsorship for the project. Partners such as the Royal British Legion will become ambassadors for the project and will seek funding on behalf of the group.
- 3.13 The lead in time for works to commence will depend on the availability of LCC Highways, which will be engaged to project manage the improvements. However the lead in time to specify, contract and start the works may well be 9-12 months with and estimated implementation programme of 3-5 months. Timescales will be identified as the project gets underway and will need to be sensitive to the key remembrance dates and events plus the success and timescale of accessing funds. Planning permission will also be required before works can commence.
- 3.14 There are a number of risks associated with improvements to Memorial Square:

Potential risk	Suggested mitigation measure
Short term impact of loss of footfall and trade whilst works are undertaken resulting in negative publicity in local press	Development of a "we support the improvements" charter for local businesses to sign to guard against complaints to the media Contractor to develop plan of works to minimise disruption to businesses e.g. avoid Christmas
Public realm works overrun in terms of time and costs	Contingency fund built into project costs. Contractor liable for compensation to businesses in the event of works overrunning Penalties for late delivery incorporated into contract
Negative publicity and loss of confidence if project not undertaken following consultation	Ensure improvement works are deliverable before consultation
Public perception that the improvement works are a waste of money	Communications strategy explains what costs are involved i.e. not just materials

4. ASHBY ROAD TRAFFIC CALMING SCHEME

- 4.1 The traffic calming along Ashby Road, between Ravenstone Roadand Memorial Square, does not meet current highway standards and is no longer considered to be fit for purpose. The route has seen significant change since the traffic calming was installed, including new housing developments. The County Council's decision to close the Snibston Discovery Centre also represents a substantial change in terms of attractors for traffic along Ashby Road.
- 4.2 The County Council, as landowner of the wider Snibston estate, has indicated that substantial land holdings are likely to come forward for redevelopment within the medium term. This has been through inclusion of land within the Strategic Housing Land Availability Assessment (SHLAA) and the Employment Land Availability Assessment (ELAA). In the event that a planning application were to be submitted, works would be required to improve the existing access onto Ashby Road. That would present an opportunity to implement a wider scheme, by pooling money from Section 38 contributions with other pots of money, including money that the District Council has already committed to a scheme.
- 4.3 Progress so far has been good. The Senior Urban Designer has drawn up an indicative proposal, and a number of meetings have been held with officials from the county Highway Authority. While the finer details have not yet been finalised, some important principles have been agreed. The key principle is to straighten the carriageway, by removing the existing build outs and vegetation which currently introduce horizontal 'friction' and act to slow vehicles down.
- In addition to the build outs and planting, there is an excessive amount of street furniture which gives it a cluttered feel. This includes non-standard and excessive signage, and in particular crash barriers. The tension between urban design aspirations and highway design standards that was identified by the Council's Design Guide SPD, which has now been formally adopted, is of relevance in this case. That tension remains unresolved but good progress has been made.
- 4.5 The challenge to be met is to straighten the road, and remove street clutter such as signage, barriers and build outs, while at the same time encouraging vehicles to slow down. The details of how this will be achieved are currently being designed. These will need to be agreed by the county council, which as highway authority is the owner of the road itself.
- 4.6 The timescale for the works is intertwined with other proposed works in the wider area, and as such it will be important to ensure that particular attention is paid to scheduling. It is not possible to carry out substantial works to Ashby Road and Belvoir Road at the same time, and as a result the timing of works to Ashby Road improvements cannot be accurately programmed. In addition, the funding profile of the works is such that the County Council's contribution is dependent on the redevelopment of the Snibston estate, which adds further difficulty to scheduling the project.

- 4.7 The District Council is to contribute £175,000, including £50,000 to boost the quality of the works, and this sum is in addition to the £125,000 that the County Council has agreed to make available. A standard resurfacing and de-cluttering project would cost in the region of £250,000, and the extra £50,000 is intended to introduce higher quality materials at specific 'gateway' locations. The detail of this is currently being negotiated between the two Councils.
- 4.8 There are a number of risks associated with works to Ashby Road

Potential risk	Suggested mitigation measure	
Short term impact of road closures at	County Council as highway authority to	
the same time along Ashby Road and	to develop plan of works to minimise	
Belvoir Road (associated with works to	disruption and avoid multiple road closures	
Marlborough Square)	in close proximity to each other	
Public realm works overrun in terms of	Contingency fund built into project costs.	
time and costs		
Negative publicity and loss of	Ensure improvement works are deliverable	
confidence if project not undertaken	before consultation	
following consultation		
Public perception that the improvement works are a waste of money	Communications strategy will explain what costs are involved i.e. not just materials, as well as the fact that some significant works would have to be done anyway, so the additional spend is added value to the long term quality of the local environment	

5. FINANCIAL IMPLICATIONS

- 5.1 The forecast budget surplus for 2016/17 is currently £1,606,306. Cabinet has previously allocated expenditure of £1,058,616 leaving a balance of £547,690.
- 5.2 The projected budget surplus for 2017/18 is £934,465.
- 5.3 The financial impact of the proposals is shown below:

	£
Balance of 2016/17 surplus	547,690
Projected 2017/18 surplus	934,465
TOTAL SURPLUS	1,482,155
Marlborough Square	(577,000)
Memorial Square	(25,000)
Ashby Road – traffic calming	(175,000)
Ashby Canal Infrastructure	(20,000)
Investment *	
TOTAL EXPENDITURE	(797,000)
REMAINING SURPLUS	685,155

^{*} Item considered in separate report: 'Ashby Canal Investment in Infrastructure



NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 13 JUNE 2017

Title of report	CONTRACT AWARD FOR REFURBISHMENT WORKS TO MARLBOROUGH FLATS			
Key Decision	a) Financial Yes b) Community Yes			
Contacts	Councillor Roger Bayliss 01530 411055 roger.bayliss@nwleicestershire.gov.uk Director of Housing 01530 454819 glyn.jones@nwleicestershire.gov.uk			
Purpose of report	The report requests that Cabinet delegates authority to award the contract for the refurbishment works to Marlborough Flats to the Director of Housing in consultation with the Housing Portfolio Holder.			
Reason for Decision	The level of expenditure on this contract exceeds the authority threshold in the Scheme of Delegation. To improve the quality of the homes and immediate environment to Marlborough Flats in the centre of Coalville.			
Council Priorities	Building Confidence in Coalville Homes and Communities			
Implications:				
Financial/Staff	Costs to be met from within existing approved budgets			
Link to relevant CAT	Not applicable			
Risk Management	Management of the contractor's performance by Housing's Asset Management Team, including regular site review meetings between both parties during the delivery of the works.			
Equalities Impact Screening	Not applicable			
Human Rights	No implications			

Transformational Government	Not applicable
Comments of Deputy Chief Executive	Report is satisfactory
Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	Tenants of Marlborough Flats
Background papers	None
Recommendations	THAT CABINET DELEGATES AUTHORITY TO AWARD THE CONTRACT FOR THE REFURBISHMENT OF MARLBOROUGH FLATS TO THE DIRECTOR OF HOUSING IN CONSULTATION WITH THE HOUSING PORTFOLIO HOLDER.

1.0 BACKGROUND

- 1.1 Marlborough Flats is a three storey flat complex built in 1988 situated in the centre of Coalville. The nine 1 bedroom flats have historically provided general letting accommodation for predominantly single adults.
- 1.2 In recent years, the complex has suffered from issues of anti-social behaviour (ASB) and vandalism from a number of tenants and associated visitors to the building. The building has a poor reputation locally and empty flats have sometimes been hard to let. The Council carried out two evictions in April 2017 to remove tenants on the grounds of ASB. Whilst some limited external improvements have been carried out recently (new boundary fence, marking of car park, new signage), more significant refurbishment is required to make the building fit for purpose.
- 1.3 As part of the Council's commitment to improving Coalville it is intended to undertake refurbishment works to upgrade the building and:
 - Improve the building security in general;
 - Reduce disused communal space and expand the floor area of three flats;
 - Maintain the decent homes standard and increase the thermal insulation of all flats;
 - Improve both the external and internal aesthetics of the building.
- 1.4 The proposed refurbishment work received planning approval in December 2016 and upon completion of the works it is intended to rename the block Jackson Court. Confirmation has been received from the Coalville Heritage Society that the Jackson of

Jackson Street was a Mr James Jackson who was a local businessman after whom it is appropriate to name the building.

1.5 The procurement exercise to undertake these works has now been completed and the contract is to be awarded based on the most economically advantageous tender taking into consideration the following:

Quality 35% Price 65%

2.0 PROCUREMENT ROUTE

- 2.1 The procurement route was by open tender, using the Council's electronic Vault system. The exercise attracted interest from a wide spectrum of different-sized local and national companies.
- 2.2 Submissions were evaluated by a Panel of four officers, consisting of the Housing Procurement Project Manager; the Housing Asset Manager, the Housing Senior Quantity Surveyor and the Corporate Procurement and Commissioning Officer.
- 2.3 The breakdown of the procurement evaluation, the respective bidders' quality scores and the price quoted by the winning bidder are set out in the confidential appendix to this report (Apendix One).
- 2.4 In order to award the contract in relation to the provision of these refurbishment works with a view to a commencement date of 6 July 2017, Cabinet is requested to delegate authority to the Director of Housing in consulation with the Housing Portfolio Holder.

3.0 FINANCIAL IMPLICATIONS

- 3.1 Budgetary provision of £135,000 plus a contingency has been allocated in the 2017/18 HRA capital programme for this project.
- 3.2 The winning bidder's quoted price can therefore be met from within existing budgetary provision.



Likely to contain exempt information under paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted



NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET - TUESDAY, 13 JUNE 2017

Report Title	2016/17 QUARTER 4 PERFORMANCE MANAGEMENT REPORT		
Key Decision	a) Financial - No b) Community - No		
Contacts	Councillor Richard Blunt 01530 454510 richard.blunt@nwleicestershire.gov.uk Chief Executive 01530 454500 bev.smith@nwleicestershire.gov.uk Deputy Chief Executive and Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk Interim Director of Resources 01530 454833 andrew.hunkin@nwleicestershire.gov.uk Director of Housing 01530 454819 glyn.jones@nwleicestershire.gov.uk		
Purpose of report	The report provides members of the Cabinet with information on the performance and progress made against the Council Delivery Plan actions and performance indicators for quarter 4 (Q4) (January - March).		
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 five priorities for 2016/17		
Implications			
Financial/Staff	The report contains summary performance data on staff management & financial information.		
Link to relevant CAT	The report links to the work of all Corporate Action Teams.		
Risk Management	Risk management is applicable to all areas of the Council's statutory duties and service provision. Any relevant risks relating to actions set out in the Council Delivery Plan are managed through the Corporate Risk Register.		

Human Rights	No direct implications.
Transformational Government	No direct implications
Comments of Deputy Chief Executive	The report is satisfactory.
Comments of Deputy Section 151 Officer	The report is satisfactory.
Comments of Monitoring Officer	The report is satisfactory.
Consultees	Corporate Leadership Team
Background papers	Council Delivery Plan 2016/17
Recommendations	THAT CABINET RECEIVES AND COMMENTS ON THE QUARTER 4 PERFORMANCE REPORT (JAN – MAR 2017).

PERFORMANCE SUMMARY FOR QUARTER 4

1 Introduction

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

2 Performance summary of key frontline services

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

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

The detailed evidence and statistics of the Council's performance for Q4 is included in Appendix 1

2.1 Leisure Services

Officers are working in partnership with Thringstone Miners Welfare Social centre to develop a football training pitch on the area formerly known as Clover Place play area. Planning permission for the fencing and a footpath diversion has now been approved. Officers are also developing landscaping and recreation proposals to increase usage of Melrose Road Recreation Ground details of which will be presented to Coalville Special Expense Working Party at its July meeting.

Leisure Services have signed up as an Employer Partner to the Chartered Institute for the Management of Sport and Physical Activity Sport which offers access to continued professional development and training packages for staff, relevant courses will be considered following a review of the services training needs matrix. Officers are also continuing to work with consultants to finalise a Playing Pitch Strategy for the district which will identify any future shortfalls in formal playing pitch provision related to the proposed growth in housing and population. The strategy will be completed in June 2017 and will include an action plan with short, medium and long term recommendations for the Council to consider.

The Grounds Maintenance team is working closely with the Coalville Heroes Project as part of the Coalville project to develop a Community Garden in Coalville Park. This project will progress throughout quarter 1 and feature community flower beds, community allotments and community art features.

Officers are also supporting the following school sports facility developments;

- The feasibility of the installation of an athletic track at Newbridge High School.
- An extension to the sports facilities at Hood Park Leisure Centre and Ivanhoe College through a Joint Consultative Committee.

The Sport and Physical Activity officers are also supporting a countywide bid coordinated by Leicester-Shire and Rutland Sport into the Sport England Inactivity fund focussing on falls prevention for older persons.

2.2 Housing Services

Rent collection levels achieved in 2016-17 have been our strongest since 2013/14 with only 1.93% of the gross debit outstanding at the end of Q4, against a target of 2.13%, which ensured a strong performance in securing our rental income. This excellent performance is upper quartile in benchmarking terms when compared with other landlords. A rent loss figure of 1.12% similarly ensured that the target of 1.8% was exceeded, and our success in both reducing the number of empty properties and letting them more quickly, led to increased income of £136k.

By the end of Q4, the repairs team had completed maintenance work to the lettable standard to 332 empty homes at a combined cost of £1,072,071 (average spend of £3,229 per property) for 2016/17. The average relet time for empty homes was 37 days, thus meeting the target of 40 days, and considerably improving on the 77 days outturn for 2015/16.

A total of 520 tenants homes had been upgraded by the end of Q4 as part of the annual improvement programme. Negotiations were also completed in Q4 to agree the price for the 2017/18 programme which is the last year of our contract with Kier and Lovell. The accelerated programme will be completed by 30 September 2017,

which will then allow time to agree the method of delivery from 1 April 2018, including in house provision, although some external contractor support will continue to be needed.

Tenants previously told us through the biannual STAR tenant satisfaction survey that additional off street parking is a priority for them, and in response we have successfully completed two off street parking improvement schemes at Willn Close, Greenhill and St Matthews Avenue, Worthington and the provision of mobility parking facilities at Park View. Further parking improvements at Hamilton Rd, Greenhill will start in Q1.

The new community centre for the Linford and Verdon estate was officially opened in January 2017. The completion of this work will now allow the demolition (scheduled for June 2017) of the former Greenacres sheltered scheme building for redevelopment with new Council housing. The construction contractor Robert Woodhead Ltd assisted with a 'breaking the ground' ceremony in Q4, contract mobilisation is underway with a start on site in earnest in Q1.

After the disposal of a council owned garage site on North Avenue, Coalville, 17 new affordable properties were delivered by East Midlands Housing, and have been let to new tenants through the Choice Based Lettings system.

To assist ex-servicemen in accessing our accommodation, we have established a close and successful partnership working with the charity Once, We Were Soldiers. We have rehoused several ex-forces personnel in recent months, some of whom were rough sleeping or had insecure accommodation. The services we jointly provide were recognised through positive publicity with local newspapers, BBC Radio Leicester and BBC East Midlands Today in Q4.

The work of our Tenants Scrutiny Panel, who recently completed their inspection into how anti-social behaviour is managed, and are now looking at the complaints process, was also recognised. At the Central Region Awards of the Tenant Participation Advisory Service in March 2017, they collected a gold award for their work on tenant scrutiny, and now go forward to the national finals.

In partnership with Lovell, we also upgraded the Tenants Association facilities at the Greenhill Community Shop for the benefit of local residents, and a successful opening event was held.

An assistive technology marketing plan (including our 24/7 lifeline monitoring service) was launched at the end of Q4. This will provide additional income to replace the funding removed when we made changes to the Older Persons Support Service in response to the end of Supporting People funding. Under the branding of "Safe and Well Services" the plan will introduce chargeable Support Officer visits for private lifeline customers (this was previously only available to Council tenants), as well as a range "telecare" sensors, which can be provided and then remotely monitored for a small weekly charge.

The continuing promotion of social activities in sheltered housing schemes provides positive results, with over 1500 events for the year held at 10 locations by the end of Q4. These include keep fit sessions, lunch clubs and a range of other activities as requested by tenants to help reduce social isolation and promote healthy lifestyles.

2.3 Revenues & Benefits

All performance measures are monitored each month and reported to the Partnership Management Board and Joint Committee. Information and updates are also shared with the Corporate Activity Team.

All of the key indicators have been achieved. These include both collection rates and the processing of claims.

The Discretionary Housing payments scheme is designed to support claimants requiring help with their rent who may be affected by welfare reform changes and the introduction of universal credit. The scheme is funded by the Department for Work and pensions. Our grant this year was £114,965 and the total spend was £89,947.

'Paperfree' was promoted as part of 2017/18 annual billing in conjunction with the Communications Team. Promotion included Facebook, Twitter feeds and the housing residents' newsletter. Inserts were also included with the 2017/18 annual bills issued in March 2017 for both the Housing and Environmental Health teams.

2.4 Refuse & Recycling

The new resident recycling welcome pack has been updated to include new prices for domestic bulky waste collections and information promoting the Environmental Protection team's volunteer litter picking service.

An additional round has been introduced to back up our existing recycling, grass and refuse rounds due to the increased volume of new housing within the District. The new round also incorporates bring site collections to be more efficient. Garden waste collection crews were reduced from 4 to 3 during the winter months to maximise efficiency due to the annual low presentation rates of bins which resulted in a saving of over £3,000.

The development of the councils iPads for Waste Services has continued with trade waste now being included. Bulky waste collections have been successfully launched alongside as the introduction of holiday forms, safety checklist, reflections check list resulting in further administration and time efficiencies for staff. Updates have also been made to the waste management software to store safe systems of work documents allowing Crew Leaders to view safety documents online which also provides an audit trail for management to view. 360 degree cameras have also been installed on all recycling vehicles allowing incidents to be viewed and adherence to working practices monitored.

There were a total of 266 social media tweets for 2016/17 which is the highest annual number to date with topics for March including;

- Litter picking on the A42
- CCTV enforcement against enviro-crimes
- Advice on presenting containers on windy days
- Tonnage of paper recycled since Christmas
- Large fly tips near Farm Town

2.5 Development Control

A Local Development Order (LDO) came into force in Coalville, granting planning permission in advance to works that are supported by the Council's shopfront

improvement scheme. The new LDO extends the area covered along Belvoir Road and into Marlborough Square and supports the efforts to regenerate Coalville town centre.

An initial concept design has also been prepared by the Council's Senior Urban Designer, to transform how Marlborough Square looks, feels and functions. This is part of a medium term strategy to improve the public realm, and negotiations continue with the highway authority to bring the scheme forward. The Council has already allocated some funds towards delivering this scheme

Structured engagement with elected Members and service users has taken place during Q4, with positive feedback about the performance and responsiveness of the service. As a result of the Agents' meeting, the Planning & Development Team has begun to issue decision notices by email, rather than by post. This will save the Council money on printing and postage, and is part of a wider review of the procedures within the team. It is intended that the office will move away from a reliance on paper files, and towards the electronic file being the live file. To that end, new mobile technology is currently being trialled by the team.

Planning Committee Member training focused on current issues, and further Member training is due to take place throughout the next municipal year.

Both the Building Regulation and Land Charges functions face competition from local private sector providers. Building Regulations plan checking performance continued to improve in 2016/17 with the target of 85% checked within 15 working days met, and regularly exceeded. Land Charges also exceeded their target for all of their searches completed and returned within an average of 5-7 working days.

Work has begun on the Strategic Rail Freight Interchange, in the form of earthworks and road works. This is in conjunction with Highways England's SMART motorway works to the same stretch of the M1. Once complete, it is projected that this development will secure an additional 7000 jobs in the district.

Work also continues on the widening and signalizing of the A42 Junction 13 roundabout, which has unlocked developments in both Coalville and Ashby. The new M&S foodstore at Flagstaff roundabout is underway, and planning permission has been granted for a new service area to be served from the A42 Junction 13 roundabout.

The Public Inquiry considering the appeal by Jelson Homes against the Council's refusal of planning permission for homes to be built in the Whitwick Green Wedge was held, and the decision was received in May upholding the Council's refusal. This is an endorsement of the progress the Council has made with its Local Plan and in continuing to secure a 5 year supply of housing.

The conversion of the Old School House, Coleorton, to a dwelling won 'Best Conversion and Change of Use' at the LABC East Midlands Awards 2016. As category winner it went forward to the national LABC awards in London. The scheme brought back in to use an existing derelict building, which used a ground source heat pump to produce energy. This scheme continued the success that the Building Control team's customers have had at these prestigious awards.

2.6 Environmental Health

A draft taxi driver policy was approved by Licensing Committee on 22 February 2017. The policy has been published and commenced on 1 March 2017. The new policy is expected to further improve the knowledge and conduct of drivers. Changes have

been made to the driver medical assessment, driver code of conduct, convictions policy. Furthermore the policy introduces a requirement for drivers to undertake safeguarding and child sexual exploitation training.

The standard of taxi vehicles continues to improve with the first time pass rate for Q4 at 69%. This compares to a pass rate of 65.5% over the last financial year. A text message encouraging taxi drivers to have their vehicle serviced before submitting the vehicle for the council inspection, introduced in 2016 is thought to have had a positive impact.

The food safety team has completed a programme of frequent visits to food establishments found not to be compliant with food hygiene law. Each of the 10 business selected received tailored support, enabling the establishment to improve standards. At the end of the support programme only 1 of the businesses selected remained non-compliant with food hygiene law.

Q4 saw an increase in the level of enforcement activity by the food safety team. A food business was formally closed as the conditions found presented an imminent risk to public health. In addition 9 hygiene improvement notices were served requiring improvement at 5 food businesses.

3 Council Delivery Plan

Appendix 1 sets out a high level exception report 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 Q4.

3.1 Building Confidence in Coalville

Seventy five percent of eligible properties on Hotel Street and High Street (Phase 1 of the scheme) have applied for or been offered a grant or are in discussion about participating. Twenty three percent of eligible properties on Belvoir Road, Ashby Road and Marlborough Square (Phase 2 of the scheme) have expressed interest in the scheme. During March four new shop front projects came forward, on Hotel Street, High Street and Belvoir Road.

The new owners of the former bus depot on Ashby Road, Desirable Car Ltd, began work onsite in Q4 and have informed the Business Focus Team that they anticipate the works to the property to be concluded in September (Q2) with business planned opening in December (Q3). Work to give a new lease of life to a former bus depot and bring new jobs to Coalville has started, thanks in part to financial help from the council £50,000 from the NWLDC Frontage Grant Scheme and a successful application for a £25,000 grant under the council's Enterprising North West Leicestershire grant scheme.

Works are ongoing with the stakeholder groups to design plans for Marlborough Square and Memorial Square, in order to increase public safety, tackle traffic issues and create more flexible spaces for event and commemorative uses. Q4 included meetings between the project team at Leicestershire County Council as the Highways authority to discuss the initial outline plans and cost up the works. Cabinet allocated £523,000 towards the design and implementation of improvements to Marlborough Square in July 2016.

Coalville Project stakeholder events took place in January 2017. Coalville Heroes supported preparation for a 'Think Tank' youth engagement event in April 2017. The aim of the event was to engage with young people in a fun way and find their aspirations for Coalville's future – What they would like to see and how they can get

involved in making positive changes themselves. Q4 also saw Coalville Heroes take on Unit 17 in Coalville Market.

The 'Free After 3pm' promotion was launched in Q4. The initiative means that shoppers wishing to use the car parks in Coalville during the afternoon will now be able to park for free after 3pm. It is hoped that the initiative will boost town centre trade in quiet periods, typically targeting after school shoppers. Work is also underway to procure and install new ticket machines which will give drivers new ways to pay, including credit / debit card, contactless payments and pay by phone.

The 'Fifty Soldiers in Fifty Weeks' programme was launched in Q4. This will see a serial interpretation of stories about individual soldiers from the First Fifty, appearing weakly in Coalville Times; ongoing, until November 2017.

Business Focus worked with Leicestershire County Council to replace and install new cycle racks at key points throughout the town. Installation has since taken place at the Council Offices, on High Street outside the Library and on Belvoir Road outside the Belvoir Centre.

3.2 Business & Jobs Priority

Business Focus have been progressing the delivery of Phase 1 of the Enterprising North West Leicestershire grants programme. All but two of the projects have completed their initial investment and have received their enterprising grants. Through Q4 Business Focus undertook 12 monitoring and support visits to successful grant applicants.

Business Focus Officers have finalised the development of Phase 2 of the enterprising grant programme, 'Enterprising town Centres'. The Enterprising Town Centres programme includes grant funding and specialist businesses support for SME town centre businesses in Ashby, Castle Donington, Coalville (including Coalville market stall holders), Ibstock, Kegworth and Measham. The programme will support existing business growth encourage new town centre business to start ups, increase town centre occupancy rates, improve town centre business performance and increase footfall. - Cabinet approved allocation of £250,000 to support this scheme in October 2016.

In Q4 the Business Focus team responded to 40 business enquires who were provided with advice and support and signposted to the LLEP Business Gateway. Included in the 40 clients was Appleby based company, Roy Dennis Signs, who were supported in securing a £2,500 grant from the NBV 'Grants for Enterprise' programme. Business Focus also issued 27 briefings through the Business Focus networks.

Business Focus worked in partnership with Jobcentre Plus and Stephenson College to deliver a Coalville Jobs Fair on 4 April. This event built on the previous Jobs Fair delivered in Q3 in response to local businesses' needs highlighted through engagement activity with Amazon, Marks & Spencer, East Midlands Airport and other local employers.

Following the announcement from DHL Freight UK that they will be making redundancies at their Bardon operations, Business Focus began working with DHL Freight and the Job Centre to coordinate redundancy support sessions specifically designed to support those impacted by the job losses back into employment.

In Q4 Business Focus began preparing an economic profile for North West Leicestershire. The profile will be the first of an annual assessment and will include

many economic indicators and will evidence what are the Districts growth sectors and which sectors are retracting. The economic profile identify opportunities for grown and also areas of need. This evidence can be used to identify future projects, influence policy, to bid for funding and to attract inward investment.

In Q4 Business Focus were invited to give a presentation to the Chamber of Commerce to discuss support and funding for local businesses. The Chamber of Commerce have since agreed to help promote raise awareness of the funding and support available through Business Focus and a handful of follow up 1:2:1 meetings between Chamber Members and Business Focus Officers have been arranged. Also in Q4 Business Focus were invited to speak at the Leicestershire Work and Skills Forum. Officers gave a presentation on the current economic profile of the district highlighting local issue regarding skills gaps and labour shortages and how the team are working with agencies and education providers to address some of these issues locally. Following the talk Business Focus have met with neighbouring authorities to share good practice delivering jobs fairs in partnership with education providers and Job Centre Plus.

Business Focus are working with Roxhill to support the delivery of an Employment Strategy to ensure that local job seekers, local support agencies and local schools and colleges are engaged with the opportunities arising from the Strategic Rail Freight Interchange development through the construction phase and through the occupation phase. Business Focus have set up a steering group with the LLEP, County Council, Stephenson College, Job Centre Plus and the Roxhill project directors and their sub-contractors WinVic

Business Focus worked with Environmental Health to secure funding from the LLEP to deliver a one off 'Business Booster' workshop. The workshop was designed to engage independent town centre retail businesses and give them advice and techniques to help make positive changes to their business that could attract customers and increase sales. The Business Booster workshop was held at Heartwood Conferencing in Coalville on 1 March attracted 31 delegates from 20 businesses from across the District. The event included a workshop led by Kerching Retail and supported by presentations from the Business Focus Team and The LLEP Business Gateway. Feedback from delegates was unanimously positive. Post event some delegates wrote to the Business Focus team to provide feedback. One delegate wrote: 'Can I repeat my appreciation and thanks for the really excellent presentation yesterday.' Another said 'it was one of the most dynamic meetings I have ever been to! I have already put some of suggestions into practice to great effect.'

In partnership with the Market Towns Study steering group, Business Focus has secured funding to support delivery of a Town Centre Wi-Fi Project for Coalville. Alongside the Town Centre Wi-Fi project, Business Focus is developing a project to install GeoSense technology in Coalville and Ashby. Both projects are planned to be delivered in the Autumn 2017. GeoSense is a digital footfall counter using mobile phones to record town centre footfall, dwell times, frequency of visitors and pedestrian flows. This data will be used as an indicator to measure the impact of town centre initiatives such as enterprising town Centres, Coalville Shop fronts as well as town centre events and promotional activity.

Business Focus worked with Leicestershire County Council to engage with key local business along the A511 to support an LCC led funding bid to secure £5.5million from the Governments Challenge Fund. If successful the funding will be used to improve the highways network on the A50 and A511.

4 Financial management update

The General Fund forecast out-turn is a surplus of just over £1.6m compared to the original budget of £1.08m. This is mainly due to additional business rates (£383k) and planning income (£316k) being higher than budgeted. Cabinet has already allocated just over £1.05m of this surplus on projects such as the ICT road map, Accommodation Strategy and Car Parking strategy. Cabinet will be now be considering how the remaining surplus should be managed.

The Housing Revenue Account is forecast to have a surplus of £2.978m, this is £583k more compared to the original budget. This increase in surplus is mainly due to increase in rental income of £210k (as a result of reduced void levels and increase in rent on supported properties) and underspend on housing repairs by £210k.

5 Sickness absence management update

The end of year absence figure stands at 9.07 (Days lost per FTE) against the annual target of 7.4 days.

Analysis of the sickness data has shown that long terms sickness, lasting 10 days or more, accounted for 69% of the total. Employees on long term sickness are being pro-actively managed with Team Managers by the Senior HR Advisor and our Occupational Health provider.

Back, Musculoskeletal and Operation / Post-Operative recovery accounted for over 50% of all long term sickness, as expected this type of sickness reason is more prevalent in the manual occupations such as Waste Services, Leisure Services and Housing Repairs and Investment.

Please note the quarterly figures have been recalculated at the end of the year and may be different to those reported in the previous quarters. This is due to a number of sickness related absences being designated as being disability related where they have become permanent conditions, and as such they are excluded from the sickness data.

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

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

Budgeted Cost to provide service	£387,140	Total FTE's (average)	81.12	Complaints received	1
Forecasted cost to provide service	£421,652	Total days lost to sickness	107.63 (516.64)*	Compliments received	10

^{*}cumulative number of FTE days lost

- A number of actions have been taken to maintain and increase membership income levels. These include increasing the level of sales and support staff between January and March, the delivery of sales and recruitment training to gym staff, receptionists and sports attendants, the review and delivery of membership promotions, site visits and benchmarking against competitors, increased social media presence, targeted promotions, the introduction of new fitness classes, the addition of new equipment in the fitness rooms and a review of the class cancellation procedure.
- The target for the year has been comfortably exceeded due to a number of developments and initiatives. New event bookings were secured and the team have worked closely with existing event hirers to drive up footfall. Examples of this are the Model Boat Show whereby the number of concessions increased by 30% and the attendance levels by 26%, and Larpcom where the number of concessions increased by 20%. The cross selling of discounted bar function and children's party hire to our NWL Swim Academy member portfolio has contributed to a 11% rise in utilisation rates, and the securing of further partners to the centres already impressive portfolio of after school activity providers has seen attendances increase in this area. As well as this, the continued growth of the NWL Swim Academy sees over 230 more pupils and parents attending the centres on a weekly basis compared to last year.

Performance Indicators	Q4 Target	Q4 Actual	Status
Leisure Centre Membership income	£994,100	£953,885	(E)
Leisure Facility Usage Levels (cumulative)	865,000	984,891	\odot

 $\stackrel{-}{\rightarrow}$

Progress against CDP milestones			Progress a	against CDP Performan	ce Indicators	
12	0 @	Amber	0 🙁 Red	17 © Green 0 🙃 Red		
Budgeted Cost to provide s	ervice	£561,350	Total FTE's	84.21	Complaints received	22
Forecasted cost to provide	service	£560,240	Total days lost to sickness	245.4 (1195.88)*	Compliments received	16

^{*}cumulative number of FTE days lost

- 76 properties from a stock of 4312 currently designated as being empty and unavailable, reduction of 11 properties since the beginning of the financial year. This has been achieved as a result of advertising some properties through Newton Fallowell. The Asset Management Strategy to dispose of the Greenacres, Westgate, Woulds and Queensway sites will see this number decrease in 2017/18.
- The arrears performance exceeds the year end target of 2.13% due to the successful contact with tenants to make payments and avoid enforcement action, arrears value is £346,050. The performance when compared through Housemark Benchmarking service, places the performance at Upper Quartile.
- During Q4 100% of the support plans were reviewed within 3 days of the review date. The cumulative performance for the year is 98% (388 of the 395 completed on target, 7 were completed within a week of the target).

Service Performance Indicators	Q4 Target	Q4 Actual	Status
% rent arrears of current tenants	2.13%	1.93%	\odot
% rent loss	1.80%	1.12%	\odot
% tenants satisfied with the allocation and lettings process	95%	100%	\odot
Average re-let times (days)	40	37	\odot
% of properties empty and unavailable	2%	1.76%	\odot
Percentage of customers satisfied with responsive repairs	84%	94%	\odot
Percentage of repairs completed Right First time	78%	84%	\odot
Appointments Made and Kept (%)	97%	98.9%	<u> </u>
Number of affordable homes delivered (Quarterly – Cumulative target 110)	133	140	\odot

2 PERFORMANCE DASHBOARD – REVENUES & BENEFITS

Progress against CDP milestones			Progress a	against CDP Performance Inc	dicators
1	Amber Amber	0 🙁 Red	0 🙂 (Green 0 😊	Red
Budgeted Cost to provide service £582,440 Total FTE's (average) 22.40 Complaints received 9					9
Forecasted cost to provide service	£551,280	Total days lost to sickness	16.53 (140.65)*	Compliments received	1

^{*}cumulative number of FTE days lost

• The number of successful fraud prosecution and sanctions for Q4 was 4, the year end target was 6 and the total outcome for the year was 15.

	Service Performance Indicators	Q4 Target	Q4 Actual	Status
	Combined benefits performance	11 days	10.2 days	\odot
113	Benefits New Claims	19 days	18.1 days	\odot
	Processing of change of circumstances	10 days	7.8 days	\odot
	Council Tax in year collection rate	97.6%	97.8%	\odot
	Non-domestic rates in year collection rate	99%	99.3%	\odot
	HB overpayments collection rate	34%	34%	\odot

PERFORMANCE DASHBOARD – REFUSE & RECYCLING

Progress against CDP milestones			Progress aç	gainst CDP Performance Inc	licators
2	Amber	0 🔅 Red	2		Red
Budgeted Cost to provide service	£2,153,100	Total FTE's (average)	77.79	Complaints received	2
Forecasted cost to provide service	£1,940,667	Total days lost to sickness	432.49 (1266.47)*	Compliments received	29

^{*}cumulative number of FTE days lost

- Income target of £675k for dry recycling income is on track due to increasing commodity values and separating equipment which has resulted in far higher aluminium content than expected in the metal cans composition. Current year end income projections are £945k up £270k above budgeted levels due to improving commodity prices and more recycling material from more houses.
- Recycling rate remains on track due to replacement smaller bins being issued, and promoting recycling messages at road shows and on social media.
- 4% more recycling tonnage was collected this year than last year whereas only 1% more refuse was collected this year compared to last year.
- Black bin waste per household remains on track due to replacement smaller bins being issued, and promoting recycling messages at road shows and on social media.

Service Performance Indicators	Q4 Target	Q4 Actual	Status
Income from sale of recyclables cumulative	£657,000	£945,000	\odot
% of waste recycled	46%	46.5%	\odot
Kgs of waste sent to landfill per household	519	517	\odot

PERFORMANCE DASHBOARD - DEVELOPMENT CONTROL

Progress against CDP milestones			Progress against CDP Performance Indicators		
1	Amber	0 🙁 Red	0 © Green 0 🖰 Re		
Budgeted Cost to provide service -£358,030 Total FTE's (average) 13.25 Complaints received 7				7	
Forecasted cost to provide service	-£565,410	Total days lost to sickness	13.06 (29.83)* Co	ompliments received	5

^{*}cumulative number of FTE days lost

- Twelve out of twelve major residential development schemes approved in Q4 scored positively against Building for life good standard.
- Performance on 157a/b/c is now be reported to take into account the Governments Improving Planning Performance Criteria for designation (special measures) which allows applications determined with extension of time agreements to be included in the 8 and 13 week figures.
- Major planning applications determined within 13 weeks Q4 performance is 90% against a national target of 60%.
- Minor planning applications processed within 8 weeks Q4 performance is at 80% against a national target of 65%.
- Other planning applications processed within 8 weeks Q4 performance 91% against a national target of 80%.

Service Performance Indicators	Q4 Target	Q4 Actual	Status
Percentage of customers very satisfied or satisfied with the Planning Service	90%	91%	\odot
Percentage of major planning applications processed within period agreed with applicant	85%	90%	<u> </u>
Percentage of planning applications determined within 8 weeks for minor applications	80%	81%	<u> </u>
Percentage of planning applications determined within 8 weeks for other applications	80%	91%	<u> </u>

- A survey was carried out in April 16 to identify the number of food businesses displaying a hygiene rating in a prominent position. 15 of the 23 (65%) businesses were found to be displaying their rating. A second survey has been completed showing that 16 of the 23 are now displaying (69%).
- 35 of the 61 licensed vehicles inspected during spot checks were found with no defects. 2 of the 26 defective vehicles had their licence suspended due to the seriousness of the defect. The defects found on the remaining 24 vehicles were considered to be minor.

Service Performance Indicators	Q4 Target	Q4 Actual	Status
Proportion of businesses that described their relationship with Environmental Health as being 'good'	94%	100%	\odot
Proportion of businesses that said the regulatory officer had an understanding of the challenges faced by running a business	90%	93%	\odot
Proportion of businesses that said they felt confident that they could rely on the advice received from the regulatory officer	97%	93%	<u></u>
Number of the 10 targeted food establishments remaining non compliant with food hygiene law	8	1	©

^{*}cumulative number of FTE days lost

COUNCIL DELIVERY PLAN - BUSINESS & JOBS PRIORITY

Pro	ogress against CDP milestones	Progress against CDP Performance Indicators		
8 🙂 Green	0 Amber 0 Red	2 😊 Green	0 🙁 Red	

- The number of women economically active is 20% lower than men (94.7%). High overall level when compared with East Midlands and GB. The District female employment rate has risen steadily since 2014/15.
- There has been a 13.3% growth in the number of businesses in the district since 2010

Service Performance Indicators	Q4 Target	Q4 Actual	Status
% of women economically active	Baseline	74.3%	\odot
Number of businesses in NWL	Baseline	4,005	\odot

PROGRESS AGAINST REMAINING CDP PRIORITIES

Pro	ogress against CDP milestone	Progress against CDF	Performance Indicators	
28 😊 Green	4 😐 Amber	0 🔂 Red	6 🙂 Green	2 🙁 Red

- There has been a 1% reduction of visitors against 21745 visitors in 2015-16. Greater performance will not be achieved until the channel shift strategy is implemented and further channels, particularly around self service are operational.
- A quality improvement plan has been implemented for the customer contact centre to enable better performance.

Service Performance Indicators	Q4 Target	Q4 Actual	Status
Face to face visits to customer services are reducing	Baseline	20893	③
Improve the percentage of calls answered against calls received into Customer Services	79%	64.89%	(C)
Number of customers engaging with the council using Twitter	1.0%	1.1%	\odot

5 FINANCE UPDATE

118

This section sets out the projected financial position of the Council for the year ending 31 March 2017. The Council set its Revenue Budget at £12,002,000 on 23 February 2016.

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).	12,002	11,455	(547)

Special Expenses – Summary of Net Expenditure	ORIGINAL	FORECAST	FORECAST
	BUDGET NET £ 000	OUTTURN NET	VARIANCE NET £
		£ 000	000
AMOUNT TO BE MET FROM GOVERNMENT GRANT AND COUNCIL TAX (Budget Requirement).	487	507	20

HRA SUMMARY	ORIGINAL BUDGET NET £ 000	FORECAST OUTTURN NET £ 000	FORECAST VARIANCE NET £ 000
Net cost of service (Total rent income less total expenditure)	2,395	2,978	583

Capital Expenditure	General Fund £ 000	Special Expenses £	HRA £ 000	Total
Approved Budget for the Year	2,799	0	8,165	10,963
C/F from 2015/16	515	79	187	1,669
Approved projects in year	1,164	12	0	1,167
Slippage Identified in Year	(1,333)	0	0	(1,298)
Total budget for 2016/17	3,145	91	8,352	12,502
Likely outturn for 2016/17 (provisional)	2,746	91	8,352	11,189

Comments on General Fund Variances

- Recycling income is forecast to be £270k more than budget.
- Investment income is forecast to be £48k more than budget.
- Planning Income is forecast to be £160k more than budget.
- Business Rates Income is forecast to be £382k over budget
- Head of Legal & Support salaries £35k under spend after offset of redundancy costs (vacant post and deleted post).
- Head of Service Transformation £32k over spent. This post was put in place to offset the Head of Finance vacancy.
- ICT £63k over spend (£21k equipment maintenance, £21k Licences, £6k salaries/agency, £8k CAPS recharges).
- Benefits Rent Allowances net of subsidy £45k over spend.
- Our contribution to the Revs & Bens partnership is forecast to be £41k less than budget due to Fraud posts transferred to DWP.
- Refuse & recycling salaries/agency £62k over spend.
- Recharges to HRA for Customer Services are forecast to be £160k less, this is due to the change in methodology on recharges

Comments on Special Expenses Variances

Reduced burial fees

Comments on HRA Variances

- Increased rent income of £210k & Interest income on balances £29k.
- Increased Staff cost (Asset Management) £114k -mainly due to agency staff and reduction in capitalisation of salaries.
- Reduction in recharges from general fund approximately £150k.
- Forecast under spend on painting, mechanical air extraction and defective double glazing of £232k.

Comments on Capital Budget

The HRA and General Fund Capital outturn is generally in line with the budget, but there is some slippage on the Disabled Facilities Grant (DFG) spend.

MANAGEMENT OF ABSENCE

Quarter 1	Chief Exec	Community	Finance	Housing	Legal & Sup	Reg &	All Directorates
	& HR	Services		Services	Services	Planning	
Sickness	41 days long	215.90 days long	0 days long	158.00 days long	32.52 days long	20.40 days long	467.81 long
days lost	1 day short	140.19 days short	28.54 days short	78.28 days short	45.75 days short	9.77 days short	303.52 short
Total days lost in qtr	42 days	356.09 days	28.54 days	236.28 days	78.27 days	30.17 days	771.35 days
Number of FTE's	21.01	193.28	53.01	92.72	58.82	27.56	446.40
Average Cumulative no of days lost per FTE	2 days	1.84 days	0.54 days	2.55 days	1.33 days	1.09 days	1.73 days

	Quarter 2	Chief Exec	Community	Finance	Housing	Legal & Sup	Reg &	All Directorates
		& HR	Services		Services	Services	Planning	
	Sickness	0 days long	276.29 days long	143.69 days long	375.39 days long	54.87 days long	24 days long	874.23 days long
120	days lost	1.7days short	163.97 days short	19.47 days short	94.59 days short	53.06 days short	9.35 days short	342.14 days short
0	Total days lost in qtr	1.70 days	440.26 days	163.16 days	469.98 days	107.93 days	33.35 days	1216.37 days
	Number of FTE's	20.67	194.09	51.16	90.29	58.92	27.74	442.88
	Average Cumulative no of days lost per FTE	0.08 days	2.27 days	3.19 days	5.21 days	1.83 days	1.20 days	4.48 days

Quarter 3	Chief Exec	Community	Finance	Housing	Legal & Sup	Reg &	All Directorates
	& HR	Services		Services	Services	Planning	
Sickness	0 days long	324.71 days long	42 days long	145 days long	81.39 days long	0 days long	593.1 days long
days lost	7.5 days short	222.21 days short	12.36 days short	86 days short	43.72 days short	22.2 days short	393.99 days short
Total days lost in qtr	7.5 days	546.92 days	54.36 days	231 days	125.11 days	22.2 days	987.09 days
Number of FTE's	20.85	194.63	53.12	89.53	58.99	28.9	446.02
Average Cumulative no of days lost per FTE	0.36 days	2.81 days	1.02 days	2.58 days	2.12 days	0.77 days	6.69 days

Quarter 4	Chief Exec	Community	Finance	Housing	Legal & Sup	Reg &	All Directorates
	& HR	Services		Services	Services	Planning	
Sickness	36 days long	477.12 days long	32.9 days long	185.93 days long	55.16 days long	17.32 days long	804.43 days long
days lost	5.5 days short	125.21 days short	35.11 days short	83.91 days short	77.6 days short	7.55 days short	334.88 days short
Total days lost in qtr	41.52 days	602.33 days	68.01 days	269.84 days	132.76 days	24.87 days	1139.33 days
Number of FTE's	22.91	192.52	54.21	85.11	60.17	27.75	442.62
Average Cumulative no	1.81 days	3.13 days	1.25 days	3.17 days	2.21 days	0.9 days	9.26 days
of days lost per FTE							

Appendix 2

Risk Area	Inherent Risk			Control Measures	Residual Risk			
	Impact	Likelihood	Rating	1	Impact	Likelihood	Rating	
Safeguarding Adults at risk and Children	4	4	16	 The organisation has the following structures in place; An identified Corporate Lead (Head of Service) with a Portfolio Holder lead An identified Team responsible for Safeguarding (Safer & Stronger) with responsibility embedded into Team Leader role and an officer (Child & Adults at risk Officer) An agreed Safeguarding Policy refreshed as required with delegation to Director of Services for updates An identified group of Designated Safeguarding Officers (DSO's) in most service areas A programme of regular DSO meetings which consider training, best practice and case issues An annual training programme to ensure new DSO's are well informed and trained A quarterly senior management review of all cases to check progress/close cases A quarterly briefing with the Chief Executive, a 6 monthly report to CLT and an annual report to Cabinet Annual report is to review previous year and endorse an action plan for the year ahead 	4	3	12	
Finance & Budget	4	4	16	 Monthly management reviews are performed of actual against budgets and forecast to the end of the year. Monthly reporting and challenging at CLT, and reported to Cabinet quarterly Sound policies and procedures are in place. Financial planning processes have been documented and are reviewed regularly. Internal and External audit of systems and accounts. This risk may also need to be reviewed further once the outcome of the Governments spending review is known particularly in the light of the impact it could have on major projects being developed by the Council such as the Coalville 	4	1	4	

				project.			
Resource Capacity & Capability	4	4	16	 Advance planning will mitigate this risk; However should it occur diverting resources from other services, bringing in additional resources from other sources (e.g. Agencies, Consultants, Voluntary/Community sector etc.) would be activated. Market conditions are tested through recruitment processes. The Council offers a package of additional benefits to enhance the recruitment offer. Linked to the above, the Council has developed innovative partnering relationships with other sectors including the private sector to make posts uniquely attractive. Best Employee Experience is a programme to attract and develop the right skills. It is a programme developing the talent within the staff resource through secondments and tailored development programmes. 	3	2	6
Contract Management & Procurement	4	4	16	 Corporate procurement staff and legal team to support where necessary on contract management. Policies and procedures are in place. A Senior Procurement Officer oversees a procurement planning process. Training programme in place for staff. Given the progress that has been made to date the likelihood of this risk materialising could potentially be reduced although this needs to be balanced against future key staffing changes. 	3	3	9
Information Governance & Data Protection	4	4	16	 Policies and procedures are in place although not yet rolled out and fully embedded. Corporate Governance training is undertaken annually and includes information governance as appropriate to reflect changes in legislation. The Council has a dedicated SIRO. Corporate Governance Groups are in place to scrutinise impacts/issues arising. 	4	3	12
Emergency Planning & Business Continuity arrangements	4	4	16	Business continuity plans have been documented, policies and procedures are in place.	4	1	4

				 Currently however the Council does not have access to alternative arrangements in the event of an incident affecting the Council offices. CLT will consider a report into this matter A Business Continuity exercise showed the Council had a good understanding of business continuity. 			
Effective IT Systems & Procedures	4	4	16	 Fully resilient environment in place with no single points of failure for core systems, other critical systems use cold standby equipment. New business services are being run in remote fully resilient data centres and existing systems are being progressively migrated to these cloud computing centres. Data is backed up to a second disk unit offsite at Hermitage Leisure Centre Improved business recovery arrangements have been implemented to minimise recovery time. 	3	2	6
Project & Programme -Management 4	4	4	16	 Progress is shared regularly with CLT, experienced PRINCE 2 staff are used on projects. Use of external resources is also being used to support the Coalville project. 	4	3	12
Governance, Policies & Procedures	4	4	16	 Policies & procedures in place, governance processes are documented and in operation, ongoing assessments and reviews are performed. 	4	1	4

Assessing the likelihood of a risk:

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

Assessing the impact of a risk:

_ A	Assessing the impact of a risk:					
1	Low	Loss of a service for up to one day,				
		Objectives of individuals are not met No injuries				
		Financial loss below £10,000				
		No media attention				
		No breaches in council working practices				
		No complaints/litigation				
2	Medium	Loss of a service for up to one week				
		Service objectives of a service unit are not met				
		Injury to an employee or member of the public requiring medical treatment				
		Financial loss over £10,000				
		Adverse regional or local media attention – televised or news paper report				
		High potential for a complaint litigation possible				
		Breaches of regulations/standards				
3	High	Loss of a service for one week or more				
		Service objectives of the directorate are not met				
		Non- statutory duties are not achieved				
		Permanent injury to an employee or member of the public				
		Financial loss over £100,000				
		Adverse national or regional media attention – national news paper report				
;		Litigation to be expected				
í		Breaches of law punishable by fine				
4	Very high	An incident so severe in its effects that a service or project will be unavailable permanently				
		Strategic priorities are not met				
		Statutory duties are not achieved				
		Death of an employee or member of the public				
		Financial loss over £1m.				
		Adverse national media attention – national televised news report				
		Litigation almost certain and difficult to defend				
		Breaches of law punishable by imprisonment				

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 13 JUNE 2017

Title of report	END OF YEAR PERFORMANCE REPORT 2016/17
Key Decision	a) Financial No b) Community No
Contacts	Councillor Richard Blunt 01530 454510 richard.blunt@nwleicestershire.gov.uk Chief Executive 01530 454500 bev.smith@nwleicestershire.gov.uk Deputy Chief Executive and Director of Services 01530 454555 steve.bambrick@nwleicestershire.gov.uk Director of Housing 01530 454819 glyn.jones@nwleicestershire.gov.uk Interim Director of Resources 01530 454833 andrew.hunkin@nwleicestershire.gov.uk
Purpose of report	To provide an overview of the council's highlights of 2016/17 and to update the public on the progress that the council has made in delivering its priorities.
Reason for Decision	To approve the publication of the end of year summary.
Council Priorities	The report summarises performance across the authority's key front line services for 2016/17.
Implications:	
Financial/Staff	The report contains summary performance data on staff management and financial information.
Link to relevant CAT	The report links to the work of all Corporate Action Teams.

Risk Management	Risk management is applicable to all areas of the Council's statutory duties and service provision. Any relevant risks relating to actions set out in the Council Delivery Plan are managed through the Corporate Risk Register.
Human Rights	No direct implications.
Transformational Government	No direct implications.
Comments of Deputy Chief Executive	The report is satisfactory.
Comments of Deputy Section 151 Officer	The report is satisfactory.
Comments of Monitoring Officer	The report is satisfactory.
Consultees	Corporate Leadership Team
Background papers	Council Delivery Plan 2016/17
Recommendations	THAT CABINET RECEIVES THE INFORMATION AND APPROVES THE END OF YEAR REPORT DOCUMENT FOR PUBLICATION.

1.0 Purpose of the End of Year Report

- 1.1 The purpose of the end of year report is to provide the public with an easy to read overview of the council's performance highlights for 2016/17. Links to our quarter 4 performance report mean that those who wish to see the detailed performance data can do so easily.
- 1.2 Members are asked for their comments on the document attached as Appendix 1 and to approve it for wider publication and promotion.



End of Year Report 2016/17





















This End of Year Report gives you an overview of what we've achieved and how we've performed during 2016/17.

The report is divided up to show what we've achieved in each of our priority areas:

- Value for money
- Building confidence in Coalville
- Homes and communities
- Business and jobs
- Green Footprints

When we report about our performance, we concentrate on those services that have most impact on local people and refer to what we said we would like to achieve in our Council Delivery Plan (published in March each year).

To help us provide excellent services, our staff work according to our values. We always strive to **deliver agreed quality**, be **fair and proud** in our work, **listen carefully** to our customers and partners and **support what is possible** in our work as a district council. Most importantly, we aim to **spend our money wisely**, providing value for money in our services.

To find out more about our performance, including what we prioritise each year through our Council Delivery Plan, visit www.nwleics.gov.uk/performance



Cllr Richard Blunt Leader North West Leicestershire District Council



Bev Smith
Chief Executive
North West Leicestershire
District Council

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್ಷ Green Footpri	nts	19

Value for money

we said we would:

work with local housing and construction partners to maintain the delivery of affordable housing

We said we would:
Repair and let empty
properties more quickly so
families spend less time
waiting on the Housing
Register and rental
income is maximised

We said we would:
Maximise the amount
of information we hold
about our tenants so a
tailored service can be
delivered to meet their
needs



LET

Case study: 100% affordable housing scheme at Walter Handford Close, Coalville

We worked with Westleigh and Nottingham Community Housing Association (NCHA) to turn one of our former depots into a range of high quality new homes, including one bedroom apartments, two bedroom bungalows and two bedroom and three bedroom houses.

The £3.1 million scheme was completed in July 2016. Nineteen of the homes are now available for affordable rent by NCHA and nine were made available through the Government's Shared Ownership scheme, also by NCHA.

We provided £167,000 for the development in 2015/16 and the rest of the funding was provided by the Homes and Communities Agency, meaning £19 was spent on this scheme for every £1 we put in.

We reduced the time it takes to re-let
309 empty
properties from
76 days to just

37 days

(five weeks)

increasing our rent income by

£123,000 (which we then invest

which we then investing) in our housing)

We have improved the information we hold about our tenants. We now know more about tenants' language needs, any health problems or disabilities they have and how they like to be contacted by us. This helps us provide a better service.

We brought in almost

£50,000 more rent

by changing the way we advertise our accommodation. This money can now be invested in our housing service.

We teamed up with Coalville estate agent Newton Fallowell to advertise nine sheltered housing flats for us. We learned that some of the new tenants didn't think they would qualify for get a council property and would usually look at privately rented homes.

The nine flats had been empty for a total of 594 weeks (which meant we missed out on £47,395 in rent income). We have now let all nine flats, making our sheltered schemes vibrant places to live and increasing our income.

Value for money

Almost

£1 million

received by selling your recycling

thank you for sorting it (this means we can get more money for it, to invest in our services)

We made **2,584**

(things like sofas, fridges and beds)

We emptied more than

5 million

waste containers from homes in the district



When new houses are built in our district, we need to make extra bin collections.

We are efficient in how we deal with this extra demand. For example, this year we have introduced a new multi-use bin round, which can collect refuse, recycling and garden waste. This means we can collect your waste more efficiently and not increase cost.

We said we would:
Review how we operate
our waste collection
service to increase
efficiency and
save money

Case study: Environmental Health

The team has been providing regulatory advice around food health and safety to Autogrill at East Midlands Airport for six providing a high quality service. We were approached by Autogrill who asked us if we would consider setting up a partnership.

The partnership agreement means that the company's 36 outlets in airports and train stations across the UK, including our team.

As well as helping to maintain a consistently high standard for Autogrill across the country, this partnership also brings in £5,000 to the council in additional income and improves our reputation as a quality service.

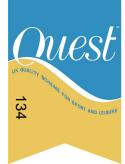




Value for money

We said we would:
Improve our leisure services
using feedback from
customers, benchmarking
exercises and the QUEST
accreditors





Hood Park Leisure Centre was rated 'Good'

by QUEST. (the national quality assurance scheme for sport and leisure).

Hermitage Leisure Centre was again shortlisted as

Best Performing Leisure Centre of the Year

(for the **second year running!**) by the Association for Public Service Excellence

We **improved customer satisfaction** in 13 out of 16 areas
at **Hermitage Leisure Centre** (and in
12 out of 16 at Hood Park Leisure Centre) –
including our staff, value for money and publicity.

We are currently investigating the possibility of building a new leisure centre in Coalville, which would replace Hermitage Leisure Centre, increasing and improving the leisure facilities and opportunities we provide for local people.

If we went ahead, the management of all our leisure services would be transferred to an external provider.

We hope to make a decision about this in summer 2017.



960

planning and related applications



(against an original target of £1 million). This money helps us invest in services across the district.

Case study: Coalville Colour Run

The Coalville Colour Run was the idea of one of our friends, Gina King from local charity Living Without Abuse. When we asked people how they could support our aim of building confidence in Coalville, she put up her hand and said: "I'd like to bring a family-friendly running event to Coalville."

And so the Coalville Colour Run was born. With £5,000 starter funding from us and the support of our officers, plus sponsorship from several local businesses, Living Without sponsorship from several local businesses, Living Without Sunday 18 September 2016 saw more than 500 people dressed in white t-shirts gather at the start line near Coalville Market. As the start siren sounded, runners and walkers of all ages were blasted with blue paint and they

Following the route around Coalville town centre, the colour runners took in some fantastic green spaces, including Coalville Town Football Club, Snibston Country Park and the Urban Forest Park —being blasted with colourful powdered paint at regular intervals.

Runners and walkers were greeted at the finish line with a free family party in Coalville Park, which lasted all afternoon.

More than £10,000 was raised for the charity Living Without Abuse through the event, which received great feedback from everyone who took part.

The Coalville Colour Run returns to town on Sunday 17 September 2017 find out more at www.nwleics.gov.uk/coalville

We said we would: Increase the number of events held in Coalville to increase footfall

500

people took part in the first

Coalville Colour Run

in September 2016,

with many more enjoying a free family fun day

in Coalville Park on the day



We said we would: Run and / or support two new annual community events in Coalville

£10,000

was raised for local domestic abuse **charity**, Living Without Abuse

We supported the

Century Theatre

to bring **ballet** (Cinderella by the Vienna Festival Ballet) to

Coalville with a grant of £2,000



The event was

sold out 200+ people got the chance to see ballet performed in our town

We saíd we would: Support new businesses that choose to locate in Coalville



We said we would: Start building new houses in Coalville

people from 20 businesses came to our **Business Booster** workshop in Coalville in March 2017.

We gave business advice to

82 businesses

who are locating or expanding in **Coalville** through:

- 32 direct enquiries
- 31 events and workshops
- 10 frontage grants

£18,000

secured in funding from **Leicestershire County Council** (£15,000 for free WiFi and £3,000 for new cycle racks in Coalville)

Case study: new council homes built for the first time in three decades

We have started building new council homes for the first time in 26 years.

The 24 houses and bungalows are being built at Linford Crescent and Verdon Crescent in Coalville and the Willesley Estate in Ashby de la Zouch.

Our contractors have already started on site in Coalville and we expect the first homes to be ready for new tenants by autumn 2017. All of the homes will be available for affordable rent and were funded solely through Right to Buy money and our existing housing budget.

of suggestions into practice to great effect." We saíd we would: Apply for funding from the LLEP to help improve our

Feedback included: "It was one of the most dvnamic

meetings I have ever been

to! I have already put some

market

towns

We said we would: Develop the heritage offer of the town through a Heritage Lottery Fund grant

We are working with local heritage groups to commission a heritage strategy for Coalville. We believe it is important to have a strategy which

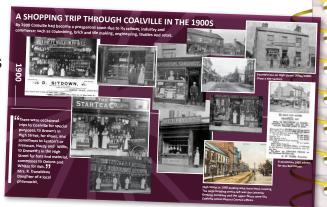


will recognise the rich heritage and character of the town and its surroundings. The strategy will also help us bid for grant funding for projects that celebrate Coalville's history.

We're also celebrating the heritage of the town in new ways, whilst improving the appearance of empty shops

and land in the town centre:

- Visuals in empty shops
- A hoardings timeline (watch this space)

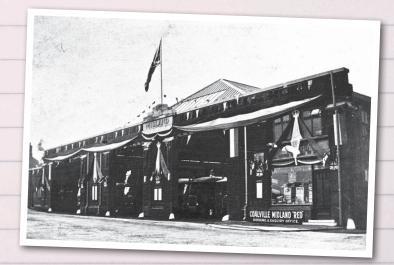


Case study: former bus depot, Ashby Road

At the time of writing this report, work was underway to improve and enhance the former bus depot on Ashby Road.

The new owners of the building have successfully applied for £50,000 funding through our Frontage Grant Scheme and £25,000 under our Enterprising North West Leicestershire grant scheme.

This, together with business and planning advice, has meant the company will be able to open its quality used car showroom in winter 2017, restoring this important building on a main thoroughfare in the town and creating jobs and apprenticeships for local people.



We said we would: Deliver the Coalville Special Expenses events and projects portfolio

In the Coalville Special Expenses area we have:

- Installed a new changing pavilion at Owen Street Recreation Ground
- Created a green gym at Melrose Road Play Area
- Made improvements to Cropston Drive Recreation Ground
- Cleaned and repainted the mural on Phoenix Green Bridge

We have also improved the way we look after green spaces on the main routes into and through Coalville, including the A511, Bardon Road, Ashby Road, McDonald's island and Morrisons island.

We said we would: Develop projects that target the regeneration of coalville town centre, on our own and with partners

£119,027
in frontage grants provided to
10 businesses
in Coalville



Case study: The Emporium nightclub, Marlborough Square

Significant work is currently taking place to improve the front of the Emporium nightclub on Marlborough Square.

This work, which has been helped by a £50,000 grant from our Frontage Improvement Grant scheme, is helping to restore the building to its former glory, with new windows, new paintwork and reinstating the doors onto Belvoir Road.







we said we would: Support housing schemes that encourage people to live in the centre of Coalville

Case study: 100% affordable housing scheme at North Avenue / **Wyggeston Road, Coalville**

Working with house builder Partner Construction and East Midlands Housing Group (emhg) we helped to transform one of our old garage sites into 17 new homes - a mix of one, two and three bedroom houses.

Twelve of the new homes, which were completed in February 2017, are now let for affordable rent by emhg and the remaining five were bought through the Government's Shared Ownership scheme, also through emhg.

In total, the scheme cost £2.2 million and was funded by the Homes and Communities Agency and emhg.

We saíd we would: Tackle issues of anti-social behaviour at Marlborough Flats in Coalville



Two tenants were evicted

from their flats after we worked with the police to obtain two closure orders. Residents can now enjoy their homes without being disturbed by anti-social behaviour.



We said we would: maximise links with Stephenson College to develop skills in local people that businesses want and need

220

job seekers

came to our Job Fair. organised in partnership with Stephenson College and East Midlands Airport. 29 companies attended the event, representing more than

2,000 local job opportunities



Homes and communities

Case study: Celebration of volunteers

We held a special celebration event for 90 volunteers who help us with work across the district.

The afternoon tea party at Radisson Blu celebrated the contribution that individuals and groups make to their communities by organising events, projects and initiatives and supporting others.

Everyone – from litter pickers to events coordinators - was acknowledged. We really appreciate all the work of volunteers in North West Leicestershire.

-thank you!



We said we would: understand the condition of private housing through a stock condition survey

The North West Leicestershire Housing Survey was launched in February 2017 and will run until July 2017. The online survey is gathering information about the condition of privately owned houses in the district to find out what home improvement schemes may be needed for private homeowners. We will then use this information to target available funding to those most in need.



Homes and communities



Almost

£18 million

in rent collected

(this means we collected 98% of all rent owed, which can be invested straight back into our housing service).

100% of our tenants were satisfied with the support offered by our **Resident Involvement Team**

91% of our involved residents were satisfied with the involvement opportunities we offered



100%

of our **tenants** were satisfied with how we handled their rent query



We completed 11,237 council homes

repairs to

91% of tenants were satisfied with our repairs service

98% of new tenants would recommend us as a landlord



62.5%

of tenants were satisfied with how we handled anti-social behaviour cases and **60%** were satisfied with the outcome

We changed the way we provide services following feedback from our involved tenants



their new home

142

Homes and communities

We said we would:
Provide support for parish
councils and community
organisations in developing
their local neighbourhood
plans including
community Rights and
Assets of Community Value

We said we would: Identify potential places for new Gypsy and Traveller sites

Our work with parish councils goes from strength to strength.

We organised four parish liaison meetings this year, which have had great feedback:

"Very good meeting. Lots of topics covered."

"Useful networking and informative."

"Valuable opportunity for clerks to hear about current topics - much appreciated."

We have a duty to provide sites for the Gypsy and Traveller communities. We are working with other local authorities in Leicester and Leicestershire to assess how many spaces we need to provide in our district and across the county. We have already received some feedback on possible sites and will carry out a public consultation on the full plan for Gypsy and Traveller sites in autumn 2017.

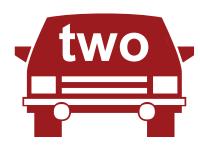
We prevented more than 200

households from **becoming homeless** by helping them to stay in their home or move to a new home – we give advice on resolving rent issues and making sure those with the greatest housing need benefit from social housing. We also helped to find permanent accommodation for **19 households** who were homeless.

We started the journey towards the national **Gold Standard accreditation** for our Housing Advice Service by reviewing a nearby authority's services and preparing for our own review.

We said we would:
Identify parking
hotspots and implement
initiatives to reduce
anti-social behaviour
complaints from resident
parking problems

We have provided



new parking

areas at Willn Close in
Greenhill and St Matthews
Avenue in Worthington
(we're also preparing to
install two more parking
areas at Hamilton Road
and Cropston Drive in
Greenhill)

Homes and communities

Case study: - LEAP programmemakes life changing difference

Anthony Pollard joined LEAP (Lifestyle, Eating, Activity Programme) in September 2016. He weighed 24 stone and was suffering from chronic Irritable Bowel Syndrome (IBS) which rendered him house bound. He was lacking in energy and wasn't able to join in activities with his two children aged 14 and eight

The LEAP programme gave Anthony advice on nutrition and physical activity, which he said was "amazing and very achievable." In January 2017 Anthony joined our Exercise Referral Scheme and after the 12 week course he took up a fitness membership at Hermitage Leisure Centre.

He now attends the gym four times every week. He has started going on long walks with his children and he cycles with his friends. His whole family now eat more healthily and have significantly reduced their sugar and fat intake.

In total, Anthony has lost over six stone (more than 25% of his bodyweight) in just over 6 months.

Anthony says that the benefits to him and his family of the LEAP and Exercise Referral Scheme have been life changing. He feels healthier and is more

changing. He leels healthler and is thore energetic. His partner is now also exercising and his daughter has joined our NWL Swim Academy at the leisure centre.

We said we would: Reduce health inequalities between our residents through awareness campaigns

102 NWLDC staff took part in our Workplace Wellness Programme – having regular blood pressure and cholesterol checks and taking part in fitness sessions.

52 members of staff took part in the Workplace Olympics held in summer 2016

106 people came to our LEAP (healthy eating and nutrition) groups

424

people made steps towards
healthier lifestyles
through our
Exercise Referral
Scheme

We said we would:
work with partners to
protect children and
vulnerable adults from
radicalisation as set out
in the Government's
Prevent Strategy

125 of our staff have completed Prevent training

3,500

businesses offered

Fit 4 Business workplace
health programme. We offer health
tests for the workforce, including
posture analysis, blood pressure
checks and tests for cholesterol and
diabetes

or 'very satisfied' with our grounds maintenance service

Homes and communities

We said we would: Develop and implement a design guide for residential development

We adopted a

new design guide for housing in April 2017



This has turned us from one of the worst performing authorities for **development design** to one of the **best in the country.**

We have been continually improving

the design quality of new developments since 2007. Our new design guide means we can insist on

top quality housing developments

for people living in North West Leicestershire.

Planning application targets are set by Government – our good performance means local people, applicants and developers can be confident that planning decisions are made in a timely fashion.

90.8% of major development applications determined within 13 weeks (against a national target of 60%)

80.2% of minor applications determined within eight weeks (against a national target of 65%)

89.4% of other applications (e.g. householder, change of use, adverts, listed buildings) determined within eight weeks (against a national target of 80%)

Case study: Looking after our heritage

We said we would:
Identify local listed
buildings and local
registered gardens, as
well as considering
the designation of new
conservation areas

Our newest conservation area is Coalville town centre, which was designated in September 2014. We have identified a potential conservation area at Hugglescote village and have prepared an assessment of the village's character. We will consult on this in 2017 and hope to designate it as a conservation area before the end of the year to help to preserve and enhance the character of the village.

We have also identified more than 100 buildings, gardens and earthworks that we believe make a special contribution to the Coalville forum area's architectural and historic interest. These include deserted medieval villages, a milestone and

nine pubs. We hope to adopt this list of local heritage assets in 2017/18 (after public consultation), to help preserve and enhance these sites that are an important part of our district's history and its future.



case study: a business grant scheme like no other

When Birmingham-based Sapphire Products approached us asking for help to relocate to the district, we were on hand to offer a whole raft of support that ensured their move to Ashby de la Zouch went smoothly.

To help the company establish itself in the district we provided advice on available premises and awarded a £25,000 grant through our Enterprising North West Leicestershire scheme.

Businesses of all sizes see North West Leicestershire as an attractive prospect. With our excellent links to the motorway network and East Midlands Airport, and positive business support through our team and other agencies, it's no surprise!

The Enterprising NWL grant that Sapphire received meant the company could buy a new racking system for the premises, significantly increasing stock storage capacity and enabling them to hire two new members of staff (in addition to the nine staff they brought with them). This, together with our valuable advice and support, has helped the company relocate, invest and grow.

We said we would:

continue and develop

more business support

schemes, including

Enterprising North West

Leicestershire and the shop

front improvement scheme

Following the success of Enterprising North West Leicestershire, we will soon launch **Enterprising Town Centres,** a special **grant scheme** for town centre businesses in Coalville, Ashby de la Zouch, Castle Donington, Kegworth,

Measham and Ibstock.

small and medium sized enterprises were awarded £198,802 through our Enterprising

North West Leicestershire grant scheme, creating **35 new jobs** and drawing in **£1,778,647** in **private investment** to the district. The entire grant scheme (15/16 and 16/17) scheme created one job for every £6,500 we invested (against a target of one job per £10,000).

We gave extra support to food businesses that had poor hygiene scores. **Nine out of the 10** have now **brought their standards** up to a satisfactory level.



95.7%
(674 out of 704) food
establishments received a
food hygiene rating of 3, 4 or
5, which means the majority
of restaurants, pubs and cafes
where you eat are safe.

100

of businesses said they had a good relationship with our Environmental Health Team. This means we can work with businesses to keep the public safe.

67.3% of taxis passed our

of taxis passed our inspections first time (compared with 65.4% in 2015/16). We do these tests to keep the public safe.

15

We said we would: Develop a programme of business support that helps more women become economically active We said we would: Work with rail experts to prepare a case which will set out to the Government the impact of HS2 on the district and the potential

mitigating factors that

benefit of the area

could be negotiated for the

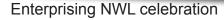
women-owned businesses

were supported through the Enterprising North West Leicestershire grant scheme



women were given
business advice
and support (we advise
on how to start a business,
funding, networking and
finding commercial property).

applicants for
Enterprising North West
Leicestershire have
committed to create
new jobs for women
as a result of their
investment.



Case study: HS2 consultation response

We worked with specialist rail consultants, SLC Rail, on our response to the Government's consultation on HS2 to make sure we get the best possible outcome for our district.

Our response did not oppose HS2, but made it clear that the impact of the revised route, which is proposed to run to the east of Measham, will have an unacceptable impact on the villages of Packington, Appleby and Measham.

In our consultation response, we said we would:

- Recognise the better access to jobs that HS2 will bring through better connectivity and greater capacity on road and rail networks
- Push for improved connections from North West Leicestershire to HS2
- Support residents and businesses, particularly those who will need to seek compensation and relocate
- Actively engage with HS2 Ltd. to ensure the district's views are fully represented.

We will continue to work with HS2 to make sure our district benefits from the planned railway, as well as supporting businesses and residents that are affected by the plans.

16

we said we would:

Work towards
implementing a Combined
Authority that will
benefit the area in terms
of strategic planning,
infrastructure development
and the local economy

Three events

organised in

Coalville to encourage people to visit different shops.

We said we would:
Help our town centres
to increase business
occupancy, footfall
and spend with local
businesses

Case study: proposal for a Combined Authority working on strategic transport, planning and infrastructure

A Combined Authority bid for Leicester and Leicestershire was submitted to Government on 22 December 2016. The city, county and district councils all endorsed the proposals to create a combined authority to guide key decisions on transport, planning, skills and other key issues affecting the area.

If the Government accepts the proposals and gives the go-ahead, the Leicester / Leicestershire Combined Authority could be in place late by 2017.



10 businesses

took part in our Coalville Sea Trail and the Christmas Toy Trail

15 businesses and 8 market stalls

took part in our

Christmas shop and stall competition (we had 253 public votes for favourite displays)



17

we said we would: Review how efficient our car parks are and how they contribute to town centres

We reviewed our Car Parking Strategy during 2016/17, which will lead to a number of positive changes that will help positive changes

be our town centres, including:





No increase in parking charges (they have stayed the same since 2008)

- Free after 3pm parking introduced in Coalville in January 2017
- New ways to pay, including pay by card and contactless payments to be introduced in summer 2017
- · Weekly and monthly parking permits available from summer 2017

We said we would: Have an up to date Local Plan in place to guide growth and development

Case study: The North West Leicestershire Local Plan

We submitted the North West Leicestershire Local Plan for examination on 6 October 2016 after widespread public consultation.

A Planning Inspector examined the plan during public hearings in January and March 2017. A wide variety of participants attended and gave evidence at these hearings, including council officers, developers and their agents neighbouring local authorities, local residents, district, town and parish councillors and local interest groups.

The Inspector has provided us with a range of comments on the Local Plan. Our next steps are to agree a set of main modifications that will address the Inspector's comments, with public consultation on these in summer 2017. We hope to adopt the Local Plan in autumn 2017.

people and organisations made 406 detailed comments during our **Local Plan** consultation in July and August 2016.

Green Footprints



Fixed Penalty Notices

given to people for

littering

(that's an £80 fine – this money goes back into our services that work to tackle enviro-crimes)

We recruited

20 community litter picks took place thank you for all your help!



16
new volunteer
litter pickers
(taking our total to 16

(taking our total to 167)
They do invaluable work keeping our verges and rural footpaths clean – thank you!

We said we would:
Reduce roadside litter
through increased
provision of signage and
undertaking national and
local anti-litter initiatives
recycle environment

We have put new signs at litter hotspot areas, like laybys with mobile food outlets on the A511

Case study: CCTV van catches fly tipping and other enviro-crimes

We bought a new state-of-the-art CCTV van to help us crack down on littering, dog fouling, fly-tipping and other enviro-crimes.

The van, which was kitted out with surveillance equipment by local company Bott Ltd, has already recorded 18 offences on film. We have investigated all of these offences and issued fines.



The van gives our Environmental
Protection Team a record of events as
they happen and also acts as a deterrent
to would-be offenders. Footage gathered
from its cameras gives us evidence of
criminal or unacceptable activity and can
help to convict those who offend.

We investigated 805 cases of fly tipping and dished out

5 Fixed Penalty Notices We also prosecuted one person for fly tipping

Case study: Coalville Spring Clean

The second Coalville Spring Clean saw volunteers join council staff in Memorial Square to spend two hours cleaning up the town's litter hotspots.

A bike, a duvet and three traffic cones were collected by volunteers, alongside 81 bags of rubbish.

The previous day, a dedicated team of council staff and volunteers removed rubbish from around the Coalville Market café and tackled the accumulated rubbish on the railway line near the level crossing with Hotel Street.

> Thank you to everyone who gave up their time to help us clean up Coalville. Your help made a big difference.

we said we would: identify 10 hotspots in coalville for litter reduction campaigns to improve the local environment

> We held roadshows in targeted locations engaging with

residents and delivering over

250 containers

We saíd we would: Identify areas with low recycling rates and help residents to increase the amount that they



46.5%

of waste was recycled (compared to 46.3% last year)

thank you!



10 hotspots

- Bus stop on Ashby Road near the former police station
- Bus stop at the clock tower Park Road
- The Red House pub car park
- Outside the Monkey Walk pub Outside the Stamford Arms
 - The Phoenix Green footbridge
 - · Underneath the Mantle Lane bridge

 - Needhams Walk
 - Baker Street



to 600 residents and 18 community groups through our

free tree scheme (that takes us to

57,867 free trees given out since the scheme started in 2008)

Case study: Dog Watch scheme gets national award

Our innovative Dog Watch scheme, which works with communities to tackle dog fouling, won the MJ Trading Standards and Environmental Health Award.

The scheme uses the Neighbourhood Watch model to change dog walkers' attitudes and behaviour with eyes and ears on the streets.

We have provided Dog Watch toolkits to most parish councils and schools in the district. The packs include:

- Metal stencil and white marker spray to spray temporary 'Dog Watch' logo onto pavements
- Signs and window stickers
- Leaflets and 'Report It' cards
- Dog bags



dog or face the fine

CCTV may be in operation in this area



We have decided to replace solid fuel heating (coal) with renewable alternatives such as air source heat pumps for council homes in areas that are not on the main gas network. The scheme, which we hope will start in autumn 2017, will also involve other energy efficient improvements like loft and wall insulation.

th T ho 2 or in a

Find out more about our performance at







NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 13 JUNE 2017

Title of report	CHILDREN, YOUNG PEOPLE AND ADULT SAFEGUARDING REPORT 2016/17		
Key Decision	a) Financial No b) Community Yes		
	Councillor Trevor Pendleton (Safer North West Partnership Chair and Portfolio Holder for Regeneration and Planning) trevor.pendleton@nwleicestershire.gov.uk		
Contacts	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 ensure that Cabinet has an overview of safeguarding systems and structures in NWLDC		
Reason for Decision	To comply with the council's constitution and statutory duty to safeguard children and vulnerable people, as detailed in the Children Act 2004 and Working Together to Safeguard Children 2013.		
Council Priorities	Value for Money Homes and Communities		
Implications:			
Financial/Staff	The community safety team co-ordinate the work		
Link to relevant CAT	No links to a CAT		
Risk Management	Safeguarding is on the Corporate Risk Register and monitored quarterly		
Equalities Impact Screening	An Equality Impact screening has been undertaken and will continue to be reviewed		
Human Rights	The policy seeks to address any human rights raised via the reporting system		
Transformational Government	N/A.		
Comments of Deputy Chief Executive	Report is satsfactory		

Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	 The Leicestershire and Rutland Safeguarding Boards. Designated Safeguarding Officers
Background papers	None
Recommendations	THAT CABINET NOTE AND SUPPORT THE SAFEGUARDING PROGRAMME

1.0 INTRODUCTION

- 1.1 North West Leicestershire District Council is a statutory partner on the Leicestershire and Rutland Safeguarding Boards and the Leicestershire districts and boroughs are represented on the Children's Safeguarding Board by Charnwood Borough Council and for the Adult Safeguarding Board by Melton Borough Council. North West Leicestershire District Council (NWLDC) is required under the Children Act 2004 Practice Guidance to update a Senior Board Level Lead who takes responsibility for the organisation's Safeguarding responsibilities.
- 1.2 The District and Boroughs each have officers who coordinate safeguarding action in their own organisation and as a county wide partnership. They ensure alignment of policies, reporting and training across the county. The operational Safeguarding officer for NWLDC is the Community Safety Team Leader.

2.0 BACKGROUND

2.1 The Cabinet received annual reports on the work of the safeguarding team, the last report was considered at its meeting on 20 September 2016. It is intended to align the annual reporting to the year end and this report is in line with this timeline. Since the last report there have not been any major changes to the practice guidance that sits alongside the Children Act 2004, Working Together, which was updated and refreshed in 2015. However, the Leicestershire and Rutland Safeguarding Boards have implemented practice guidance and refreshed monitoring and auditing processes to ensure that partner agencies continue to be compliant with required standards. District and Borough Councils undertook an audit in May 2016 to ensure we are complying with all of the statutory legislation. The feedback from the audit in January 17 raised the issue of all Districts requiring a competency framework and training package, this is currently being implemented by the Councils Safeguarding team and Human Resources.

3.0 RESOURCES

3.1 All Designated Safeguarding Officers (DSO's) attend quarterly internal meetings and manage their own safeguarding areas. Some of the officers have further safeguarding roles which require additional time and is detailed below:

Role	Details of DSO involvement	Estimated time required
All DSO's	Internal DSO meeting to discuss current practice, changes, implement actions, consider barriers and learning from cases and to support other DSO's	Approximately 1.5 hours per week for casework, DSO training and refresher events.
Head of Community Services	The Children Act 2004 requires the involvement of a senior officer. To check and challenge, act as a conduit for information sharing and corporately champion the work of Safeguarding. Attends Safeguarding Action Group.	All internal DSO meetings Safeguarding Action Group meeting – quarterly, safeguarding training or events as appropriate.
Stronger and Safer Communities Team Manager	Lead professional safeguarding officer as identified in Children Act 2004. To manage and refresh Safeguarding systems. Responsible for the development of the DSO's, administrate meetings, link with external safeguarding partners and Safeguarding board members. Attends Safeguarding Action Group.	Average 3 hours per week
Senior HR Officer	Manages the information, collates and analyses safeguarding concerns. Responsible for the welfare support of the DSO's and other staff with safeguarding issues. Responsible for any whistle blowing concerns regarding safeguarding, designs, administrates and delivers training. Actively Manage cases. Attends Safeguarding Action Group	2 hours per week on average which could vary if there is a specific officer related incident to deal with.
Community Safety Team Leader	Operational lead and links to external partners on issues such as Child Sexual Exploitation and Domestic Violence. Regularly managing cases. Responsibility for ensuring the process is fit for purpose and the welfare of the staff.	In line with other community safety duties
Children and Vulnerable People's officer	Links to external partners on issues such as Child Sexual Exploitation and Domestic Violence. Regularly managing cases. Attends Safeguarding Action Group. SaveLives DASH trained. On internal Safeguarding communications group. Designs and delivers informal training	8 hours plus In line with other community safety duties

- 3.2 The Council recognises the priority of the Safeguarding work and supports the DSO's at the times when their safeguarding cases take priority over other work areas.
- 3.3 Safeguarding has an allocated annual training budget of £2,500 which funds the required training of new and existing DSO staff and other staff within the organisation.

4.0 SAFEGUARDING MEETING STRUCTURE

- 4.1 **DSO Meetings -** The NWLDC DSO group meets quarterly to discuss internal procedures, blockages, good practice, training requirements and to consider individual cases.
- 4.2 **Safeguarding Action Group -** This meeting is attended by the Corporate Lead for Safeguarding ensuring that there is a link through to the Corporate Leadership Team, they meet on a quarterly basis with the lead professional safeguarding officer, the HR

safeguarding lead and the Children and Vulnerable People's officer who manage the safeguarding cases to provide governance. They provide a valuable review of cases and give feedback to ensure that we provide the best possible service for vulnerable clients and ensure we have discharged our safeguarding duties.

5.0 SAFEGUARDING TRAINING

- 5.1 NWLDC follows and trains staff to the competency framework formulated by the Local Safeguarding Boards of Leicester, Leicestershire and Rutland. This framework is published on the Safeguarding Boards website.
- All officers at NWLDC are expected to have a basic awareness of Safeguarding, this is delivered via an e-learning module on Learning Pool our online learning resource and is available to staff at all times. Training was rolled out over 2016. It is important that all staff have this basic awareness in order to be compliant with our statutory responsibility detailed in the Children Act 2004 practice guidance 'working together'.
- 5.3 Some staff require a more in depth level of training to attain the competency framework. This is delivered in house as part of the Silver and Gold safeguarding courses, in addition a bespoke short course for managers and the Corporate Leadership Team is available.
- 5.4 It should not be assumed that an officer attending training is then fully competent to the necessary level. Training is a key part of building up competency but there are many other examples that could also be utilised such as ongoing experience, attending case conferences, working with other DSO'S and sharing experience, delivering training to other staff or writing about a safeguarding experience for a case study. It is important to measure this level of competency outside of a training environment and to record and assess on an ongoing basis. Consideration should be given to assessing the DSO after training to ensure a common standard.
- 5.5 Additionally it is important that attendance at internal or external training that has a link to safeguarding is recorded by team leaders and managers as this also builds competency and for some roles is essential for them to be gaining level 3 training.
- 5.6 Our safe recruitment practices use the Disclosure and Barring Service (DBS). The senior HR officer has mapped the staff roles at NWLDC to identify the competency needs of officers across all levels and departments.
- 5.7 In 2016 we recruited additional DSO's from NWLDC, however due to the number of staff changing roles; the number of available DSO has only increased slightly than the previous year. The Additional staff have been trained and are undertaking a short period of on the job training. We currently have 14 active DSO staff (detailed on Appendix 1) that are completing the daily referrals, we will keep the numbers under review to ensure there are sufficient available.

6.0 SAFEGUARDING CASE MANAGEMENT

6.1 A number of vulnerable people of all ages are assisted on a weekly basis by the delivery of the safeguarding strategy this relies on the goodwill of the staff involved.

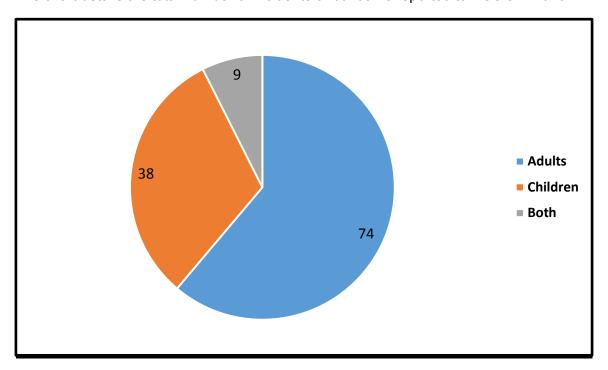
The council has received favourable feedback from Social Services on the standard of our referrals and we have made a difference in the local community, this good work is not publicised due to the highly sensitive nature however the following are results we have achieved to date:

- Getting help to a disabled resident who had not been able to eat for 3 days
- Helping a family escape domestic abuse

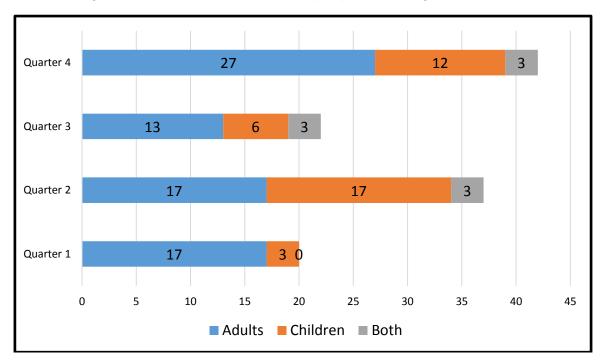
- Getting a commode for a resident who was using a bucket for a toilet
- Supporting an elderly resident with mental health problems obtain day support
- Helping a family move from a house which was uninhabitable
- 6.2 There is a high risk to the reputation of council if the process is not maintained, monitored and kept up to date. The training and the swift response given to safeguarding reports ensure as far as possible the positive outcomes we have currently maintained.

2016/17 Safeguarding Incident data

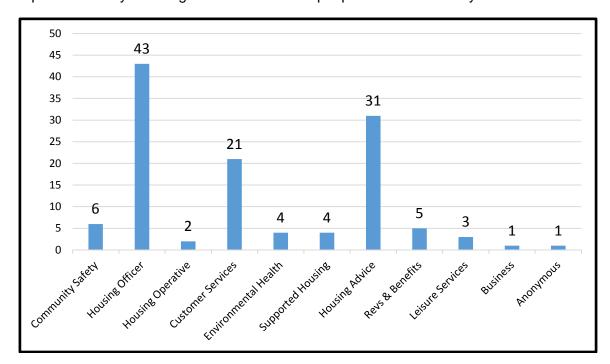
6.3 This chart details the total number of incidents or concerns reported to DSO's in 2016/17



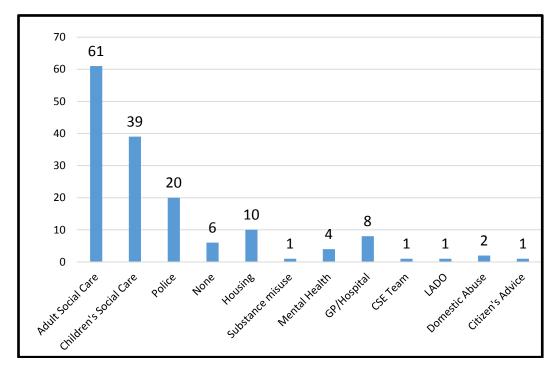
6.4 The graph below shows the quarterly breakdown of incidents for 2016/17. The spike of referrals in Q4 reflects the same pattern as previous years and is also in line with stats from other agencies, as there is an increase in people accessing services after Christmas.



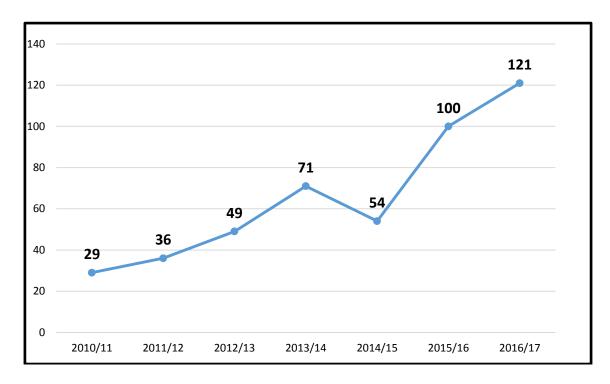
6.5 The chart below details the breakdown of referrals made to DSO's from departments within the council, a high number of referrals come via housing services, and this is to be expected as they have high contact rates with people in the community.



6.6 This chart details the number of referrals made to agencies/services from DSO's or other officers. The number of referrals out is often higher than the number of referrals in as one incident form could lead to more than one referral being made, e.g. to the police, social care and to Domestic Abuse (DA) services.



6.7 This graph shows the total number of referrals made to DSO's over the last 7 years. This graph demonstrates an upward trend over the years which we have expected and is likely due to increased staff awareness and/or the need to record incidents they are dealing with. Further research will be completed over the coming months to investigate the reason for the increased reports.



- 6.8 Officer time for DSO's to undertake their roles including attending relevant training courses are not currently recorded, this is now being considered in order to consider the overall impact.
- 6.9 Costs of DSO training for new DSO's remains at approx £400 per person, this is met from the DSO training budget. Free training is sourced wherever possible for ongoing training of DSO staff and other interested parties.

Current Designated Safeguarding Officers

Officer	Position	Service	Ext number
Andrea Cave	Administration & Finance Coordinator	Community	534
Alison McCafferty	Housing Choices Advisor	Housing	569
Amanda Shakespeare-Ensor	Senior HR Advisor	Human Resources	524
Bhavana Short	Licensing Officer	Environmental Health - Licensing	832
Chris Brown	Team Manager	Stronger & Safer Communities	696
Charlotte Keedwell	Community Safety Officer	Stronger & Safer Communities	831
Dea Stanley	Housing Officer	Housing	810
Duncan Gibb	Commercial Manager	Leisure	328
Gillian Haluch	Community Safety Officer - Children and Vulnerable Adults Officer	Stronger & Safer Communities	490
Jason Knight	Team Manager	Leisure & Parks	602
Mary Chapman	Customer Services Officer	Customer Services	407
Miriam Bentley-Rose	Community Safety Officer – Equalities	Stronger & Safer Communities	501
Paul Collette	Team Leader – Community Safety	Stronger & Safer Communities	719
Zara Barnes	Physical Activity Development Officer	Leisure	606

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 13 JUNE 2017

Title of report	FORMER TENANT RENT ARREARS, CURRENT TENANT RENT ARREARS, COUNCIL TAX, NON DOMESTIC RATES AND SUNDRY DEBTOR WRITE-OFFS
Key Decision	a) Financial No b) Community No
Contacts	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Interim Director of Resources 01530 454833 andrew.hunkin@nwleicestershire.gov.uk
	Financial Planning Manager and Deputy Section 151 Officer 01530 454707 tracy.ashe@nwleicestershire.gov.uk
Purpose of report	To agree write-offs over £10,000 and receive details of debts written off under delegated powers.
Reason for Decision	To comply with proper accounting practices.
Council Priorities	Value for Money
Implications:	
Financial/Staff	There is no additional financial effect as all the debts are met from the Authority's bad debt provision for previous years arrears or from in year income if the debts relate to the current financial year.
Link to relevant CAT	None
Risk Management	Regular reviews of debts for write off mitigates the risk that the Council's accounts do not reflect the true level of recoverable income. It is also part of an effective arrears management strategy.
Equalities Impact Screening	Not applicable.
Human Rights	None discernible.
Transformational Government	Not applicable.
Comments of Deputy Chief Executive	Report is satisfactory

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

1.0 WRITE OFFS

1.1 Write offs relating to prior years against Bad Debt Provision:

	Provision as at 1 April 2017	Write offs to date (under delegated powers)	Amounts written off over £10,000 approved by Members	Balance Available
Council Tax	£2,050,324.89	£49,545.66	£0.00	£2,00,779.23
Non Domestic Rates	£259,719.93	£2,099.25	£0.00	£257,620.68
Housing Rents	£489,624.41	£7,093.77	£0.00	£482,530.64
Sundry Debtors/Housing Benefit Overpayments	£1,453,233.99	£9,269.69	£0.00	£1,443,964.30

2.0 FORMER TENANT RENT ARREARS

2.1 The amounts written off under delegated powers, in accordance with the thresholds outlined in the write off policy are as follows: 26 cases under £1,000 which amount to £5,629.90. Of these, three are uneconomical to pursue (£30.41) and one where the tenant is deceased and there is no estate (£26.30), also one no trace (£416.14). There were 21 cases who received a bereavement allowance (£5,157.05).

There was one case over £1,000 where there was no trace of the tenant (£1,344.06).

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

3.0 CURRENT TENANT RENT ARREARS

3.1 There was one case for current tenant rent arrears which is due to a Debt Relief Order (£119.81).

4.0 COUNCIL TAX

- 4.1 There are currently no council tax debts over £10,000 for which Cabinet's approval for write off is sought.
- The amounts written off under delegated powers, in accordance with the thresholds outlined in the write off policy, are as follows: Five cases under £100 which amount to £283.14. Of these, two cases have absconded (£124.07), in one case the debtor is deceased with no assets (£33.63), one case is insolvent (£65.74) and there is one case that is uneconomical to collect (£59.70). There are 43 cases between £100 and £1,000, which amount to £20,371.07. Of these, 32 have absconded (£14,238.12), three are insolvent (£2,224.71), five cases have debt relief orders (£2,357.11), two are uneconomical to collect (£555.21) and one has insufficient recovery data to enforce the debt (£995.92). There are 11 cases between £1,000 and £10,000 which amount to £28,891.45. Of these, six cases have absconded (£15,667.51), one case has a debt relief order (£3.260) and four are insolvent (£9,963.94).
- 4.3 The full list of reasons for writing off debt includes:
 - Bankruptcy or a Debt Relief Order is in place
 - Deceased No assets in the estate.
 - Debtor Absconded / No Trace
 - Company in liquidation/dissolved or ceased trading with no assets
 - Severe Hardship and/or Serious health Issues
 - Statute barred i.e. we cannot legally pursue the debt as there has been six years since the debt fell due and no action has been taken to collect the debt.
 - Uneconomical to collect i.e. it is not financially viable to take further action for e.g. due to the low level of the debt, they have gone abroad etc.
- 4.4 Writing off debts is only considered where all appropriate recovery and enforcement measures have been taken, or, where the council are legally prohibited from pursuing the debt.

- 4.5 Each year the council produces a recovery timetable which details the dates on which the statutory Reminders, Final Notices and Summonses are to be despatched. The letters issued are designed to maximise collection by prompting tax payers to pay their missed instalments in a timely manner, thereby avoiding further enforcement action taking place. Information is provided on the website to explain what happens next should payment not be made.
- 4.6 For all outstanding debt, the council takes the recovery action outlined in the bullet points below:
 - If payment is not received by the instalment due date shown on the bill, a reminder notice is issued.
 - If payment is received within seven days the tax payer may continue with their original instalment plan. If they default again within the year, then one further reminder notice is issued. If they do not pay, the following steps are taken.
 - If payment is not received by the date on the reminder notice, a court Summons is issued. The Summons advises them of the date and time that the Council will attend a Magistrates Court hearing to apply for the award of a Liability Order against them.
 - Once a Liability Order is obtained, the Council has a number of enforcement options open to them in order to secure payment of the debt.

4.7 Liability Order Action

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

- 1. Apply to the debtor's employer for an Attachment of Earnings.
- 2. Apply to the DWP for a deduction from the debtor's benefits
- 3. Instruct an external enforcement company (bailiffs) to collect the debt on the council's behalf.
- 4. If the enforcement company are unsuccessful, the Council could commence committal proceedings against the debtor.
- 5. If the debtor owns their own home a Charging Order could be made against the property.
- 6. If the debt is over £5,000, bankruptcy proceedings could be commenced against the debtor.

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

5.0 NON DOMESTIC RATES (NNDR)

- 5.1 There are two Non Domestic Rate debts over £10,000 amounting to £33,930.81 for which Cabinet approval for write off is sought. One case is insolvent (£20,651.24) and the other case has ceased trading with no assets (£13,279.57).
- 5.2 The amounts written off under delegated powers in accordance with the policy thresholds are as follows: There are no cases under £100. There are no cases between £100 and £1,000. There is one case between £1,000 and £10,000 which is due to insolvency (£2,099.25).

- 5.3 As with the recovery of Council Tax, for Business Rates, writing off debt is only ever considered as a last resort. Often companies, sole traders or partnerships become insolvent and the Council is prohibited from taking any further action as all of their outstanding debts are included within the Administration, Liquidation or personal bankruptcy.
- The Council follows the same recovery process for Business Rates as for Council Tax. However, once the Council has obtained a Liability Order there are only a limited number of enforcement actions that can legally be pursued. In most cases, where a payment arrangement or contact cannot be made, the Council refers the case to external Enforcement Agents. If they are unsuccessful, the Council then has three further options to consider before putting the debt for write off. These options are:
 - Committal (For sole traders and partnerships only)
 - Security for Unpaid Rate (this is the equivalent of a Charging Order on a property but this can only be done with the ratepayers agreement)
 - Insolvency Proceedings

6.0 SUNDRY DEBTORS (INCLUDES NON CURRENT HOUSING BENEFIT OVERPAYMENTS PRE 2011)

- 6.1 There are currently no sundry debtor cases over £10,000 for which Cabinet's approval for write off is sought
- 6.2 There were no cases that have been written off under the Deputy S151 Officer delegated powers.
- 6.3 The recovery process varies dependant on the type of debt.

 Generally the debtor will receive a minimum of two reminder letters the final stating that recovery through the county court will take place in the event of non payment.

 Once judgement is obtained the normal recovery methods are available such as attachment of earnings/ benefit etc.

7.0 CURRENT HOUSING BENEFIT OVERPAYMENTS

- 7.1 There are currently no sundry debtor cases over £10,000 for which Cabinet's approval for write off is sought.
- 7.2 The amounts written off under delegated powers, in accordance with the thresholds outlined in the write off policy, are as follows: There are 13 cases under £100 amounting to £475.24. Of these, two debtors are deceased with no assets (£172.26), two have absconded (£143.60) and nine cases are uneconomical to pursue (£159.38). There are 13 cases between £100 and £1000 amounting to £4,595.86. Of these one case is insolvent (£449.48), three cases have a debt relief order (£1201.81), there are four cases where the debtor has absconded (£1,148.64), there are four cases where the debtor is deceased with no assets (£1,267.68), one case which is insolvent (£449.48) and one case which is uneconomical to collect (£528.25). There are three cases of insolvency between £1,000 and £10,000 amounting to £4,198.59.
- 7.3 For all outstanding benefit overpayment debt, the council takes the recovery action outlined in the bullet points below:

- An invoice is issued giving 14 days to make payment, or to contact the council.
- If payment is not received a first Reminder is issued, followed by a second reminder two to three weeks later.
- If payment is not received a 'CIS' (DWP database) check is carried out to assess if a
 deduction from benefit or an attachment of earnings is appropriate. If neither of these
 options is suitable the account is sent to an external collection team with no cost to the
 Council. However, they have no powers to enforce the debt at this stage only to collect
 it
- If the cases are returned, each case is checked and a decision is made as to whether it is appropriate to start legal proceedings in the County Court.
- If judgement is obtained in the County Court, the following enforcement options are available to consider:-
 - 1. Warrants Control (the use of County Court Bailiff, or High Court Sheriff)
 - 2. Third Party Debt Orders (Utilises the customer's bank account to extract payment)
 - 3. Charging Order (the debt is secured on the customer's house)
 - 4. Insolvency (petition for bankruptcy)

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET - TUESDAY, 13 JUNE 2017

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

Comments of Deputy Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	Members of the Coalville Special Expenses Working Party
Background papers	Agenda and associated documents of the meeting held on 25 April 2017
Recommendations	TO NOTE THE RECOMMENDATIONS MADE BY THE COALVILLE SPECIAL EXPENSES WORKING PARTY AS DETAILED WITHIN THE MINUTES AND APPROVE THE RECOMMENDATIONS AS SUMMARISED AT 3.0

1.0 INTRODUCTION

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

2.0 TERMS OF REFERENCE

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

3.0 RECOMMENDATIONS FROM MEETING ON 25 APRIL 2017

3.1 CAPITAL PROJECTS UPDATE

- That Cabinet are recommended to support an insurance policy (approximately £100) for the memorial at Coalville Park from within existing Coalville Special Expense revenue budgets. This has been identified as part of the Councils review of property/asset insurances.
- That Cabinet be requested to fund half (£3,000) of the additional cost (£6,000) required for the improvements to Coalville Forest Adventure Park from General Fund reserves.
- That Cabinet be requested to fund footpath improvements for Melrose Road Play Hub, Thringstone including footpath and steps (subject to landowner consent) into the wooded area at a cost of £4,000 from Coalville Special Expense Reserves.

- That Cabinet be requested to fund two benches for Melrose Road Recreation Ground, Thringstone along with a landscaping scheme from Coalville Special Expense Reserves at a cost of £2,000.
- The funding request of £9,100 can be accommodated from within the existing reserves of £66,310 whilst still maintaining the S151 advised prudent level of 10% of annual expenditure (£45,000).

MINUTES of a meeting of the COALVILLE SPECIAL EXPENSES WORKING PARTY held in the Board Room, Council Offices, Coalville on TUESDAY, 25 APRIL 2017

Present: Councillor J Geary (Chairman)

Councillors R Adams, N Clarke, D Everitt, J Legrys, P Purver and M B Wyatt

In Attendance: Councillors R Johnson (Observer)

Officers: Mr J Knight, Mr J Richardson, Mrs W May, Mrs R Wallace, Mrs C Ridgway and Ms R Biggs

The Chairman announced that it was the Head of Community Services last meeting as he was moving on to a role at another authority. On behalf of the Committee, the Chairman thanked him for all the work done for this Committee and the Council as a whole. The Chairman commented that the Head of Community Services would be missed and wished him all the best for the future.

23. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor J Cotterill and M Specht.

24. DECLARATIONS OF INTEREST

Councillor M B Wyatt declared a non-pecuniary interest in any reference to Coalville Town Centre as a business owner.

Councillor J Geary declared a non-pecuniary interest in item 4 – Capital Projects update as a regular supporter of Coalville Town FC and a founder member of Mantle Lane Arts.

Councillor J Legrys declared a non-pecuniary interest in any reference to Hermitage FM due to his voluntary involvement with the organisation.

Councillor P Purver declared a non-pecuniary interest in item 6 – 2016/17 Forecast Outturn and Capital Programme 2017/18, as an employee of JF Brown (Surveys) who had undertaken work for Broomley's Cemetery.

25. MINUTES OF THE PREVIOUS MEETING

Consideration was given to the minutes of the meeting held on 15 December 2016.

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

RESOLVED THAT:

The minutes of the meeting held on 15 December 2016 be approved and signed by the Chairman as a correct record.

26. CAPITAL PROJECTS UPDATE

The Leisure Services Team Manager presented the report to Members and provided an update on the ongoing projects.

Owen Street Recreation Ground

A number of concerns had been raised regarding the sustainability of the floodlights as the lux levels would be inadequate if the club were promoted, the light fittings were outdated and were becoming difficult to replace, plus the light columns were now reaching the end of their natural life. Members would be presented with options and costs at a future meeting. The Chairman requested that a professional survey be undertaken on the lighting columns as he believed they should have a longer lifespan. The Leisure Services Team Manager stated that an appropriate survey would be undertaken through Property Services.

Councillor M B Wyatt asked if the football club would provide some of the funding for the works required as he felt that the cost should not fall completely on the tax payer, the Chairman concurred. The Leisure Services Team Manager explained that once the cost had been obtained there would be a number of funding options available including the football club itself, this would be considered by the group at a future meeting. He also clarified that the lighting columns would be the Council's responsibility as the landlord.

Thringstone Miners Social Centre Training Pitch

The new chairman was currently working with the football club to appoint to a number of vacant positions on the board, once this had been completed the work would continue on gaining the funding for the training pitch. Councillor D Everitt questioned if the lamp post in the middle of the area had been considered. The Leisure Services Team Manager explained that it had been included as part of the footpath diversion which had already received planning approval.

Coalville Forest Adventure Park

The Buccaneer play equipment had been vandalised beyond repair and would cost approximately £9,000 to replace which had not been budgeted for. Therefore officers were investigating other options that would be in line with the new name of Coalville Forest Adventure Park, these would be presented at the next meeting. As the equipment was not insured it did highlight the risk of other play equipment. In addition, the outcome of a recent survey had also identified the memorial at Coalville Park as a risk. An insurance quote would be presented to members for a decision at the next meeting but it was likely to be around 100 pounds per year. The Chairman felt that it was important to have adequate insurance as soon as possible and therefore recommended that permission be given for officers to go ahead and purchase an insurance policy once the quotes had been received up to the value of 100 pounds. Members were in agreement.

The Leisure Services Team Manager added that officers were also looking into the cost of insuring the statue outside the library and he would circulate details to Members via email.

The Leisure Services Team Manager introduced Rosie Biggs, the Horticultural Officer who worked within the Grounds Maintenance Team and was responsible for putting together proposals and costings for projects such as this.

Councillor J Legrys referred to the available Section 106 money to further enhance the facilities as mentioned within the report and asked where it was coming from. The Leisure Services Team Manager explained that the two adjoining developments provided the Section 106 money which had been used to fund the buccaneer play equipment, footpaths, drainage and fencing. It stated within the agreement for the money to only be used for improvements to the park and there was £4,781 still left to be allocated.

The Leisure Services Team Manager reminded Members that the name of the park would be changing to Coalville Forest Adventure Park. Members were asked to consider if they wanted to fund the replacement of the buccaneer play equipment or to develop the area to fit in with the new name. The plans were displayed for Members detailing proposed improvements to make the area more appealing to families. Proposals included:

- A 321 recreation run site which was advocated by Sporting England, funding for this has already been secured through Leicestershire and Rutland Sport.
- Potential play options
- Picnic area with benches
- Willow tunnels and structures
- Nature elements to work with local schools including bird boxes
- Additional walk ways

It was reported that the cost for these improvements would be in the region of £6,000 which was slightly over what was available from the Section 106 Money. By not including the play and picnic areas, the project would be brought to within budget or the additional funds could be agreed from Coalville Special Expenses.

Councillor M B Wyatt suggested that Cabinet be asked to fund half of the additional cost required as people from outside of Coalville would be using the park. All Members were in agreement.

Councillor P Purver raised concerns with the suggestion of a picnic area as there had been issues in previous years with youths and vandalism, she believed picnic benches would encourage people to congregate and cause problems. Other Members did not agree as they believed the benches would be beneficial and that they should not be put off by the possibility of vandalism.

Scotlands Play Hub Development

As previously agreed, work on identifying improvements to Scotlands Playing field has been deferred until the issues with Lillehammer Drive MUGA has been resolved. Councillor J Legrys expressed his disappointment that the issues with the Lillyhammer Drive MUGA were still ongoing as it had been closed for some time. He appreciated that officers were trying and that the developer was causing delays. The Head of Community Services reported that the Legal Team had now been instructed to move things forward and once agreed details would be presented to the group to make the decision of how to allocate funds.

Mobile Vehicle Activated Signage

The Community Focus Officer had met with Leicestershire County Council Officers in January regarding the options available for locating the signs and these were detailed within the report. It was suggested that a further visit to the sites be arranged which Members would be invited. Once a final decision on locations had been made,

Leicestershire County Council Officers would visit to assess whether the columns were suitable. The Community Focus Officer asked any Members that could not attend site visits to email her with their preferred locations.

In response to a question from Councillor R Adams, the Community Focus Officer explained that Warren Hills Road had been deemed unsuitable because there was not a safe footpath for engineers to affix the bracket or for the sign to be accessed for changing locations. She explained that the officer could not make any suggestions for a safer alternative as that was not within her remit, she was only assessing the preferred sites. The Chairman requested that a suitable officer from Leicestershire County Council be asked to visit the site to gain advice as he strongly felt that the signage should be used on Warren Hills Road, he added that Members would attend any meetings to support the case. The Community Focus Officer agreed to investigate this further. The Leisure Services Team Manager commented that making a suitable site on Warren Hills Road may incur costs, Members were happy to fund what was required.

Melrose Road Recreation Grounds, Park Development

The proposals put together by the Horticultural Officer were circulated to Members which included planted areas, benches and a change of name to Thringstone Park. The intention was to encourage people to the park for more than just football games. Due to the fitness equipment being situated on grass which could get very muddy, it was also proposed that a footpath be inserted from the main path to the equipment and then on to the wooded area behind the park. It would include steps down into the wooded area and provide clear access. The total cost was approximately £4,000. The Chairman raised concerns regarding the steep descent into the wooded area and believed it was dangerous, he felt the footpath needed to be created safely with a handrail along the steps or fenced off completely to stop people using it. Members agreed that steps and handrail be placed at the entrance to the wooded area.

A discussion was had on the positioning of the proposed benches in the area and the benefits of placing a bench at the play area debated. Councillor D Everitt's preference was that at least one bench be placed at the football area. It was agreed that one bench to be placed at the football area and one bench to be placed at the play area.

Regarding the consultation with Friends of Thringstone, it was reported that they were happy with the proposals being considered by Members. A discussion was had regarding the planted area and if Friends of Thringstone would contribute to the maintenance of it. It was agreed that the group to be approached to discover what input they would be prepared to have.

Councillor P Purver asked for her thanks to passed onto to the appropriate team as the flowerbeds around Coalville looked fantastic.

RESOLVED THAT:

- 1. The completion of the two 2016/17 Capital Projects be noted.
- 2. The progress update on 2017/18 Capital Projects be noted.
- 3. The decision to purchase an insurance policy for the memorial at Coalville Park up to the value of £100 be delegated to officers.

- 4. Cabinet be requested to fund half of the additional cost required for the improvements to Coalville Forest Adventure Park.
- 5. The footpath improvements for Melrose Road Recreation Ground including footpath and steps into the wooded area be agreed.
- 6. Two benches be agreed for Melrose Road Recreation Ground, one to be placed at the football area and one at the play area.
- 7. Friends of Thringstone be asked what input they were prepared to have in the maintenance of the Melrose Road Recreation Ground.

27. 2017/18 EVENTS UPDATE

The Cultural Services Team Manager presented the report to Members, providing an update on each event.

St Georges Day

The flags had been flying from Friday 21 April and would be taken down on Wednesday 26 April to celebrate St George's day.

Proms and Picnic in the Park

It was confirmed that the event planning was well underway with performers signed up and a finalised site plan. Coalville Park was set to be full of stalls as there had been lots of support from local groups. It was noted that there was a small change to the layout from last year as the stage has been moved back to where it had been historically. The Cultural Services Team Manager reported that the costs of running the event had been reduced and the income increased, overall it was under budget and still delivering a quality event for the community.

In response to a question from Councillor J Legrys, the Cultural Services Team Manager stated that there would be no more event shelters than in previous years.

In response to a question from Councillor R Adams, the Cultural Services Team Manager stated that there was not accurate data regarding footfall for the event, she was however looking into technology that measured footfall by mobile phone signals and she was hoping to have this for the event.

Coalville by the Sea

The event was scheduled for Friday 4 August at Needhams Walk, Coalville.

Christmas in Coalville

The detailed event planning had not yet begun but the key infrastructure such as the reindeer had been secured. The proposed dates for free car parking was 2, 9, 16, 23 and 30 December. It was also reported that the next meeting of the Events Sub Group was on 13 September.

Councillor J Legrys referred to the events poster included within the report and asked if he could be sent it electronically so that he could promote it through social media. The Cultural Services Team Manager agreed.

Christmas lights

Unfortunately, recent meetings with the Christmas light contractor had been delayed and therefore options were not available at this time, the Cultural Services Team Manager was hopeful that more information would be available at the next meeting.

Coalville commemorates

Work was ongoing and the next stage was to develop the design options ensuring that the artwork was complimentary to the proposed resurfacing for memorial square. The Cultural Services Team Manager proposed that Ibstock brick be used to create a bespoke design at the bottom of the hilled area, she felt that it would be a durable material and the positioning would be accessible to all. If Members agreed then the Cultural Services Team Manager would speak to someone from Ibstock Brick and bring the options back to the next meeting.

Councillor J Legrys was pleased with the proposal but requested that if bricks were being specifically made then they be imperial bricks to match the Clock Tower.

In response to a question from Councillor D Everitt, the Cultural Services Team Manager explained that the Horticultural Officer would be looking at the design as she had undertaken similar design projects in the past, all options would be brought back to the next meeting.

The Chairman thanked Councillor P Purver for the great idea of a memorial and for successfully chairing the sub groups.

RESOLVED THAT:

- a) The progress update on 2017/18 events be noted.
- b) The progress update on Coalville Christmas Lights 2017 be noted.
- c) The progress update on the commemorative mosaic be noted.
- d) The Cultural Services Team Manager to meet with Ibstock Brick to discuss design options for the commemorative memorial and report back to the next meeting.

28. 2016/17 FORECAST OUTTURN AND CAPITAL PROGRAMME 2017/18

The Head of Community Services presented the report to Members. As there were funds to allocate, he suggested that the following potential projects be brought to the next meeting for consideration: the floodlights at Owen Street Football Ground, Thringstone Park and possibly more funds for the commemorative memorial project. He added that a playing pitch strategy was currently underway and early indications showed that there were two changing facilities that did not meet the required standard.

Councillor N Clarke asked if an increase in the grant budget had been considered. The Head of Community Services explained that it had not been considered as the amount

allocated each year was never fully spent, he stated that if that was to happen in the future then a request would be made to the group for more funds.

RESOLVED THAT:

- a) The 2016/17 Forecast Outturn be noted.
- b) The Capital Scheme Programme for 2017/18 be noted.

29. DATE OF FUTURE MEETINGS

RESOLVED THAT:

The following future meeting dates be noted: Tuesday, 11 July 2017 Tuesday, 10 October 2017 Thursday, 11 January 2018 Tuesday, 24 April 2018

Councillor M B Wyatt left the meeting at 7.10pm.

The meeting commenced at 6.30 pm

The Chairman closed the meeting at 7.45 pm

Likely to contain exempt information under paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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