

Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 12 June 2018
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 2017/18	
Report of the Strategic Director of Housing and Customer Services Presented by the Corporate Portfolio Holder	7 - 18
6. PROVISIONAL FINANCIAL OUTTURN 2017/18	
Report of the Strategic Director of Housing and Customer Services Presented by the Corporate Portfolio Holder	19 - 30

7.	ENVIRONMENTAL HEALTH - FOOD SAFETY SERVICE DELIVERY PLAN 2018/19	
	Report of the Strategic Director of Place Presented by the Community Services Portfolio Holder	31 - 62
8.	SAFEGUARDING UPDATE 2017-2018	
	Report of the Strategic Director of Place Presented by the Regeneration and Planning Portfolio Holder	63 - 70
9.	RENEWAL OF MICROSOFT ENTERPRISE SOFTWARE LICENCE AGREEMENT	
	Report of the Strategic Director of Housing and Customer Services Presented by the Corporate Portfolio Holder	71 - 74
10.	AUTHORITY TO AWARD THE CONTRACT FOR REPLACEMENT FINANCE ICT SYSTEMS	
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11.	2017/18 QUARTER 4 PERFORMANCE MANAGEMENT REPORT	
	Report of the Chief Executive Presented by the Leader	81 - 100
12.	END OF YEAR REPORT	
	Report of the Chief Executive Presented by the Leader	101 - 138
13.	FORMER TENANT RENT ARREARS, CURRENT TENANT RENT ARREARS, COUNCIL TAX, NON DOMESTIC RATES AND SUNDRY DEBTOR WRITE OFFS	
	Report of the Strategic Director of Housing and Customer Services Presented by the Corporate Portfolio Holder	139 - 144
14.	MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY	
	Report of the Strategic Director of Place Presented by the Community Services Portfolio Holder	145 - 154

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, 1 MAY 2018

Present: Councillor R Blunt (Chairman)

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

In Attendance: Councillors R Adams, J Clarke, J G Coxon, G Hault, R Johnson, J Legrys and M Specht

Officers: Mr J Arnold, Ms T Ashe, Mrs C Hammond, Mr G Jones, Mrs B Smith and Miss E Warhurst

Before the start of the meeting the Leader advised that it was the Head of Planning and Infrastructure's last Cabinet meeting. He stated that he had made a major contribution to the authority and thanked him for all his hard work over the past 3 years.

122. APOLOGIES FOR ABSENCE

There were no apologies received.

123. DECLARATION OF INTERESTS

There were no interests declared.

124. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

125. MINUTES

Consideration was given to the minutes of the meeting held on 6 March 2018.

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

RESOLVED THAT:

The minutes of the meeting held on 6 March 2018 be approved by the Chairman as a correct record.

Reason for decision: To comply with the Constitution

126. LEICESTER AND LEICESTERSHIRE AUTHORITIES' JOINT STRATEGIC GROWTH PLAN: RESPONSE TO CONSULTATION

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

He highlighted that the 12 week consultation period had been extended after new evidence was published, that Members and the public had had opportunity to input in to the response and that the response was summarised in section 3 of the report. He advised that Councillor S Sheahan had made a comment in relation to the National Forest Line which would be noted and taken into account.

Councillor N J Rushton stated that he had been contacted by some residents who travel from the district to Leicester using the A511, and are inconvenienced by delays at the Flying Horse Roundabout. He asked that consideration of improvement to the junction be included in the response as this road link was pivotal to the growth of the district.

Councillor T J Pendleton stated that he was happy to include consideration to the roundabout in the response.

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

RESOLVED THAT:

The suggested response to the consultation as detailed at section 3 of the report, with the inclusion of the Flying Horse Roundabout as an area to be considered for infrastructure improvement, be endorsed.

Reason for decision: To respond to the Leicester & Leicestershire Draft Joint Strategic Growth Plan Consultation.

127. CHANGES TO LOCAL GOVERNMENT ASSOCIATION MEMBERSHIP

The Leader presented the report to Members.

He advised that the Council was already a member of the Local Government Association and that it was originally established as an unincorporated association. He informed Members that for financial reasons and business efficacy the association was to change its status to an unlimited company and the Council was being asked to sign up to the new organisation.

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

RESOLVED THAT:

The Council joining the new LGA unlimited company be agreed.

Reason for decision: The Constitution required Cabinet to make decisions about the Council joining an unlimited company.

128. NATIONAL PLANNING POLICY FRAMEWORK

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

He highlighted that the NPPF consolidated various Planning Policy Guidance, ministerial statements and other Government guidance from 2011 and since then various details had been tested and clarified by the Courts. He advised that the Housing White Paper included several changes which required the NPPF to be amended. He stated that the key features were summarised at section 2 of the report and that the suggested responses to the consultation questions were detailed in the appendix.

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

RESOLVED THAT:

1. The proposed response to the consultation, as detailed at appendix 1, be endorsed; and
2. The Strategic Director of Place be delegated to send the response to the MHCLG

Reason for Decision: To respond to the consultation.

129. RISK MANAGEMENT POLICY

The Leader presented the report to Members.

He advised Members that the report outlined the updated and improved approach to risk management and that it was more important than ever that the Council preserved its ability to provide its diverse range of essential services. He highlighted that the current strategy was approved in July 2014 and that as part of the 2016/17 annual governance statement a commitment was made to review the approach to risk management. He informed Members that the Audit & Governance Committee had agreed the policy at its meeting on 21 March 2018.

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

RESOLVED THAT:

1. The updated Risk Management Policy be formally adopted.
2. The updated Risk Management Framework be approved.

Reason for decision: The Risk Management Policy is required to be reviewed and updated on a periodic basis and to obtain support from Members for the updated risk management framework.

130. 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.

131. EXEMPTION FROM THE COUNCIL'S CONTRACT PROCEDURE RULES - FINANCE SYSTEM

The Corporate Portfolio Holder presented the report to Members.

He advised that the current finance system required to be replaced due to its age and issues with functionality and that in order to have the existing system in place until a new system had been procured, the exemption had been granted on the basis that only one supplier could provide the service. He informed Members that the 2 year contract was valued at £120,000 and that the funding for the replacement system had been agreed in the 2018/19 budget.

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

RESOLVED THAT:

The grant of an exemption to the Council's Contract Procedure rule 6.4 to allow the award of a contract for support and maintenance of its existing finance system on the grounds that only one supplier was available for technical reasons be noted.

Reason for decision: To ensure the contract for the Council's finance system is compliant.

The meeting commenced at 5.00 pm

The Chairman closed the meeting at 5.10 pm

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 12 JUNE 2018

Title of report	TREASURY MANAGEMENT STEWARDSHIP REPORT 2017/18
Key Decision	a) Financial Yes b) Community Yes
Contacts	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Strategic Director of Housing and Customer Services 01530 454819 glyn.jones@nwleicestershire.gov.uk Head of Finance 01530 454707 tracy.bingham@nwleicestershire.gov.uk
Purpose of report	To inform Members of the Council's Treasury Management activity undertaken for the financial year 2017/18.
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 Council.
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 required.
Human Rights	No implications.
Transformational Government	No implications.
Comments of Head of Paid Service	Report is satisfactory
Comments of Section 151 Officer	Report is satisfactory

Comments of Monitoring Officer	Report is satisfactory
Consultees	None
Background papers	Treasury Management Strategy Statement 2017/18 – Council Meeting 23 February 2017 ; Treasury Management Activity Report – April to August 2017 – Audit & Governance Committee 27 September 2017 ; Treasury Management Activity Report – April to October 2017 – Audit & Governance Committee 6 December 2017 ; Treasury Management Activity Report – April to February 2018 – Audit & Governance Committee 21 March 2018 ; Budget and Council Tax Report 2018/19 – Council meeting 27 February 2018
Recommendations	THAT MEMBERS APPROVE THIS REPORT.

1.0 BACKGROUND

- 1.1 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 council’s legal obligation under the Local Government Act 2003, to have regard to both the CIPFA Code and the MHCLG Investment Guidance
- 1.3 CIPFA published revised editions of the Treasury Management and Prudential Codes in December 2017. The revised Prudential Code introduced the requirement for a capital strategy which provides a high level, long-term context of capital expenditure and investment decisions.
- 1.4 A capital strategy was presented to members as part of the Budget and Council tax report to council on 27 February 2018.
- 1.5 The council’s current Treasury Management Strategy Statement, including the Borrowing Strategy, Debt Rescheduling Strategy, Annual Investment Policy and Strategy, Interest Apportionment Policy, Prudential Indicators and Annual Minimum Revenue Position Statement were approved by Council on 23 February 2017.
- 1.6 When investing or borrowing, the council is exposed to financial risks including the loss of invested funds and the revenue effect of changing interest rates. The successful identification, monitoring and control of risks are therefore central to the council’s treasury management strategy.
- 1.7 As a result of the second ‘Markets in Financial Instruments Directive’ (MiFID II), from 3 January 2018 all local authorities were automatically treated as retail clients for the purpose of investing, but could opt-up to Professional client status if certain criteria was met, including maintaining an investment balance of at least £10m and that persons making investment decisions have the expertise and knowledge to understand the risks involved – as presented to Council on 27 February 2018 in the Treasury Management Strategy Statement.

2.0 THE U.K. ECONOMY AND OTHER FACTORS.

2.1 An economic update and Interest rate forecast has been provided by our Treasury Advisers (Arlingclose Ltd) and summarised below. A full update can be found at Appendix A

- CPI rose to 3.1% in November 2017 before falling back to 2.7% in February 2018
- The unemployment rate fell back to 4.3% in January 2018
- The Bank of England increased the bank rate by 0.25% to 0.5%. This was the first increase in 10 years
- UK economy grew by 1.8% in the calendar year of 2017

3.0 THE COUNCIL'S TREASURY POSITION.

3.1 The council's current strategy is to use internal borrowing to reduce risk and keep interest costs low. The treasury management change over the financial year is shown below.

	Balance at 01/04/2017 £m	Net Movement £m	Balance at 31/03/2018 £m
Long term borrowing - HRA	£75.1	-£1.1	£74.0
Long term borrowing – General Fund	£8.4	£0.0	£8.4
Other long-term liabilities - HBBC	£0.1	-£0.0	£0.1
Total Borrowing	£83.5	-£1.1	£82.5
Long term investments – greater than 1 year	£12.0	£0.0	£12.0
Short term investments – less than 1 year	£24.3	£5.0	£29.3
Pooled funds and externally managed investments*	£3.1	-£0.5	£2.6
Total Investments	£39.4	£4.5	£43.9
Net debt	£44.1	-£5.6	£38.5

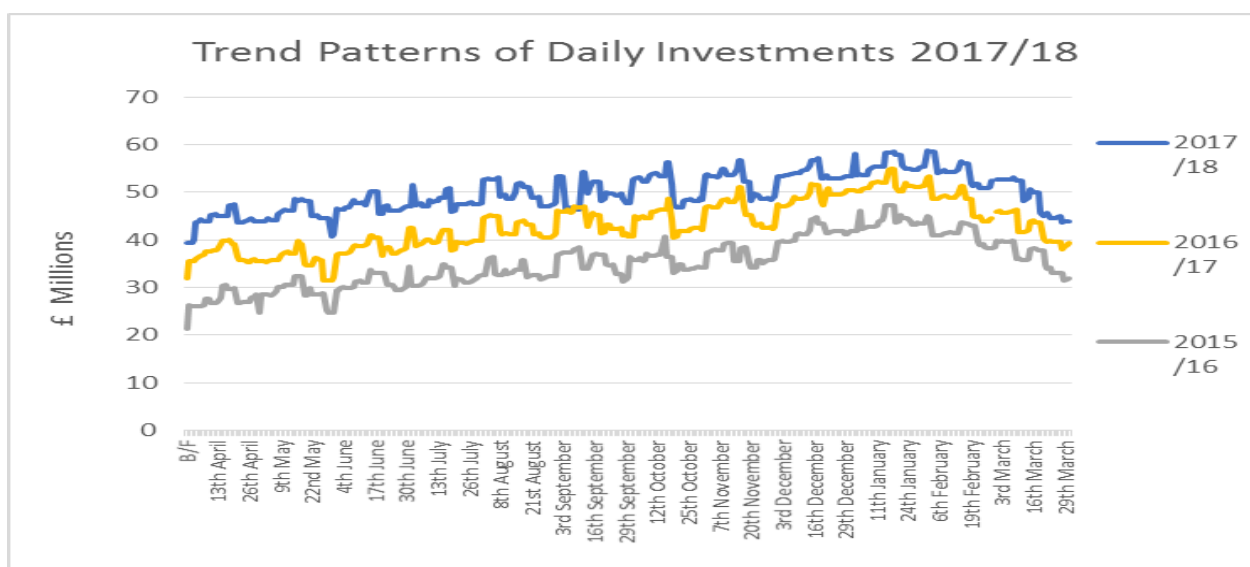
*Represents investments held in Money Market Funds

3.2 The annual repayments on two PWLB annuity loans taken out as part of the self-financing system of Council Housing in 2011/2012, is shown in the Net Movement column.

3.3 In 2017/18, the capacity for investment has increased by £4.5m. This can be affected by various factors including: increased income, contributions to/from reserves, setting aside expenditure to repay borrowing (MRP), fortuitous income, cash flow timing of receipts and payments and internal borrowing.

3.4 In 2017/18, some of the highlights that have impacted on the capacity are: sales of assets – circa £1.8m; MRP £0.55m; increased income from various activities across the council including circa £145k from recycling income and circa £90k from investment income.

3.5 The pattern of investments per day is shown in the table below, illustrating the cash flow trends throughout the year



4.0 BORROWING ACTIVITY.

- 4.1 The council's Borrowing Strategy 2017/18, incorporates a prudent and pragmatic approach to borrowing to minimise borrowing costs without compromising the longer-term stability of the portfolio, consistent with the council's Prudential Indicators.
- 4.2 None of the loans that matured in 2017/18 required replacement.
- 4.3 The council has not undertaken any new long-term borrowing during the year. Interest payments totalling £2.76m were made in respect of existing debt.
- 4.4 The council's cash flow remained positive and did not require and temporary loans during the year.
- 4.5 The council had approximately £5.5m of internal debt at 31 March 2018. This is the cumulative value of internal cash balances used to finance new capital expenditure instead of financing through unsupported borrowing. 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 made to General Fund revenue account for 2017/18 is £0.55m. For housing, MRP is classed as the principal repayments made in respect of the two PWLB annuity loans taken out as part of the housing self-financing in 2011/12. In 2017/18, this repayment was £1.08m.

5.0 DEBT RESCHEDULING ACTIVITY.

- 5.1 The council's Debt Rescheduling Strategy 2017/18, 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 council has undertaken no debt rescheduling activity during the year.

5.3 The council’s portfolio of thirteen loans - ten PWLB loans and three market loans continue to be monitored for debt rescheduling opportunities.

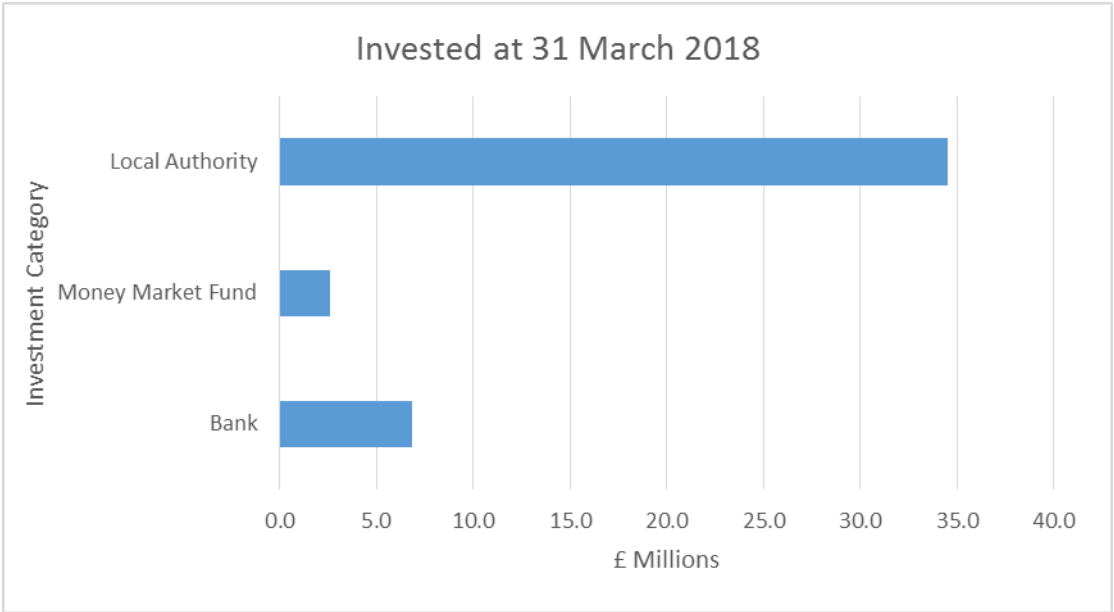
6.0 INVESTMENT ACTIVITY.

6.1 The main objective of the council’s Investment Policy and Strategy 2017/18 is to invest its surplus funds prudently.

6.2 The council’s investment priorities (S.L.Y.) are:

- security of the invested capital;
- sufficient liquidity to permit investments; and,
- Optimum yield which is commensurate with security and liquidity.

6.3 To lower the inherent investment risk, the council has minimised the use of banks and increased the use of other Local Authorities as investment counterparties. A range of lengths of investment, from overnight investments to short and long fixed term, from 32 days to 3 years, are currently utilised to ensure that the principles of security, liquidity and yield are followed. The table below shows the range of counterparties used by the council and the values invested at 31 March 2018.

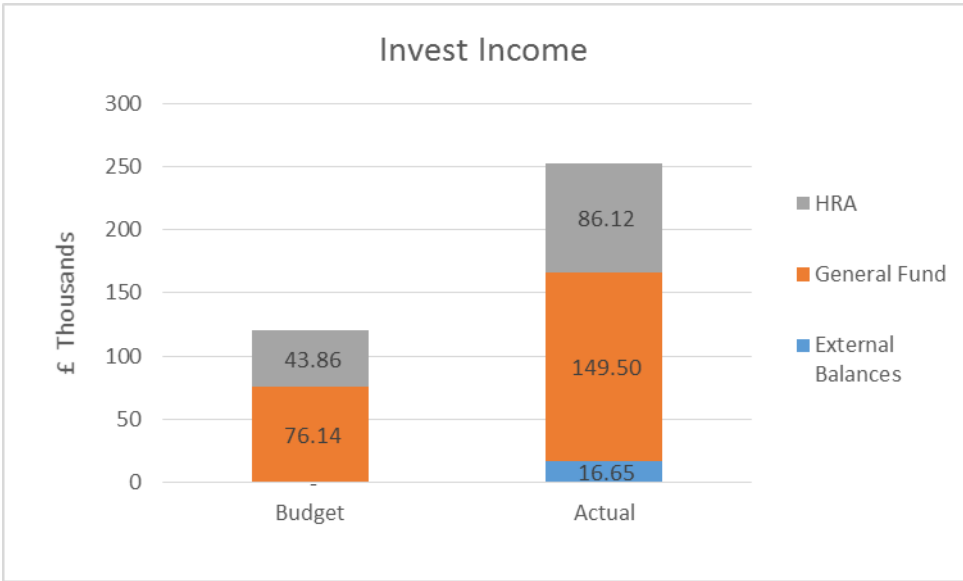


6.4 The counterparties that the council currently use all meet the criteria set out in the Treasury Management Strategy Statement 2017/18 and are monitored by the Treasury Management Advisors. A detailed list of the counterparties used and amounts currently invested can be seen in Appendix B.

6.5 The average rate of return on the council’s investment balances for the year was 0.487%. For comparison purposes, the benchmark return (average 7-day London Interbank Bid Rate or LIBID rate) on 29 March 2018 was 0.21% and the average 7 day London Interbank Offered Rate (LIBOR) rate was 0.34%. This shows that we are achieving a good rate of return against benchmark.

6.6 Paragraph 6.5 above explains that the current average rate of return of 0.48% has been achieved. The graph at Appendix C shows the average rate per counterparty to illustrate the range and movement of interest rates over the year.

- 6.7 The council budgeted to achieve £120,000 of income from its investment activity in 2017/18. Investment activity for the year achieved £252,272 in interest. This is a slight increase of £2,881 from the revised forecast outturn of £249,391 presented to Members in the Treasury Management Activity Report April 2017 to February 2018.
- 6.8 Of this total, an element is applied to balances held on external income. This external income largely represents balances from S106 contributions that have not yet been spent.
- 6.9 The budgeted and projected levels of investment income is represented in the table below.



- 6.10 There was one breach of investment limits in the year reported to Audit and Governance committee on 21 March 2018.
- 6.11 On 1st February 2018, the counterparty limit for our banking provider (Lloyds) was breached by £1.4m. An unexpected credit into the bank account for £1.7m was made late in the day. This is not something the Council could have taken action to avoid.

7.0 SUMMARY

- 7.1 For the financial year 2017/18, the council can confirm that it has complied with its Prudential Indicators, which were approved as part of the council’s Treasury Management Strategy Statement.
- 7.2 The council can confirm that during the financial year, other than the breach of prescribed limit detailed in paragraph 6.11, it has complied with its Treasury Management Practices.

Economic information provided by Treasury Management Advisors

External Context (based on data as at 09/04/18)

Economic commentary

2017-18 was characterised by the push-pull from expectations of tapering of Quantitative Easing (QE) and the potential for increased policy rates in the US and Europe and from geopolitical tensions, which also had an impact.

The UK economy showed signs of slowing with latest estimates showing GDP, helped by an improving global economy, grew by 1.8% in calendar 2017, the same level as in 2016. This was a far better outcome than the majority of forecasts following the EU Referendum in June 2016, but it also reflected the international growth momentum generated by the increasingly buoyant US economy and the re-emergence of the Eurozone economies.

The inflationary impact of rising import prices, a consequence of the fall in sterling associated with the EU referendum result, resulted in year-on-year CPI rising to 3.1% in November before falling back to 2.7% in February 2018. Consumers felt the squeeze as real average earnings growth, i.e. after inflation, turned negative before slowly recovering. The labour market showed resilience as the unemployment rate fell back to 4.3% in January 2018. The inherent weakness in UK business investment was not helped by political uncertainty following the surprise General Election in June and by the lack of clarity on Brexit, the UK and the EU only reaching an agreement in March 2018 on a transition which will now be span Q2 2019 to Q4 2020. The Withdrawal Treaty is yet to be ratified by the UK parliament and those of the other 27 EU member states and new international trading arrangements are yet to be negotiated and agreed.

The Bank of England's Monetary Policy Committee (MPC) increased Bank Rate by 0.25% in November 2017. It was significant in that it was the first rate hike in ten years, although in essence the MPC reversed its August 2016 cut following the referendum result. The February *Inflation Report* indicated the MPC was keen to return inflation to the 2% target over a more conventional (18-24 month) horizon with 'gradual' and 'limited' policy tightening. Although in March two MPC members voted to increase policy rates immediately and the MPC itself stopped short of committing itself to the timing of the next increase in rates, the minutes of the meeting suggested that an increase in May 2018 was highly likely.

In contrast, economic activity in the Eurozone gained momentum and although the European Central Bank removed reference to an 'easing bias' in its market communications and had yet to confirm its QE intention when asset purchases end in September 2018, the central bank appeared some way off normalising interest rates. The US economy grew steadily and, with its policy objectives of price stability and maximising employment remaining on track, the Federal Reserve Open Market Committee (FOMC) increased interest rates in December 2017 by 0.25% and again in March, raising the policy rate target range to 1.50% - 1.75%. The Fed is expected to deliver two more increases in 2018 and a further two in 2019. However, the imposition of tariffs on a broadening range of goods initiated by the US, which has led to retaliation by China, could escalate into a deep-rooted trade war having broader

economic consequences including inflation rising rapidly, warranting more interest rate hikes.

Financial markets: The increase in Bank Rate resulted in higher money markets rates: 1-month, 3-month and 12-month LIBID rates averaged 0.32%, 0.39% and 0.69% and at 31st March 2018 were 0.43%, 0.72% and 1.12% respectively.

Gilt yields displayed significant volatility over the twelve-month period with the change in sentiment in the Bank of England's outlook for interest rates. The yield on the 5-year gilts which had fallen to 0.35% in mid-June rose to 1.65% by the end of March. 10-year gilt yields also rose from their lows of 0.93% in June to 1.65% by mid-February before falling back to 1.35% at year-end. 20-year gilt yields followed an even more erratic path with lows of 1.62% in June, and highs of 2.03% in February, only to plummet back down to 1.70% by the end of the financial year.

The FTSE 100 had a strong finish to calendar 2017, reaching yet another record high of 7688, before plummeting below 7000 at the beginning of 2018 in the global equity correction and sell-off.

Credit background:

Credit Metrics

In the first quarter of the financial year, UK bank credit default swaps reached three-year lows on the announcement that the Funding for Lending Scheme, which gave banks access to cheaper funding, was being extended to 2018. For the rest of the year, CDS prices remained broadly flat.

The rules for UK banks' ring-fencing were finalised by the Prudential Regulation Authority and banks began the complex implementation process ahead of the statutory deadline of 1st January 2019. As there was some uncertainty surrounding which banking entities the Authority would be dealing with once ring-fencing was implemented and what the balance sheets of the ring-fenced and non ring-fenced entities would look like, in May 2017 Arlingclose advised adjusting downwards the maturity limit for unsecured investments to a maximum of 6 months. The rating agencies had slightly varying views on the creditworthiness of the restructured entities.

Barclays was the first to complete its ring-fence restructure over the 2018 Easter weekend; wholesale deposits including local authority deposits will henceforth be accepted by Barclays Bank plc (branded Barclays International), which is the non ring-fenced bank.

Money Market Fund regulation: The new EU regulations for Money Market Funds (MMFs) were finally approved and published in July and existing funds will have to be compliant by no later than 21st January 2019. The key features include Low Volatility Net Asset Value (LVNAV) Money Market Funds which will be permitted to maintain a constant dealing NAV, providing they meet strict new criteria and minimum liquidity requirements. MMFs will not be prohibited from having an external fund rating (as had been suggested in draft regulations). Arlingclose expects most of the short-term MMFs it recommends to convert to the LVNAV structure and awaits confirmation from each fund.

Credit Rating developments

The most significant change was the downgrade by Moody's to the UK sovereign rating in September from Aa1 to Aa2 which resulted in subsequent downgrades to sub-sovereign entities including local authorities.

Changes to credit ratings included Moody's downgrade of Standard Chartered Bank's long-term rating to A1 from Aa3 and the placing of UK banks' long-term ratings on review to reflect the impending ring-fencing of retail activity from investment banking (Barclays, HSBC and RBS were on review for downgrade; Lloyds Bank, Bank of Scotland and National Westminster Bank were placed on review for upgrade).

Standard & Poor's (S&P) revised upwards the outlook of various UK banks and building societies to positive or stable and simultaneously affirmed their long and short-term ratings, reflecting the institutions' resilience, progress in meeting regulatory capital requirements and being better positioned to deal with uncertainties and potential turbulence in the run-up to the UK's exit from the EU in March 2019. The agency upgraded Barclays Bank's long-term rating to A from A- after the bank announced its plans for its entities post ring-fencing.

Fitch revised the outlook on Nationwide Building Society to negative and later downgraded the institution's long-term ratings due to its reducing buffer of junior debt. S&P revised the society's outlook from positive to stable.

Other developments:

In February, Arlingclose advised against lending to Northamptonshire County Council (NCC). NCC issued a section 114 notice in the light of severe financial challenge and the risk that it would not be in a position to deliver a balanced budget.

Local Authority Regulatory Changes

Revised CIPFA Codes: CIPFA published revised editions of the Treasury Management and Prudential Codes in December 2017. The required changes from the 2011 Code are incorporated into Treasury Management Strategies and monitoring reports.

The 2017 Prudential Code introduces the requirement for a Capital Strategy which provides a high-level overview of the long-term context of capital expenditure and investment decisions and their associated risks and rewards along with an overview of how risk is managed for future financial sustainability. Where this strategy is produced and approved by full Council, the determination of the Treasury Management Strategy can be delegated to a committee. The Code also expands on the process and governance issues of capital expenditure and investment decisions.

A capital strategy was presented to members as part of the Budget and Council Tax report to Council on 27 February 2018

In the 2017 Treasury Management Code the definition of 'investments' has been widened to include financial assets as well as non-financial assets held primarily for financial returns such as investment property. These, along with other investments made for non-treasury management purposes such as loans supporting service outcomes and investments in subsidiaries, must be discussed in the Capital Strategy or Investment Strategy. Additional risks of such investments are to be set out clearly and

the impact on financial sustainability is to be identified and reported.

MHCLG Investment Guidance and Minimum Revenue Provision (MRP): In February 2018 the MHCLG (Ministry of Housing, Communities and Local Government) published revised Guidance on Local Government and Investments and Statutory Guidance on Minimum Revenue Provision (MRP).

Changes to the Investment Guidance include a wider definition of investments to include non-financial assets held primarily for generating income return and a new category called “loans” (e.g. temporary transfer of cash to a third party, joint venture, subsidiary or associate). The Guidance introduces the concept of proportionality, proposes additional disclosure for borrowing solely to invest and also specifies additional indicators. Investment strategies must detail the extent to which service delivery objectives are reliant on investment income and a contingency plan should yields on investments fall.

The definition of prudent MRP has been changed to “put aside revenue over time to cover the CFR”; it cannot be a negative charge and can only be zero if the CFR is nil or negative. Guidance on asset lives has been updated, applying to any calculation using asset lives. Any change in MRP policy cannot create an overpayment; the new policy must be applied to the outstanding CFR going forward only.

MiFID II: As a result of the second Markets in Financial Instruments Directive (MiFID II), from 3rd January 2018 local authorities were automatically treated as retail clients but could “opt up” to professional client status, providing certain criteria was met which includes having an investment balance of at least £10 million and the person(s) authorised to make investment decisions on behalf of the authority have at least a year’s relevant professional experience. In addition, the regulated financial services firms to whom this directive applies have had to assess that that person(s) have the expertise, experience and knowledge to make investment decisions and understand the risks involved.

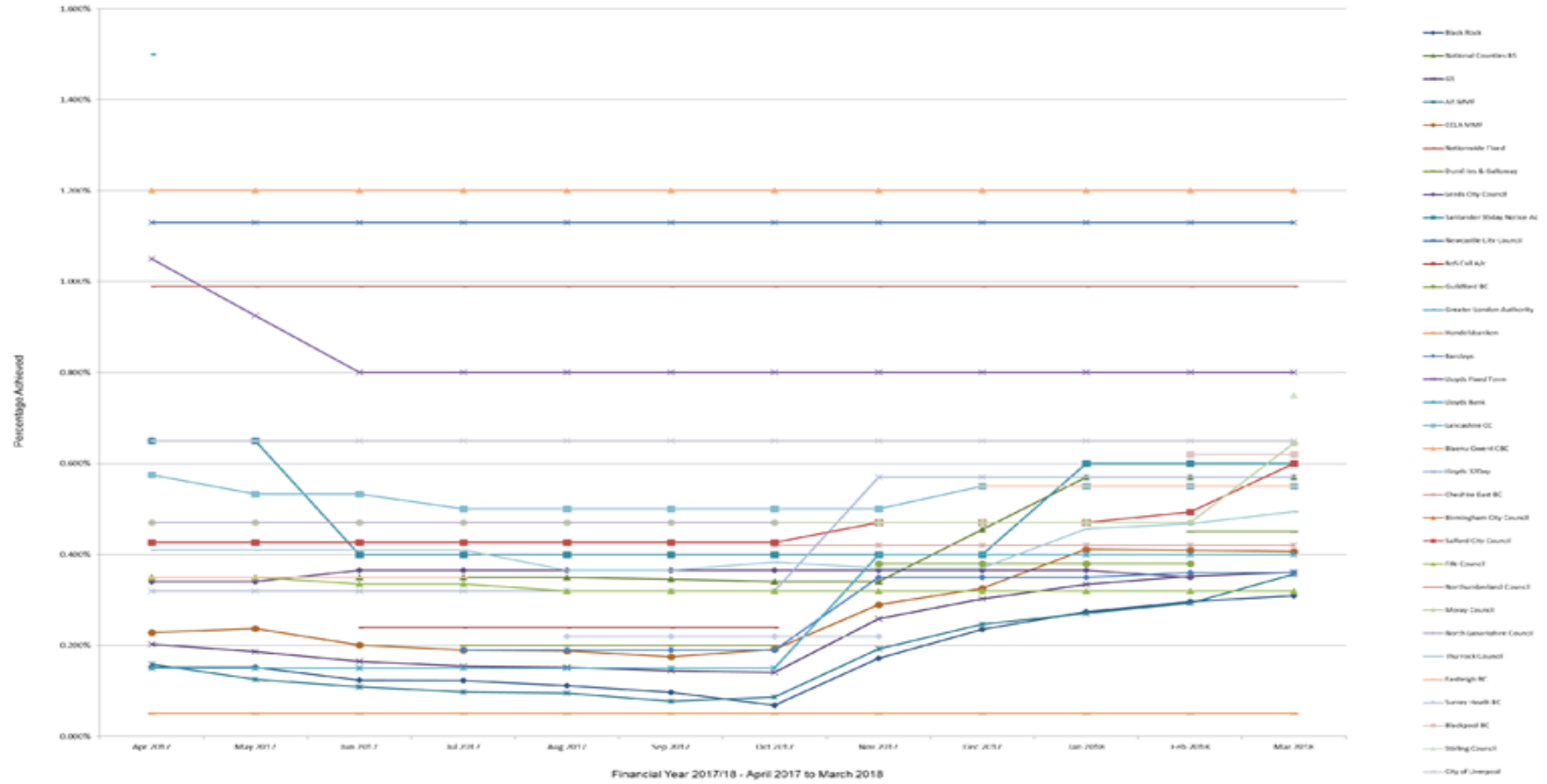
The Authority has met the conditions to opt up to professional status and has done so in order to maintain its former MiFID II status prior to January 2018. The Authority will continue to have access to products including money market funds, pooled funds, treasury bills, bonds, shares and to financial advice.

Appendix B

Counterparty	Investment Category	Total Length of Investment (days)	Rate %	£m
BoS Call A/c	Bank	1	0.40	1.5
Lloyds Bank	Bank	1	0.40	0.6
AAM MMF	MMF	1	0.35	1.6
CCLA MMF	MMF	1	0.41	1.0
Lloyds 32day Notice Account	Bank	32	0.57	0.3
Barclays Treasury Direct - Fixed Term	Bank	89	0.36	1.5
Thurrock Council	LA	90	0.50	1.0
Thurrock Council	LA	91	0.60	1.0
Dumfries & Galloway Council	LA	91	0.45	1.5
Santander 95 Day Notice Account	Bank	95	0.60	1.5
Blackpool Borough Council	LA	120	0.62	2.0
Eastleigh Borough Council	LA	182	0.55	1.0
Stirling Council	LA	185	0.75	1.5
Thurrock Council	LA	213	0.42	2.0
Cheshire East Borough Council	LA	214	0.42	5.0
Moray Council	LA	275	0.82	2.5
Leeds City Council	LA	276	0.60	3.0
Thurrock Council	LA	312	0.63	1.0
Salford City Council	LA	321	0.60	1.0
Lloyds Fixed Term Deposit	Bank	364	0.80	1.5
The City of Liverpool	LA	640	0.65	2.0
Lancashire County Council (LT)	LA	730	0.55	2.0
Newcastle City Council	LA	1093	1.13	2.5
Northumberland County Council	LA	1096	0.99	3.0
Blaenau Gwent County Borough Council	LA	1099	1.20	2.5
TOTALS				43.9

APPENDIX C

Average interest rates per counterparty for 2017/18



NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 12 JUNE 2018**

Title of report	PROVISIONAL FINANCIAL OUTTURN 2017/18
Key Decision	a) Financial Yes b) Community Yes
Contacts	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Director of Housing and Customer Services 01530 454819 glyn.jones@nwleicestershire.gov.uk Head of Finance 01530 454707 tracy.bingham@nwleicestershire.gov.uk
Purpose of report	To present the Provisional Financial Outturn for 2017/18.
Reason for Decision	Requirement of Financial Procedure Rules
Council Priorities	Value for Money
Implications:	
Financial/Staff	Financial issues are contained within the report.
Link to relevant CAT	None.
Risk Management	There are significant financial risks to manage which were fully considered during the budget process.
Equalities Impact Screening	Not required.
Human Rights	No implications.
Transformational Government	No implications.
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	As report author, the report is satisfactory

Comments of Monitoring Officer	The report is satisfactory
Consultees	None
Background papers	None
Recommendations	THAT THE FINANCIAL PERFORMANCE FOR 2017/18, INCLUDING THE IMPACT ON RESERVES AND BALANCES AS AT 31 MARCH 2018 IS APPROVED.

1.0 INTRODUCTION

- 1.1 The Council is required to produce Financial Statements each year which “give a true and fair view” of the financial position and transactions of the Council. These have been prepared under International Financial Reporting Standards since 2010/11.
- 1.2 This report summarises the main elements of our financial performance in 2017/18 and the results are referred to as ‘provisional’ as they are still subject to external audit and may change.
- 1.3 The 2017/18 accounts will be considered and approved by the Audit and Governance Committee on 25 July 2018 after they have been audited. This is the first year of faster closedown, whereby local authorities are required to approve and publish the accounts by the 31 May and 31 July respectively (was previously 30 June and 30 September).
- 1.4 During the 2017/18 year, greater emphasis was placed on robust financial management across the organisation. For the first time, budget holders were required to meet with finance colleagues in reviewing and creating the budget proposals that were agreed by Council in February of this year.
- 1.5 Moving forward, the Finance team will be building on the positive steps forward made to date with the launch of its finance business partnering service delivery model. The new approach will see budget holders and finance colleagues meet in a ‘finance clinic’, initially, on a quarterly basis. The key areas of focus within finance clinics will be to review budgetary variances and revise in year forecasts, identify and manage key budget lines that contribute to the volatility of the council’s outturn position and manage the timely expenditure of earmarked reserves. The purpose of this new approach is to drive value for money and in particular, reduce unexpected results in respect of the General Fund. Proposals in respect of the funding associated with the replacement of the council’s finance system can be found in section 2 below.
- 1.6 As part of the annual review of earmarked reserves, for which the S151 Officer has delegated authority, a number of requests that did not meet the criteria in respect of timing and known commitments were not approved. As a result, this has freed up reserves that have been reallocated in line with the council’s future priorities. More detail in respect of reserves can be found in section 6.

2.0 GENERAL FUND

2.1 The expected final position on the General Fund is set out in Table 1 of this report. The provisional surplus for the year is £3.271m, compared to a budgeted surplus of £934k. Details in respect of the treatment of this surplus can be found in 2.14 – 2.16 below. The most significant variances for 2017/18 are explained below and summarised in Table 2, also below, along with specific commentary regarding the most significant of these variances.

Line No.	Table 1		2017/18	
	General Fund	Original Estimate	Provisional Outturn	Provisional Variance
	TOTAL DISTRICT EXPENSES	£'000	£'000	£'000
1	Chief Executive and Other	1,428	1,392	-36
2	Legal and Support	2,467	2,176	-291
3	Service Transformation/Finance Community Services including Strategic	2,010	1,685	-325
4	Director of Place	4,791	5,140	349
5	Strategic Housing	483	461	-22
6	Regeneration and Planning	301	261	-40
7	Corporate And Democratic Core	45	31	-14
8	Non-Distributed Costs	87	167	80
9	Net Financing Costs	1,053	1,020	-33
10	Investment Income	-76	-165	-89
11	Provision For Bad Debt	0	150	150
12	Localisation Of Council Tax Grant	168	164	-4
13	Revenue Contribution To Capital	0	0	0
14	Net Recharges From General Fund	-1,187	-1,596	-409
15	Debt Restructuring Premium	0	23	23
16	FRS17	0	0	0
17	Transfer To Earmarked Reserves		1,414	1,414
18	Transfer To Self Sufficiency Reserve	935	1,857	922
19	Transfer To S106		142	142
20	P/L On Sale Of Assets		0	0
21	Section 106		0	0
22	Net cost of service after recharges	12,505	14,322	1,817
23	Revenue Support Grant	572	572	0
24	Council Tax Transitional Grant	0	26	26
25	New Homes Bonus	2,840	2,846	6
26	Transfer From Collection Fund	285	285	0
27	Other Grants	0	8	8
28	Council Tax	4,958	4,958	0
29	National Non Domestic Rates Baseline	3,850	5,627	1,777
		12,505	14,322	1,817

Analysis of budgetary variances

TABLE 2 - Major Variances	£'000	£'000
Adverse		
Bad debt provision	-150	
Leisure Centres	-236	
Planning Fee Income	-187	
		-573
Favourable		
Business Rates Income	1,777	
Recycling Income	145	
Investment Income	89	
Salary underspends within the Chief Executive's directorate	179	
Rent Allowances and Rebates	255	
Revenues and Benefits Partnership Contributions	33	
Revenue Summons Income	74	
Planning Appeals and Associated Costs under Budget	166	
		2,718
Total		2,145

Business Rates

- 2.2 Of the variances contributing to this position is the favourable movement in the level of business rates collected compared to the budgeted level. Prior to 1 April 2013 local authorities' Government Grant funding was announced before the start of each financial year and did not change. The introduction of a system of locally retained business rates from 2013/14 made this source of income far more volatile and introduced significant new risks, and opportunities, for the Council. As well as an ever-changing business rates base, the Council also shares the costs of appeals, debt write-offs and so on. The Council participates in a County Pool, which is a local mechanism for retaining business rate income within Leicestershire rather than divert back to Central Government, and mitigate against the risk of under achievement on income targets. Councils are continuing to develop their systems for projecting and monitoring this major income stream. In common with the rest of the information presented in this report the outturn figures for Business Rate income are provisional and subject to external audit.
- 2.3 In 2017/18 an additional £1.78m Business Rates has been taken into the accounts compared with the original budget. This is largely because our provision for appeals in relation to the 2010 rating list was significantly reduced throughout the year as a result of settlement of claims. As the Government has introduced a new business rates appeals system which has coincided with the 2017 revaluation and new rating list, we are yet to receive details of appeals against the 2017 rating list. In the absence of known formal appeals, we have increased our business rates provision based on likely appeals and have

also set aside an earmarked reserve of £614k to manage the impact of forthcoming appeals to our budgeted level of business rates.

- 2.4 £614k has been transferred to a business rates reserve to address liabilities surrounding appeals and it is recommended that £600k is transferred to the Coalville Project Reserve to enable the acquisition of an asset of community value. The remaining £1.869m has been transferred to the newly created Self Sufficiency reserve as agreed by Council on the 27th February 2018.

Other favourable variances

- 2.5 Additional recycling income of £145k was achieved as a result of favourable movement on commodity prices and an increase in recycling rates within the District.
- 2.7 Salary underspends of £179k within the Chief Executive's directorate, of which £57k is as a result of the phase 1 management restructure, with the remaining savings as a result of vacant posts and staff turnover at senior management level.
- 2.8 Investment income was £89k higher than budgeted chiefly because the budget for the financial year was not reflective of the actual level of investment income anticipated. The current year's budget has been updated to reflect the forecast level of investment income moving forward.
- 2.9 Rent allowances and Rent rebates was underspent by £255k as a result of as a result of less benefits paid than budgeted for (the budget was based on the 2016/17 mid-year subsidy estimate submitted in August 2016), differences in overpayments recovered and a reduction in the bad debt provision for overpayment invoices. This variance was not acknowledged until final outturn and as a result, contributed to the movement between period 11 and outturn position. Robust monitoring will be implemented in this area moving forward with Revenues and Benefits Partnership colleagues to ensure that outturn position is accurately forecast throughout the year.
- 2.10 Contributions towards the Revenues and Benefits Partnership were £33k less than budgeted for and there was an increase in the Summons Income of £66k which was mainly due to more recovery action being taken in the year.
- 2.11 The Council has benefitted from a lower number and value of planning appeals where costs are awarded against us. This has produced a saving of £166k in 2017/18.

Adverse variances

- 2.12 On the adverse side we have set aside an extra £150k for bad debts provision after reviewing our bad debts ensuring that we have a realistic and accurate assessment. There was £236k adverse variance in respect of leisure services as a result of £65k increased expenditure and £171k less income than budgeted.
- 2.13 Finally, there was a decrease of £187k in Planning Fee Income, which was an improvement to the £300k reported at the end of quarter 3.

Surplus allocation

- 2.14 In line with the decision made by Council on 27 February 2018 the self-sufficiency reserve was created using the balance in excess of a minimum balance for the General Fund (£900k). In line with the decisions made by council at this meeting, £1.857m of the £3.27m surplus arising on the 2017/18 year has been transferred to the self-sufficiency reserve, taking the reserve from £900k to £2.76m. The principle purpose of this reserve is that it is to be used to support a change programme aimed at meeting the projected deficits arising over the 5 year period of the council's Medium Term Financial Strategy (to 2023) and maximise income generating opportunities for ongoing self-sufficiency. As part of this decision, members have also committed to contributing the predicted surplus arising on the 2018/19 year of £299k will also be paid into the reserve.
- 2.15 It is proposed that the remaining £1.414m of the £3.271m surplus is transferred to reserves for the purposes of:
- 2.16.1 Creation of earmarked reserve of £614k for the purposes of a local provision for future business rates appeals, as outlined in paragraph 2.5 above.
- 2.16.2 Creation of an earmarked reserve of £600k for the purposes of acquiring and redeveloping assets in the Coalville area as part of the Coalville Project; and
- 2.16.3 Contribution of £200k to an existing earmarked reserve of £200k, set aside for the purposes of replacing the council's finance system. Members will note that a separate report is on the agenda of this meeting, seeking approval of this project.
- 2.16 An indicative capital provision of £450k was included within the 2018/19 General Fund capital programme for this system replacement. However, following further soft market testing and development of the required system specification, it has been identified that a hosted, cloud based software solution will deliver a better operational and cost effective solution. Hosted, cloud based systems are for the most part, accounted for as revenue expenditure since they constitute an expense, whereas in contrast, on premise solutions constitute the acquisition of an intangible asset and therefore meet the definitions of capital expenditure. As a result, it is requested that £100k capital provision is retained to support implementation costs which will meet the definitions of capital expenditure, and that £200k of the additional surplus arising on the 2017/18 financial year is contributed to an existing reserve identified of £200k, taking the total provision for this system replacement to £500k.

Future financial management improvements

- 2.17 Given the movement between period 11 forecast outturn and outturn for the year, the main focus of the first tranche of finance clinics during 2018/19 (as referred to in paragraph 1.5 above) will be on variance analysis of the 2017/18 year. This exercise will ensure that key budget lines that have contributed to the unplanned outturn position are identified and robust monitoring is put in place for the 2018/19 year, thereby allowing the council to make more timely decisions regarding the use of additional surpluses, or indeed how to deal with forecast deficits.

3.0 HOUSING REVENUE ACCOUNT (HRA)

3.1 The financial performance of the HRA is summarised in Table 3. The Expected final position is a surplus of £520k being £378k higher than the approved budget. The surplus on the account has been added to the HRA balance which stood at £9.432m at 31 March 2018.

Table 3	2017/18		
	Approved Budget	Provisional Outturn	Provisional Variance
	£'000	£'000	£'000
HOUSING REVENUE ACCOUNT			
Repairs and Maintenance	5,325	5,423	98
Supervision and Management	2,723	2,580	-143
Provision for Doubtful Debts	125	116	-9
Capital Financing (Depreciation, Impairment & Debt Management)	6,076	5,837	-239
Total Expenditure	14,249	13,956	-293
Less Rental Income & Service Charges	-17,736	-17,774	-38
Net Cost of Service	-3,487	-3,818	-331
Capital Financing (Principal & Interest)	3,382	3,377	-5
Investment Income	-44	-86	-42
Premature Loan Redemption Premiums	7	7	0
NET (SURPLUS) / DEFICIT	-142	-520	-378

3.2 The significant variances in respect of the Housing Revenue Account are explained below.

3.3 Favourable variances:

- Additional rental income of £104k, largely as a result of reduced void loss;
- Reduced depreciation charge of £146k;
- Unused earmarked reserves transferred back to HRA of £59k;
- Increased salary capitalisation of £112k as a result of additional employee costs of interim structure;
- Gas and electric underspends of £50k;
- Contract cleaning underspends of £44k;
- Council Tax underspends on void properties of £89k; and
- Additional investment income of £42k.

3.4 Adverse variances:

- Repairs and maintenance overspends of £170k, net of new ear marked reserve;
- Reduced service charges, garage rental income, lifeline charges and heating charges of £90k;
- Salary overspends, mainly as a result of interim Asset Management costs of £52k;
- Increased corporate recharges of £95k; and
- Increased 'non-distributed costs (early retirement of £45k.

4.0 SPECIAL EXPENSES

4.1 The expected final position on Special Expenses is an underspend of £13k. The budgeted contribution to Special Expenses reserves was £6k and the actual outturn was a contribution to reserves of £19k. This movement was a result of increased burial fee income and a reduction in repairs and operational purchases at Coalville parks and recreation grounds. Table 4 below gives further details.

Table 4 Special Expenses	Original Budget £'000	Provisional Outturn £'000	Provisional Variance £'000
Special Expenses	519	490	-29
Net Financing costs	-26	-19	7
Contribution to Earmarked Reserves	0	9	9
Expenditure Requirement	493	480	-13
Precept	435	435	0
Localisation of Council Tax Support Grant	64	64	0
Transfer from/to Reserves	-6	-19	-13

4.2 The opening Special Expenses Reserves Balance was £64k and following the surplus of £19k for the year, this now stands at £83k.

5.0 CAPITAL

5.1 The Council's capital spending is detailed in Table 5.

TABLE 5 Scheme	Original	Prior Year	In Year	In Year	In Year	Revised	Provisional	Provisional
	Budget	c/f	Approvals /funding	Slippage	Acceler-ation	Budget	Outturn	Variance
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
HOUSING								
Improvements and Modernisation	10,152	584	-	(1,730)	-	9,006	6,179	(2,827)
Disabled Facilities Grants	1,032	151	(391)	(139)	-	653	647	(6)
OTHER SERVICES								
Parks and Recreation Grounds	-	-	19	-	-	19	19	-
IT & Software	149	335	(389)	-	-	95	87	(8)
Transport Account Vehicles	1,307	(61)	-	(734)	-	513	491	(22)
Leisure Centres	15	418	(14)	-	-	419	10	(409)
Car Parks (inc Ashby Health)	513	438	77	(52)	-	974	295	(680)
Coalville Market Upgrade	-	30	(11)	-	-	19	-	(19)
Coalville Park-Reconfigure Depot, replace building	-	95	60	-	-	155	51	(104)
Swannington Depot Demolition	35	-	-	-	-	35	1	(35)
Memorial Clock Tower	-	-	120	-	-	120	-	(120)
Moirra Furnance Toilet Unit	20	-	-	-	-	20	19	(1)
TOTAL CAPITAL PROGRAMME	13,223	1,989	(530)	(2,655)	0	12,026	7,797	(4,229)

5.2 The final Housing Revenue Account capital budget was under spent by £2.827m compared to the budget approved at Council in February of £10.152m plus slippage from prior year of £584k giving a revised budget of £9.006m. The main reason for this is the under spend and slippage of £1.730m into 2018/19 is in respect of non-decency improvements to council housing stock.

6.0 RESERVES

- 6.1 The council holds reserves that are earmarked for a particular purpose and are set aside in order to meet known or predicted future expenditure in relation to that purpose. The reserves are monitored alongside the budget as part of monthly monitoring, however, reserves have not traditionally been reported to Cabinet.
- 6.2 As part of the year end close down new earmarked reserves are requested by various departments. These are checked by the Finance team for accuracy before being presented to the S151 Officer for approval under delegated powers.
- 6.3 Earmarked reserves are held for the following purposes:
- GENERAL RESERVES - Reserves retained for service use as the result of decisions occurring that cause anticipated expenditure to have been postponed or delayed, which have been allowed to be carried forward.
 - ASSET PROTECTION - Sums set aside for major schemes, such as major repairs, refurbishments or asset replacement.(capital/major repairs reserve)
 - EXTERNAL FUNDS - These are unspent balances of budgets for specific schemes funded from external contributions. E.g. DFGS, S106 etc.
- 6.4 In recent years, the level of General Fund reserves has risen as a result of in-year underspends and the subsequent allocation of these funds to projects. An example of this is the Coalville project fund, shop front grants and enterprising NWL funding pot, which are all held in reserves.
- 6.5 As detailed in paragraph 1.5 above, finance clinics will focus on ensuring that earmarked reserves are expended in a timely manner in line with the purposes in which they have been set aside.
- 6.6 As part of the annual review of earmarked reserves, £698k of existing reserves have been identified as no longer being required and Cabinet approval is therefore sought to reallocate these reserves as follows:
- 6.6.1 Allocation of £486k to Strategic Site Acquisition. This earmarked reserve will be used to support the acquisition of sites within the District that do not meet the criteria for use of funds from the self-sufficiency reserve but are in the public interest in terms of regeneration of key towns within the District; and
 - 6.6.2 Allocation of £200k towards the finance system as outlined in paragraph 2.16.3 above.
- 6.7 Table 6 below summarises the position in respect of earmarked reserves and other reserves held by the council.

Table 6	
Reserve	£'m
General Fund Earmarked Reserves	9.7
Special Expenses Earmarked Reserves	0.009
Housing Revenue Account Earmarked Reserves	0.62
Asset Protection Fund	0.165
Other General Fund Reserves	0.24
General Fund General Reserves (agreed minimum balance)	1.54
Self-Sufficiency Reserve (General Fund)	2.76
HRA minimum working balance	1.0
HRA other reserves (Shops)	0.006
HRA Loan Redemption Reserve	8.43
Special Expenses Reserves	0.084
S106	0.81
Other	0.006
Total Reserves	25.37

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 12 JUNE 2018**

Title of report	ENVIRONMENTAL HEALTH - FOOD SAFETY SERVICE DELIVERY PLAN 2018/19
Key Decision	a) Financial Yes b) Community Yes
Contacts	Councillor Alison Smith MBE 01530 835668 alison.smith@nwleicestershire.gov.uk Strategic Director of Place 01530 454555 james.arnold@nwleicestershire.gov.uk Head of Community Services 01530 454832 paul.sanders@nwleicestershire.gov.uk
Purpose of report	To inform Members of the content of the Food Safety Service Delivery Plan 2018/19 as required by the Food Standards Agency To inform Members of the performance against the 2017/18 service delivery plan
Reason for Decision	To approve the content of the Food Safety Service Delivery Plan 2018/19 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 2018/19
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 Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	Food Standards Agency Public Health England 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. http://www.food.gov.uk/multimedia/pdfs/enforcement/frameworkagreementno5.pdf Food Standards Agency – Food Law Code of Practice (England) (Issue: March 2017) https://www.food.gov.uk/enforcement/enforcework/food-law
Recommendations	(1) THAT THE ENVIRONMENTAL HEALTH FOOD SAFETY SERVICE DELIVERY PLAN 2018/19 APPENDED TO THIS REPORT BE APPROVED (2) THAT THE PERFORMANCE AND ACHIEVEMENTS IN 2017/18 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 2018/19 is attached at appendix 1.

2.0 LINKS TO COUNCIL PRIORITIES AND OUTCOMES

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

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

Regulatory advice can result in a business saving money by avoiding gold 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 2018/19 PLAN

The focus of work will be in the following areas:

- A programme of 522 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 food safety inspections/coaching visits targeting a selection of non-compliant food establishments (Paragraph 4.1.2 of Service Plan);
- An Earned Recognition approach 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 music festival Castle Donington and Timber, the National Forest Moira. 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);
- The provision of support to HMS Host Uk Limited under a Primary Authority Partnership (Paragraph 4.3);
- 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 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 support businesses demonstrating a potential to grow through joint visits with the Business Focus team;
- To promote the National Food Hygiene Rating Scheme for food establishments within the district. Food establishments will be encouraged to display their rating; (Paragraph 4.11 and 4.12);
- To present the Food Hygiene Award 2018 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 882 food businesses registered within our district, 697 of which are covered within the scope of the national food hygiene rating scheme. 675 of the 697 (96.8%) 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	3
1 – Major improvement necessary	7
2 – Improvement necessary	12
3 – Generally satisfactory	48
4 – Good	107
5 – Very Good	520

4.2 The following 3 targets have been set:

- To maintain the number of food establishments rated 2 at less than 25.
- To complete 100% of interventions due at high risk establishments
- To visit 20 businesses showing a potential to grow, providing a package of regulatory and other support

5.0 SUCCESSES AND ACHIEVEMENTS IN 2017/18

Key successes in 2017/18 included:

- All relevant food establishments have been rated using the National Food Hygiene Rating Scheme. The percentage of food businesses displaying their hygiene rating sticker in town centres increased from 50% to 55% between July 2017 and February 2018

- 96.8% of establishments that have received a hygiene rating have achieved a rating of 3 (Generally satisfactory) or higher (Good, Very Good), an increase of 1.1% from the previous year.
- The number of establishments requiring improvement (rated 0,1 and 2) fell from 30 to 22 during 2017/18.
- The Primary Authority Partnership set up with HMS Host Uk Limited was further developed through the establishment of a dedicated part time Primary Authority Officer employed by North West Leicestershire District Council. The post holder started their employment in March 2018.

5.1 Primary Authority Partnership

In 2016 Environmental health formed a Primary Authority partnership with HMS Host Uk Ltd. We were approached by HMS Host 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. HMS Host provide food, beverage and retail services to travellers. The company operates 38 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 HMS Host 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. Just 12 months into the partnership the business stated that they were already feeling the benefits of the partnership and wanted to explore the possibility of developing the partnership through by creating a dedicated resource. This idea was successfully developed during 2017 resulting in an appointment to the post being made in January 2018 with the post holder starting in March.

5.2 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 96.8% over the past 6 years.

	April 2013	April 2014	April 2015	April 2016	April 2017	April 2018
Number of establishments within scheme	695	719	764	737	704	697
Number rated 3 or higher	620	663	718	712	674	675
Number rated 0, 1 and 2	75	56	46	25	30	22
Percentage rated 3 or higher	89%	92%	94%	96.6%	95.7%	96.8%
Percentage rated 0, 1 and 2	11%	8%	6%	3.4%	4.3%	3.2%

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FOOD SAFETY
ENVIRONMENTAL HEALTH
SERVICE DELIVERY PLAN 2018-19



As Required By the Food Standards Agency

FOOD SAFETY SERVICE DELIVERY PLAN 2018-2019

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FOOD SAFETY SERVICE DELIVERY PLAN 2018-2019

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 2018/19.

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 18/19
Number of regulatory support visits made to food establishments identified as showing potential to grow	20
Number of businesses that said the joint visits received from Environmental Health and Business Focus benefited their business	15
Number of food establishments rated 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme	Less than 25

Proportion of customers that said the letter/correspondence received was easy to understand and was supportive	85%
Proportion of businesses that said they felt the requirements and feedback received by the inspector was reasonable	85%

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
3 Environmental Health Officers
Primary Authority Officer (1 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 (Wolverhampton Scientific Services and ALS).

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

3.3 Description and Scope of Service

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

3.4 Demands on the Service

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

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

- 3.4.1 There are 882 food establishments known to the team in the district. These comprise of:

37	Manufacturers
22	Distribution / Importer / Exporter
167	Retailers
656	Caterers

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

- 3.4.2 East Midlands Airport is within the district. The border inspection post at East Midlands Airport (EMA) is managed by the Environmental Health Team. The officers of the food safety team are responsible for inspecting all fishery products from a third country entering the EU via the border inspection post at EMA. The OVS inspects all other products of animal origin entering the UK via the border inspection post. The officers of the food safety team are responsible for checking all 'high risk' foods not of animal origin from a third country entering the EU via the designated point of entry at EMA.

- 3.4.3 All food establishments are categorised according to their intervention frequency in accordance with the Statutory Food Law Code of Practice.

At 1 April 2018 the profile of premises within the district was:

Category	Number	Intervention Frequency
A (high risk)	4	At least every 6 months
B (high risk)	32	At least every 12 months
C (medium risk)	148	At least every 18 months
D (medium risk)	316	At least every 2 years
E (low risk)	348	A programme of alternative enforcement strategies at least every 3 years
Unrated	34	
Total registered food establishments	882	
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 2018/2019

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 2018/2019 is as follows:

Risk Category	Total Programmed 2018/2019	Carried forward from 2017/18 programme	Total
A	8 (4 establishments)	0	8
B	32	0	32
C	93	0	93
D	162	2	164
E	95	44	139
Unrated	34	0	34
Importers (non food)	52	0	52

Total	476	46	522
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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 / Importers	Telephone questionnaire
	Liaison with UKBF

4.1.2 High Risk Intervention Programme

A selection of non compliant food establishments rated as either 0, 1 or 2 under the Food Hygiene Rating Scheme will be selected. Each establishment will receive 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 2019.

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 large public gatherings such as 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, in-flight catering, the inspection of third country imports of products of animal origin, the production of carbonated drinks and the production of crisps and snacks are all specialist areas of work undertaken within North West Leicestershire. The current post holders within the Food Safety Team hold adequate expertise within these specialist areas of work. When devising the departmental training needs, maintaining adequate knowledge in these areas of work is a priority.

Donington Park is situated within North West Leicestershire. A number of international sporting and musical events are held at the park. Officer time will be spent assisting with the planning of large events such as the Download music festival and World Superbikes motor racing event. This work will include the partial inspection of a proportion of food establishments trading at these events. Where water provision involves a temporary installation, work to ensure water safety 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 30 to 40.

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 Regulatory Delivery website before undertaking an intervention at an establishment with a Primary Authority.”**

The Council has a Primary Authority partnership with HMS Host 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 2018/19 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 – A selection of 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. The additional support will only be available to those businesses which demonstrate a willingness to improve and maintain hygiene standards.

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 National and Local Food Sampling Programme.”**
The food items which form part of this programme are selected by the Leicestershire Food Best Practice Group based on known or potential problem areas. All samples are taken in accordance with the Statutory Food Law Code of Practice. The programme is detailed at Appendix 1.

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

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

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

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

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

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

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

4.5.3 **Private Water Supplies**

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

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

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 2018/19

The 2 large supplies will be sampled twice during the year

4 Small supplies will be sampled every 5 years. None of the small supplies will be sampled during 2018/19

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.

Based on previous year's figures the team is likely to issue approximately 200 export certificates.

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.

Based on previous year's figures the team is likely to issue approximately 250 catch (exemption) certificates.

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 of 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. Work will be carried out to encourage the display of hygiene ratings at businesses within the town centre.

4.13 **Food Hygiene Award 2018**

North West Leicestershire District Council operates a Food Hygiene Award. The Award informs consumers of those food establishments that have achieved ‘excellence’ in food hygiene standards.

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 new consents and existing non compliant traders 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 £318,330. 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 = 0.4 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 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 is currently vacant. The workload is currently being carried out by a temporary member of staff. Food related work = 0.7 FTE (Imported foods= 0.05FTE)

Environmental Health Officer (Part time) – The post is currently vacant

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 – 18.125 hours) – 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 = 0.4 FTE (Imported foods= 0.05FTE)

Primary Authority Officer (Part time – 18.125 hours) The post holder undertakes the Primary Authority role, working with HMS Host UK Limited

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 Community 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 2018.

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 2018 is used to determine the percentage of those inspections completed.

99.4% of the planned inspection programme was achieved
100% of high risk interventions were achieved (Category A and B)

Risk Category	Total Interventions Programmed 2017/18	Remaining at end of year	% of due interventions achieved
A	12	0	100
B	40	0	100
C	100	0	100
D	149	2	98.6%
Unrated	22	0	100
Non food importers	52	0	100
TOTAL	375	2	99.4%

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 2018, 3 of the targeted establishments remained 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

	2014/15	2015/16	2016/17	2017/18
Food Hygiene Service Requests including drainage	39	44	19	13
Regarding problems with pests and rubbish	9	5	3	3
Total	48	49	22	16

8.1.4 Food Complaints

	2014/15	2015/16	2016/17	2017/18
Foreign bodies in food	9	7	4	2
Mouldy foods	2	2	1	3
Chemical issues	0	0	1	0
Labelling of food	0	1	1	0
Total	11	10	7	5

8.1.5 Home Authority Principle

	2014/15	2015/16	2016/17	2017/18
Food Complaints – Home / Originating Authority	3	2	1	0

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.

	2014/15	2015/16	2016/17	2017/18
Requests for food safety advice	54	31	12	19

8.1.7 Sampling

	2014/15	2015/16	2016/17	2017/18
Food Samples - Total	29	151	43	1
Food Samples - % unsatisfactory (number)	3% (1)	51% (77) *	40% (17)	0
Environmental Samples - Total	5	93	8	34
Environmental Samples - % unsatisfactory (number)	0	48% (45) *	50% (4)	29% (10)
Private Water Supply Samples - Total	23	13	21	17
Private Water Supply Samples - %	35% (8)	44% (4)	28% (6)	35% (6)

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

* 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

	2014/15	2015/16	2016/17	2017/18
Reported suspected food poisoning cases	18	16	15	4
Infectious Disease notifications	111	118	117	115
Most common disease and number	Campylo bacter - 84	Campylo bacter - 69	Campylo bacter - 79	Campylo bacter - 83

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.

	2014/15	2015/16	2016/17	2017/18
Product Recall Information Notices	34	78	76	46
Food Alerts For Action	3	1	1	1
Food Alerts - Total	37	79	77	47

8.1.10 Border Inspection Post

Year	Enquiries received	Catch (exemption) Certificates Issued	Total consignments	Fish (EHO)	Other products (OVS)	Total Rejected	% Rejected
2005/06	N/A	N/A	86	28	58	18	21
2006/07	107	N/A	149	76	73	21	14
2007/08	112	N/A	129	41	88	53	41
2008/09	147	N/A	172	31	141	107	62
2009/10	126	N/A	161	20	141	83	52
2010/11	184	255	154	13	141	62	40
2011/12	113	246	84	15	69	33	39
2012/13	65	251	67	6	61	22	33
2013/14	41	258	68	8	60	9	13
2014/15	55	256	71	16	55	6	9
2015/16	40	249	52	8	44	6	11
2016/17	28	254	52	1	51	7	13
2017/18	23	255	68	11	57	28	41

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

Designated Point of Entry / Designated Point of Inspection

	Number of consignments presented	Product description	Number cleared
2016/17	3	Pistachio nuts	3
2017/18	23	Tea – China (21), dried grapes – Turkey (2)	23

8.1.12 Surveillance of flight manifests

A risk based programme of surveillance was carried out in 2017/18 to identify any foodstuffs subject to import controls. 19 flight manifests were checked, focussing on flights direct from or transiting through 3rd Countries. Two carriers and flights were targeted.

25 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

	Number of export certificates issued	Number of customers
2016/17	98	1
2017/18	210	4

8.1.14 Liaison with Other Organisations

During 2017/18 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 Better Business for All Steering Group / 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.

8.1.15 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 167 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. 123 of 167 scheduled interventions were completed. Further attempts will be made to assess compliance at the remaining 44 low risk establishments during 18/19.

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 food safety advice relating to barbeques using #SafeSummerFood. Advice included defrosting correctly, chilled storage and thorough cooking. 7 tweets were sent averaging 480 impressions and an engagement rate of 1%.

National Food Hygiene Rating Scheme

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

8.2 Staffing Allocation

The Environmental Health Team Leader post was vacant during March
A part time (18.125hrs) EHO post was vacant between April and March
A part time (21.75hrs) EHO post was vacant from December to March

A temporary EHO was appointed between December and March

8.3 Food Hygiene training Undertaken by Staff

Food safety update
FSA consistency exercise
Food detention and seizure

Border Inspection Post / Port Health procedures
Regulatory procedures
Interviewing witnesses
Pubic Health England Symposium
Private Water Supplies
Severn Trent Water health liaison

8.4 Enforcement Actions Taken

Warning letters were sent to Business Operators	135
Hygiene Improvement Notices were served	14 (6 establishments)
Prohibition related notices	0
Seizure of food notices	1
Detention / Remedial Action Notices	0
Enforcement Notices (Regulation 20) under The Trade and Related Animal Product Regulations – Fail Veterinary checks at BIP	20
Enforcement Notices (Regulation 32(6)) under The Trade and Related Animal Product Regulations – Introduced in breach of regulations	1
Regulation 32 Notices under Official Feed and Food Controls (England) Regulations	1
Cautions for offences under food hygiene legislation	1
Conviction for offences under food hygiene legislation	3
Prohibition of Person from managing a food business	3

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 2018, 3 of the targeted establishments remained non compliant.

All relevant food establishments have been rated using the National Food Hygiene Rating Scheme. The percentage of food businesses displaying their hygiene rating sticker in town centres increased from 50% to 55% between July 2017 and February 2018

96.8% of establishments that have received a hygiene rating have achieved a rating of 3 (Generally satisfactory) or higher (Good, Very Good). The percentage increased by 1.1% from the previous year.

The number of establishments requiring improvement (rated 0,1 and 2) fell from 30 to 22 during 2017/18.

Performance Targets:

Indicator	Target	Actual
Number of non-compliant food establishments included within scope of project remaining 'non-compliant' at end of year	5	3
Number of food establishments rated 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme	30	22
Proportion of customers that said the letter/correspondence received was easy to understand and was supportive	80%	100%
Proportion of businesses that said they felt the requirements and feedback received by the inspector was reasonable	80%	100%

8.6 Issues for 2018/19

- Building on the successes of the previous programmes, to undertake an enhanced support programme targeting non compliant food establishments
- To provide co-ordinated support with the Business Focus team targeting food establishments showing the potential to grow
- To review the intervention carried out at food establishments rated as category E (low)
- To further develop the Primary Authority role with HMS Host
- Process re-engineering – digitalisation of processes / introduction of agile working using Microsoft surface pro devices

**National Studies 2018-2019
Planning Chart - Provisional**

To be inserted

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 12 JUNE 2018

Title of report	SAFEGUARDING UPDATE 2017-2018
Key Decision	a) Financial No b) Community Yes
Contacts	Councillor Trevor Pendleton (Safer North West Partnership Chair and Portfolio Holder for Regeneration and Planning) trevor.pendleton@nwleicestershire.gov.uk Head of Community Services 01530 454832 paul.sanders@nwleicestershire.gov.uk Stronger and Safer Communities Manager 01530 454696 chris.brown@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 adults, as detailed in the Children Act 2004 and Working together 2013.
Council priorities	The Safeguarding Strategy informs the staff of their responsibilities to report concerns to the Safeguarding Team
Implications:	
Financial/Staff	The community safety team will co-ordinate the work
Link to relevant CAT	None
Risk Management	A risk assessment has been undertaken and is contained in the corporate risk register. Additional risk assessments are completed as appropriate
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 matters raised via the reporting system

Transformational Government	This relates to the new ways in which councils are being asked to deliver their services.
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	<ul style="list-style-type: none"> - The Leicestershire and Rutland Safeguarding Boards. - County Designated Officer Team - District DSO staff
Background papers	None
Recommendations	CABINET ARE REQUESTED TO NOTE THE WORK OF THE NORTH WEST LEICESTERSHIRE SAFEGUARDING TEAM DURING 2017/18.

1.0 CONTEXT

1.1 The council is required to have a safeguarding protocol that is able to respond to reported concerns or incidents. The current process is fit for purpose and is delivering an adequate service to the council as well as the community.

1.2 What is Safeguarding

'Safeguarding' is a range of activities aimed at upholding children, young people and adults' fundamental right to be safe, at the same time respecting people's rights to make choices. Safeguarding involves empowerment, protection and justice. This is to help people retain independence, wellbeing and choice, and to experience their right to a life free from abuse and neglect.

Concerns are reported to the council and recorded. All reports are reviewed and considered by a trained Dedicated Safeguarding Officer, (DSO) if it is considered a matter that requires action, then a referral is made to the relevant organisation, requesting their support to resolve the identified safeguarding issue(s).

The district council Designated Safeguarding Officers (DSO) do not provide a direct safeguarding service to the community, but they refer to care providers. A DSO assesses the risk of the referral by collecting readily available information and intelligence, before deciding what action to take or make an appropriate referral. If a referral is made it will be via the appropriate referral pathway for the specific organisation.

1.3 **Legislation**

The Children and Social Work Act 2017 required that changes were made to the current system. The relevant Leicester Leicestershire and Rutland (LLR) Safeguarding Boards are in the process of implementing the changes. The main points are:

- Construction of a new Safeguarding Board responding to the needs of children
- New duties for the police, health and local authorities
- Child death reviews
- Independent scrutiny

Other legislation has remained unchanged. The Practice Guidance and the Children's Act 2004 gives relevant information, enabling local authorities to act appropriately while delivering the service to their local community.

Legislation gives local authorities some responsibility to identify vulnerability in the community. A suitable response is then made by referring the case to appropriate organisations. There is no requirement for the authority to investigate a case, however referrals contain as much detail as possible, enabling sound decisions to be made.

2.0 **Procedures**

2.1 The Adult and Children and Young Person Policy and Procedures (reviewed December 2017) explains how staff report concerns.

2.2 **District process**

The number of cases reported to the district is increasing annually. The current process for reporting is via the online process or on paper forms provided.

When a report is completed online, an email is forwarded to the safeguarding inbox which cannot be monitored effectively, causing a delay in response. This delay has been investigated and will be resolved by a new system due to be introduced in Q2 2018.

Not all staff have access to the internet, therefore the paper form has been retained to ensure that all staff have the ability to report concerns. This process is slower as there is a delay in the internal postal system, it is however effective. The completed forms are forwarded to their line manager or directly to the Community Safety Team. On arrival the on-call DSO team respond effectively.

2.3 **County Group**

The county process is developing best practice across the county. A meeting is held with the operational leads for the districts and county. Not all districts are represented at each meeting, however the minutes of the meeting are communicated. New legislation or items of note are discussed and or communicated. The group also cooperates on training staff, which brings consistency and financial efficiencies. Districts do not have common safeguarding processes, in comparison the NWLDC system is considered by partners to have a thorough and robust process.

3.0 Risk

3.1 Current Risk

The current system was reviewed at the corporate risk meeting and recorded as a risk of 16, control measures were put in place reducing the likelihood of occurrence being missed reducing the risk to 8.

It was noted that the Safeguarding inbox could not be changed to notify the on call DSO a new case exists. This raised the risk of a slower response by a DSO that may have an impact on individual health and safety. As a result the Community Safety Team developed a safeguarding system with a software developer that addresses the identified risks. The new system will be implemented in Q2 2018/19 and will specifically ensure cases are actioned quickly and efficiently by automatically sending notifications and reminders.

3.2 Training

Training on the system will be required for the DSO's who will be using the system on a daily basis, this will be completed prior to implementation.

4.0 Training and Staff Workload

4.1 In the last 12 months we have invested in training new DSO staff to maintain the number of DSOs. Additional training has been identified to ensure staff understand their cases and improve their ability to refer to other organisations. Social Services and the police, who receive the majority of these referrals, are coming under increasing pressure to deliver more services with less funding. While this does not directly affect the authority, it is essential for a DSO to write referrals in a style that ensures it is accepted and actioned..

Nationally there are a number of high profile cases where staff have been in contact with vulnerable people and have not identified the need. This has resulted in death and serious injury. HR and the Safeguarding team have assessed the risk register and identified training needs which can be categorised as follows

4.2 General Awareness

All staff receive general training, and this forms part of the induction process for staff. It is completed online which is time effective. The online training should be completed every two years, currently records do not enable us to ensure the majority of staff have received the most up to date training. Refresher training will be conducted in 2018/19 and a system to ensure all staff have completed it will be implemented. Briefings will on offered to staff on an annual basis.

4.3 Manager Training

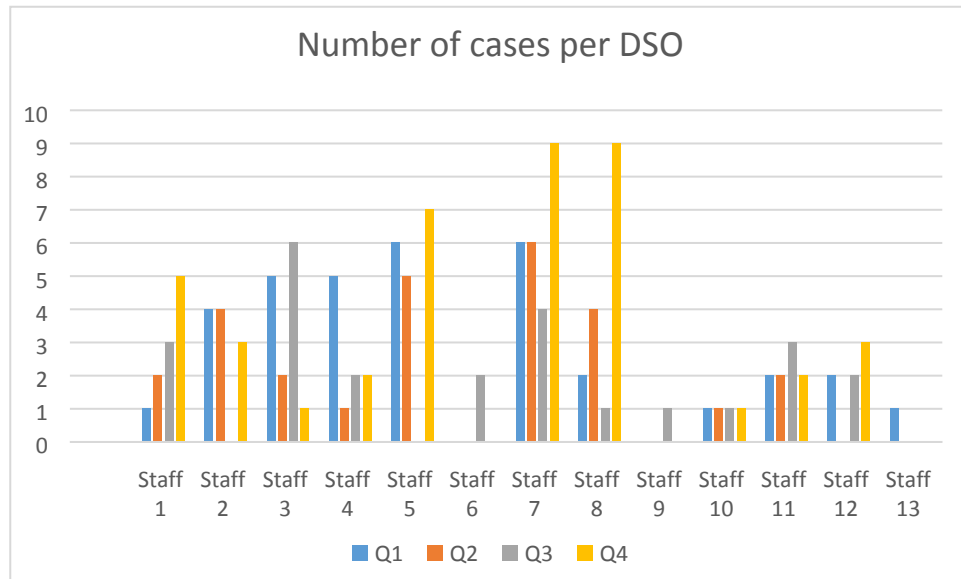
Training has been agreed for each post and divided into Bronze, Silver and Gold. HR will review this training during 2018/19.

4.4 Decision Making Training

Safeguarding legislation indicates that the safeguarding process will be driven from the most senior members. Training of the Corporate Leadership Team or Cabinet Officers will be reviewed by HR and refresher training offered in 2018/19.

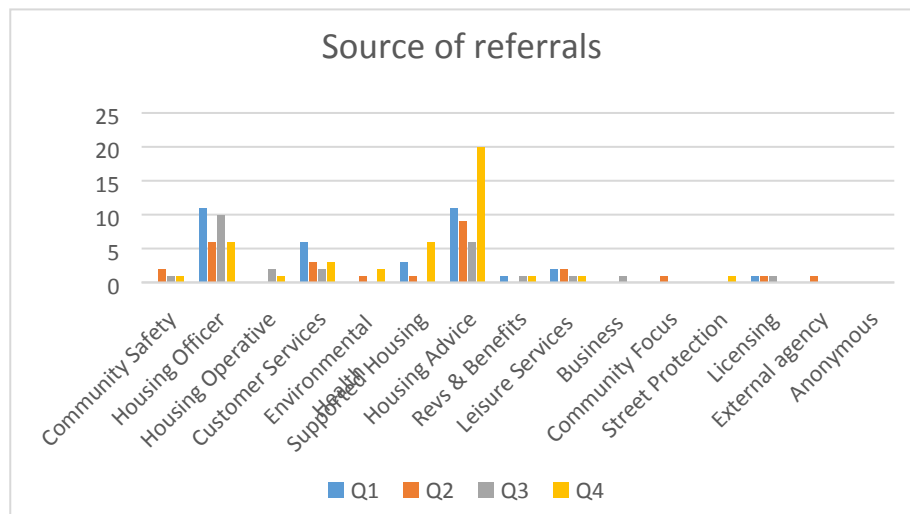
4.5 Designated Officer

We will continue to provide support for DSO staff and help them to receive the training they need to ensure they understand the risks and make the appropriate referrals. Since April 2017 three DSO teams have been created and are on duty every three weeks. Four DSO staff have left the team for various reasons, however five more have been recruited. The current workload of staff is as follows:



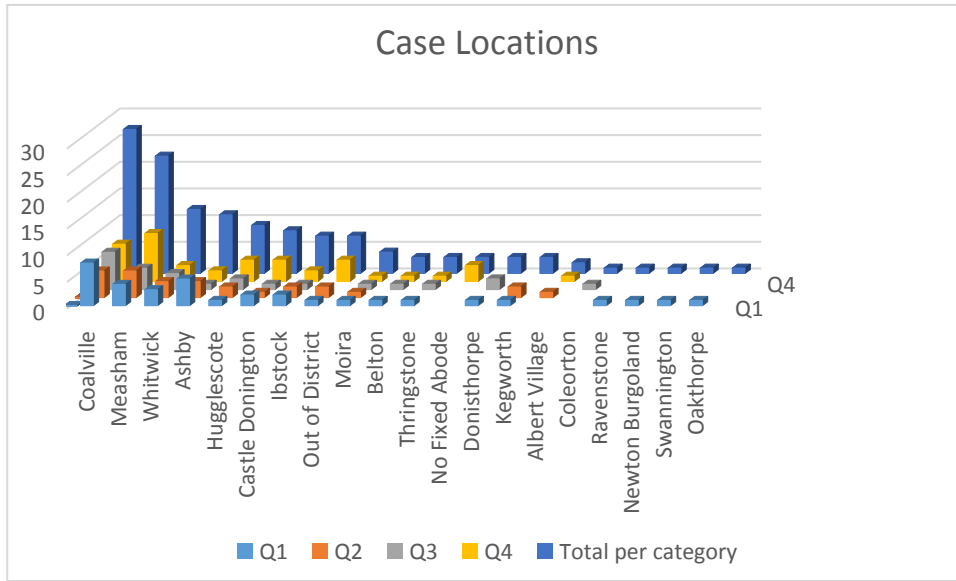
5.0 Successes

5.1 There have been 129 cases referred to the team for their consideration, these have been categorised in the following statistics.



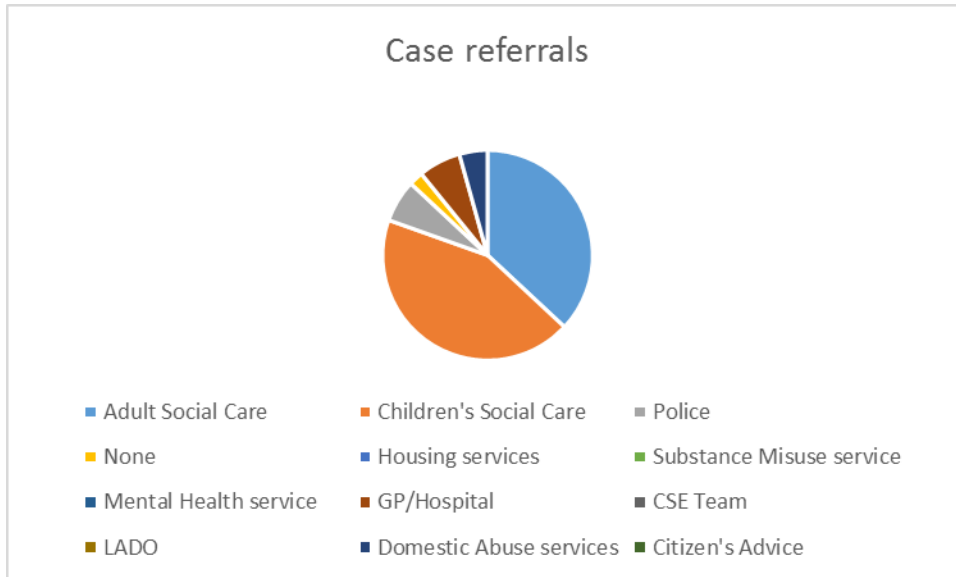
5.2 Case Locations

Number of cases, locations of referrals (Some cases are second referrals for the same person)

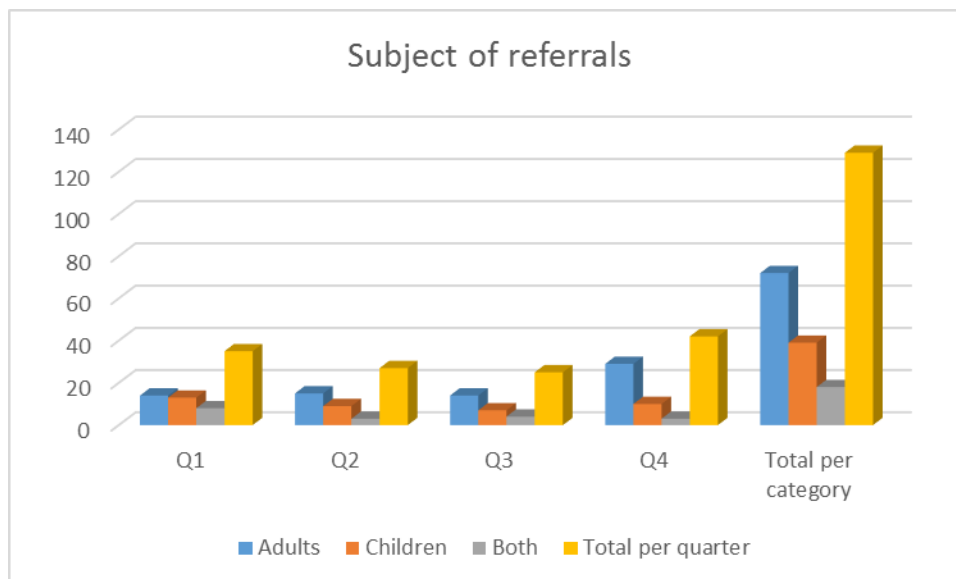


5.3 Statistics

Who the referrals were made to.



5.4 Subject of the referrals
Who were the referrals about?



5.5 Case Studies

The team have referred cases that have made a significant difference to the community, below is a sample of the cases.

- 5.5.1 A lady with four young children visited our housing advice team and disclosed that she was experiencing abuse from her partner. The DSO worked with housing advice to complete a referral to domestic abuse support services, and contacted children's social care in relation to the welfare of the children. The family was allocated a domestic abuse outreach worker and a support worker from the children's centre which has enabled them to move on from an abusive and damaging situation.
- 5.5.2 A participant in one of our disability sessions at the leisure centre was acting unusually. When asked if they were feeling alright they disclosed that they were hearing voices in their head which were telling them to kill themselves. A safeguarding referral was made and the DSO contacted adult social care. The person was allocated a worker who is supporting them through their mental health issues.
- 5.4.3 A referral was received from a housing officer about a property which was in a poor state where 5 children and one unborn baby lived. The DSO discovered the family had previously had a support worker and made a new referral to children's social care. The case was re-opened as a result of this information and a more intensive level of support was given to the family.
- 5.5.4 A person was continually phoning customer services to report that people were accessing his property and he could smell gas and chemicals. This was investigated by our repairs team and no issues were found. Customer services submitted a safeguarding referral. The DSO made a referral to adult social care and shared concerns with the person's GP. An assessment was carried out and the person was referred for some assistive technology to help them remember to take medication.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 12 JUNE 2018**

Title of Report	RENEWAL OF MICROSOFT ENTERPRISE SOFTWARE LICENCE AGREEMENT
Key Decision	Financial – Yes Community - No
Contacts	Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk Strategic Director of Housing and Customer Services 01530 454819 glyn.jones@nwleicestershire.gov.uk ICT Manager 01530 454716 sam.outama@nwleicestershire.gov.uk
Purpose of Report	Provide Members with details of the renewal of the Microsoft Enterprise Software Licence agreement as the budget exceeds £250,000 over the life of the agreement.
Reason for Decision	<ol style="list-style-type: none"> 1. To ensure Members are aware of the renewal cost of the Microsoft Enterprise Software Licence Agreement. 2. The renewal costs takes the contract value above the £250,000 threshold which requires Cabinet approval. 3. To authorise the renewal of Microsoft Software Licences Agreement, to ensure the authority stays appropriately licenced and meets its Microsoft software licencing obligations.
Council Priorities	Value for Money Spend Our Money Wisely
Implications: Financial/Staff	 As detailed in the report
Link to relevant CAT	No direct link

Risk Management	Fine or prosecution, if the Microsoft Enterprise Software Licence Agreement is not renewed. Council would not be entitled to use any Microsoft software, which would prevent the business from functioning.
Equalities Impact Screening	N/A
Human Rights	N/A
Transformational Government	N/A
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	None
Background Papers	Report to Cabinet, 14 November 2017
Recommendations	THAT CABINET DELEGATES AUTHORITY TO THE DIRECTOR OF HOUSING IN CONSULTATION WITH THE CORPORATE PORTFOLIO HOLDER TO PROCURE A 3 YEAR MICROSOFT ENTERPRISE LICENCING AGREEMENT TO FULLFILL ITS LICENCING OBLIGATIONS, AT THE END OF THE CURRENT TERM.

1.0 BACKGROUND

- 1.1 The authority currently has a three year Microsoft Licence Software Agreement with supplier (ANS). The licence agreement covers the use of all Microsoft applications across the authority and appropriately licences all users for the use of Microsoft applications suite. The current terms comes to an end on the 31 July 2018 and a new agreement needs to be set up for a further 3 years so that the Council is legally licenced for the use Microsoft Software across the authority.

2.0 CONTRACTING AND FINANCIAL IMPLICATIONS

- 2.1 The cost of the current Microsoft Enterprise Licence Agreement over 3 years was £280,000. The cost of the new agreement is approximately £267,000 over the next 3 years which has been budgeted for in the ICT revenue budget for 2018-2019. This legally licences the authority for it's use of all Microsoft applications across the authority.

3.0 PROCUREMENT ROUTE

- 3.1 The contract will be awarded using a framework contract, which will be the Crown Commercial Services (CCS) framework RM3733 Technology Products 2. This procurement route adheres to the requirements of the Constitution (paragraph 2.6 of the Contract Procedures Rules). The council will be undertaking a further competition between all suppliers on the framework so it can demonstrate achieving value for money, and the best possible result for the council..

4.0 CONTRACT AWARD

- 4.1 In order to procure the contract in relation to the Microsoft Software Enterprise Licencing, Cabinet is requested to delegate authority to the Strategic Director of Housing and Customer Services in consultation with the Corporate Portfolio Holder.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY 12 JUNE 2018

Title of report	AUTHORITY TO AWARD THE CONTRACT FOR REPLACEMENT FINANCE ICT SYSTEMS
Key Decision	<p>a) Financial Yes</p> <p>b) Community No</p>
Contacts	<p>Councillor Nick Rushton 01530 412059 nicholas.rushton@nwleicestershire.gov.uk</p> <p>Strategic Director of Housing and Customer Services 01530 454819 glyn.jones@nwleicestershire.gov.uk</p> <p>Head of Finance 01530 454707 tracy.bingham@nwleicestershire.gov.uk</p>
Purpose of report	The report seeks Cabinet approval to procure a replacement ICT system for Finance, and to delegate authority to procure and award a contract to the Strategic Director of Housing and Customer Services in consultation with the Portfolio Holder, and approve funding associated.
Reason for Decision	<p>The level of expenditure in this contract exceeds the authority threshold in the Scheme of Delegation.</p> <p>To ensure the continuity of provision of the Finance service to the council.</p>
Council Priorities	Value for Money.
<p>Implications:</p> <p>Financial/Staff</p> <p>Link to relevant CAT</p> <p>Risk Management</p>	<p>A robust scrutiny of the bids will allow the most economically advantageous bid to be selected, achieving an efficient service for the Council over the life of the Council. Improved systems will facilitate both better use of staff time and service enhancements.</p> <p>Not applicable</p> <p>There is the risk of ever increasing maintenance fees being incurred for the existing ageing and sub-standard finance system if a new system is not procured.</p>

Equalities Impact Screening	Not applicable
Human Rights	Not applicable
Transformational Government	Not applicable
Comments of Head of Paid Service	Report is satisfactory
Comments of Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	CLT – May 2018
Background papers	Deloitte Report – Modernising the Finance Function, CLT 16 May 2018 Replacement Finance Systems Business Case (exempt under Paragraph 3 of Schedule 12a)
Recommendations	THAT CABINET 1) AGREES TO REPLACE THREE OF THE COUNCIL’S FOUR FINANCE RELATED SYSTEMS 2) DELEGATES AUTHORITY TO PROCURE AND AWARD A CONTRACT FOR REPLACEMENT ICT SYSTEMS FOR FINANCE TO THE STRATEGIC DIRECTOR OF HOUSING AND CUSTOMER SERVICES IN CONSULTATION WITH THE PORTFOLIO HOLDER; AND 3) APPROVES TO FUND THE SYSTEM REPLACEMENT FROM £100K ALREADY SET ASIDE IN THE CAPITAL PROGRAMME, £200K FROM THE REVENUE UNDERSPEND ARISING ON THE 2017/18 FINANCIAL YEAR AND £200K FROM UNALLOCATED RESERVES

1.0 BACKGROUND

1.1 Currently, the Finance service utilises four main systems in conjunction with one another:

- Total Finance (General Ledger, Creditors and Debtors)
- Corvid Paygate (BACS Transmission)
- Capita (Cash receipting).
- MHR iTrent (Payroll)

- 1.2 The Total Finance system has been in place since 2003, and the system now presents itself as out of date and resource intensive in respect of staff time taken to manage and manipulate data for day to day finance activities. The system is on a on a rolling 12 month contract with a 6 month termination notice period. Total provided the council with 6 months' notice of a price increase from the 1st October 2018. The annual support costs are due to increase significantly in 2019/20, with 2018/19 seeing a half year effect of this increase.
- 1.3 In April 2017, Deloitte were engaged to carry out a Finance Function Review. The scope of the review included the following 4 key themes:
 - 1.3.1 To identify ways to modernise the Finance function, ensuring it is correctly resourced, provides value and is designed to support future growth plans and strategic aims;
 - 1.3.2 To review the effectiveness of the current legacy ICT systems and identify technology solutions that could modernise processes;
 - 1.3.3 To appraise all aspects of the Finance Function;
 - 1.3.4 To identify options for cost saving within finance whilst maintaining or improving effectiveness, ensuring the function can contribute to its share of efficiency savings.
- 1.4 The outcome of the Deloitte review in respect of Finance systems (1.3.2) was that the current core Finance system, Total, should be replaced to achieve cost, data and process synergies, and that integration with the other finance systems (as listed in 1.1 and 1.2 above) should also be included.
- 1.5 The Cash Receipting System (Capita) has been in place since 2009 and BACS transmission systems (Corvid Paygate) since 2010. Both of these systems are currently also on a rolling 12 month contract with a 6 month termination notice period. Following review, officers have concluded that there is an opportunity to integrate these systems in a more efficient way via procurement of a new holistic system and therefore procurement of one holistic finance system solution will drive better value and efficiencies than the current, separate system approach.
- 1.6 This report does not propose that the fourth system, MHR iTrent (Payroll) is included in this procurement exercise. This is because the council only recently awarded this contract to Insight (subcontracted to MHR) in August 2016. The contract is due to expire in August 2021, with the option to extend for a further two years. This system will therefore not be part of the procurement process for the replacement finance systems.
- 1.7 Pending Cabinet approval, written notice to terminate the arrangement will be issued by the Council to Total, Corvid and Capita to provide them with 6 months' notice as required by the existing contracts in early 2019.
- 1.8 All recommendations arising from the Deloitte report were considered by CLT in May 2017 and work to review and implement the suggested improvements are well underway via the finance service's team business plan for 2018/19.

2.0 PROCUREMENT ROUTE

2.1 It is the intention to purchase the replacement Finance systems through Crown Commercial Services using their Corporate Software Solutions Framework Agreement. To comply with the requirements of the framework, a further competition exercise has to be undertaken to select the preferred supplier. This procurement route is in line with the council's Contract Procedure Rules.

2.2 The indicative timetable for the procurement and implementation of the replacement finance systems is as follows:

	Milestones	Dates
1	Cabinet Approval	12 June 2018
2	Invitation to Tender Issued	18 June 2018
3	Supplier Briefing Event	26 June 2018
4	Deadline for Tender Submissions	13 July 2018
5	Evaluation Period	16 July – 10 August 2018
6	Supplier Demonstrations	20-23 August 2018
7	Final Evaluation Period and Selection of Preferred Bidder	24-31 August
8	Customer Approval, Standstill and Contract Signed	September 2018
9	Implementation	October 2018 – September 2019
10	Go Live	October 2019
11	Support Contract	October 2019 – September 2024

2.3 The contract period will be for 5 years after which licensing and support of the software will continue via a separate procurement route. The framework itself only permits contracts of five years in length.

3.0 FINANCIAL IMPLICATIONS

3.1 As part of the development of the 2018/19 capital programme, £450k unsupported borrowing was provisionally approved to fund the replacement of the finance system with a commitment that a separate report would be submitted to Cabinet for consideration in due course.

3.2 Since approval of this provisional capital budget in February 2018, officers have reviewed the market for suitable solutions whilst developing the specification of requirements and have determined that a cloud-based, hosted solution is more likely to meet the needs of the council and be a more cost effective solution than a purchased, managed system. Hosted, cloud based systems are for the most part, accounted for as revenue expenditure since they constitute an expense, whereas in contrast, on premise solutions constitute the acquisition of an intangible asset and therefore meet the definitions of capital expenditure in line with International Accounting Standards and the CIPFA Code of Practice.

3.3 As a result, it is requested that Cabinet agree to retain £100k capital provision to support implementation costs which will meet the definitions of capital expenditure, and that £200k of the additional surplus arising on the 2017/18 financial year is contributed to a further

£200k identified and set aside as part of the annual review of earmarked reserves. These proposals will take the total provision for this system replacement to £500k.

- 3.4 Existing revenue position exists for the ongoing annual licence support and maintenance costs for the three existing finance systems, which is approximately £45k per annum. As detailed in 1.2 above, additional costs in excess of the provision for 2018/19 will be incurred as a result of a price increase from Total for the main finance system.
- 3.5 Soft market testing undertaken has highlighted that annual revenue licence costs of the new system will be in the region of £70k per annum. Annual licence fee costs for the first year of the new contract will be covered by the costs of the project funding and future years' budgets will be amended for future years to take account of this.
- 3.6 The project has a wide range of tangible non-financial benefits associated with improved functionality including:
 - The ability of budget holders to access up to date information to inform day to day business decisions;
 - The ability of managers to self-serve by addressing first-line questions and analysis of a financial or budgetary nature on their own;
 - Improved management understanding in respect of finance through access to relevant, meaningful and timely data;
 - Improved timescales associated with distributing financial information to management;
 - Freeing up of professional finance officer time to allow focus on data analysis, proactive management of key business decisions, supporting commercial developments and value adding pieces of work;
 - Enablement of cross-service data-sharing, enabling multi-service review of financial forecasts, contributing to more accurate forecasting;
 - Automation of key manual processes, reducing officer time to focus on value adding activities.
- 3.7 The project has a targeted saving of £20k per annum based on a future review of the existing structure of the Finance team. This review will be undertaken by the Head of Finance upon implementation of the new system and it is anticipated that there will be savings in relation to the establishment cost, based on automation of manual processes currently completed outside of the system. At this stage in the process, the estimated FTE and related savings cannot be defined, however an annual recurring saving of £20k has been initially been targeted against this.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 12 JUNE 2018

Report Title	2017/18 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 Strategic Director of Place 01530 454555 james.arnold@nwleicestershire.gov.uk Strategic Director of Housing and Customer Services 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) (Jan-Mar).
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 2017/18.
Implications	
Financial/Staff	The report contains summary performance data on staff management & financial information.
Link to relevant CAT	The report links to the work of all Corporate Action Teams.
Risk Management	Risk management is applicable to all areas of the Council's statutory duties and service provision. Any relevant risks relating to actions set out in the Council Delivery Plan are managed through the Corporate Risk Register.
Human Rights	No direct implications.
Transformational Government	No direct implications

Comments of Head of Paid Service	The report is satisfactory.
Comments of Section 151 Officer	The report is satisfactory.
Comments of Monitoring Officer	The report is satisfactory.
Consultees	Corporate Leadership Team
Background papers	Council Delivery Plan 2017 - 2020
Recommendations	THAT CABINET RECEIVES AND COMMENTS ON THE QUARTER 4 PERFORMANCE REPORT (JAN– MAR 2018).

PERFORMANCE SUMMARY FOR QUARTER 4

1 Introduction

This report sets out the performance and progress against the Council Delivery Plan priority actions, performance indicators, finance and sickness absence management. The quarterly reports will go to the Policy and Development group first for 2018/19.

A high level exception report of the Council’s performance for Q4 is included in Appendix 1.

2.1 Value for Money

Customer Services staff have been engaged with testing the new waste services online forms with the digital transformation team. Following the launch of the waste service processes, the digital transformation team will be working on Environmental services forms to get them online and integrated with back end systems. The next service to be worked with is Revenues and Benefits with a demonstration having been scheduled to provide a high level overview of the new website and new waste services processes. Marketing activities have been undertaken by the Communications team to promote the launch of the new website and new waste services forms.

The information management team has continued to make improvements towards how the council handles data in order to become compliant with the new General Data Protection Regulation which comes into force from 25 May 2018. All tasks identified in the GDPR Compliance Plan are either completed or on track to be completed by 25 May 2018. Work will continue during Q1 of the new financial year to ensure the remaining tasks are carried out and documented so that compliance can be demonstrated if required.

The process for GDPR compliance will not end on 25 May 2018 as the Council must work to continually renew and improve its management of personal data. Certain tasks from the Compliance Plan will become “business as usual tasks” for the new information management function following Phase 2 of the restructure.

The team has continued to process requests for information during this period. There were 52 enquiries that were actionable as Freedom of Information (FOI) requests

received and logged in Q4. 100% of these enquiries were answered within the 20 working day statutory time limit. There were no Subject Access or Environmental Information Regulation Requests received. In addition to the above, there were 55 simple FOI requests received which were dealt with as 'business as usual', 24 FOI requests received which were transferred to other authorities and 38 Land Charges requests.

Maintenance and improvement works continue at Moira Furnace. Furnace Lane resurfacing work was completed in November 2017 and craft unit toilets refurbishment work was completed in February 2018 (working with Property Services). Funding for priority one and two works have been confirmed in the 18/19 budget and further work is being undertaken to develop an options appraisal for the site. A meeting took place in February with Heritage Lottery to discuss an options appraisal for the site in 2018/19. Whilst HLF is interested in this project, consideration needs to be given to the wider master planning work of the Heart of the National Forest, being progressed by the National Forest Company.

2.2 Homes and Communities

The council delivered its first new build properties since 1991 which is the beginning of a programme to deliver a further 42 homes during 2018/19. In addition to this, 14 new affordable homes were delivered in March resulting in 144 homes for the year, exceeding the target of 130 homes. A mixture of rented and low cost home ownership properties were delivered in Coalville, Ashby, Thringstone and Measham as well as in rural settlements of Ravenstone, Appleby and Moira.

Based on expected delivery the Strategic Housing team would expect to see delivery of 110 new affordable units during 2018-19.

Rent loss performance is on track due to the overall number of empty homes reducing and the improved speed at which properties are being let. An increase in the new number of new assistive technology customers has been achieved reflecting the actions undertaken in the AT Action Plan. The rent arrears performance is on track with the profiled performance. The rent arrears performance is monitored on a weekly basis and appropriate action taken.

During Q4, the focus has been on preparations for Universal Credit which moved to full service in February 2018 and the allocation of the new build properties in addition to normal service delivery. Both areas have been completed successfully with extremely positive feedback being received from partners about our preparations for Universal Credit and the new build properties.

Tenants moving onto Universal Credit are receiving Personal Budgeting Support where required to help minimise the financial impact to the rent account. A letter was sent to all tenants of working age in January ahead of the full service roll out in February 2018. Close working relationships with the team at Coalville Job Centre Plus have been established and any issues identified are addressed promptly.

The Resident Involvement team has assisted with several consultations/surveys in 2017/18. These have included the HRA budget, new build, the allocations policy, Housing Support Satisfaction survey and Air Source Heat Pumps installation. Planning will begin in April/May for a series of Pop Ups over the summer. Some ideas suggested include improved feedback to tenants, more training for tenants and local tenant open meetings to discuss local issues. All these ideas along with data from the STAR survey will feed into the planning and delivery of the 2018 series of Pop Up events across the district.

Consultation on the Local plan review closed on 4 April. A total of 68 responses were received. It is planned to take a report to the Local Plan Advisory Committee on 20 June.

2.3 Building Confidence in Coalville

A project inception meeting between NWLDC and LCC took place in March regarding Marlborough Square. A variety of documents have been prepared, including the project implementation, the risk register and the draft communications plan. The public engagement on the detailed proposal will commence in April following pre-consultation engagement with businesses and property owners.

Works to repair the clock tower are due to commence in May 2018. A bid for £30,000 has been submitted to the War Memorials Trust in March 2018.

6 new applications for Frontage grant funding are currently being developed and, over the next 6 months, the Business Focus team are looking to follow up with 36 eligible businesses who have previously expressed an interest in the frontage funding. This follow up engagement work will also be supported by new media releases and direct mailing to eligible properties. Cabinet in March approved to extend the current Local Development Order that permits applicants to undertake eligible works to the front of the property without needing planning permission.

Work on the WW1 Commemorative Artwork for Memorial Square is progressing. A local artist has developed a design and costings for the initiative which is supported by CSEWP, Cabinet supported a request for funding (£5000) on 6 February, an application will be submitted to a local community fund (deadline 31.05.18). A district wide lamp post poppy appeal has been launched with parish and town councils with financial support from the Small Grant Scheme. Famous Fifty 'Play in A Day' (community engagement initiative), Chorus Theatre has signed the contract and the performance is scheduled for 9 and 10 November 2018. Clock Tower, Memorial Square - an application has been submitted to HLF (decision expected 19 April), if the application is successful a number of community initiatives will be delivered focussing on Memorial Square in 2018, complementing the restoration works.

A family funfair, "Coalville May Fair", has been confirmed and scheduled to take place 4 to 7 May 2018, at Bridge Road car park, Coalville. The inaugural Coalville Writes Festival took place on 8, 9 and 10 March and Vienna Festival Ballet performance of Swan Lake took place on 16 March at Century Theatre, Coalville.

2.4 Business and Jobs

All of the successful Enterprising NWL grant recipients claimed their grant awards and monitoring visits are ongoing. In recent months Business Focus have reported some of the incredible success stories of Enterprising North West Leicestershire grant recipients. Companies such as NFE Group Ltd, Charles Blyth Ltd, Healthy Stuff Online, TECK and OMS are demonstrating growth. Whilst FC Cartons and TruNet have since relocated to larger premises within the District. All grant recipients will be visited again in 2018 for a press/publicity programme.

Love Business Expo was held on Thursday 22 February. For the first time the Expo moved from Donington Park to the Holywell Park Conference Centre in Loughborough. The Business Focus Team exhibited and showcased a number of other business facing Council services including Environmental Health, Building Control and Cultural Services.

All businesses impacted by the final HS2 line have been contacted to remind about the advice and guidance available to them from the Council and the HS2 support services.

The EMEG Access to Work Partnership met in January to review their current terms of reference and a proposed governance review with the view to formalising an EMEG Skills Group. Subsequently a bid to the LLEP Open Call is being prepared for the partnership to secure match funding to deliver demand responsive transport solutions. The Roxhill Employment group meeting was held in February and the Winvic construction strategy was reviewed and approved in principle.

As at February 2018, the total number of JSA claimants in the District stood at 555, of which 335 were male and 220 were female. This claimant count represents 0.9% as a proportion of resident population of the District. The district compares favourably with the national figure of 2.1%.

2.5 Green Footprints

Despite bad weather and change of dates, both Coalville and Ashby Big Spring Tidy's took place. The Rotary Club was leading on the Ashby event, which saw a turnout of approximately 40 volunteers. Social media was used on the day to tweet the progress of each event. The event-spearheaded by Keep Britain Tidy will again be included in Street Protection Team Plan 2018/19.

3 Financial management update

- 3.1 This year represents the first year of faster closedown, whereby local authorities are required to approve and publish the accounts by the 31 May and 31 July respectively (this was previously 30 June and 30 September), meaning that the council now has a better understanding of its outturn position one month earlier than it has previously. As a result, a separate report detailing the provisional outturn for the 2017/18 year is included in a separate report on the Cabinet agenda, however the paragraphs below summarise this position.
- 3.2 The expected final position on the General Fund is a provisional surplus for the year of £3.27m, compared to a budgeted surplus of £934k. This is mainly due to income in respect of Business Rates forecast at £5.627m compared to a budget of £3.85m. This is largely because our provision for appeals in relation to the 2010 rating list was significantly reduced throughout the year as a result of settlement of claims. As the Government has introduced a new business rates appeals system which has coincided with the 2017 revaluation and new rating list, we are yet to receive details of appeals against the 2017 rating list. In the absence of known formal appeals, a recommendation to set aside an earmarked reserve of £614k to manage the impact of forthcoming appeals to our budgeted level of business rates is included within the Provisional Outturn 2017/18 report.
- 3.3 Other major variances in respect of the General Fund include an additional £145k on recycling income, £179k salary underspends (of which £57k are as a result of the Phase 1 Management restructure), £255k underspend in respect of Housing Benefit rent allowances and rebates and a £166k underspend in respect of planning appeals and associated costs. This additional income and underspends are offset by an increase in the bad debt provision of £150k, a reduction of £187k in planning fee income and an increase of £236k in respect of the net service deficit on Leisure Centres, due for the most part to income being £171k less than the budgeted position.
- 3.4 Detailed within the Provisional Outturn 2017/18 report is the recommendation to allocate the surplus arising on the 2017/18 financial year as follows:

- 3.4.1 In line with the decisions made by council at its meeting on 27 February 2018, £1.857m of the £3.27m surplus arising on the 2017/18 year has been transferred to the self-sufficiency reserve, taking the reserve from £900k to £2.76m.
 - 3.4.2 £614k transferred into an earmarked reserve as part of a local provision for future business rates appeals, as outlined in paragraph 3.2 above.
 - 3.4.3 Creation of an earmarked reserve of £600k for the purposes of acquiring and redeveloping assets in the Coalville area as part of the Coalville Project.
 - 3.4.4 Contribution of £200k to an existing earmarked reserve of £200k, set aside for the purposes of replacing the council's finance system. Members will note that a separate report is on the agenda of this meeting, seeking approval of this project.
- 3.5 The budgeted contribution to Special Expenses reserves was £6k and the actual outturn was a contribution to reserves of £19k. This movement was a result of increased burial fee income and a reduction in repairs and operational purchases at Coalville parks and recreation grounds.
- 3.6 The Housing Revenue Account expected final position is a surplus of £520k, being £378k higher than the approved budget. The surplus on the account has been added to the HRA balance which stood at £9.432m at 31 March 2018.
- 3.7 The increased surplus is largely a result of additional rental income of £104k, as a result of reduced void loss, a reduced depreciation charge of £146k, an increased salary capitalisation of £112k as a result of additional employee costs of interim structure, thereby reducing revenue expenditure and an underspend in respect of Council Tax underspends on void properties of £89k, offset by repairs and maintenance overspends of £170k, reduced service charges, garage rental income, lifeline charges and heating charges of £90k and increased corporate recharges of £95k.
- 3.8 Given the movement between Quarter 3 forecast outturn and outturn for the year, the main focus of the first tranche of finance clinics during 2018/19 will be on variance analysis of the 2017/18 year. This exercise will ensure that key budget lines that have contributed to the unplanned outturn position are identified and robust monitoring is put in place for the 2018/19 year, thereby allowing the council to make more timely decisions regarding the use of additional surpluses, or indeed how to deal with forecast deficits.

4 Sickness absence management update

Temporary factors such as the severe cold weather and flu have had a significant effect on the sickness figures, as result in Q4 (2017/18) there were 3.69 days lost per FTE due to sickness which is noticeably higher than last year's Q4 figure of 2.57 days. Cold and flu (27%), accounting over a quarter of all sickness in this period, recorded a fourfold increase on the previous quarter which is in line with the national average. As expected customer facing teams were particularly affected by cold and flu, these include: Environmental Protection (65% of all sickness in this section), (Customer Services (39%) and Leisure Service (34%). As the weather improves we expect to see a reduction in such cases.

Instances of sickness due to Musculoskeletal (27%) were also high, particularly in the waste services team. The Waste Services management is already reviewing training and procedures. However, this spike is not in line with the previous few quarters, therefore the Waste Services team manager will monitor musculoskeletal related absences in this section and if the instances continue at the same rate refresher training will be rolled out.

Senior HR advisors are continuing to pro-actively manage long term sick cases. In 2017/18 four long term sick employees were managed to a situation where they have left the employment of the Council through resignation, ill health retirement or contract termination. Currently there are 11 long term sickness cases still open, this is down from 18 in the previous quarter. A number of employees have been supported in returning to work following long term sickness which has partly resulted in a 20% reduction in non-work related stress/depression cases.

Overall year to date figures indicate an increase in the rate of sickness from 9.3 days/FTE (in 2016/17) to 10.21 days/FTE, this increase is largely down to the higher sickness figures in Q4.




The Attendance Policy is being reviewed and updated in 2018/19 (in consultation with manager and trade unions) to ensure it remains fit for purpose in managing long and short term sickness absence.

5 Priority Dashboards - Appendix 1



Appendix 1 sets out the following items:










- Detailed statistics of CDP actions and performance indicators
- Details of actions plans where indicators are red
- Finance
- Management of Absence
- Customer Service Call Centre Statistics


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)

2 PERFORMANCE DASHBOARD – VALUE FOR MONEY

Progress against CDP milestones			Progress against CDP Performance Indicators											
5		Green	4		Amber	1		Red		Green		Amber		Red

Action	Update	Status
Develop and Implement Channel Shift Strategy - Start to implement project plans to deliver channel shift strategy	On hold pending the new Head of Customer Services coming into post. However work on Achieve Forms project is ongoing through the Digital Transformation Team.	
Review service level agreements with all external arts/heritage partners - Implementation of new arrangements	All SLAs have been reviewed and revised agreements are in place. 2018/19 SLAs are now being agreed and finalised.	
Review Ashby Tourist Information Centre and the service it provides - Implement the outcome of the review	Cultural Services Review to be progressed alongside other service reviews as part of phase 2 of the Management Restructure.	
To maximise efficiencies within the waste collection service - Prepare route optimisation on waste collection rounds for implementation in 2018/19	Route optimisation underway to implement following introduction of new vehicles in June 2018.	
Housing Repairs Service - Complete improvement plan for Health and Safety practices and procedures	Completion of the Health and Safety report by our contractor MDA was delayed, and the draft report only received in early March. This draft report is currently being reviewed and will be finalised, including the action plan, by the end of Q1.	
Income is maximised through Assistive Technology (AT) - Identify and compile case studies in preparation for new marketing actions for 2018	Testimonials have been obtained and a new marketing action plan will be developed when the new Assistive Technology Marketing Officer is appointed in April 2018.	
Improve the reputation of customer services – Host ongoing quarterly meetings with SLA partners to review performance and identify improvements	Team capacity and DTT affected outcome	
Develop and Improve quality and performance in customer services - Continue to improve team through quality improvement plan and report to Director on progress	Monthly reporting to Chief Executive and Director of Housing	
Conduct a resources review of the customer services team - Evaluate benefits	On hold pending the new Head of Customer Services coming into post	







To maximise efficiency in the street cleansing service – Implement agreed actions	A number of actions have been implemented including developing the online reporting tool for fly tipping, risk assessment of all high speed rural verges, and litter bin plotting with Whitespace systems which can then be used to optimise the route	
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Performance Indicators	Q4 Target	Q4 Actual	Status
Combined benefits performance	8.3	8.4	
Processing of new claims	18.5 days	17.8 days	
Processing of change of circumstances	7.7 days	7.2 days	
Council Tax in year collection rate	97.6%	97.8%	
Non-domestic rates in year collection rate	99%	99.4%	
HB overpayments collection rate	34%	40%	
Percentage of customers very satisfied or satisfied with the Planning Service	90%	91.1%	
Percentage of major planning applications determined within 13 weeks or a timetable agreed with the applicant	85%	87.5%	
Percentage of minor planning applications processed within 8 weeks or a timetable agreed with the applicant	85%	75%*	
Percentage of other planning applications determined within 8 weeks or a timetable agreed with the applicant	85%	86.84%	
Leisure Centre Membership income	£993,500	£861,915	
Leisure Facility Usage Levels (cumulative)	875,000	920,612	
Improve the percentage of calls answered against calls received into Customer Services (Annual target 79%)	N/A	74.61	
Calls into the contact centre are reducing (Annual target 10% reduction)	N/A	10.01	











* Performance on minor applications in Quarter 4 was at 75.00%. Cumulatively to the end of Period 12 performance was at 78.98% which is well above the national target of 65%.

2 PERFORMANCE DASHBOARD – HOMES AND COMMUNITIES

Progress against CDP milestones			Progress against CDP Performance Indicators		
3  Green	2  Amber	1  Red	7  Green	2  Amber	1  Red

Action	Update	Status
To develop and deliver the 'linkages' element of Ashby Neighbourhood Plan 'action plan' and district wide access and connectivity initiatives	Moirra Furnace to Measham Road cycleway works commenced on 26 February. Works are scheduled for completion by the end of April 2018. Planning for the launch event is underway, press release launch anticipated in May 2018.	
Ensure a sustainable community based sport and physical activity offer - Consider the feasibility of removing the fitness suite at Castle Donington College	Consideration has been given to removing the fitness suite, but the decision has been taken to retain its pending potential improvements to the leisure offer in Castle Donington.	
Support open space improvements throughout the district - Develop a Woodland Strategy	Due to the Grounds Maintenance restructure and the reconfiguration of the depot taking longer than anticipated, this strategy will now be developed in 2019/20.	
New build units at Staley Avenue, Verdon Crescent and Smedley Close are let	New build units have been let as they have handed over. Additional methods undertaken where necessary such as promoting the 1 bedroom units at Leicester Road through targeted text messages	
Introduce tenant Estate Evaluators to review 'hot spot' areas from STAR survey - Obtain SMT approval for Estate Improvement Plans	The Tenant Scrutiny Panel has decided to undertake an inspection of Estate Management and the finding will be used to inform any changes to the future approach to Estate Evaluations.	
Manage the implementation of our Local Plan, including finding new gypsy and traveller sites - Examination	Report to Council on 20 March was withdrawn to allow for additional work looking at site options. Programme for additional work to be developed.	

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Performance Indicators	Q4 Target	Q4 Actual	Status
Percentage rent arrears of current tenants	2%	1.86%	
Percentage of rent loss	1.2%	0.88%	
Percentage of tenants satisfied with the allocation and lettings process	95%	97%	
Average re-let times (days)	30	30	
Number of properties empty and unavailable	12	44*	
Percentage of customers satisfied with the repairs service	98%	95.7%	
Percentage of all repairs completed within target	87%	97.74%	
Average length of time taken to repair empty homes to achieve the lettable standard	20 days	33.3 days	
Percentage of homelessness cases where there is a decision within 33 working days	75%	100%	
Number of new affordable homes delivered (Annual target 130)	35	16**	

*Westgate was disposed of during Q3 resulting in the performance being on track for Q3. Further assessments are ongoing for Woulds Court and Queensway House to further reduce the number of properties empty and unavailable, however this will not be achieved by the end of Q4.



**see commentary in paragraph 2.2

2 PERFORMANCE DASHBOARD – BUILDING CONFIDENCE IN COALVILLE

Progress against CDP milestones

Progress against CDP Performance Indicators

1  Green	1  Amber	0  Red	1  Green	0  Amber	0  Red
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Action	Update	Status
Monitor and evaluate the Wi-Fi GeoSense projects	The Wi-Fi and digital workshops program of work are both out to tender in March. The Wi-Fi project, part funded by NWLDC, LCC and the LLEP will look to provide free to access Wi-Fi in Coalville and Ashby. The Digital High Streets project will deliver retailer workshops that provide practical hands on training for NWL retailers, bars and restaurants to learn how to use digital and mobile devices to enhance their business.	
Coalville Market - Document actions for Market Development Plan for 2018/19	This work has now been incorporated into the Market Strategy work stream	

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Performance Indicators	Q4 Target	Q4 Actual	Status
Impact of Coalville shop fronts			
- Number of businesses engaged (Annual target 70%)		62 = 64%	
- Number of grant awards	N/A	15	
- Value of grant awards		£253,414	
- Private sector leverage		£34,116	

2 PERFORMANCE DASHBOARD – BUSINESS AND JOBS







Progress against CDP milestones

Progress against CDP Performance Indicators

2  Green	0  Amber	0  Red	7  Green	0  Amber	0  Red
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Action	Update	Status
To develop a process that best supports the promotion of NWL and The National Forest as an emerging tourism destination and delivers support to tourism businesses - Implement new model of third party contracts	Service Level Agreements with the National Forest Company and Leicestershire Promotions Limited are being prepared for 2018/19 to deliver priorities as agreed in the 2018/2021 Tourism Blueprint.	
Monitor the delivery of the live programmes that support people into work	Throughout the year Business Focus contribute to the Work and Skills Forum and continue to promote the current pathways to work programmes in NWL. In March Business Focus will, through meeting with providers, look to record the engagement had with NWL businesses and the number of local beneficiaries from the pathway programmes.	





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Performance Indicators	Q4 Target	Q4 Actual	Status
Number of businesses in NWL (Increase on 2016/17 year end, est 4,110)	N/A	4110	
Number of jobs in NWL (Increase on 2016/17 year end, est 56,000)	N/A	60,000	
Number of unemployed people in NWL (Decrease on 2016/17 year end, est 450)	N/A	555	
Number of business enquiries received and support (Establish baseline and method of reporting)	N/A	241	
Level of inward investment in NWL (Establish baseline and method of reporting) - Number of business - Approx. £ value investment	N/A	18 £127.3 million	
Impact of Enterprising NWL - Number of businesses engaged (100) - Number of grant awards (30) - Value of grant awards (£500,000) - Private sector leverage (£3million)	N/A	254 27 £457,498 £2,878,705	



Impact of Enterprising Town Centres			
- Number of businesses engaged (250)		139	😊
- Number of businesses supported (50)		50	
- Number of grant awards (40)	N/A	15	
- Value of grant awards (£200,000)		£81,158	
- Private sector leverage (£200,000)		£354,419	

2 PERFORMANCE DASHBOARD – GREEN FOOTPRINTS

Progress against CDP milestones			Progress against CDP Performance Indicators		
3  Green	1  Amber	0  Red	2  Green	0  Amber	0  Red

Action	Update	Status
Improve Litter at 3 Hotspot areas (private land) - Review success of the initiatives and report any none compliance to the Enforcement Team for action	Following assessment only one private land area needed to be improved- Bardon and a meeting took place with interested parties for 18th October to discuss an action plan. In the week leading to Christmas 2017 work commenced. Further work is required as the area is very heavily littered and requires foliage removal. Bardon is keeping Street Environment Officers informed of the progress to enable education and enforcement to be planned accordingly	
Deliver the Small Grant Scheme, Community Chest and assist in the completion of the 2015/16 Twenty for seven projects - Planning for 2018/19 completed	We have received an increase in the number of applications in March, we will not hit the number we had hoped, the additional funding is expected to carry over for the 100 year celebration	
Private stock condition survey information is used to secure funding for green improvements - Identify potential funding streams for improvements	An ECO flex scheme was set up in November 2017 to help improve the energy efficiency of housing in the private sector. To date 33 households have received ECO funding for energy efficiency measures.	
Review Green grants and Green shoots application process and create plan to target areas not previously applying	The Free tree scheme was a great success, with 15,000 trees given out. The number of Grants have not increased as we had hoped, but figures for the year were good	

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Service Performance Indicators	Q4 Target	Q4 Actual	Status
Percentage of household waste recycled	46	46	
Kgs of household waste sent to landfill	516	480	

3 FINANCE UPDATE

This section sets out the projected financial position of the Council for the quarter ending 31 March 2018. The Council set its General Fund Revenue Budget at £12,504,860 and the Housing Revenue Account budgeted surplus of £142,110 on 23 February 2017.

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).	12,505	14,322	1,817

Special Expenses – Summary of Net Expenditure	ORIGINAL BUDGET NET £ 000	FORECAST OUTTURN NET £ 000	FORECAST VARIANCE NET £ 000
AMOUNT TO BE MET FROM GOVERNMENT GRANT AND COUNCIL TAX (Budget Requirement).	493	480	(13)

HRA SUMMARY	ORIGINAL BUDGET NET £ 000	FORECAST OUTTURN NET £ 000	FORECAST VARIANCE NET £ 000
Net cost of service (Total rent income less total expenditure)	(142)	(520)	(378)

Capital Expenditure	General Fund £ 000	Special Expenses £	HRA £ 000	Total
Approved Budget for the Year	3,071	0	10,152	13,223
C/F from 2016/17	1,405	0	584	1,989
Approved projects in year	(530)	0	0	(530)
Slippage Identified in Year	(925)	0	(1,730)	(2,655)
Total budget for 2017/18	3,020 *	0	9,006	12,026 *
Likely outturn for 2017/18 (provisional)	1,618	0	6,179	7,797
Variance	(1,402)	0	(2,827)	(4,229)

* Subject to rounding difference of £1k

Comments on General Fund Variances

- Increase in Business Rates of £1.78m;
- Increased recycling income of £145k;
- Salary underspends within the Chief Executive's directorate amounting to £179k;
- Investment Income received in excess of budget £89k;
- Housing Benefit Rent Allowances and Rebates underspend of £255k;
- Reduced Revenues and Benefits Partnership Contributions of £33k;
- Underspend on Revenue Summons Income £74k;
- Planning Appeals and Associated Costs under budget £166k;
- Increase in bad debt provision £150k;
- Increase in the net deficit on Leisure Centres £236k;
- Reduced level of Planning Fee income £187k;

Comments on Special Expenses Variances

- Original budget £6K into balances, actual £19K into balances (variance £13K) as a result of an increase in burial fees and reduced repairs and operational purchases at Coalville Parks and Recreational Ground

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Comments on HRA Variances

- Additional rental income of £104k, largely as a result of reduced void loss;
- Reduced depreciation charge of £146k;
- Unused earmarked reserves transferred back to HRA of £59k;
- Increased salary capitalisation of £112k as a result of additional employee costs of interim structure;
- Gas and electric underspends of £50k;
- Contract cleaning underspends of £44k;
- Council Tax underspends on void properties of £89k; and
- Additional investment income of £42k.
- Repairs and maintenance overspends of £170k, net of new ear marked reserve;
- Reduced service charges, garage rental income, lifeline charges and heating charges of £90k;
- Salary overspends, mainly as a result of interim Asset Management costs of £52k;
- Increased corporate recharges of £95k; and
- Increased 'non-distributed costs (early retirement of £45k).

Comments on Major Variances

- Increased burial fees £4K and reduced repairs and operational purchases at Coalville Parks and Recreation Grounds £11K.

4 MANAGEMENT OF ABSENCE

Quarter 1	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
Sickness days lost	0 days long 4.9 days short	337.1 days long 149.16 days short	0 days long 49.62 days short	155.29 days long 56.54 days short	86.33 days long 49.95 days short	5.3 days long 2 days short	584.02 days long 312.17 days short
Total days lost in qtr	4.9 days	486.26 days	49.62 days	211.83 days	136.28 days	7.3 days	896.19 days
Number of FTE's	14.68	194.16	52.7	102.49	58.15	29.62	451.8
Average no of days lost FTE	0.33 days	2.5 days	0.94 days	2.06 days	2.06 days	0.24 days	2.10 days

Quarter 2	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
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Sickness days lost	0 days long 4 days short	412.27 days long 99.51 days short	34 days long 43.59 days short	110.99 days long 64.64 days short	52.00 days long 43.17 days short	0 days long 0 days short	609.26 days long 255.91 days short
Total days lost in qtr	4 days	511.77 days	77.59 days	175.64 days	95.17 days	0 days	865.169 days
Number of FTE's	17.86	189.53	55.04	75.57	60.32	24.41	434.01
Average no of days lost FTE	0.22 days	2.70 days	1.41 days	2.32 days	1.58 days	0 days	1.99 days

Quarter 3	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
Sickness days lost	13 days long 4.17 days short	394.18 days long 148.86 days short	53.9 days long 42.79 days short	77.73 days long 260.88 days short	31.00 days long 59.27 days short	10 days long 7.36 days short	579.81 days long 526.33 days short
Total days lost in qtr	17.17 days	543.04 days	96.69 days	338.61 days	90.27 days	17.36 days	1106.14 days
Number of FTE's	17.47	204.56	56.97	80.15	62.70	23.48	456.81
Average no of days lost FTE	0.98 days	2.65 days	1.70 days	4.22 days	1.44 days	0.74 days	2.42 days

Quarter 4	Chief Exec & HR	Community Services	Finance	Housing Services	Legal & Sup Services	Reg & Planning	All Directorates
Sickness days lost	10 days long 16.58 days short	578.47 days long 271.49 days short	65 days long 73.23 days short	213.45 days long 123.78 days short	189 days long 68.20 days short	13 days long 16.66 days short	1068.92 days long 580.08 days short
Total days lost in qtr	26.58 days	849.96 days	138.23 days	337.23 days	257.20 days	29.66 days	1649 days
Number of FTE's	18.16	204.33	56.93	77.86	63.62	13.16	446.35
Average no of days lost FTE	1.46 days	4.16 days	2.43 days	4.33 days	4.04 days	2.25 days	3.69 days

5 CUSTOMER SERVICE CALL CENTRE STATISTICS – QUARTER 4

	Jan 16/17	Jan 17/18	+/-	Feb 16/17	Feb 17/18	+/-	Mar 16/17	Mar 17/18	+/-	Total 16/17	Total 17/18	+/-
Received*	8,457	9,006	+549	8,264	7,386	-878	11,735	11,255	-480	28,456	27,647	-809
Answered	5,934	6,577	+643	5,492	5,721	+229	8,304	7,990	-314	19,730	20,288	+558
Answered in 30 secs	2,999	2,697	-302	2,109	2,393	+284	3,986	2,666	-1,320	9,094	7,756	-1,338
Answered in 60 secs	3,289	3,039	-250	2,418	2,728	+310	4,428	3,095	-1,333	10,135	8,862	-1,273
Abandoned**	2,382	2,182	-200	2,563	1,538	-1,025	3,265	3,021	-244	8,210	6,741	-1,469
Rejected***	141	247	+106	111	127	+16	166	232	+66	418	606	+188
										Average 16/17	Average 17/18	
Handling Time	0:04:02	0:04:25	+0:00:23	0:05:13	0:04:24	-0:00:49	0:04:55	0:04:34	-0:00:21	0:04:43	0:04:28	-0:00:15

There are 30 dual way phone lines council wide

* Calls received are every call that the system acknowledges, council wide, including direct calls

** Calls on the holding line in the queueing system where the caller has hung up

*** Calls that are not able to access the holding line where the system has rejected the call due to no free lines

The call data for Q4 2017/18 shows a 2.8% decrease in the number of calls received compared to Q4 2016/17. Whilst the number of calls answered has increased with less calls abandoned, reduced by 17%, performance in terms of response times has decreased by 14.7% (30 secs) and 12.6% (60 secs). Overall, call handling time has improved.

The new Head of Customer Services joins the Council on 11 June 2018. Supporting improvements to the performance of the Customer Contact Centre will be a priority area of work.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 12 JUNE 2018**

Title of report	END OF YEAR REPORT
Key Decision	a) Financial No b) Community No
Portfolio Holder	Councillor Richard Blunt 01530 454510 richard.blunt@nwleicestershire.gov.uk
Director	Chief Executive 01530 454500 bev.smith@nwleicestershire.gov.uk
Officer to contact	Head of Legal and Commercial Services Tel: 01530 454762 elizabeth.warhurst@nwleicestershire.gov.uk
Purpose of report	To provide an overview of the council's highlights for 2017/18
Reason for decision	To enable Cabinet to consider the End of Year Report prior to the presentation to Council on 26 June 2018.
Council priorities	Building confidence in Coalville Value for money Homes and communities Business and jobs Green Footprints
Implications:	
Financial/Staff	The End of Year Report contains summary performance data and some financial information. Financial information is based on the most up to date information available, pending the production of the 2017/18 outturn which is due towards the end of May 2018.
Link to relevant CAT	The End of Year Report links to the work of all Corporate Action Teams.
Risk Management	Risk management is applicable to all areas of the council's statutory duties and service provision. Any relevant risks relating to actions set out in the Council Delivery Plan are managed through the Corporate Risk Register.
Equalities Impact Screening	No direct implications.

Human Rights	No direct implications.
Transformational Government	No direct implications.
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	As author of the report, the report is satisfactory.
Consultees	Corporate Leadership Team, Policy Development Group
Background papers	Agenda and minutes from PDG - 8 May 2018
Recommendations	THAT CABINET PROVIDES COMMENT ON THE END OF YEAR REPORT 2017/18.

1.0 BACKGROUND

- 1.1 The council has produced an annual End of Year Report for the last two financial years. They have been generally well received by members.
- 1.2 It is good practice to round off and pull together performance information for the whole financial year in a more customer friendly, accessible document rather than rely solely on the quarterly performance reports.
- 1.3 The report for 2017/18 has been compiled using the cross organisation editorial team approach which proved successful in 2016/17. The draft End of Year Report is attached at Appendix 1.
- 1.4 The Corporate Leadership Team (CLT) and Policy Development Group (PDG) reviewed the End of Year Report at their meetings on 18 April and 8 May respectively. Comments made by CLT and PDG have been incorporated into the latest version of the report where appropriate. A log showing any substantive changes made following comments is included with this report at Appendix 2.

2.0 DESIGN AND CONTENT OF THE END OF YEAR REPORT

- 2.1 The design and style of the report has been refined to reflect the design of the most recent Council Delivery Plan and be more modern and customer-focussed
- 2.2 The report references and includes web links to other strategic and corporate documents – such as the Medium Term Financial Strategy, the Statement of Accounts and the Community Safety Strategy – to allow readers to find more in depth information should

they wish. As the document will be viewed primarily online, these links will take them directly to additional documents.

2.3 This year, the start of the report includes a number of 'snapshot' pages, designed to give readers an overview of the council as a whole.

- **Overview of our work**

Shows a map of the district and key statistics from frontline services.

- **Total plan of commitments**

Shows statistically the commitments made in the Council Delivery Plan 2017/18.

- **Managing our finances**

Gives an overview of the council's two revenue budgets, planned and actual spending and saving. Also includes a link to the Medium Term Financial Strategy online.

2.4 Following the 'snapshot' pages, the report lists the commitments made in the Council Delivery Plan 2017/18, with narrative or statistics providing the detail of what has or has not been achieved.

2.5 The 'Total plan of commitments' has been included to show the number of commitments made in the Council Delivery Plan 2017/18 that are 'achieved', 'on plan' and 'behind plan'.

2.6 The report has previously received criticism for focussing only on the achievements of the council and not being transparent about things that haven't been achieved. It is hoped that this, together with the narrative against each commitment, will go some way to avoiding such criticism for this year's report.

2.7 The full list of commitments and their status' is attached as Appendix 3.

3.0 NEXT STEPS

3.1 The timetable for consideration of this report is as follows:

Council 26 June 2018

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North West
Leicestershire
District Council

End of Year Report 2017-18



Welcome to the North West Leicestershire District Council End of Year Report

Customer interactions

79,163

people contacted us by phone

779,796

visits to our website

16,252

people came to our Customer Service Centre

Our tweets and Facebook posts were seen over

2 million times

This annual summary of our performance gives you an overview of what we've achieved in each of our priority areas:

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

The report provides an update on the things we said we'd like to achieve in the annual Council Delivery Plan.

We also give details of any other achievements or areas where we need to make improvements.

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



Overview of North West Leicestershire



We did **452** food hygiene inspections in businesses

75% were given the highest hygiene rating of 5



We determined **926** planning applications



We supported **25** town and parish councils



We made **4,170** routine, **3,118** urgent and **1,328** emergency repairs to council homes



We monitored **1,034** incidents using our CCTV system



We emptied waste containers **6.7 million** times



920,612 visits to our leisure centres were made



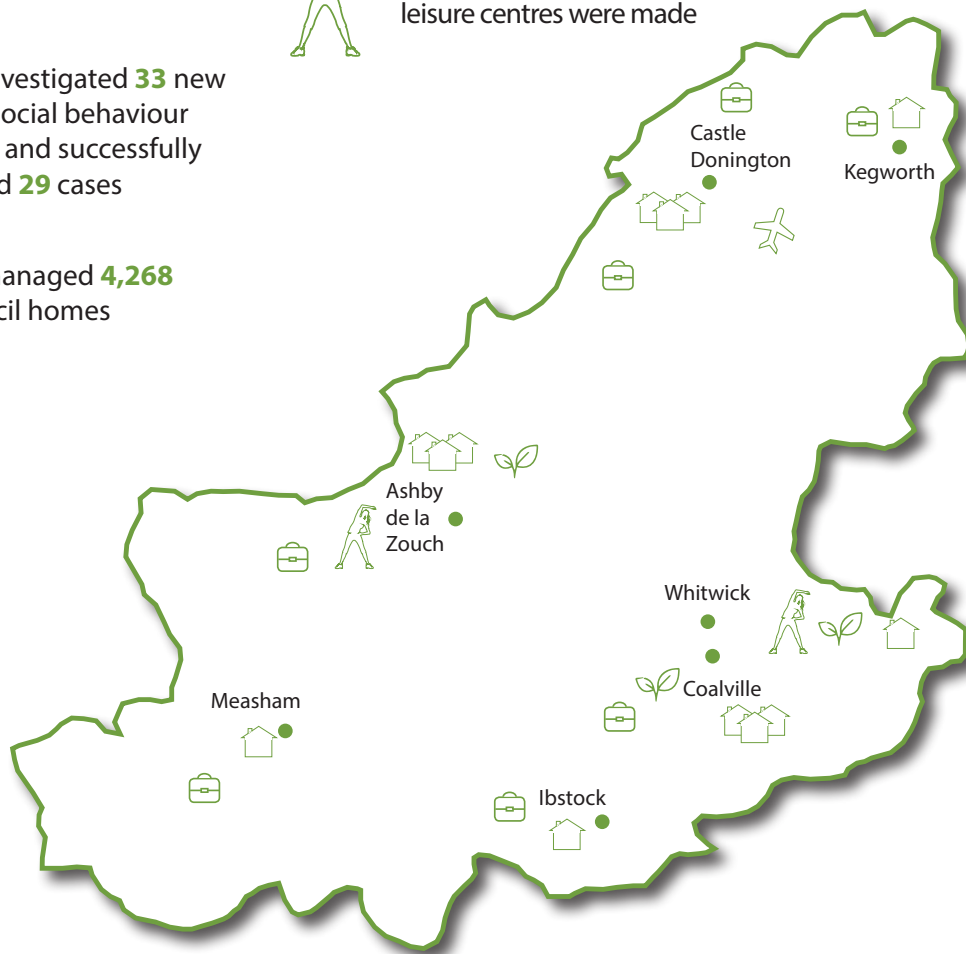
We responded to **891** reports of fly tips



We investigated **33** new anti-social behaviour cases and successfully closed **29** cases



We managed **4,268** council homes



We did **413** mechanical inspections of taxis



We have an 'open for business' policy and gave free business advice to around **250** businesses last year. Top ten businesses in North West Leicestershire (by turnover)



We looked after **220** parks, sports pitches and other green open spaces

- Barratt Developments
- Aggregate Industries
- Bloor Investments / Triumph Motorcycles
- Breedon Group
- Ibstock PLC

- Ceva Logistics
- Available Car
- Cott Beverages
- Plastic Omnium Automotive
- Logson Group

Total plan of commitments

48

Commitments made by the council in our 2017/18 delivery plan

Commitments achieved

31

Commitments on plan

14

Commitments behind plan

3

Commitments cancelled

0

Message from Bev Smith, Chief Executive:

"Our staff are our biggest asset. It is their professionalism, hard work and dedication that has led to us achieving so much in 2017/18. They drive innovation and high standards, always thinking of ways we can make our services better for customers. Thank you to every member of staff; you have all made a valuable contribution to these achievements."



Managing our finances

We run two budgets. The **Housing Revenue Account** is funded through the rent our tenants pay and is only spent on our housing service. The **General Fund** is funded through a range of income streams and is used to run all our other services. To find out more visit www.nwleics.gov.uk/mtfs

Our General Fund income

Income	Planned to collect	Actually collected	Difference
Council tax	£5 million	£5 million	0
Business rates	£3.8 million	£5.6 million	+ £1.8 million
Planning fees	£1.1 million	£0.9 million	- £200,000
Recycling	£782,000	£927,000	+ £145,000
Government grant (the Revenue Support Grant)	£572,000	£572,000	49% reduction on what we received in 2016/17. In 2019 this grant will reduce to zero.

General Fund: What we planned to spend and save

We budgeted to spend £11.6 million of our £12.5 million budget and add £934,000 to our reserves.

We actually spent £11 million and added £1.85 million to our new self-sufficiency fund plus £1.4 million into other reserves. We were able to do this because we spent less and collected £1.8 million more in business rates than we expected.

We spent £1.6 million on making improvements across the district, including:

- £650,000 on adaptations in residents' homes
- £295,000 on the extension of North Street Car Park in Ashby
- £150,000 maintaining our waste collection vehicles

Our new self-sufficiency fund

We know that our funding from Government is going to reduce dramatically in the coming years. The self-sufficiency fund is designed to protect us against future financial challenges.

We will use this fund to develop new income streams and make the most of our assets, making us a much more efficient and financially sound council.

Our Housing Revenue Account income

All of the income for this account comes from rents. In 2017/18 we received £17.8 million in rental income.

Housing Revenue Account: What we planned to spend and save

Planned to spend	Planned to save	Actually spent	Actually saved
£17.6 million	£142,000	£17.3 million	£520,000

The saved money is set aside in a **loan redemption reserve**, which will be used to repay £13 million worth of loans that are due in March 2022. This reserve now contains £8.4 million – we will add the remaining £4.6 million to it over the next four years.

We spent:

- £2.5 million on building new council homes
- £1.8 million covers decent homes works only
- £6.3million on improving and maintaining our existing council homes
- £90,000 less on council tax for vacant properties because they were empty for less time

Building confidence in Coalville

We said we would:

Act on improvement plans for Marlborough Square and Memorial Square, working with partners

£1.1 million redesign of **Marlborough Square** is taking shape.

The work is being done with the support of businesses and users of the square, including taxi and bus companies.

Repairs totalling £116,000 to the **Memorial Clock Tower** will be completed between June and October 2018, using council funding and money from the Heritage Lottery Fund and the War Memorials Trust.



Memorial Clock Tower in Coalville

Support businesses and property owners on Hotel Street, High Street, Belvoir Road and Marlborough Square with frontage improvement grants

£206,787.82

frontage grants awarded to 12 businesses to improve their shop fronts

£44,722

frontage grant for Bar X - the new Emporium night club bar

Prioritise key town centre sites for redevelopment to drive prosperity and the regeneration of Coalville

Twenty-four new council homes will be built on the old police station site on Ashby Road.

We have bought the land and the homes which will be built by Westleigh Developments.

We're also speaking to landowners about potential developments in the town centre, supporting them wherever possible.

Organise events in Coalville and support others to arrange events and activities

Our events attracted around

13,650
people to Coalville

Coalville Colour Run

650

Proms in the Park

1,000

Picnic in the Park

5,000

Coalville by the Sea

1,000

Remembrance in Coalville

3,500

Christmas in Coalville

2,500



Coalville Colour Run

Building confidence in Coalville

We said we would:

Improve Coalville Market to attract new traders and customers

16

new traders in the past 15 months, taking the total number of stalls to 34



2,760 weekly visits

to the market in January 2018 (up 14% from the same period in 2017)

Welcome new investors who want to develop key sites that will make Coalville more attractive to residents, visitors and businesses

We always welcome investors who are interested in developing key sites in Coalville.

This year we worked with the private sector on the redevelopment of the former bus station site on Ashby Road and the former Grieves factory site on Mantle Lane.

The development of these sites has been slower than expected due to uncertainty in the retail market, but we will continue to push private sector investors to commit to Coalville and do all that we can to ensure these developments go ahead for the benefit of the town.

Make major improvements to Marlborough Flats on Jackson Street

The nine flats have had a complete refurbishment:

- New windows
- New entrance
- Three flats made bigger
- Repainted
- New external and internal lighting
- New paving

This, together with evicting anti-social tenants, has created much nicer homes for our tenants. We've renamed the flats Jackson Court.

Build up to 20 new council homes in Coalville



The first six (of 24) new council homes to be built in three decades were completed in April 2018.

The largest site in Coalville will have 17 new homes where the Greenacres sheltered scheme used to be.

The next homes to be finished will be handed over in July 2018.

We have also bought the former police station site on Ashby Road and have planning permission for 24 new council homes. We're negotiating on another site where we could build an additional 12 homes.

Building confidence in Coalville

We said we would:

Improve Coalville's green spaces and highway verges, working with landowners

After we raised concerns with Leicestershire County Council, it has made improvements to:

- The grass verges on Bardon Road and Ashby Road
- Overgrown foliage and repairs to damaged fencing on Thornborough Road, the A511 and Whitwick Road
- On the McDonalds and Morrisons roundabouts on the A511
- Overgrown foliage next to the railway line on Bardon / London Road
- Damaged signage on Hough Hill

We have also improved the grass cutting and foliage management at Phoenix Green and improved the fencing on Hermitage Road.

Create heritage and cultural projects to attract new traders and customers

Working with Coalville Heritage Society, we created a 50-metre timeline on Hotel Street showing Coalville's history.

We organised Hello Heritage – a two week opportunity to discover local heritage for free.

We supported Mantle Arts to bring Coalville Writes - a festival of stories, books and writing to the town in March. The 14 activities and workshops attracted 341 people. The event will return in 2019.

We supported Coalville Heroes to create the Famous Fifty WW1 exhibition, which got the community involved and attracted many visitors to Coalville Market.

COALVILLE - A TRIP THROUGH TIME
THE FOUR PARISHES
 Before the 1830s Coalville did not exist. It was known as Long Lane and fell into the four medieval parishes of Whitwick, Hugglescote, Slnibston and Swannington.

Pre 1800



St. Mary's Church, Slnibston.



John Speede's map of 1610 shows the four parishes but no Long Lane or Coalville.



John Prior's map of 1777 shows Long Lane and the four parishes, but still no Coalville.



The Coalville area before 1830 showing the four parishes and the principal sites and buildings.

“What Coalville was like when I came to it in 1832... I ask you to come in imagination and stand with me at four cross roads in front of the Red House... Looking towards Hugglescote, we see a magnificently timbered lane without a single house, with exception of White Leys Farm and the Gate Inn on the Ashby turnpike.”
 Samuel Fisher reminiscing in the 1880s.
 His father worked at Slnibston number one pit in 1832.



A painting of Hugglescote Manor during the mid 1700s.

A SHOPPING TRIP THROUGH COALVILLE IN THE 1900s

By 1900 Coalville had become a prosperous town due to its railway, industry and commerce such as coal mining, brick and tile making, engineering, textiles and retail.


1900





High Street in 1900 looking west from level crossing. The large building centre left was the Leicestershire Banking Company and the upper floors were the Coalville Urban District Council offices.

“There were occasional trips to Coalville for special purposes, to Brown's in High Street for shoes, and sometimes to Lenton's or Freeman, Hardy and Willis, to Drewett's in the High Street for hats and material, sometimes to Onion's and White's for fish.”
 Mrs. K. Donaldson,
 daughter of a local pharmacist.



A Christmas 1903 advert for the Red House.

Coalville's heritage timeline can be seen on Hotel Street

Value for money

We said we would:

Manage our assets better to increase income

We have reduced the number of long-term empty council homes from

76 to **44**

in a year



It now takes an average of

30 days

to re-let a council home
(down from 37 at the start of the year)

This means we have increased
income by £182,600

Bring more of our housing repairs and maintenance work in-house



£1 million

worth of additional work was
completed by our in-house repairs
team, compared to 2016-17

The in-house team completed a
phase of Decent Homes upgrades
in council homes for the first time

The majority of work to maintain
Decent Homes standard in our
council homes will now be done
by our in-house team

This means

£19.9 million

of work over the next five years will
be done in-house

Our repairs team employs local
people; five are apprentices



Hood Park Leisure Centre in Ashby de la Zouch

Decide whether to build a new leisure centre or invest in Hermitage Leisure Centre to meet demand

We have decided to go ahead with plans to build a new £20 million leisure centre in Coalville.

At the time of writing we had shortlisted four external providers to build the new leisure centre and make improvements at Hood Park Leisure Centre in Ashby de la Zouch, taking on the management of both centres.

The process to select the operator who will take on the leisure centres will take around 12 months. We hope to award a contract in January 2019, with the change of management taking place in April 2019.

This decision marks the biggest investment outside of housing that the council has made for many years.

We hope the new leisure centre will open to the public in 2020.

Dispose of surplus land and buildings that we own to generate income and create opportunities

We have sold land in Blackfordby, Greenhill and Ibstock

£227,000

income from these sales will be put back into our housing service



26

new affordable homes for rent will be provided on the three sites

Homes and communities

We said we would:

Develop the plans to create the Ashby de la Zouch cultural and leisure quarter



£1.1 million

to extend North Street Car Park will create 52 new car parking spaces and an enhanced public space, which will also be used for events

Represent the interests of the district with HS2 and maximise the benefits to the district and our communities

Our response to the consultation on the HS2 route stated that, whilst we wouldn't oppose the railway travelling through our district, certain elements of the proposed route were not acceptable.

Our response defended land, businesses, green spaces and historic buildings around Measham, stating that a route to the east of the town would be unacceptable.

We are pleased that this has been taken on board and that the route will now follow the A42 to the west of Measham.

These decisions on the final HS2 route show that our voice has been heard.

Manage the implementation of our Local Plan, including finding new gypsy and traveller sites

Our Local Plan was adopted in November 2017. This means we have security in how the district will develop in terms of homes, jobs and infrastructure for the next 15 years. It also helps us to protect our environmental and heritage assets.

A decision on how we provide for gypsies and travellers and travelling showpeople has not yet been made.

A recent assessment showed that we need to provide 20 plots for travelling showpeople and six pitches for gypsies and travellers, as well as potentially providing a transit site for people travelling through our district.

Do all we can to support infrastructure improvements that will aid growth, including proactive partnership working

A £7 million project at junction 22 of the M1 and junction 13 of the A42 is underway to reduce congestion and manage traffic flow.

Significant changes to the A511, A512 and A42 junction 13 at Flagstaff roundabout near Ashby are being made ahead of new housing developments in the area and to support a growing economy.

Homes and communities

We said we would:

Use planning agreements to acquire new properties from developers to increase the number of council homes

26

new rented homes have been built on three sites through agreements with developers
(19 more to come in 2018/19)

Case study

In February 2018 council tenants moved into 21 new homes that were handed over as part of an agreement with house builders.

David Wilson Homes and Bellway provided the council with the homes as part of their developer contributions to affordable housing in the district.

This is a new method of the council providing affordable housing in North West Leicestershire.

This agreement comes as we work to increase our housing numbers to meet demand.

Mary Tatler is one of the new tenants at Clay Court, Measham. "It's a real blessing," she said. "I never thought in my wildest dreams I'd be offered the chance to live in a new build home. I had been without a place to live so to be able to move into this cosy and easy-to-keep home has made me so happy."



New tenants at Clay Court, Measham

Homes and communities

We said we would:

Speed up developer contributions so they make a real difference to local communities

More than
£3 million

of Section 106 money has been spent in the district in the last two years

We have developed a comprehensive database of all

Section 106 agreements, together with processes for monitoring agreements

Support residents with welfare reform and new fixed-term tenancies

78

people were supported by our dedicated Universal Credit officer, who is committed to supporting people through changes to welfare

24

Universal Credit applications to Coalville Job Centre in the first 24 hours of going live in the local area



924 letters

sent to tenants advising of changes and how to get prepared for Universal Credit

Develop a new community safety strategy for 2017 – 2020

Our new three year plan has three priorities:

- Reduce violent crime
- Tackle anti-social behaviour
- Respond to cybercrime

Give customers 24/7 access to our services online

Our new website, which brings more services online and gives customers the ability to create accounts for all their council transactions, was launched in 2018

Increase how satisfied our housing tenants are with the repairs service



Customer satisfaction is

97.1%

(compared to 95.2% in 2016/17)

Complaints reduced from

155 to **33**

in 2015/16

in 2017/18



New homes launch in Coalville

Embark on a new build programme for council houses

In May 2017 we started building new council homes for the first time in three decades.

The first 24 homes were completed in April. We are now in negotiations to buy land that will mean we can build up to 12 more new homes in Coalville and we have plans to build 24 council homes on the former police station site in the town.

Ensure approved planning applications go ahead

960

new homes were built in 2017/18
(compared to 730 in 2016/17)
against a target of 481

Support the resettlement of two Syrian refugee families each year

Two new families moved into the district in December, supported by our housing team

Review our planning enforcement policy to deal with the more serious cases quicker

We have recruited a planning enforcement officer to increase efficiency. Our draft planning enforcement policy aims to:

- Tackle breaches of planning control that have an unacceptable impact on the amenity of the area
- Maintain the integrity of the decision-making process
- Help ensure that public acceptance of the decision-making process is maintained

We hope to adopt the new policy in 2018/19.

Homes and communities

We said we would:

Improve how we manage complaints and Freedom of Information (FOI) requests

44%

reduction in stage 1 complaints down to 127 in 2017/18 compared to 227 in 2016/17

6%

increase in stage 1 complaints answered on time (within 10 days) compared to 2016/17

We now have dedicated staff who handle FOI requests and complaints, plus Information Champions across the council who make response times quicker and share best practice.

We publish all FOI requests and their answers online at www.nwleics.gov.uk/foi

Make sure our staff and councillors work in a productive and efficient environment

This year we reviewed our office accommodation at the council offices in Coalville.

Investment will be made in the coming year to make the office environment better for visitors, staff and councillors.

Plan for ambitious growth in the district to 2050, harnessing our excellent transport links to drive jobs, housing and infrastructure in the right places (through a Local Plan review)

We are working with the other Leicestershire authorities to prepare a **Strategic Growth Plan**. This overarching plan will set out the aspirations for growth (housing, economic, infrastructure) in Leicester and Leicestershire until 2050. Our reviewed Local Plan will fit in to this overarching strategic plan.

Make sure our staff are customer - focused and are able to react quickly to challenges and opportunities

We have created our Customer First programme, which puts customers at the heart of all our work.

We have recruited a Head of Customer Services who is responsible for Customer First.

The programme includes:

- Reviewing our service standards to make sure we're providing the right kind of service for our customers
- Making more services available online so customers can request, pay for and report things quickly and at their convenience
- Investing in our reception area so customers feel welcome and relaxed
- Creating a Citizens' Panel so people who live and work in the district can give us feedback on our work.

Business and jobs

We said we would:

Provide advice and support to businesses



Free advice and support given to

241
businesses

Case study

Our Business Focus team managed a request for support from Ibstock Community Enterprise.

During the meeting it became clear that they were concerned about the energy costs of the business.

Our team gave advice about support and potential funding solutions.

Ibstock Community Enterprise were able to successfully apply for more than £3,000 of European grant funding from the Green BELLE (energy efficiency programme).

This money meant the business could install LED lighting and control systems in the centre, which has significantly reduced their energy use and energy bills.

Make sure the Local Plan provides for sufficient new homes, infrastructure and employment land that will sustain economic growth

We're very proud that the North West Leicestershire Local Plan has been adopted, giving the district a clear idea of how it will develop and grow over the next 15 years.

The plan, which was adopted in November, includes policies on housing, employment, infrastructure and transport. These policies will help to direct homes, roads, jobs and facilities to the right places in the district, whilst protecting green land and heritage assets and enhancing town centres.

Support businesses affected by HS2 to find new premises in the district

Ongoing work with

32 local businesses

that are impacted by the proposed route of the eastern leg of HS2 connecting Birmingham to Leeds

Impacted businesses in North West Leicestershire are provided with updates and the latest information from HS2, including details of changes in the proposed route. Where necessary we provide support to find alternative commercial premises.



Vienna Festival Ballet brought Cinderella to the Century Theatre, Coalville

Encourage visitors to the key town centres

We work hard to put on and support events and activities that draw people into the key town centres. Our own events include Picnic in the Park, Christmas in Coalville, Coalville by the Sea, Coalville Colour Run and the 'Coalville Writes' literature festival, which was new in 2018.

90,000+

views of our What's On webpage
www.nwleics.gov.uk/whatson

Posts on our re-launched Facebook page

This is NWLeics were seen
579,933 times
 (September – March)

Case studies

The 2017 Coalville Colour Run was a huge success, with more than 650 runners taking to the streets in support of Leicestershire charity Living Without Abuse.

The Christmas in Coalville: Best Dressed Window competition drew 640 people to vote online for their favourite shop windows and market stalls.

The Famous Fifty exhibition brought life-size wooden soldiers representing the 50 local volunteers who fought in World War One to Coalville Market. The exhibition, which was organised by the Hero project and involved members of the community from far and wide, is now on tour.

The Vienna Festival Ballet brought Cinderella to the Century Theatre, Coalville, in May 2017 with the help of our £2,000 grant. They returned in March 2018 with Swan Lake, another sell-out show.

Business and jobs

We said we would:

Celebrate local business success stories through publicity

We celebrate successful businesses wherever possible. This year highlights have included:

- Enterprising North West Leicestershire grant recipients Healthy Stuff Online, TruNet UK and FC Cartons have received publicity following their growth this year. All three businesses were assisted with our grant funding
- Marks & Spencer received media coverage following its investment to open the new M&S food store in Ashby in November 2017
- In July 2017 the Business Focus Team and the Chairman of North West Leicestershire District Council, Councillor Virge Richichi, officially opened the new Pets at Home store in Coalville

Drive our town centre business grant programme to create maximum impact for local communities and businesses



£76,314

Enterprising Town Centre grants awarded to

13

town centre businesses

(this brought in a further **£349,629** of private sector match funding)

Five retail workshops gave advice and support to

48 delegates

representing

38

different businesses

Business and jobs

We said we would:

Help businesses to find the information they need to grow, relocate or move their business in North West Leicestershire

We supported

250

businesses of all sizes (from a start-up ironing service to large developers) and all types (from dog grooming to the East Midlands Airport Academy) with funding, premises and other business advice.

Help local businesses to recruit and develop the skills of local people, including apprenticeships, working with trusted partners

Two job fairs

23

businesses

2,500

jobs available

106

job seekers supported

Case study

Healthy Stuff Online, Castle Donington

Healthy Stuff specialises in manufacturing and distributing juice drinks.

Our Business Focus team has given advice and £6,777 in grant funding to help the company diversify its business operations by introducing a new service to test for food intolerances.

Our £6,777 grant went towards a project of around £20,000.

Since this investment the company has seen rapid growth.

Its turnover has increased from £1 million to £4.5 million and it has plans to increase turnover to £10 million in the next two years.

As part of their grant contract Healthy Stuff Online had to create one full time job. In 12 months they have actually created four new full time jobs and are doubling their office space to accommodate more staff.

The company has increased its global coverage from three to 12 countries.



Green Footprints

We said we would:

Review our waste collection service in response to Leicestershire County Council's withdrawal of recycling credit payments from 1 April 2018

We successfully won the bid to process and keep the income from recycling collected at kerbside.

This means we will still be able to bring in over £500,000 by selling this recycling. We can reinvest this in council services. Thank you for recycling.

Give away 15,000+ free trees to residents and communities



We gave away

16,175

free trees through our partnership with the National Forest

Support our residents to recycle more

Our customers recycle 46% of their waste, but we want this to increase.

We are currently writing a recycling strategy to encourage people to recycle more.

93%

of people are happy with their refuse service

Organise at least four community litter picks

20

community litter picks held across the district



350

volunteers at litter picking events (thank you!)

181

regular volunteer litter pickers

Run the Food Heroes project to generate sustainable food production

Food Heroes brought the community together to learn about growing locally and reducing food waste. The Coalville Community Garden was created and is maintained by Coalville Education Partnership Ltd.

- 1,585 students involved in two school events
- Two growing masterclasses (four more planned)
- 33 young people involved in four or more events
- 17 adults attending the Succulents Masterclass
- Seven students enrolled on the National Citizen Service course
- 125 growing starter packs distributed

Work with developers to make sure the design and layout of new developments is of the highest quality and has no negative impact on the environment

Our **Good Design** Supplementary Planning Document (SPD) makes sure developments across the district are built to a high standard

Replace solid fuel heating systems with air source heat pumps in our council homes

We have started a

£3.7 million

project to replace coal and electric heating with renewable heat in

410 council homes

by April 2019

Create a sustainable community litter picking programme on the main routes into Coalville to complement our existing council programme

Whilst we haven't made as much progress with a litter picking programme as we had hoped, we have organised two annual 'Coalville Spring Clean' events. Coalville businesses, schools and residents are invited to take part in this nationwide event spearheaded by Keep Britain Tidy.

Twenty-two of our volunteers (some of whom are schoolchildren) regularly litter pick at London Road, Ashby Road, Kane Close and the Coalville Adventure Forest Park.



M and S in Ashby

Useful information

If you would like more information about the End of Year Report or any council service, please use the contact details below:

www.nwleics.gov.uk

customer.services@nwleicestershire.gov.uk

 @nwleics

 This is NWLeics

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

01530 454545 (Main switchboard)

If you have an emergency outside of normal hours
please call 01530 454789

Fax:

01530 454506 (Reception)

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	Action from Council Delivery Plan 2017/18	Status in End of Year Report	Original text	Suggested change by PDG	Response	Change to End of Year Report?
General			N/A	It would be nice to include a mention of contribution of our staff in the report	Include a message of thanks from the Chief Executive	Wording to be included on PAGE 4 Total plan of commitments: 'Message from Bev Smith, Chief Executive: "Our staff are our biggest asset. It is their professionalism, hard work and dedication that has led to us achieving so much in 2017/18. They drive innovation and high standards, always thinking of ways we can make our services better for customers. Thank you to every member of staff, you have all made a valuable contribution to these achievements."
			N/A	Have crews been recognised for their litter picks on the A42?	Our crews were praised by management and via a news release and social media for clearing the litter from the A42. This is an annual task that has to be done under traffic management for the safety of the operatives, so it is nice to receive praise.	No
Welcome PAGE 2			79,163 people contacted us by phone	The report states that there were 79,163 calls into CST. Can we add any context to explain the length of these calls and whether this improved?	The End of Year Report is a snapshot to help people understand the volumes and types of things we do. This detailed performance data is reported in specific reports to Cabinet, which will also be seen by Policy Development Group as part of quarterly reporting	No
			16,252 people came to our Customer Service Centre	The report states that there were 16,252 visits to the Council Offices – can we add any comment to add context re: average waiting time?	The End of Year Report is a snapshot to help people understand the volumes and types of things we do. This detailed performance data is reported in specific reports to Cabinet, which will also be seen by Policy Development Group as part of quarterly reporting	No
Overview of North West Leicestershire PAGE 3			We made 4,170 routine, 3,118 and 1,328 emergency repairs to council homes	The report gives the number of repairs - can we add context re: waiting time for repairs?	The End of Year Report is a snapshot to help people understand the volumes and types of things we do. This detailed performance data is reported in specific reports to Cabinet, which will also be seen by Policy Development Group as part of quarterly reporting	No
			We did 413 mechanical inspections of taxis	The report states that 413 mechanical inspections of taxis were done – how many taxis do we have? Is this a positive statistic?	The End of Year Report is a snapshot to help people understand the volumes and types of things we do. This detailed performance data is reported in specific reports to Cabinet, which will also be seen by Policy Development Group as part of quarterly reporting	

	Action from Council Delivery Plan 2017/18	Status in End of Year Report	Original text	Suggested change by PDG	Response	Change to End of Year Report?
					In 2017/18 local authorities in England dealt with around 1 million fly-tipping incidents; a 7% increase from the previous year resulting in a clearance cost of £57.7 million pounds. NWLDC has taken a tough stance on fly-tippers with the introduction of a fully equipped CCTV van which is used to deter fly tippers and gather evidence of people illegally disposing of controlled waste. In more remote areas where fly-tipping has been reported small wildlife cameras are used, which are battery powered and triggered via a motion sensor; this has the added cost saving benefit of the cameras being left in location for up to two weeks recording.	
			We responded to 891 reports of fly tips	Can we have more detail about a new system that is being introduced to catch more fly-tippers?		No
			We made 4,170 routine, 3,118 and 1,328 emergency repairs to council homes	Urgent' missing after 3,118	Agreed	We made 4,170 routine,3,118 urgent and 1,328 emergency repairs to council homes
			Top ten businesses in North West Leicestershire (turnover) -Barratt Developments - Aggregate Industries - Bloor Investments / Triumph Motorcycles - Breedon Group - Ibstock PLC - Ceva Logistics - Available Car - Cott Beverages - Plastic Onmium Automotive - Logson Group	Why is Triumph mentioned - it is outside the district?	Triumph is a subsidiary of Bloor Investments, which is based in the district	No
Total plan of commitments PAGE 4			N/A	The numbers don't add up to 48	Inaccurate figure is the '30' Achieved commitments	Change 'Achieved' commitments to 31
			N/A	Formatting using dotted lines between the statistics makes it difficult to read	Agreed	Remove dotted lines
Building confidence in Coalville PAGES 6 - 9	Act on improvement plans for Marlborough Square and Memorial Square, working with partners	On plan	Repairs to the Memorial Clock Tower will be done between April and September 2018, using council funding and money from the Heritage Lottery Fund and the War Memorials Trust	Can we include the total cost of the restoration work to the clock tower?	Agreed	Add £116,000 figure to the sentence to read 'Repairs totalling £116,000 will be done between June and October 2018...'
	Support business and property owners on Hotel Street, High Street, Belvoir Road and Marlborough Square with frontage improvement grants	On plan	£206,787.82 frontage grants awarded to 12 businesses to improve their shop fronts	The report states that £206,000 has been spent on shop fronts – some people may think that this doesn't represent value for money and that it hasn't made a noticeable difference to Coalville when driving through. Comment that it could be better to reduce the business rates for small businesses rather than spend the money like this. A contrary view was also expressed that it had made a big difference when walking through Coalville; that the scheme is about creating confidence and kick starting regeneration, that it is part of a bigger picture of work and initiatives to support the town.		No
	Improve Coalville Market to attract new traders and customers	Achieved	Sixteen new traders in the past 15 months, taking the total number of stalls to 34. 2,760 weekly visits to the market in January 2018 (up 14% from the same period in 2017)	Could we have some information about the support provided to a market trader who wanted to use the former butchers unit in the market but isn't able to due to the costs of making it safe?	Officers have met with the trader and are putting together a bespoke support package to enable the trader to develop their business within Coalville. The unit originally requested was not viable due to the high costs involved in making it safe for use. The trader has agreed to stay at Coalville Market and work with officers to help expand and support their business.	No

	Action from Council Delivery Plan 2017/18	Status in End of Year Report	Original text	Suggested change by PDG	Response	Change to End of Year Report?
Value for money PAGES 10 - 11	Manage our assets better to increase income	Achieved	We have reduced the number of long term empty council homes from 76 to 44 in a year. It now takes an average of 28 days to re-let a council home (down from 37 at the start of the year). This means we have increased income by £198,400	The report states that it took 28 days to re-let empty properties last year - what is the target for next year? Please can you define what 'long term empty council homes' means?	As the End of Year Report is a 'look back' document, this will not be included. The target for 2018/19 is 25 and will be reported in next year's End of Year Report and ongoing performance reports throughout the year Long term' means properties that are empty and which will not be relet as a council home	We have reduced the number of long term empty council homes from 76 to 44 in a year. It now takes an average of 30 days to re-let a council home (down from 37 at the start of the year). This means we have increased income by £182,600
	Bring more of our housing repairs and maintenance work in-house	Achieved	£1 million worth of additional work was completed by our in-house repairs team, compared to 2016-17. The in-house team completed a phase of Decent Homes upgrades in council homes for the first time. The majority of work to maintain Decent Homes standard in our council homes will now be done in our in-house team. This means £19.9 million of work over the next five years will be done in-house Our repairs team employs local people; five are apprentices	The amount of money spent on maintaining each council home per year seems to be around £500 when you average out the figures in the report - is this correct?	This is average for the sector. Tenants feel comfortable reporting repairs to the council as landlord. On average, it's about three repairs per home per year	No
	Decide whether to build a new leisure centre or invest in Hermitage Leisure Centre to meet demand	Achieved	We have decided to go ahead with plans to build a new leisure centre in Coalville. At the time of writing we had shortlisted four external providers to build the new leisure centre and make improvements at Hood Park Leisure Centre in Ashby de la Zouch, taking on the management of both centres. The process to select the operator who will take on the leisure centres will take around 12 months. We hope to award a contract in January 2019, with the change of management taking place in April 2019. This decision marks the biggest investment outside of housing that the council has made for many years. We hope the new leisure centre will open to the public in 2020.	Should we include the cost of the leisure centre project?	Agreed	Include £20 million figure to read: 'We have decided to go ahead with plans to build a new £20 million leisure centre in Coalville.'
	Manage the implementation of our Local Plan, including finding new gypsy and traveller sites	Behind plan	Our Local Plan was adopted in November 2017. This means we have security in how the district will develop in terms of homes, jobs and infrastructure for the next 15 years. It also helps us to protect our environmental and heritage assets. A decision on how we provide for gypsies and travellers and travelling showpeople has not yet been made. A recent assessment showed that we need to provide 20 plots for travelling showpeople and six pitches for gypsies and travellers, as well as potentially providing a transit site for people travelling through our district.	Why do we need to provide permanent pitches and also a transit site?	The majority of travellers will have a permanent base where they spend most of their time but from where they also travel around, for example, for work or visiting other family members. When undertaking such travelling they will use transit sites where they stay for only a short period of time before moving on. The Government's 'Planning Policy for Traveller sites' requires local planning authorities to identify the number of pitches required 'which address the likely permanent and transit site accommodation needs of travellers...'	No
	Use planning agreements to acquire new properties from developers to increase the number of council homes	Achieved		The word 'built' is repeated	Agreed	Delete one occurrence of 'built' from sentence '26 new rented homes have been built...'
	Review our planning enforcement policy to deal with the more serious cases quicker	On plan	Our draft Planning Enforcement Policy aims to: - Tackle breaches of planning control that have an unacceptable impact on the amenity of the area - Maintain the integrity of the decision-making process - Help ensure that public acceptance of the decision-making process is maintained. We hope to adopt the new policy in 2018/19	Should we include the fact that we have employed a new enforcement officer and so increased resources?	Agreed	Include wording: 'We have recruited a planning enforcement officer to increase efficiency.'

	Action from Council Delivery Plan 2017/18	Status in End of Year Report	Original text	Suggested change by PDG	Response	Change to End of Year Report?
	Improve how we manage complaints and Freedom of Information (FOI) requests	Achieved		Can we include the measure on the length of time taken to respond to FOI requests	Agreed	Include 'within 10 days' measurement to read: '6% increase in stage 1 complaints answered on time (within 10 days) compared to 2016/17
	Plan for ambitious growth in the district to 2050, harnessing our excellent transport links to drive jobs, housing and infrastructure in the right places (through a Local Plan review)	On plan	We are working with the other Leicestershire authorities to prepare a Strategic Growth Plan. This overarching plan will set out the aspirations for growth (housing, economic, infrastructure) in Leicester and Leicestershire until 2050. Our reviewed Local Plan will fit in to this overarching strategic plan	Members discussed whether or not the district has good transport links, with no passenger rail link and congestion on the roads. However, the development of Roxhill shows the district is well placed in terms of infrastructure	Comments from Policy Development Group have been incorporated in the North West Leicestershire District Council consultation response to the Strategic Growth Plan. In addition, the establishing of the new Local Plan Committee will enable discussion to occur on transport as part of the Local Plan review and ensure co-ordinated action on infrastructure requirements as part of the growth agenda.	No
Business and jobs PAGES 17 - 20	Provide advice and support to businesses	Achieved	Free advice and support given to 241 businesses. Case study: Our Business Focus team managed a request for support from Ibstock Community Enterprise. During the meeting it became clear that they were concerned about the energy costs of the business. Our team gave advice about support and potential funding solutions. Ibstock Community Enterprise were able to successfully apply for more than £3,000 of European grant funding from the Green BELLE (energy efficiency programme). This money meant the business could install LED lighting and control systems in the centre, which has significantly reduced their energy use and energy bills.	Will European grant funding for businesses still be available when Britain leaves the European Union in 2019?	There is no certainty as to what, if any, EU funding will be made available to the United Kingdom post Brexit. We believe that it is highly unlikely that any future EU funds will be made available. However, we anticipate that Whitehall will replace some of the existing EU Funding pots with government funds. If they do, these pots will likely be administered through the Local Enterprise Partnerships.	No
	Review our waste collection service in response to Leicestershire County Council's withdrawal of recycling credit payments from 1 April 2018	Achieved	We successfully won the bid to process and keep the income from recycling collected at kerbside. This means we will still be able to bring in over £500,000 by selling this recycling. We can reinvest this in council services .	We should thank residents for recycling what they do, so we can sell the materials and make an income	Agreed	Include 'Thank you for recycling.'
Green footprints PAGES 21 - 22	Support our residents to recycle more	On plan	Our customers recycle 46% of their waste, but we want this to increase. We are currently writing a recycling strategy to encourage people to recycle more. 93% of people are happy with their refuse service	The report states that 93% of people are happy with their refuse service - how many people were surveyed? Whose responsibility is it when recycling containers blow into the road and cause accidents or damage? If we want to increase our recycling rate from 46%, how will we educate people do this?	We send waste surveys to 2,000 homes every three years. In 2017/18 1,000 responded which is regarded as a statistically viable sample. We ask residents to separate their waste before it is collected. This means we can sell it for a much higher price than if all recycling was together in one container. Whilst we understand that containers are sometimes blown around when we have high winds, we do give residents advice on how to prevent this and we also replace containers that are damaged by the weather. We are insured to handle any rare incident where containers cause damage to property. Through social media and our website, we will visit schools and various groups and educate our own staff to continue to pass on the message.	No No No

Action from Council Delivery Plan 2017/18	Status in End of Year Report	Original text	Suggested change by PDG	Response	Change to End of Year Report?
Run the Food Heroes project to generate sustainable food production	Achieved	Food Heroes brought the community together to learn about growing locally and reducing food waste. The Coalville Community Garden was created and is maintained by CEP Ltd. - 1,585 students involved in two school events - Two growing masterclasses (four more planned) - 33 young people involved in four or more events - 17 adults attending the Succulents Masterclass - Seven students enrolled on the National Citizen Service course - 125 growing starter packs distributed	Who is responsible for maintaining the community garden in Coalville Park as it is sometimes poorly maintained?	The Council has a new relationship with CEP. We will be working with them to increase the number of volunteers who will work on the garden as part of the Green Flag award.	No
Replace solid fuel heating systems with air source heat pumps in our council homes	On plan	We have started a £3.7 million project to replace coal and electric heating with renewable heat in 410 council homes by April 2019	What are the costs and ongoing maintenance costs of the air source heat pumps? Are they providing value for money?	The programme will generate £2.6 million of income over the next seven years through the Government's Renewable Heat Incentive scheme. Tenants will see reduced fuel bills. Annual servicing costs are broadly equivalent to existing gas / solid fuel costs.	No

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Appendix 3 - Total plan of commitments

		Status in End of Year Report
	Action from Council Delivery Plan 2017/18	
	Act on improvement plans for Marlborough Square and Memorial Square, working with partners	On plan
	Support business and property owners on Hotel Street, High Street, Belvoir Road and Marlborough Square with frontage improvement grants	On plan
	Prioritise key town centre sites for redevelopment to drive prosperity and the regeneration of Coalville	On plan
Building confidence in Coalville	Organise events in Coalville and support others to arrange complementary events and activities	Achieved
	Improve Coalville Market to attract new traders and customers	Achieved
	Make major improvements to Marlborough Flats on Jackson Street	Achieved
	Build up to 20 new council homes in Coalville	Achieved
	Improve Coalville's green spaces and highway verges, working with landowners	Achieved
	Create heritage and cultural projects to attract new traders and customers	On plan
	Welcome new investors who want to develop key sites that will make Coalville more attractive to residents, visitors and businesses	On plan
Value for money	Manage our assets better to increase income	Achieved
	Bring more of our housing repairs and maintenance work in-house	Achieved
	Decide whether to build a new leisure centre or invest in Hermitage Leisure Centre to meet demand	Achieved
	Dispose of surplus land and buildings that we own to generate income and create opportunities	Achieved
Homes and communities	Develop the plans to create the Ashby de la Zouch cultural and leisure quarter	Achieved
	Represent the interests of the district with HS2 and maximise the benefits to the district and our communities	Achieved

	Manage the implementation of our Local Plan, including finding new gypsy and traveller sites	Behind plan
	Do all we can to support infrastructure improvements that will aid growth, including proactive partnership working	On plan
	Use planning agreements to acquire new properties from developers to increase the number of council homes	Achieved
	Speed up develop contributions so they make a real difference to local communities	On plan
	Support residents with welfare reform and new fixed term tenancies	Achieved
	Develop a new community safety strategy for 2017-2020	Achieved
	Give customers 24/7 access to our services online	Achieved
	Increase how satisfied our housing tenants are with the repairs service	Achieved
	Embark on a new build programme for council houses	Achieved
	Ensure approved planning applications go ahead	On plan
	Support the resettlement of two Syrian refugee families each year	Achieved
	Review our planning enforcement policy to deal with the more serious cases quicker	On plan
	Improve how we manage complaints and Freedom of Information (FOI) requests	Achieved
	Make sure our staff and councillors work in a productive and efficient environment	Behind plan
	Plan for ambitious growth in the district to 2050, harnessing our excellent transport links to drive jobs, housing and infrastructure in the right places (through a Local Plan review)	On plan
	Make sure our staff are customer focussed and are able to react quickly to challenges and opportunities	On plan
	Provide advice and support to businesses	Achieved
Business and jobs	Make sure the Local Plan provides for sufficient new homes, infrastructure and employment land that will sustain economic growth	On plan

	Support businesses affected by HS2 to find new premises in the district	Achieved
	Encourage visitors to the key town centres	Achieved
	Celebrate local business success stories through publicity	Achieved
	Drive our town centre business grant programme to create maximum impact for local communities and businesses	Achieved
	Help businesses to find the information they need to grow, relocate or move their business in North West Leicestershire	Achieved
	Help local businesses to recruit and develop the skills of local people, including apprenticeships, working with trusted partners	Achieved
	Review our waste collection service in response to Leicestershire County Council's withdrawal of recycling credit payments from 1 April 2018	Achieved
	Give away 15,000+ free trees to residents and communities	Achieved
	Support our residents to recycle more	On plan
	Organise at least four community litter picks	Achieved
Green footprints	Run the Food Heroes project to generate sustainable food production	Achieved
	Work with developers to make sure the design and layout of new developments is of the highest quality and has no negative impact on the environment	Achieved
	Replace solid fuel heating systems with air source heat pumps in our council homes	On plan
	Create a sustainable community litter picking programme on the main routes into Coalville to complement our existing council programme	Behind plan

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 12 JUNE 2018

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 Director of Housing & Customer Services 01530 454819 glyn.jones@nwleicestershire.gov.uk Head of Finance 01530 454707 tracy.bingham@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 Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	None.
Background papers	All papers used in compiling the report contain exempt information under paragraph 3 of Part 1 to Schedule 12A Local Government Act 1972
Recommendations	THAT CABINET APPROVES THE NON DOMESTIC RATES AND SUNDRY DEBT WRITE OFFS THAT ARE OVER £10,000 AND 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 2018	Write offs to date (under delegated powers)	Amounts written off over £10,000 approved by Members	Balance Available
Council Tax	£2,171,722.74	£24,885.66	£0.00	£2,146,837.08
Non Domestic Rates	£273,111.56	£5,323.60	£0.00	£267,787.96
Housing Rents	£582,403.98	£0.00	£0.00	£582,403.98
Sundry Debtors/Housing Benefit Overpayments	£1,638,123.39	£6,870.34	£0.00	£1,631,253.05

1.2 Write offs relating to 2018/19

	Write offs to date (under delegated powers)	Amounts written off over £10,000 approved by Members
Council Tax	£0.00	£0.00
Non Domestic Rates	£0.00	£0.00
Housing Rents	£0.00	£0.00
Sundry Debtors/Housing Benefit Overpayments	£0.00	£0.00

2.0 FORMER TENANT RENT ARREARS

- 2.1 There are no former tenant rent arrears written off under delegated powers to report.
- 2.2 There are no former tenancy arrears write-offs over £10,000 for which we seek approval.

3.0 CURRENT TENANT RENT ARREARS

- 3.1 There are no current tenant rent Arrear write-offs for which we seek approval.

4.0 COUNCIL TAX

- 4.1 There are currently no council tax debts over £10,000 for which Cabinet's approval for write off is sought.
- 4.2 The amounts written off under delegated powers, in accordance with the thresholds outlined in the write off policy, are as follows: Eight cases under £100 which amount to £264.20. Of these, three cases have absconded (£123.20), two cases that are uneconomical to collect (£20.00), one case has a debt relief order (£98.50) and two cases are deceased with no assets (£22.50). There are 26 cases between £100 and £1,000, which amount to £12,859.18. Of these, 10 have absconded (£3,615.62), two cases have a debt relief order (£1,039.50), three are uneconomical to collect (£1,164.64), eight cases are insolvent (£5,413.38) and three are deceased with no assets (£1,624.04). There are five cases between £1,000 and £10,000 which amount to £11,762.28. Of these, one case has absconded (£2,027.82), one case has a debt relief order (£1,411.59) and three cases are insolvent (£8,322.87).
- 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 no Non Domestic Rate debts over £10,000 for which Cabinet approval for write off is sought.
- 5.2 The amounts written off under delegated powers in accordance with the policy thresholds are as follows: There are two cases between £100 and £1,000 amounting to £849.40. Of these, one case is insolvent (£161.07) and one case has absconded (£688.33). There are no cases under £1,000 and there are two cases between £1,000 and £10,000 amounting to £4,474.20. Of these one case is insolvent (£2,469.95) and one case is uneconomical to collect (2,004.25).
- 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.
- 5.4 The Council follows the same recovery process for Business Rates as for Council Tax. However, once the Council has obtained a Liability Order there are only a limited number of enforcement actions that can legally be pursued. In most cases, where a payment arrangement or contact cannot be made, the Council refers the case to external 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 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 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 housing benefit 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 nine cases under £100 amounting to £395.66. Of these, two debtor are deceased with no assets (£134.17), five which are uneconomical to collect (£144.59), one has a debt relief order (£47.95) and one is insolvent (£68.95). There are eight cases between £100 and £1000 amounting to £2,705.88. Of these, one case has absconded (£236.63), one case is deceased with no assets (£464.31), four cases which are uneconomical to pursue (£1,491.28) and two cases which are insolvent (£513.66). There are 10 cases under £10,000 amounting to £3,768.80. Of these, one debtor has absconded (£1,082.55) and nine cases which are uneconomical to collect (£2,686.25).

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 of 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, 12 JUNE 2018**

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

Comments of Section 151 Officer	The report is satisfactory
Comments of Monitoring Officer	The report is satisfactory
Consultees	None
Background papers	Agenda of the meeting held on 24 April 2018
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 are 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 24 APRIL 2018

3.1 MEETINGS OF THE WORKING PARTY

a) It is recommended that officers amend the Terms of Reference of the working party to reflect the need to allow members of the public to be permitted to attend the meetings as observers and that meetings be held in the Council Chamber to allow for greater public accessibility.

b) The amended terms of reference shall be considered at the next meeting of the Coalville Special Expenses Working Party before being approved by Cabinet.

3.2 2018/19 EVENTS UPDATE

a) The progress in appointing an artist to celebrate “Coalville Commemorates” be noted.

b) An additional allocation of up to £8,000 be assigned to the project from balances to ensure that the project progresses to timescales which would not then be needed

should the current application being made by officers to the Bardon Hill Quarry Community Fund be successful.

3.3 CAPITAL PROJECTS UPDATE

- a) An additional allocation of £3,000 be assigned to the Coalville Park Project from balances to enable the park to gain Green Flag status which would not then be needed should the application to Bardon Hills Quarry Community Fund not be successful.
- b) That the name of Coalville Park be changed to Coalville Centenary Park should this be a requirement of the centenary fund. It has been confirmed that this is not a requirement and that a consideration of a name change be reconsidered by the working party at its next meeting.

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MINUTES of a meeting of the COALVILLE SPECIAL EXPENSES WORKING PARTY held in the Board Room, Council Offices, Coalville on TUESDAY, 24 APRIL 2018

Present: Councillor J Geary (Chairman)

Councillors N Clarke, J Cotterill, D Everitt, J Legrys, P Purver, M Specht and M B Wyatt

Officers: Mr J Knight, Mrs W May, Mr P Sanders, Mrs R Wallace and Mr J Newton

23. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor R Adams.

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 7 – Capital Projects Update as a regular supporter of Coalville Town Football Club 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.

25. MINUTES OF THE PREVIOUS MEETING

Consideration was given to the minutes of the meeting held on 11 January 2018.

It was moved by Councillor J Legrys, seconded by Councillor N Clarke and

RESOLVED THAT:

The minutes of the meeting held on 11 January 2018 be approved and signed by the Chairman as a correct record.

26. MARLBOROUGH SQUARE UPDATE

The Head of Planning and Infrastructure gave a presentation to Members, providing an update on the current plans and position of the development of Marlborough Square.

Councillor M B Wyatt was happy with the proposed free parking spaces on James Street as he believed it would help to regenerate the area which has struggled since the introduction of the parking charges. He was also impressed with the designs and the proposal to hold events in the square. He suggested that the bus shelters be utilised for advertising to generate income. Overall Councillor M B Wyatt welcomed the proposals and had received good feedback from local businesses and residents.

Councillor M Specht asked how the taxi company had responded to the consultation as the proposals included a significant reduction in parking for taxis during the daytime. The Head of Planning and Infrastructure confirmed that the response was positive as the peak time for business was in the evening and the bus stops would be available for the taxis during this time. He added that there was not currently a formal agreement for the taxis to park outside of the rank and this happened predominantly around the driver's lunch break, therefore alternative arrangements would have to be made by the drivers in future.

Councillor M Specht asked if there were plans for more attractive lighting in the evening to make the area comfortable for people to use, as he felt the current lighting was not

appropriate. The Head of Planning and Infrastructure would discuss the matter further as part of the coming conversations with Leicestershire County Council regarding the cabling required for the scheme.

Councillor J Legrys reported that he had attended one of the engagement events and believed there was no real objection to the proposals. He asked officers to take note of a number of points that were raised from local residents, one being the desire for the installation of public toilets which he accepted was unlikely, and also the possibility of using the pavements elsewhere in Coalville once they were removed. He confirmed that there was cross party support for the scheme and he felt it was desperately needed to regenerate the area, although he was personally unconvinced by the proposed timescale for completion. He also asked officers to seriously consider the road crossing facilities to ensure they were adequate.

Councillor D Everitt enquired into the response of the nursery to the consultation as he is aware of the difficulties at drop off and pick up times. The Head of Planning and Infrastructure confirmed that there were no objections from the nursery as they believed the free parking spaces available would be utilised by parents. He added that all of the surrounding businesses who were already engaged with the scheme had supported the proposals.

Councillor P Purver asked if the residents of Margaret Street had been consulted as the proposals would affect their route home. The Head of Planning and Infrastructure reported that officers had not engaged specifically with Margaret Street residents but he felt that reasonable steps had been taken to raise awareness of the proposals with engagement events, social media and the website. The Chairman added that as the proposals had been ongoing for twelve months, he felt it would be difficult for local residents to not be aware of the plans.

The Chairman commented that he was one hundred percent behind the proposals but his main concern was the management of public safety at events that could attract a high number of people. He stressed the importance of having the appropriate risk assessments and plans in place to ensure the safety of the public, especially with the increase in attacks involving vehicles. Councillor M B Wyatt pointed out that all council events were required to have the appropriate risk assessments undertaken and he was confident that it would form part of the planning process by officers. The Chairman accepted the comment and asked officers if it was possible for the working party to see the assessment documents. The Cultural Services Team Manager confirmed that risk assessments were undertaken each year for every event, she also added that regular meetings were held to discuss such matters. She suggested that due to the nature of the planning process for events and the timing of the working party meetings, it would be more appropriate to share the documents by email rather than at the meetings. All agreed.

The Chairman thanked the Head of Planning and Infrastructure for his attendance and the update provided.

27. MEETINGS OF THE WORKING PARTY

The Head of Community Services reported that following the question being raised by Members regarding public attendance at the meetings of the working party, the Legal Team had advised that there was no reason why the meetings could not be held in public.

All Members agreed that due to the nature of the meeting, it would be prudent to open the meeting to the public and be held in the Council Chamber which was more accessible.

The Head of Community Services agreed to amend the Terms of Reference to reflect the change and bring it to the next meeting for confirmation.

It was moved by Councillor M B Wyatt, seconded by Councillor J Geary and

RESOLVED THAT:

Future meetings of the working party be open to the public and take place in the Council Chamber.

28. 2018/19 EVENTS UPDATE

The Cultural Services Team Manager presented the report to Members, highlighting upcoming events and allocated budget and status.

St George's Day

The Cultural Services Team Manager reported that the flags had been flying around Coalville but had noticed that those at the Clock Tower were in poor condition and had therefore arranged for them to be replaced immediately. Councillor M B Wyatt requested a larger flag for the top of the Clock Tower to make it more visible. The Cultural Services Team Manager agreed and confirmed it was currently being considered. In response to a question from Councillor J Legrys, the Cultural Services Team Manager confirmed that the scheduled works to the Clock Tower would result in the removal of the flag pole. She added that a bracket would also be installed to allow a temporary flag pole to be erected on certain occasions.

Music and Picnic in the Park

The Cultural Services Team Manager reported that the event was currently on schedule with all elements booked and local people engaged. She also informed Members that 'Art in the Park' would return, whereby Coalville schools would decorate boards which would be displayed in the park for the weekend. These would then be displayed in the community garden area through the summer months.

Coalville by the Sea

The Cultural Services Team Manager reported that the event was scheduled for Friday 3 and Saturday 4 August which had been extended to cover two days based on feedback regarding the popularity of the event.

Christmas in Coalville

The Cultural Services Team Manager reported that planning for the event had commenced and was currently ahead of schedule with key elements in place. She announced that the next meeting of the Events Sub Group was to be held on 25 September and would be heavily focused on the Christmas events.

In response to a question from Councillor J Legrys, the Cultural Services Team Manager stated that the new Coalville events poster was currently being worked on and would be distributed to shops in May.

Coalville Commemorates

The Cultural Services Team Manager informed Members that an artist had been appointed and the concept sketches as at appendix 2 of the report had been shared prior to the meeting. She added that the planning application would be submitted by the end of the week and a meeting had been scheduled with the Whitwick branch of the Royal British Legion to discuss the plans.

With the outcome of the funding application to Bardon Hill Quarry Community Fund not known until 31 May 2018, the Cultural Services Team Manager asked the working party if they would consider allocating up to £8,000 from balances if required to ensure that the project could be progressed to meet the completion deadline. It was moved by Councillor N Clarke, seconded by Councillor J Geary and

RESOLVED THAT:

Up to £8,000 from balances be allocated to cover the shortfall in budget to progress the project to meet the completion deadline.

Councillor J Legrys commented on the amount of equipment that would be on memorial square during the maintenance work on the Clock Tower and stressed the importance of making sure plans were managed to avoid clashes with events. The Cultural Services Team Manager assured Councillor J Legrys that officers were very mindful of the schedule of works and it was being very closely managed. Councillor J Legrys asked that this information be passed onto the veterans to ease their concerns.

It was moved by Councillor J Legrys, seconded by Councillor N Clarke and

RESOLVED THAT:

- a) The progress update be noted.
- b) The progress of the commemorate artwork for the centenary of the end of World War 1 be noted.

29. CAPITAL PROJECTS UPDATE

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

Owen Street Recreation Ground

The Leisure Services Team Manager reported that the procurement process for the refurbishment of the floodlights had been completed and the contract had been awarded to OLighting Ltd. Work would also need to be undertaken on the distribution of the power supply to ensure that it was adequate, this was currently being quoted for.

A planning application for the installation of the radio transmitter had been approved, along with the variation of the lease with the football club and written consent from the Council, therefore the delivery of the project was now with Hermitage FM and Coalville Town Football Club. Therefore the item would be removed from future reports. Councillor J Legrys added that Leicestershire County Council DLO was also involved in the delivery of the project.

Thringstone Miners Social Centre Training Pitch

The Leisure Services Team Manager reported that planning approval had been given for both the fencing and the footpath diversion. At the last meeting of the Board of Trustees, a number of issues were highlighted regarding the financial stability of the football club, therefore the training pitch project would not be progressed until the issues had been resolved.

Coalville Forest Adventure Park

The Leisure Services Team Manager reported that improvement works had commenced and at the end of summer, there would be additional planting undertaken in partnership with CEP, plus the creation of an additional path.

Mobile Vehicle Activated Signage

The Leisure Services Team Manager informed Members that despite a number of teething issues, the signage was now operational. Therefore the item would be removed from future reports. At the request of Councillor N Clarke, it was agreed for the schedule of the signage positions to be re-circulated to Members.

Melrose Road Recreation Ground, Park Development

The development had now been completed and would therefore be removed from future reports.

Melrose Road Play Hub

The Leisure Services Team Manager reported that correspondence from the landowner had been received earlier in the day stating that his consent for the new footpath would only be given if it was for a Permissive Footpath Agreement. It was believed that the cost for this would be approximately £1,500, so further investigation was required and once discussion had been had with Legal Services, further information would be provided for Members.

Coalville Park

The Leisure Services Team Manager reported that achievement of the Green Flag award had been included in the 2018/19 Council Delivery Plan. With the assistance of a Green Flag Assessor, plans had been put in place throughout the year with the application process to be completed by 31 January 2019. Councillor M B Wyatt suggested that officers apply to the Bardon Hill Quarry Community Fund for the money required to progress this project, rather than request the funds from Cabinet. The Leisure Services Team Manager commented that he was happy to look into this option but asked Members to consider requesting the funds from Cabinet in case the application was unsuccessful. Members agreed.

Following the previous meeting, an application had been submitted to apply for trust status for Coalville Park. It was recommended that if the application was successful, the name of the park be mended to 'Coalville Centenary Park' to recognise it. Councillor J Legrys commented that he was a little wary of renaming the park but he was happy to support if it would ease the progress of the fields in trust application. There were no objections to the proposed renaming.

Councillor J Legrys requested that any ward member consultation regarding this matter include Councillor J Cotterill as the park was situated on both of the ward boundaries.

Lillehammer Drive

The Leisure Services Team Manager informed Members that a meeting had taken place with representatives of Barratt's Homes in February, at which they expressed their interest in resolving the situation by 30 June. Officers will continue to pursue the matter. Councillor J Legrys congratulated the hard work undertaken by officers to resolve the matter and he was pleased that work could begin now that the planning notice has been received. He asked that his thanks be passed onto all officers involved.

London Road Closed Cemetery

Following the meeting held at the cemetery, Members were happy with the maintenance that had been carried out to date. The main discussion points were:

- Allocating money to maintain the grounds more regularly. Members felt the maintenance work currently being undertaken was appropriate.
- Allocating up to £4,500 to make the cemetery more welcoming to visitors including signage and benches.
- As there were many headstones which were laid down, the Leisure Services Team Manager agreed to contact the War Graves Commission to see if funding was available to reinstate them.

Councillor M B Wyatt suggested that applications be made to the Bardon Hill Quarry Community Fund for the money required for improvements. The Chairman asked officers to look into the matter further and report back to the next meeting.

Coalville Library

Councillor M B Wyatt explained that library staff and local people had raised concerns that the area outside the library was not appropriate for the changes in the area and was messy. The suggestion was to take away the grass verges and planters to create a more open space with benches for people to enjoy. The Leisure Services Team Manager reported that although it was Leicestershire County Council's land, they had given permission for any improvement work to be undertaken. He also commented that he was happy to progress with the project and would arrange a meeting with officers and Members so that a start could be made.

It was moved by Councillor J Legrys, seconded by Councillor J Geary and

RESOLVED THAT:

- a) The progress update on the 2017/18 Capital Projects be noted.
- b) The 2018/19 Capital Projects be noted.

RECOMMENDED THAT:

- a) If the application to Bardon Hills Quarry Community Fund was unsuccessful, £3,000 towards improvements to Coalville Park in order to help gain the Green Flag Award be allocated from balances.
- b) The name of Coalville Park be amended to 'Coalville Centenary Park', if the Fields in Trust application was successful.

30. 2017/18 FORECAST OUTTURN AND CAPITAL PROGRAMME 2018/19

The Head of Community Services presented the report to Members, highlighting the contribution to balances of £22,000 which would increase the forecasted yearend balance to £86,000. He reminded Members that a prudent level of reserves was 10 percent of the annual recurring expenditure, therefore it would be approximately £45,000.

Councillor M B Wyatt commented that each year he asked officers to look into expanding the Christmas events and was always told there was not enough time for further considerations. Therefore he asked officers to thoroughly investigate the possibility of expanding the event onto Hotel Street and Memorial Square for the 2019/20 financial year. The Chairman asked officers for a report to be brought to the next meeting with some ideas and costings so it could be discussed further. Councillor M B Wyatt agreed and commented that if it was not viable then he would understand but he would like the opportunity to discuss the option further.

It was moved by Councillor J Legrys, seconded by Councillor J Geary and

RESOLVED THAT:

- a) The 2017/18 Forecast Outturn be noted.
- b) The Capital Programme for 2018/19 be noted.
- c) A report be considered at the next meeting regarding the possible expansion of the Christmas in Coalville events.

31. DATE OF FUTURE MEETINGS

Tues, 19 June 2018
Tues, 16 October 2018
Tues, 18 December 2018
Tues, 16 April 2019

Councillor M Specht left the meeting at 7.17pm.

The meeting commenced at 6.30 pm

The Chairman closed the meeting at 8.05 pm