



Scan the code above or visit www.nwleics.gov.uk/meetings for a full copy of the agenda.

Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 18 June 2019
Location	Board Room, Council Offices, Coalville
Officer to contact	Democratic Services (01530 454512)

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	
Minutes of the meeting held on 9 April 2019	3 - 10
5. PROVISIONAL FINANCIAL OUTTURN 2018/19	
Report of the Strategic Director of Housing and Customer Services Presented by the Corporate Portfolio Holder	11 - 26
6. TREASURY MANAGEMENT STEWARDSHIP REPORT FOR 2018/19	
Report of the Strategic Director of Housing and Customer Services Presented by the Corporate Portfolio Holder	27 - 40
7. ENVIRONMENTAL HEALTH - FOOD SAFETY SERVICE DELIVERY PLAN 2019/2020	
Report of the Strategic Director of Place Presented by the Community Services Portfolio Holder	41 - 72

8.	BUSINESS RATE PILOT PROJECTS - FINANCIAL SUSTAINABILITY AND INFRASTRUCTURE	
	Report of the Strategic Director of Housing and Customer Services Presented by the Corporate Portfolio Holder	73 - 78
9.	SHOP FRONTS AND ADVERTISEMENTS SPD: ADOPTION	
	Report of the Strategic Director of Place Presented by the Planning and Infrastructure Portfolio Holder	79 - 116
10.	UNIFIED COMMUNICATIONS PLATFORM FOR TELEPHONY AND CONTACT CENTRE	
	Report of the Strategic Director of Housing and Customer Services Presented by the Housing, Property and Customer Services Portfolio Holder	117 - 122
11.	DISPOSAL OF PROPERTY - CONFIRMATION OF URGENT ACTION	
	Report of the Strategic Director of Housing and Customer Services Presented by the Housing, Property and Customer Services Portfolio Holder	123 - 124
12.	LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE - APPOINTMENT OF MEMBERS	
	Report of the Strategic Director of Housing and Customer Services Presented by the Housing, Property and Customer Services Portfolio Holder	125 - 126
13.	MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY	
	Report of the Strategic Director of Place Presented by the Community Services Portfolio Holder	127 - 134

Circulation:

Councillor R Blunt (Chairman)
Councillor R Ashman (Deputy Chairman)
Councillor R D Bayliss
Councillor T Gillard
Councillor N J Rushton
Councillor A C Woodman

MINUTES of a meeting of the CABINET held in the Board Room, Council Offices, Coalville on TUESDAY, 9 APRIL 2019

Present: Councillor R Blunt (Chairman)

Councillors R D Bayliss, T Gillard and T J Pendleton

In Attendance: Councillors J G Coxon, G Houtt, S Sheahan and M Specht

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

106. APOLOGIES FOR ABSENCE

Apologies were received from Councillors N J Rushton and A V Smith.

107. DECLARATION OF INTERESTS

There were no interests declared.

108. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

109. MINUTES

Consideration was given to the minutes of the meeting held on 5 March 2019.

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

RESOLVED THAT:

The minutes of the meeting held on 5 March 2019 be approved and signed by the Chairman as a correct record.

Reason for decision: To comply with the Constitution.

110. COUNCIL DELIVERY PLAN 2019/2020

The Leader presented the report to Members.

He reminded the Members that the Council Delivery Plan set out the Council's priority areas of work for the year ahead and the priorities were underpinned by a balanced budget, a focus on value for money and an increasing focus on commercialism and income generation. He advised that the priority work areas for the year ahead were detailed in the document attached as an appendix.

He informed the Members that the plan contained the details of how the authority would work towards the achievement of the priorities in the year ahead, and also considered the longer term actions required over a three year period. He highlighted some key details from each of the priorities which included improvements to the leisure facilities across the District and to Coalville Town Centre, the on-going work to the housing stock and new Council homes, the on-going support to business and working towards a greener, cleaner District.

He advised that the Council Delivery Plan had been considered by the Policy Development Group and if agreed by Cabinet the report would then be considered at Annual Council in May.

Councillor R D Bayliss stated that he was pleased to see the continuing work in providing more Council and affordable housing.

It was moved by Councillor R Blunt, seconded by Councillor R D Bayliss and

RESOLVED THAT:

1. The proposed Council Delivery Plan for 2019/20 together with comments from Policy Development Group be considered.
2. The plan's content be endorsed and recommended to Council for approval on 21 May 2019.
3. The Chief Executive, in consultation with the Leader of the Council, be authorised to make any final amendments to the plan prior to Council on 21 May 2019.

Reason for decision: To endorse the Council's Delivery Plan for 2019/20 prior to Council's Consideration.

111. DISCRETIONARY COUNCIL TAX DISCOUNT SCHEME

The Strategic Director of Housing and Customer Services presented the report to Members.

He highlighted to Members that the Council had a discretionary discount scheme to support the most vulnerable members of the community in paying their Council Tax and that historically the scheme had been funded by both the District Council and several preceptors, however for the 2019/20 year the funding would not be available.

He advised them that the report recommended that the Council make up the shortfall in funding for 2019/20 by utilising the remaining New Burdens grant funding, to maintain the continuity of the scheme in assisting vulnerable residents. He informed Members that it was then proposed that the Council would consult on the future of the scheme in 2019/20 for subsequent financial years.

Councillor R Blunt expressed his support for the scheme and that the authority should be able to continue to offer help to those that needed it.

It was moved by Councillor R Blunt, seconded by Councillor T Gillard and

RESOLVED THAT:

1. The removal of preceptor contributions for the discretionary discount fund for 2019/20 be noted.
2. The budget from £5,828 to £40,000 for 2019/20 using the new burdens funding to address the resulting shortfall be increased.
3. A public consultation in 2019/20 on funding arrangements for future financial years be commissioned.

Reason for decision: Preceptor funding has been withdrawn resulting in a diminished budget.

112. NORTH WEST LEICESTERSHIRE ECONOMIC GROWTH PLAN 2019-21

The Business Portfolio Holder presented the report to Members.

He advised the Members that the plan before them was a draft version and that it was proposed that officers consult with key stakeholders before bringing the final version back to Cabinet in June. He highlighted that PDG had provided comments that would be incorporated into the final version and that the consultation process would ensure that the authority was coordinating with partners to maximise the effectiveness of the work and investment.

He informed Members that the district was home to 4,250 businesses of which 52 of were in the top 200 companies in Leicester and Leicestershire and that there had been a 20% growth in businesses since 2010. He updated the Cabinet on future proposals that included support for women in business and encouraging skills and employment training for young people and those furthest from the workplace. He advised that the plan reflected a number of national and local strategies, along with the need to make the most of the area's strongest assets in terms of people, place and businesses. He added that one document would be updated regularly to help guide businesses to locations which were suitable for further business investment in the district.

Councillor R Blunt noted that some of the work would be to assist some of the unemployed find work that matched their skills sets.

Councillor R D Bayliss felt that it was a good piece of work that looked at best practice.

Councillor T J Pendleton advised that to be able to support the businesses the infrastructure still needed working on.

It was moved by Councillor T Gillard, seconded by Councillor R Blunt and

RESOLVED THAT:

1. The working draft of the NWL Economic Growth Plan 19-21 and the associated evidence base be acknowledged.
2. The undertaking of a stakeholder engagement be approved.

Reason for decision: Cabinet approval is sought to undertake stakeholder engagement before the final versions are presented back to Cabinet for approval in June 2019.

113. TENANCY AGREEMENT CHANGES

The Housing Portfolio Holder presented the report to Members.

He advised that the work carried out on the document had been to amend and tidy it up and Cabinet were being asked to adopt the updated version.

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

RESOLVED THAT:

The proposed revisions to the tenancy conditions be approved.

Reason for decision: The tenancy agreement requires amendment in order to comply with GDPR changes.

114. RECYCLE MORE... THE PLAN

The Leader presented the report to Members.

He reminded Members that it had been a priority in the 2018/19 Corporate Delivery Plan to develop a recycling strategy and therefore Recycle more... the Plan had been developed. He advised that the plan firmly reflected best practice in Government thinking through the Our Waste, Our Resources: A Strategy For England that was published in December 2018, and that the authority had consulted PDG, parish and town councils, residents and internal teams to embrace a range of ideas to increase household recycling in the district, whilst reducing waste sent to landfill.

He highlighted that the vision was explained in the supporting documents included in the report and that they had created an engaging, approachable and clear plan which people could understand. He drew Member's attention to the targets that had been set which included increasing recycling by 1% every year from the current 46.7% to at least 50% by 2023. He also outlined some highlights in year 1 which included a food waste collection trial, trials in stackable containers as well as a dedicated recycle more officer who would assist in delivering the communication and engagement element of Recycle more to a wide variety of residents and stakeholders.

Councillor T J Pendleton stated that he looked forward to seeing the results of the stackable container trial as it was difficult for residents to put out so many different containers.

Councillor R Blunt reminded Members that by sorting the waste into the different containers allowed more money to be made on the sale of the waste.

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

RESOLVED THAT:

The formal adoption of Recycle More... The Plan be approved.

Reason for decision: To seek the adoption of the plan

115. PROCUREMENT OF ELECTRICITY SUPPLY

The Head of Finance presented the report to Members.

She advised that the report was seeking approval to commence the procurement of and subsequently award a contract for the supply of electricity from September 2020 to October 2024. She informed Members that it was being carried out in advance as ESPO required a contractual commitment from organisations in order to maximise their purchasing power and the resultant procurement savings that could be achieved.

It was moved by Councillor R Blunt, seconded by Councillor R D Bayliss and

RESOLVED THAT:

Authority be delegated to the Strategic Director of Housing and Customer Services, in consultation with the Corporate Portfolio Holder, to award the contract for the provision of electricity.

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

116. 2018/19 QUARTER 3 PERFORMANCE MANAGEMENT REPORT

The Leader presented the report to Members.

He reminded Members that the report provided Cabinet with information on the key Council Delivery Plan progress the third quarter of the financial year. He highlighted that of the actions in the Council Delivery Plan, twenty of the twenty three actions or 87% were on track or assessed as being green, two actions were under control and one was below target. He noted that progress against a number of indicators were detailed in the report, and they were drawn from across the Council's corporate priority areas. The progress was:-

- 30 or 73% of the indicators had been assessed as being "Green" meaning performance was on track or above target.
- 4 or 10% of the indicators were "Amber" which meant they were within agreed tolerances or otherwise under control.
- 7 or 17% of the indicators were "Red" which meant performance was below target. As such those were areas where performance needed to be examined in more detail, and to assist with that the relevant Heads of service had prepared "Intervention plans". Those were detailed in the appendices to outline the measures or explanations being undertaken to raise performance where possible.

He informed Members that the General Fund forecast surplus outturn at the end of the quarter was £1.09 m compared to a budget of £299K and that the self sufficiency reserve stood at £2.77m. In relation to the Business Rates, it was forecast to be £5.05m compared to a budget of £4.86m and the Housing Revenue Account was forecast to be £3.3m by the end of the financial year compared to £3.08m predicted in quarter two.

In relation to the sickness absence, the Leader advised Members that the rate in quarter three was 2.46 days lost per full time equivalent post (FTE) and that if the rate continued through quarter four the end of year rate would be a projected 9.45 days per FTE. He noted that there was a significant increase in the number of absences due to colds and flu during the period and that officers continued to manage long term absences carefully and the completion rate of return to work interviews had increased during the period.

He noted that the report had been considered by the Policy Development Group and their observations were appended to the report.

Councillor T Gillard noted that all five of the business and jobs actions were on target or within tolerance to deliver against the milestones, however two of the four performance indicators had fallen short of the quarter three target. He advised that they had fallen short because two key grant schemes had been on hold whilst they were reviewed and refreshed, and then they would be re-launched in June. He informed Members that planning was underway for regular business seminars, which would help us to share information and opportunities.

Councillor R D Bayliss noted that the number of empty properties target was not on track and the Strategic Director of Housing and Customer Services highlighted that it was due to the delay in the demolition of Queensway and Woulds Court.

Councillor T J Pendleton advised that both NWLDC and LCC were working hard to ensure the impact to the District with HS2 was supported and he noted the completion of the refurbished CCTV system.

It was moved by Councillor R Blunt, seconded by Councillor T Gillard and

RESOLVED THAT:

The Quarter 3 Performance Report (October to December 2018) be noted.

Reason for decision: The report be provided for members to effectively monitor the performance of the organisation.

117. 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.

118. AUTHORITY TO PROCURE REMEDIAL WORKS CONTRACTS FOR HOUSING STOCK

The Housing Portfolio Holder presented the report to Members.

It was moved by Councillor R D Bayliss, seconded by Councillor R Blunt and

RESOLVED THAT:

Authority to vary/award remedial works contracts for the housing stock as detailed in the report be delegated to the Strategic Director of Housing and Customer Services in consultation with the Housing Portfolio Holder and Section 151 Officer, specifically;

1. Note the revised budget requirement for the delivery of the 2019/20 home improvement programme of £3.376m, compared to the original £4.236m and virement of this released budget capacity (£860k) to fire risk assessments (£660k) and demolitions budgets (£200k)
2. Award of contract for asbestos removal works to Woulds Court Sheltered Scheme
3. Vary an existing contract to increase its value as detailed in the report in order to complete fire safety works to three sheltered housing schemes
4. Award of contract for completion of fire safety works to additional sheltered housing schemes and low rise flats
5. Award of contract for the provision of scaffolding services.

Reason for decision: The level of expenditure on current and proposed contracts exceeds the authority threshold in the Scheme of Delegation.

119. HRA STOCK ACQUISITIONS AND DISPOSALS

The Housing Portfolio Holder presented the report to Members.

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

RESOLVED THAT:

1. Approves the purchase of 76 and 76a Bishop Hall Road, Ashby-de-la-Zouch from Bellway Homes for the combined price as detailed in the report.
2. Approves the disposal of Cemetery Lodge, 67 Church Lane, Whitwick
3. Approves the disposal of 26 The Pinfold, Newton Burgoland.

Reason for decision: To effectively manage the housing stock in accordance with the HRA Asset Management Strategy and Housing Capital Programme Budget, and to acquire the additional units of new housing to increase the housing options for home seekers on the Housing Register.

The meeting commenced at 5.00 pm

The Chairman closed the meeting at 5.36 pm

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 18 JUNE 2019**

Title of report	PROVISIONAL FINANCIAL OUTTURN 2018/19
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 present the Provisional Financial Outturn for 2018/19.
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	The report is satisfactory

Comments of Monitoring Officer	The report is satisfactory
Consultees	CLT 22 May 2019
Background papers	None
Recommendations	THAT THE FINANCIAL PERFORMANCE FOR 2018/19, INCLUDING THE IMPACT ON RESERVES AND BALANCES AS AT 31 MARCH 2019 IS APPROVED.

1. 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. The accounts have been prepared under International Financial Reporting Standards since 2010/11.
- 1.2 This report summarises the main elements of our financial performance in 2018/19 and the results are referred to as ‘provisional’ as they are still subject to external audit and may change.
- 1.3 The 2018/19 accounts will be considered and approved by the Audit and Governance Committee on 24 July 2019 after they have been audited.
- 1.4 During the 2018/19 year, the Finance team introduced a new ‘Finance Business Partnering’ approach in delivering financial management support to budget holders. The new approach has seen budget holders and finance colleagues meeting in ‘finance clinics’, on at least a quarterly basis. The key areas of focus within finance clinics is 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.
- 1.5 Similarly, budget holders have been more closely supported in creating the budget proposals for the current 2019/20 financial year that were agreed by Council in February 2019.
- 1.6 Financial performance in 2018/19 has continued to improve. Variances between budget and outturn on expenditure (net cost of services) and funding or rental income having reduced compared to previous years on both the General Fund and Housing Revenue Account (HRA).
- 1.7 Additional surpluses have arisen on both revenue accounts which have for the most part been forecast throughout the year and report to Cabinet via the quarterly performance management reports. On the General Fund it is proposed that the majority of this surplus is contributed to the Self-Sufficiency reserve, specifically set up to protect the Council from projected future deficit years and the risk of being unable to deliver a balanced

budget. The additional surplus on the HRA means that the Council now has the full £13m of funds in place to repay maturity loans due for redemption in 2022, well ahead of the anticipated 2020 target date.

- 1.8 As part of the annual review of earmarked reserves, for which the S151 Officer has delegated authority, a number of new requests and existing reserves requested to be carried forward were not approved on the basis that criteria in respect of timing and known commitments was not met. As a result of a greater emphasis on robust challenge earmarked reserves are now at their lowest level since 2015/16. More detail in respect of reserves can be found in section 6.
- 1.9 The Council is currently awaiting the publication of the Chartered Institute of Public Finance and Accounting (CIPFA) Code on Financial Management. All Local Authorities are expected to adopt the Code from 2020. As part of its continued journey of improvement, the Council plans to adopt this Code and present its plan for ensuring a continuous improvement in its financial management approach going forward. Building on the launch of the finance business partnering approach, this plan will focus on ensuring that the extended leadership team have the necessary skills to manage finances in support of optimum financial health of the council. At the time of writing this report, it is anticipated that a full update will be presented alongside the Review of the Medium Term Financial Strategy to Cabinet in July.

2. 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 £1.525m, compared to a budgeted surplus of £299k.
- 2.2 The latest forecast outturn position reported to Cabinet was at quarter 3 and was a surplus of £1.1m, therefore the variance upon outturn compared to this position is £425k.
- 2.3 Details in respect of the treatment of this surplus can be found 2.8 below. The most significant variances for 2018/19 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 General Fund	Original Estimate	2018/19 Provisional	
			Outturn	Variance
	TOTAL DISTRICT EXPENSES	£'000	£'000	£'000
1	Chief Executive	287	280	-7
2	Human Resources & Organisational Development	558	507	-51
3	Legal & Commercial Services	1,309	1,267	-42
4	Strategic Director of Place	341	269	-72
5	Community Services	5,640	5,892	252
6	Planning and Infrastructure	435	195	-240
7	Economic Development	743	657	-86
8	Joint Strategic Planning	8	8	0
9	Customer Services	2,195	1,826	-369
10	Finance	826	914	88
11	Housing & Asset Management	648	634	-14
12	Other	281	115	-166
13	Corporate And Democratic Core	45	30	-15
14	Non-Distributed Costs	87	248	161
15	Net Recharges	-1,273	-1,298	-25
16	Net Financing Costs	1,080	1,024	-56
17	Investment Income	-145	-269	-124
18	Localisation Of Council Tax Grant	139	139	0
19	Revenue Contribution To Capital	0	78	78
20	Debt Restructuring Premium	0	23	23
21	Transfer to Self Sufficiency Fund	299	1,424	1,125
22	Transfer Earmarked Reserves	0	101	101
23	Transfer To S106	0	385	385
24	Section 106	0	-422	-422
25	Net cost of service after recharges	13,503	14,027	524
26	Revenue Support Grant	235	235	0
27	New Homes Bonus	2,905	2,905	0
28	Transfer From Collection Fund	289	289	0
29	Other Grants	0	8	8
30	Council Tax	5,210	5,210	0
31	Levy account surplus	0	36	36
32	National Non Domestic Rates Baseline	4,864	5,344	480
	Total Funding	13,503	14,027	524

2.4 Analysis of budgetary variances

TABLE 2 - Major Variances	£'000	£'000
Adverse		
Non-Distributed Retirement Benefit	-98	
Leisure Centres	-246	
Revenue Contribution to Capital	-78	
		-422
Favourable		
Business Rates	480	
Salary Savings	430	
Recycling Income	56	
Investment Income	124	
Planning Income	130	
Licensing Income	39	
Rent Allowances and Rebates	240	
Phase 1 Restructure Savings	115	
Phase 2 Restructure Savings	33	
Net Financing Costs	56	
Planning Appeals and Associated Costs under Budget	60	
		1,763
Deminimus Variances		
Deminimus Non-Salary Variances	-115	
		-115
Total		1,226

2.5 **Business Rates**

- 2.5.1 Of the variances contributing to this position is the favourable movement in the level of business rates collected compared to the budgeted level.
- 2.5.2 The current 50% Business Rates Retention system has been in place since April 2013. The level of business rates yield has a direct impact on the council's funding, with both the significant risks and rewards of business rate growth and contraction currently being shared between central Government, the County Council and Leicestershire Fire and Rescue, with 40% being retained by NWLDC which is then subject to a tariff and further adjustments.
- 2.5.3 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 it 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 and often volatile income stream.

- 2.5.4 Best practice on forecasting and accounting for business rates advocates accuracy and transparency. Previously, unanticipated additional business rates collected was not taken into the accounts and were instead set aside to smooth the effect of adverse volatility in future years (for example, in 2014/15 £2.5m was set aside and not reported and subsequently transferred back into the accounts in 2015/16 and 2016/17). Since 2017/18, the Council has not sought to smooth the reported business rates funding position and has instead focussed on refining its budgeting and forecasting methodology.
- 2.5.5 In 2018/19 an additional £480k Business Rates has been received by the Council compared with the original budget. This is largely due to additional Section 31 grant forecasts compared to the budgeted position. The finance team will undertake additional monitoring in respect of Section 31 grants to ensure that outturn is more accurately predicted.
- 2.5.6 In June 2018, Cabinet approved the creation of a £614k reserve funded by the 2017/18 surplus, for the purposes of a holding local provision for future business rates appeals against the 2017 rating list and new government appeals process. The S151 Officer has now adopted a different approach in calculating the likely business rates appeals, with additional provision now a feature of the main appeals provision. This means that the reserve established in 2018 can be released as it is no longer required due to full provision being made in the business rates system.

2.6 Other favourable variances

- 2.6.1 Rent allowances and Rent rebates was underspent by £240k as a result of less benefits paid than budgeted for (the budget was based on the 2017/18 mid-year subsidy estimate submitted in August 2017), differences in overpayments recovered and a reduction in the bad debt provision for overpayment invoices. Monitoring will be reviewed in this area, moving forward with Revenues and Benefits Partnership colleagues to ensure that outturn position is accurately forecast throughout the year.
- 2.6.2 Salary underspends were achieved of £115k and £33k as a result of the phase 1 and 2 management restructure and £430k savings as a result of vacant posts, staff turnover and reduction in hours. These significant underspends were reported to members throughout the year via the quarterly performance reports.
- 2.6.3 Investment income was £124k higher than budgeted chiefly because the budget for the financial year was not reflective of the actual level of investment income anticipated and higher interests rates were achieved.
- 2.6.4 Additional planning income of £130k was achieved as a result of a large planning application being received during the year. Additional recycling income of £56k was achieved due to an increase in recycling tonnage within the District and additional licence fee income of £39k due to additional applications for Taxi, Alcohol and entertaining licences.

2.6.5 The Council has benefitted from a lower number of planning appeals which has provided a £60k saving in the cost of legal and technical fees.

2.7 Adverse variances

2.7.1 On the adverse side there was additional expenditure of £98k on non-distributed retirement benefits which relates to the capital costs for employees who have retired early. There was £256k adverse variance in respect of leisure services as a result of £142k increased expenditure and £85k less income than budgeted.

2.7.2 There was additional expenditure of £78k relating to a revenue contribution to capital for a purchase of land.

2.8 Surplus allocation

2.8.1 In line with the decision made by Council on 27 February 2018 the self-sufficiency reserve was created and the reserve currently stands at £2.76m. The principle purpose of this reserve is that it is to be used to support meeting the projected deficits arising over the 5 year period of the council's Medium Term Financial Strategy (to 2024) and maximise income generating opportunities for ongoing self-sufficiency. As part of this decision, members have also committed to contributing any surplus arising on the 2018/19 year into the reserve.

2.8.2 It is proposed that £1.42m of the £1.525m surplus is transferred to the Self-Sufficiency reserve. It is proposed that the remaining £100.5k is transferred to earmarked reserves for the purposes of:

- Creation of an ear-marked reserve of £20k for the purposes of funding consultancy fees to undertake an options appraisal for Moira Furnace and its surrounding land;
- Creation of an ear-marked reserve of £20k for additional capacity to support elements of the EMEG Access to Work and Skills agenda and admin support to deliver the three funding programmes (frontages, Phase 3 Enterprise and the Market Traders relocation project);
- Creation of an ear-marked reserve of £30.5k for the commission of a Carbon Footprint report;
- Creation of an ear-marked reserve of £30k to undertake a food waste pilot in the depot.

2.9 Financial management performance and learning specific to the General Fund

- 2.9.1 Whilst the variance on outturn compared to the annual budgeted surplus (£1.2m increase on the £299k budgeted position) is above an acceptable tolerance, the result is largely a result of the complex accounting arrangements for business rates income and salary savings relating to the Senior Management restructure and related posts that were approved in February 2018 and therefore not included as part of the base budget.
- 2.9.2 The surplus reported represents the true position for the 2018/19 year. There have been no material additional set aside of forecast surpluses within the year or excessive amounts of earmarked reserves approved, both of which serve to artificially suppress an outturn surplus via the creation of new earmarked reserves.
- 2.9.3 Variance on the net cost of service position for 2018/19 (which includes all expenditure and local income) and represents the lowest variance since 2014/15. Similarly, the variance on funding is also at its lowest, demonstrating that the council's financial management arrangements are improving.
- 2.9.4 As detailed in 2.5.4 above, unanticipated additional business rates collected were historically not taken into the accounts and were instead set aside to smooth the effect of adverse volatility in future years. The Council now takes a different approach in refining its forecasting and budgeting methodology in respect of business rates and is therefore subject to the full variance against the budgeted position (albeit these variances are now less volatile than the historic position).
- 2.9.5 Specifically, the additional amounts of business rates received in 2018/19 were due to Section 31 grants received. The Finance team will be revising their budgeting and forecasting methodology to ensure that this part of the business rates calculation is forecast more accurately going forward.
- 2.9.6 As detailed in 1.9 above, it is anticipated that further improvements around organisational financial management will be programmed for the forthcoming years in line with the planned adoption of the CIPFA Financial Management Code.

3. HOUSING REVENUE ACCOUNT (HRA)

- 3.1 The financial performance of the HRA is summarised in Table 3.
- 3.2 The expected final position is a surplus of £4.9m, compared to a budgeted surplus position of £2.95m, representing a £1.94m increase. The latest forecast outturn position for the Housing Revenue Account reported to Cabinet was at quarter 3 and was a surplus of £3.3m, therefore the variance upon outturn compared to this position is £1.6m.
- 3.3 The surplus on the account has been added to the HRA balance which stood at £14.3 million at 31 March 2019, which is split between £13.0 million for the Loan Redemption Reserve and £1.3 million remains as working balances for the account.

Table 3	2018/19		
	Approved Budget	Provisional Outturn	Provisional Variance
	£'000	£'000	£'000
HOUSING REVENUE ACCOUNT			
Repairs and Maintenance	5,505	4,850	-655
Supervision and Management	2,688	2,157	-531
Provision for Doubtful Debts	100	-4	-104
Capital Financing (Depreciation, Impairment & Debt Management)	3,090	2,578	-512
Total Expenditure	11,383	9,581	-1,802
Less Rental Income & Service Charges	-17,634	-17,699	-65
Net Cost of Service	-6,251	-8,118	-1,867
Capital Financing (Principal & Interest)	3,382	3,374	-8
Investment Income	-84	-130	-46
Premature Loan Redemption Premiums	7	-14	-21
NET (SURPLUS) / DEFICIT	-2,946	-4,888	-1,942

3.4 Favourable Variances

- 3.4.1 The significant variance seen this year is the result of a number of favourable variance during the year detailed below.
- 3.4.2 Savings on employee costs (salary, national insurance and pension contributions) of £656k. This is largely due to vacant posts and is offset by £433k spent on agency staff and advertising. This brings the net savings down to £223k.
- 3.4.3 Depreciation costs of our properties being £535k less than we had budgeted for.
- 3.4.4 Greater use of our In-house Repairs Team to complete both repairs work and capital improvement works on our properties. The team generated a profit of £385k from this internal work, which gets recycled back into the HRA account.
- 3.4.5 Spending £276k less on re-painting the exterior of our houses than originally planned.
- 3.4.6 Releasing £231k of unused earmarked reserves following a review that is discussed in section 6 of this report.

3.4.7 The cost of gas and electricity that we are liable for (e.g. for communal areas) coming £129k under the original budget.

3.4.8 Increases in rental income of £113k, which is largely due to reducing the length of time our properties are empty between tenancies.

3.5 Adverse Variances

3.5.1 These favourable variances were also offset by a small number of adverse variances, the most significant of which were:

3.5.2 Unbudgeted costs of £126k for ill health retirements.

3.5.3 Lower than expected income from our service charges, garage rents and other charges of £73k.

3.6 Surplus allocation

3.6.1 Of the £4.888m surplus on the HRA for 2018/19, it is proposed that £4.617m is transferred to the Loan Redemption Reserve for the purposes of repayment of two maturing loans due in 2022 of £10m and £3m respectively. This will bring the balance of the Loan Repayment Reserve up to the target of £13m. Following Council's decision to use surpluses more flexibly in the future, it is proposed that the remaining £271k of surplus is transferred to the HRA general working balance; bringing the total working balance to £1.27m.

3.7 Financial management performance and learning specific to the Housing Revenue Account

3.7.1 Whilst the additional £1.95m surplus is a favourable result, this is part of a long-term trend of higher than anticipated surpluses on the Housing Revenue Account which limits our ability to make robust strategic decisions, such as deciding how much of the surplus to put into our capital programme and how much to put in our debt repayment reserve.

3.7.2 The HRA surplus figure is very sensitive to movements within our balance sheet. This means some significant movements are not known about until year end, such as the movement in depreciation noted in paragraph 3.4.3. In 2018-19, £1.3m of the variance arose at year-end.

3.7.3 Work is already underway to improve our financial management within the HRA. For 2019-20 we will focus on identifying variances from budget earlier so we have more time to manage the variances if required. This includes a detailed review of whether variances that occurred within 2018-19 will reoccur in 2019-20 and plans to profile our budgets on a monthly basis to identify underspends earlier and feed learning into the 2020-21 budget setting process.

4. SPECIAL EXPENSES

4.1 The expected final position on Special Expenses is an over spend of £7k. The budgeted contribution to Special Expenses reserves was £14k and the actual outturn was a transfer out of reserves of £5k. This movement was a result of additional £16k on approved schemes during the year. These have all been reported to the Coalville Special Expenses Working Party. Table 4 below gives further details.

Table 4 Special Expenses	Original Budget £'000	Provisional Outturn £'000	Provisional Variance £'000
Special Expenses	539	532	-7
Net Financing costs	-26	-28	-2
Contribution to Earmarked Reserves	0	28	28
Expenditure Requirement	513	532	19
Precept	463	463	0
Localisation of Council Tax Support Grant	64	64	0
Transfer from/to Reserves	-14	5	19

4.2 The opening Special Expenses Reserves Balance was £83k and following the deficit of £7k for the year less £2.7k released back from ear marked reserves in relation to the Coalville Memorial repairs, this now stands at £80k.

5. CAPITAL

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

TABLE 5 Scheme	Original Budget £'000	Prior Year c/fwd £'000	In Year			Revised Budget £'000	Provisional	
			Approvals /funding £'000	Slippage £'000	Acceler-ation £'000		Outturn £'000	Variance £'000
GENERAL FUND								
Disabled Facilities Grants	762	6	(50)	(25)	0	693	693	0
Parks, open spaces and Recreation Grounds	30	0	76	0	0	106	106	0
IT & Software (Inc Finance Review & WIFI)	573	0	(312)	(163)	0	98	68	(30)
Transport Account Vehicles	1,095	734	10	0	154	1,992	1,992	0
Leisure Centres	42	399	0	(399)	0	42	0	(42)
Car Parks (inc Ashby Health)	65	663	(100)	(25)	0	603	526	(77)
Coalville Market Provision	0	11	589	(280)	0	320	320	0
Coalville Park-Reconfigure Depot, replace building	0	104	0	0	0	104	104	0
Swannington Depot Demolition	0	35	0	0	0	35	20	(15)
Various Property Works	570	0	178	(431)	0	317	73	(244)
Marlborough Square	0	0	1,226	(1,226)	0	(0)	0	0
Memorial Clock Tower	0	120	40	(13)	0	147	147	
	3,137	2,071	1,656	(2,562)	154	4,456	4,048	(408)
SPECIAL EXPENSES								
Parks, open spaces and Recreation Grounds	50	0	1	0	0	51	51	0
	50	0	1	0	0	51	51	0
HOUSING REVENUE ACCOUNT								
Improvements and Modernisation	6,246	730	0	0	0	6,976	4,891	(2,085)
New Build	3,839	1,000	0	0	0	4,839	2,731	(2,108)
	10,085	1,730	0	0	0	11,815	7,622	(4,193)
TOTAL CAPITAL PROGRAMME	13,272	3,801	1,657	(2,562)	154	16,322	11,721	(4,601)

5.2 The General Fund capital budget was underspend by £400k compared to a revised budget of £4.5m. The main reasons for this underspend are:

5.2.1 30k savings for IT & Software as the planned move to a hosted environment for the IDOX Platform was not completed as the works were not deemed value for money;

5.2.2 £42k underspend in relation to the Leisure Services. Two schemes at Hermitage Leisure Centre totalling £32k were below the capital threshold level and the schemes were funded from revenue and there was also a £10k saving at HPLC as the planned replacement of the learner pool boiler was not completed;

- 5.2.3 £77k underspend in relation to the council's car parks. The capital programme included re-surfacing works for three of the car parks, however the car park condition survey identified that only maintenance was required and this was funded from revenue;
- 5.2.4 The Swannington Depot demolition was £15k under budget; and
- 5.2.5 £244k saving in relation to property works, as the planned extension to the Linden Way Depot to allow for 8 wheeler vehicles was no longer required.
- 5.3 The final Housing Revenue Account capital budget was under spent by £4.2m compared to the total approved budget of £11.8m. The main reasons for this under spend are:
- £2.1m of New Build expenditure has been re-profiled into future years.
 - Re-profiling of £2.0m home improvement and non-decency programme into future years.
 - Re-profiling of £0.4m for the new housing IT systems into 2019-20
 - The £0.3m budgeted contingency funding not being required.
- 5.4 These underspends were partially offset by accelerating the air source heat pump programme, which increased expenditure by £1.0m.

6. 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.
- 6.2 As part of the year end close down earmarked reserves are requested by various departments. Requests are either to carry forward existing reserves that remain unspent or to create new reserves from under spends within the current budget year if that under spend is from a budget area that aligns with the purpose of the reserve to be carried forward. These reserves are checked by the Finance team for accuracy before being presented to the S151 Officer for approval under delegated powers.
- 6.3 Additional requests for the creation of reserves that are not from a specific budget area are presented to Cabinet for approval (such as those detailed in 2.8.2 above).
- 6.4 Assuming that reserves are utilised in line with the timescales agreed as part of their approval, reserves represent an effective means of utilising surpluses and underspends and ensuring delivery of projects.
- 6.5 General Fund reserves has risen year on year since as far back as 2013 as a result of in-year underspends and the subsequent allocation of these funds to projects. During this time, there has been limited utilisation of these reserves.
- 6.6 Best practice indicates that reserves, if set aside for specific purposes, should be spent in accordance with projections. As detailed in paragraph 1.4 above, finance clinics now focus on ensuring that earmarked reserves are expended in a timely manner in line with the purposes in which they have been set aside.

6.7 Earmarked Reserves spent in 2018/19

- 6.7.1 In 2018/19, £2.8m of £9.7m existing General Fund earmarked reserves were spent, representing the highest level of reserve expenditure since 2015/16.
- 6.7.2 The Housing Revenue Account spent £252k of £617k of existing earmarked reserves and unutilised reserves have been returned to the HRA general balances as referenced in 3.7 above.

6.8 Amounts approved to be carried forward as Earmarked Reserves

- 6.8.1 For 2018/19, £8.4m of earmarked reserve requests were received by the Section 151 Officer, comprising of:
- £8.06m General Fund;
 - £164k HRA;
 - £148k Asset Protection; and
 - £24k Special Expenses.
- 6.8.2 In consultation with the Corporate Portfolio Holder and the Leader, £7.28m of these reserves have been approved as follows:
- £6.96m General Fund;
 - £146k HRA;
 - £148k Asset Protection; and
 - £24k Special Expenses.
- 6.8.3 A number of existing General Fund reserves were not requested or approved, meaning there is a further £1.1m of reserves held as unallocated (which currently includes £100k for the reserve subject to approval as part of report, referred to in paragraph 2.8.2 above), taking the total General Fund balance of Earmarked Reserves to £8.05m. Please see section 6.9 below.
- 6.8.4 As a result of greater and more robust challenge on earmarked reserves, the combined level of new reserves approved to be carried forward into 2019/20 is £8.38m. This balance now at its lowest level since 2015/16.

6.9 Unallocated reserves and further proposals for Cabinet approval

- 6.9.1 At 31 March 2019 unallocated reserves stood at £1.1m. Assuming the proposals detailed in paragraph 2.8.2 above are approved at this meeting, and that Cabinet approved an allocation of £100k to fund professional fees associated with the Belvoir Shopping Centre land disposal at its meeting on 10 June 2019, there remains £0.9m of unallocated reserves.

- 6.9.2 From this amount, it is proposed that the unallocated reserve is utilised for the following purposes:

6.9.2.1 Local Centres Frontage Improvement Scheme - £200,000

This new scheme would be aimed at improving the frontages of commercial properties in the following centres: Castle Donington; Kegworth; Ibstock; and Measham. The scheme will launch towards the end of 2019/20. There is already a Coalville Frontage Improvement Scheme in place that is due to be relaunched in July 2019.

6.9.2.2 Health and Safety Improvements - £30,000

This allocation will be used to fund improvements that the Council needs to put in place for health and safety following the recent internal audit report. Further amounts may be required in the future and it is likely that a further request for funding will be presented back to Cabinet later in the 2019/20 financial year.

6.10 Self-Sufficiency Reserve

6.10.1 The Self Sufficiency reserve which is a separately maintained reserve is now £4.19m following the transfer of £1.42m of the surplus on the General Fund for 2018/19. This means that there is now a healthy reserve available to manage the future deficit years predicted to arise from 2021 on the General Fund medium term financial plan which total £5.2m to 2024.

6.11 Other Reserves

6.11.1 The additional HRA surplus contributed to the Loan Redemption reserve means that the Council now has the full £13m of funds in place to repay maturity loans due for redemption in 2022, well ahead of the anticipated 2020 target date.

6.11.2 Both the General Fund and HRA exceed their agreed minimum level of balances.

6.11.3 Table 6 below summarises the position in respect of earmarked reserves and other reserves held by the council.

Reserve	£'m
General Fund Earmarked Reserves	8.05
Special Expenses Earmarked Reserves	0.03
Housing Revenue Account Earmarked Reserves	0.15
Asset Protection Fund	0.15
Other General Fund Reserves	0.53
General Fund General Reserves (agreed minimum balance)	1.54
Self-Sufficiency Reserve (General Fund)	4.19
HRA minimum working balance	1.27
HRA Loan Redemption Reserve	13.00
Special Expenses Reserves	0.08
S106	1.26
Other	0.02
Total Reserves	30.27

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 18 JUNE 2019

Title of Report	TREASURY MANAGEMENT STEWARDSHIP REPORT FOR 2018/19
Key Decision	a) Financial No b) 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 Head of Finance / S151 Officer 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 2018/19.
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.
Health & Safety	Not applicable
Risk Management	Borrowing and investment both carry an element of risk. This risk is mitigated through the adoption of the Treasury and Investment Strategies, compliance with the CIPFA code of Treasury Management and the retention of Treasury Management Advisors (Arlingclose) to proffer expert advice.
Equalities Impact Screening	Not Applicable
Human Rights	Not Applicable
Transformational Government	Not Applicable
Comments of Head of Paid Service	Report is satisfactory
Comments of Section 151 Officer	Report is satisfactory
Comments of Monitoring Officer	Report is satisfactory
Consultees	None

Background Papers	<p>Capital Strategy 2018/19 – Council 27 February 2018</p> <p>Treasury Management Strategy Statement 2018/19 – Council 27 February 2018</p> <p>Treasury Management Activity Report April 2018 to February 2019 – Audit and Governance 20 March 2019</p> <p>Investment Strategy – Service and Commercial 2019/20 – Council 26 February 2019</p>
Recommendations	THAT MEMBERS NOTE THE 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 In 2018/19, council approved its Capital Strategy (included in the Budget and Council Tax report) and 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 in its meeting on 27 February 2018.
- 1.4 Investing or borrowing activities expose the council 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.

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 2.3% in November 2018 before falling back to 1.9% in February 2019
 - The unemployment was 3.9% in February 2019, the lowest rate since November 1974 to January 1975.
 - The Bank of England increased the bank rate by 0.25% to 0.75% in August 2018.
 - The data from the ONS Q4 Quarterly National Accounts published on 29 March 2019, showed that the UK economy expanded by 1.4% Year-on-Year

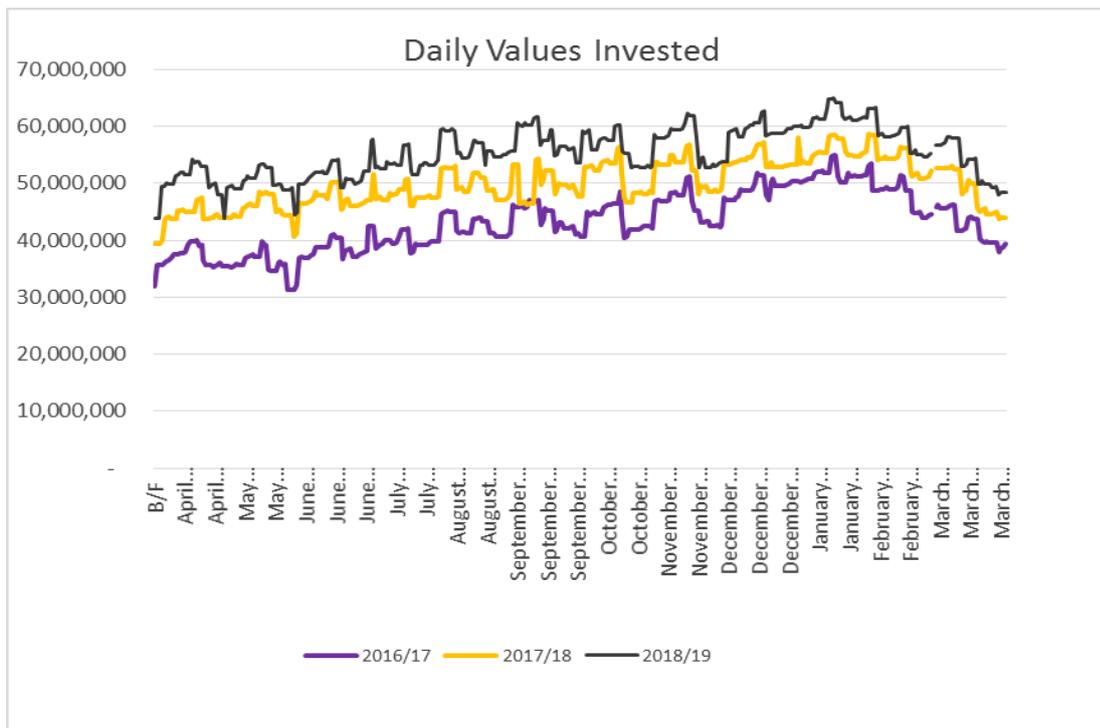
3.0 THE COUNCIL’S TREASURY POSITION.

- 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 01/04/2018 £m	Net Movement £m	Balance at 31/03/2019 £m
Long term borrowing - HRA	£73.9	-£1.1	£72.8
Long term borrowing – General Fund	£8.4	£0.0	£8.4
Other long-term liabilities - HBBC	£0.1	-£0.0	£0.1
Total Borrowing	£82.4	-£1.1	£81.3
Long term investments – greater than 1 year	£12.0	-£9.0	£3.0
Short term investments – less than 1 year	£29.3	£10.3	£39.6
Pooled funds and externally managed investments*	£2.6	£3.2	£5.8
Total Investments	£43.9	£4.5	£48.4
Net debt	£38.5	-£5.6	£32.9

*Represents investments held in Money Market Funds

- 3.2 Annual repayments on two PWLB annuity loans (totalling £1.1m) 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 2018/19, 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 2018/19, some of the highlights that have increased investment capacity are:
- sales of assets – circa £3.3m including £3.2m HRA dwellings under Right to Buy, £65k in relation to one non-Right to Buy Housing asset and £25k for a disposal of a fleet vehicles through auction;
 - MRP £0.55m, this is the amount charged to the revenue budget for repayment of debt. MRP is an accounting treatment, whereby we are providing an amount each year to repay debt created by capital expenditure;
 - increased income from various activities across the council including:
 - circa £158k from investment income;
 - £130k from Development Control fees; and
 - £56k from recycling 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 2018/19, 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 No loans matured in 2018/19 that required replacement.
- 4.3 The Borrowing Strategy identified that borrowing would not be required until 2020/21 and the council has not undertaken any new long-term borrowing during the year. Interest payments totalling £2.74m were made in respect of existing debt.
- 4.4 The council's cash flow remained positive and did not require any temporary loans during the year.
- 4.5 The council had approximately £7.1m of internal debt at 31 March 2019. 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 2018/19 is £0.55m.
- 4.7 The Housing Revenue Account is not required to make MRP charges. However, the council classes the principal repayments made in respect of the two PWLB annuity loans taken out as part of the housing self-financing in 2011/12, as MRP. In 2018/19, this repayment was £1.1m.

5.0 DEBT RESCHEDULING ACTIVITY.

- 5.1 The council's Debt Rescheduling Strategy 2018/19, 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.

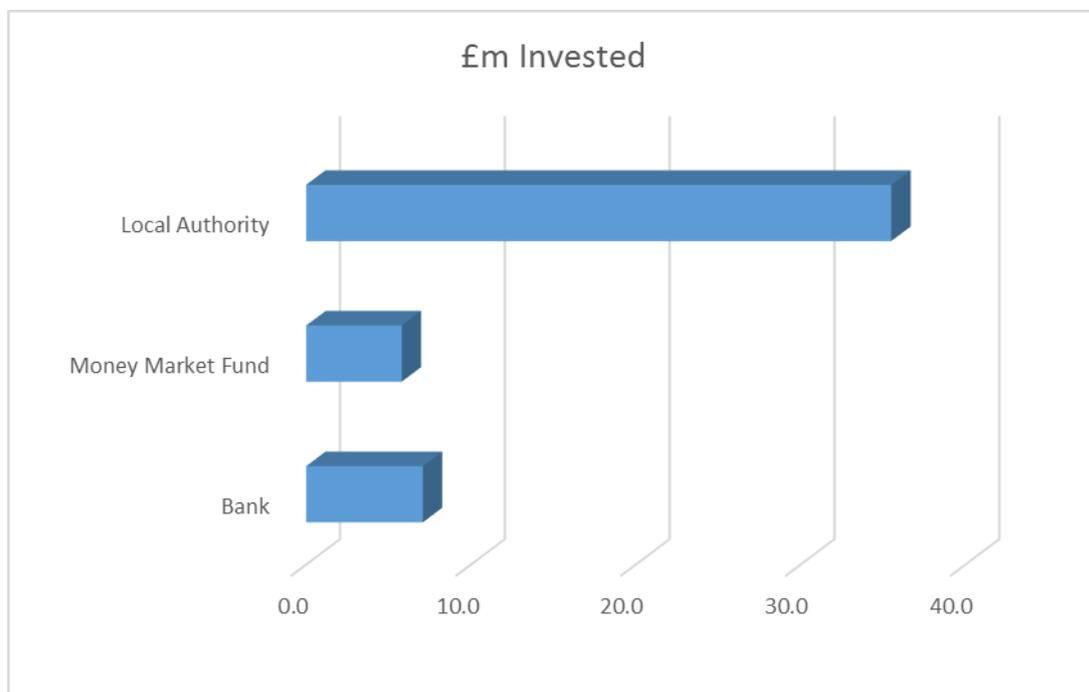
6.0 TREASURY MANAGEMENT INVESTMENT ACTIVITY.

6.1 The main objective of the council's Investment Policy and Strategy 2018/19 is to invest its surplus funds prudently.

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

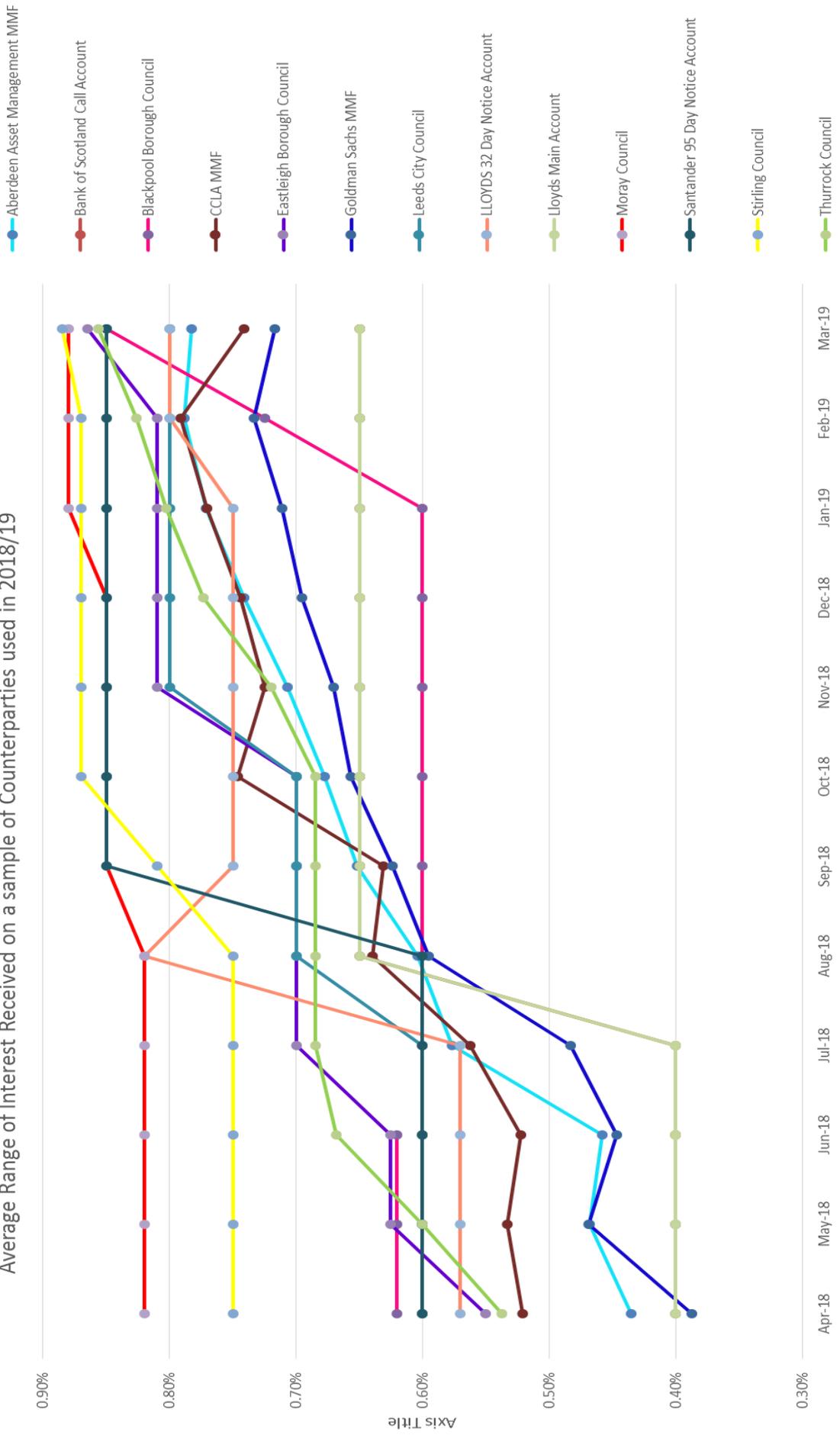
- **Security** of the invested capital;
- sufficient **Liquidity** to permit investments; and,
- **Optimum Yield** which is commensurate with security and liquidity.

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 2019.

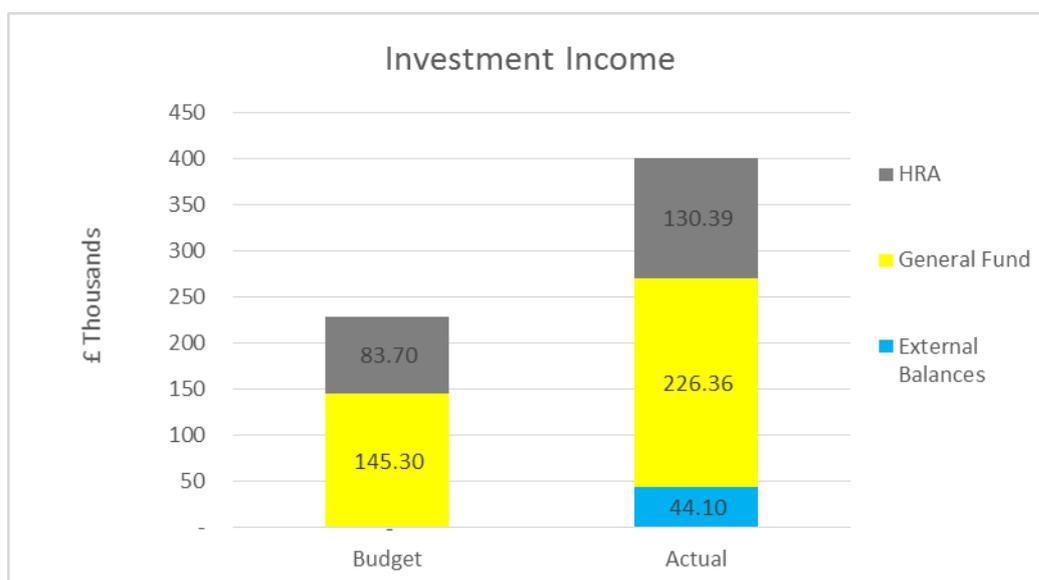


- 6.4 The counterparties that the council currently use all meet the criteria set out in the Treasury Management Strategy Statement 2018/19 and are monitored by the Treasury Management Advisors. A detailed list of the counterparties used and amounts currently invested can be seen in Appendix B.
- 6.5 The average rate of return on the council's investment balances for the year was 0.71%. For comparison purposes, the benchmark return (average 7-day London Interbank Bid Rate or LIBID rate) on 29 March 2019 was 0.51% and the average 7 day London Interbank Offered Rate (LIBOR) rate was 0.63%. 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 0.71% has been achieved. The graph below shows the average rate over a sample of counterparties to illustrate the range and movement of interest rates over the year.

Average Range of Interest Received on a sample of Counterparties used in 2018/19



- 6.7 The council budgeted to achieve £229,000 of income from its investment activity in 2018/19 of which £145,300 is applied to General Fund and £83,700 to Housing Revenue Account. Investment activity for the year achieved £400,852 in interest.
- 6.8 Of the income achieved, 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. The amount to be applied is £44,104. This is not budgeted for as S106 contributions are only achieved when specific conditions are met and are anticipated to be spent.
- 6.9 The remaining balance of £356,748 is apportioned between the General Fund, which will receive £226,356; and Housing Revenue Account which will receive £130,392.
- 6.10 The budgeted and projected levels of investment income is represented in the table below.



- 6.11 There were two breaches of investment limits in the year reported to Audit and Governance committee on 20 March 2019.
- 6.12 On 31 December 2018 the limit was breached by circa £143,000 due to income being processed earlier than it should have been. This was a banking day but the offices were closed. On 15 January 2019, the limit was breached by circa £90,000 due to a large S106 payment made to us by cheque which cleared overnight. These events were not something the council could have taken action to avoid.

7.0 NON-TREASURY INVESTMENT ACTIVITY

- 7.1 The definition of investments in CIPFA's revised Treasury Management Code now covers all the financial assets of the Authority as well as other non-financial assets which the Authority holds primarily for financial return. This is replicated in MHCLG's Investment Guidance, in which the definition of investments is further broadened to also include all such assets held partially for financial return.
- 7.2 The following list represents the council's current investments in this area.

Property or Type	Value at 31 Mar 2018	Reason held
Industrial Units	£6.5m	To support the local economy and to generate profits to supplement council expenditure
Markets	£1.5m	Any profit supplements council expenditure
Land	£4.6m	Future economic benefit

7.3 More detailed information can be found in the “Investment Strategy – Service and Commercial” which was presented to Council on 26 February 2019.

7.4 From 2019/20, regular reports on non-treasury investment activity will be presented to Cabinet and/or Audit and Governance Committee.

8.0 SUMMARY

8.1 For the financial year 2018/19, 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.

8.2 The council can confirm that during the financial year, other than the breach of prescribed limit detailed in paragraph 6.12, it has complied with its Treasury Management Practices.

Economic information provided by Treasury Management Advisors

External Context *(based on data as at 08/04/19)*

Economic commentary

Economic background: After spiking at over \$85/barrel in October 2018, oil prices fell back sharply by the end of the year, declining to just over \$50 in late December before steadily climbing toward \$70 in April 2019. UK Consumer Price Inflation (CPI) for February 2019 was up 1.9% year/year, just above the consensus forecast but broadly in line with the Bank of England's February Inflation Report. The most recent labour market data for the three months to January 2019 showed the unemployment rate fell to a new low 3.9% while the employment rate of 76.1% was the highest on record. The 3-month average annual growth rate for pay excluding bonuses was 3.4% as wages continue to rise steadily and provide some upward pressure on general inflation. Once adjusted for inflation, real wages were up 1.4%.

After rising to 0.6% in the third calendar quarter from 0.4% in the second, fourth quarter economic growth slowed to 0.2% as weaker expansion in production, construction and services dragged on overall activity. Annual GDP growth at 1.4% continues to remain below trend. Following the Bank of England's decision to increase Bank Rate to 0.75% in August, no changes to monetary policy have been made since.

The US Federal Reserve continued its tightening bias throughout 2018, pushing rates to the 2.25%-2.50% range in December. However, a recent softening in US data caused the Fed to signal a pause in hiking interest rates at the last Federal Open Market Committee (FOMC) meeting in March.

With the 29th March 2019, the original EU 'exit day' now been and gone, having failed to pass a number of meaningful votes in Parliament, including voting down Theresa May's deal for the third time, MPs voted by a majority of one (313 to 312) to force the prime minister to ask for an extension to the Brexit process beyond 12th April in order to avoid a no-deal scenario. Recent talks between the Conservative and Labour parties to try to reach common ground on a deal which may pass a vote by MPs have yet to yield any positive results. The EU must grant any extension and its leaders have been clear that the terms of the deal are not up for further negotiation. The ongoing uncertainty continues to weigh on sterling and UK markets.

While the domestic focus has been on Brexit's potential impact on the UK economy, globally the first quarter of 2019 has been overshadowed by a gathering level of broader based economic uncertainty. The US continues to be set on a path of protectionist trade policies and tensions with China in particular, but with the potential for this to spill over into wider trade relationships, most notably with EU. The EU itself appeared to be show signs

of a rapid slowdown in economic growth with the major engines of its economy, Germany and France, both suffering misfires from downturns in manufacturing alongside continued domestic/populist unrest in France. The International Monetary Fund downgraded its forecasts for global economic growth in 2019 and beyond as a consequence.

Financial markets: December was a month to forget in terms of performance of riskier asset classes, most notably equities. The FTSE 100 (a good indicator of global corporate sentiment) returned -8.8% assuming dividends were reinvested; in pure price terms it fell around 13%. However, since the beginning of 2019 markets have rallied, and the FTSE 100 and FTSE All share indices were both around 10% higher than at the end of 2018.

Gilt yields continued to display significant volatility over the period on the back of ongoing economic and political uncertainty in the UK and Europe. After rising in October, gilts regained their safe-haven status throughout December and into the New Year - the 5-year benchmark gilt yield fell as low as 0.80% and there were similar falls in the 10-year and 20-year gilts over the same period dropping from 1.73% to 1.08% and from 1.90% to 1.55%. The increase in Bank Rate pushed up money markets rates over the year and 1-month, 3-month and 12-month LIBID (London Interbank Bid) rates averaged 0.53%, 0.67% and 0.94% respectively over the period.

Recent activity in the bond markets and PWLB interest rates highlight that weaker economic growth is not just a UK phenomenon but a global risk. During March the US yield curve inverted (10-year Treasury yields were lower than US 3 month money market rates) and German 10-year Bund yields turned negative. The drivers are a significant shift in global economic growth prospects and subsequent official interest rate expectations given its impact on inflation expectations. Further to this is world trade growth which collapsed at the end of 2018 falling by 1.8% year-on-year. A large proportion of this downturn in trade can be ascribed to the ongoing trade tensions between the US and China which despite some moderation in January does suggest that the International Monetary Fund's (IMF) and Organisation for Economic Co-Operation & Development's (OECD) forecasts for global growth in 2019 of 3.5% might need to be revised downwards.

Credit background: Credit Default Swap (CDS) spreads drifted up towards the end of 2018 on the back of Brexit uncertainty before declining again in 2019 and continuing to remain low in historical terms. After hitting around 129 basis points in December 2018, the spread on non-ringfenced bank NatWest Markets plc fell back to around 96bps at the end of March, while for the ringfenced entity, National Westminster Bank plc, the CDS spread held relatively steady around 40bps. The other main UK banks, as yet not separated into ringfenced and non-ringfenced from a CDS perspective, traded between 33 and 79bps at the end of the period.

The ringfencing of the big four UK banks (Barclays, Bank of Scotland/Lloyds, HSBC and RBS/Natwest Bank plc) transferred their business lines into retail (ringfenced) and investment banking (non-ringfenced) entities.

In February, Fitch put the UK AA sovereign long-term rating on Rating Watch Negative as a result of Brexit uncertainty, following this move with the same treatment for UK banks and a number of government-related entities.

There were minimal other credit rating changes during the period. Moody's revised the outlook on Santander UK to positive from stable to reflect the bank's expected issuance plans which will provide additional protection for the its senior unsecured debt and deposits.

Appendix B

Counterparty	Length	From	To	Amount	Rate
Bank of Scotland	Overnight	31/03/19	01/04/19	1,295,000.00	0.65%
Barclays Treasury Direct Facility	92	07/03/19	07/06/19	1,500,000.00	0.68%
Blackpool Borough Council	181	06/02/19	06/08/19	2,000,000.00	0.85%
Broxtowe Borough Council	181	01/02/19	01/08/19	1,000,000.00	0.92%
CCLA MMF	Overnight	31/03/19	01/04/19	1,000,000.00	0.74%
Close Brothers Ltd	185	29/03/19	30/09/19	1,000,000.00	1.10%
Conwy County Borough Council	181	28/02/19	28/08/19	2,000,000.00	0.90%
Eastleigh Borough Council	165	15/11/18	29/04/19	1,000,000.00	0.83%
Eastleigh Borough Council	315	07/11/18	18/09/19	2,000,000.00	0.90%
Federated Investors MMF	Overnight	31/03/19	01/04/19	3,000,000.00	0.79%
Goldman Sachs MMF	Overnight	31/03/19	01/04/19	1,800,000.00	0.72%
Highland Council	269	26/02/19	22/11/19	2,000,000.00	1.05%
Kingston-upon-Hull City Council	183	26/11/18	28/05/19	1,500,000.00	0.90%
Kingston-upon-Hull City Council	112	19/12/18	10/04/19	2,500,000.00	0.90%
Leeds City Council	247	22/08/18	26/04/19	2,000,000.00	0.80%
Liverpool City Council	182	11/02/19	12/08/19	2,000,000.00	0.90%
Lloyds Bank Fixed Term Deposit	182	19/11/18	20/05/19	1,500,000.00	0.90%
Lloyds Main	Overnight	31/03/19	01/04/19	42,474.91	0.65%
Lloyds Notice Account	32 days	31/03/19	02/05/19	250,000.00	0.80%
Northumberland County Council	1096	03/04/17	03/04/20	3,000,000.00	0.99%
Santander Notice Account	95 days	31/03/19	04/07/19	1,495,000.00	0.85%
Slough Borough Council	183	28/02/19	30/08/19	2,500,000.00	0.98%
Slough Borough Council	306	29/03/19	29/01/20	2,000,000.00	1.00%
Stirling Council	254	17/09/18	29/05/19	1,500,000.00	0.87%
Stirling Council	91	29/03/19	28/06/19	1,000,000.00	0.90%
Surrey Heath Borough Council	181	15/11/18	15/05/19	1,000,000.00	0.95%
Thurrock Council	288	18/06/18	02/04/19	1,000,000.00	0.66%
Thurrock Council	191	19/11/18	29/05/19	1,000,000.00	0.86%
Thurrock Council	181	15/01/19	15/07/19	1,000,000.00	0.89%
Thurrock Council	181	08/02/19	08/08/19	1,000,000.00	0.92%
Thurrock Council	184	20/03/19	20/09/19	1,000,000.00	0.95%
Uttlesford District Council	185	21/01/19	25/07/19	1,500,000.00	0.92%
Total				48,382,474.91	

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 18 JUNE 2019**

Title of report	ENVIRONMENTAL HEALTH - FOOD SAFETY SERVICE DELIVERY PLAN 2019/20
Key Decision	a) Financial Yes b) Community Yes
Contacts	Councillor Andrew Woodman 07932 758555 andrew.woodman@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 2019/20 as required by the Food Standards Agency. To inform Members of the performance against the 2018/19 service delivery plan.
Reason for Decision	To approve the content of the Food Safety Service Delivery Plan 2019/20 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 2019/20
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 Screening 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 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 2019/20 APPENDED TO THIS REPORT BE APPROVED (2) THAT THE PERFORMANCE AND ACHIEVEMENTS IN 2018/19 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 2019/20 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 2019/20 PLAN

The focus of work will be in the following areas:

- A programme of 476 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 2019 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 884 food businesses registered within our district, 714 of which are covered within the scope of the national food hygiene rating scheme. 688 of the 714 (96.4%) 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:

Food Hygiene Rating	Number of food establishments
0 – Urgent improvement necessary	1
1 – Major improvement necessary	11
2 – Improvement necessary	14
3 – Generally satisfactory	48
4 – Good	99
5 – Very Good	541

4.2 The following targets have been set:

Indicator	Annual Target 19/20
Number of regulatory support visits made to food establishments identified as showing potential to grow	20
Number of food establishments improving hygiene standards by moving from 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme to a 3,4 or 5	15
Number of support visits made to smaller food establishments and start-ups	200
Percentage of programmed high risk (risk category A,B and C) inspections achieved	100

5.0 SUCCESSES AND ACHIEVEMENTS IN 2018/19

Key successes in 2018/19 included:

- 96.4% of establishments that have received a hygiene rating have achieved a rating of 3 (Generally satisfactory) or higher (Good, Very Good).
- The number of establishments requiring urgent improvement (rated 0) fell from 3 to 1 during 2018/19.
- The number of establishments demonstrating very good hygiene standards (rated 5) increased from 520 to 541 during 2018/19.
- 100% of planned inspections to high and medium risk (category A,B,C,D) food establishments were delivered.

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 through the creation of a shared post. An appointment to the Primary Authority post was made in January 2018 with the post holder starting in March. A new food safety management system has been developed during 2018 and is now being used in all of the outlets nationally.

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 just over 96% over the past 7 years.

	April 2013	April 2014	April 2015	April 2016	April 2017	April 2018	April 2019
Number of establishments within scheme	695	719	764	737	704	697	714
Number rated 3 or higher	620	663	718	712	674	675	688
Number rated 0, 1 and 2	75	56	46	25	30	22	26
Percentage rated 3 or higher	89%	92%	94%	96.6%	95.7%	96.8%	96.4%
Percentage rated 0, 1 and 2	11%	8%	6%	3.4%	4.3%	3.2%	3.6%

This page is intentionally left blank

FOOD SAFETY
ENVIRONMENTAL HEALTH
SERVICE DELIVERY PLAN 2019-20



As Required By the Food Standards Agency

FOOD SAFETY SERVICE DELIVERY PLAN 2019-2020

CONTENTS

	PAGE No
1. INTRODUCTION	2
2. AIM AND OBJECTIVES OF THE SERVICE	2
3. BACKGROUND	4
4. SERVICE DELIVERY	6
5. RESOURCES	14
6. QUALITY ASSESSMENT	15
7. COMMUNICATION	16
8. REVIEW 2018/2019	17
Appendix 1- Leicester, Leicestershire and Rutland CIEH Technical Group Sampling Programme 2019-2020	23
Appendix 2- Environmental Health Team Structure Chart	24

FOOD SAFETY SERVICE DELIVERY PLAN 2019-2020

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 2019/20.

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 19/20
Number of regulatory support visits made to food establishments identified as showing potential to grow	20
Number of food establishments improving hygiene standards by moving from 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme to a 3,4 or 5	15
Number of support visits made to smaller food establishments and start-ups	200

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
- IUU – catch certificates

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
- Imported food enquiries – request for advice
- 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
Environmental Health Officers (3 FTE)
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 Patrik Vazan 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 884 food establishments known to the team in the district. These comprise of:

37	Manufacturers
22	Distribution / Importer / Exporter
171	Retailers
654	Caterers

Of these there are 3 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 2019 the profile of premises within the district was:

Category	Number	Intervention Frequency
A (high risk)	5	At least every 6 months
B (high risk)	36	At least every 12 months
C (medium risk)	155	At least every 18 months
D (medium risk)	338	At least every 2 years
E (low risk)	313	A programme of alternative enforcement strategies at least every 3 years
Unrated	37	
Total registered food establishments	884	
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 2019/2020

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 2019/2020 is as follows:

Risk Category	Inspections due 2019/2020	Carried forward from 2018/19 programme	Total Programmed 2019/2020
A	10 (5 establishments)	0	10
B	36	0	36
C	95	0	95
D	144	0	144
E	97	5	102
Unrated	37	0	37
Importers	52	0	52

(non food)			
Total	471	5	476

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 compliant' 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 compliant' with food hygiene law. At this point interventions will cease. Each establishment will then receive a full or partial inspection to determine if they have maintained their broadly compliant standard. Consideration will be given to the service of hygiene improvement notices where a business fails to secure improvements following structured, regular support and guidance.

The success of the project will be evaluated by the number of establishments that improving their food hygiene rating from 0,1 or 2 to at least a 3.

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 approximately 30.

4.3 Primary Authority

Council Policy: **“to have regard to the Primary Authority Scheme”**.

Council Policy: **“to have regard to the information (national inspection plans and approved assured advice) provided on the Primary Authority 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 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 2019/20 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 2019/20

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 2019/20

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

Risk assessments of all 6 supplies will be carried out

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.

Should the UK leave the EU the demand for export health certificates may increase.

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 twice a year.

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. Should the UK leave the EU without a deal the number of consignments inspected may increase

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.

Should the UK leave the EU the demand for catch certificates may increase.

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.

Based on previous year's figures the team is likely to process approximately 10 consignments.

Should the UK leave the EU without a deal the number of consignments inspected may increase

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.

Regular communication with Border Force is in place.

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 **Food Hygiene Award 2019**

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.

4.13 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.

4.14 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 £314,708. 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 holder undertakes food safety work and also carries out duties under the Health and Safety at Work etc. Act 1974. The post holder is fully authorised under the Food Safety and Hygiene (England) Regulations 2013. Food related work = 0.7 FTE (Imported foods= 0.05FTE)

Environmental Health Officer (Part time) – The post is currently vacant. The work is currently being undertaken by a temporary Environmental Health Officer.

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 2018/2019

8.1 Review against the Service Plan

The figures detailed below relate to data retrieved from the premises database on April 1st 2019.

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 2019 is used to determine the percentage of those inspections completed.

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

Risk Category	Total Interventions Programmed 2018/19	Remaining at end of year	% of due interventions achieved
A	8	0	100
B	32	0	100
C	93	0	100
D	164	0	100
Unrated	34	0	100
Non food importers	52	0	100
TOTAL	383	0	100%

8.1.2 Support Programme – Business Growth

A programme of support was delivered to 20 food establishments all of which were identified as potential for business growth. Face to face visits were made by both Environmental Health and Business Focus (Economic Development) teams.

8.1.3 Food Hygiene Service Requests

	2015/16	2016/17	2017/18	2018/19
Food Hygiene Service Requests including drainage	44	19	13	61
Regarding problems with pests and rubbish	5	3	3	4
Total	49	22	16	65

8.1.4 Food Complaints

	2015/16	2016/17	2017/18	2018/19
Foreign bodies in food	7	4	2	13
Mouldy foods	2	1	3	2
Chemical issues	0	1	0	1
Labelling of food	1	1	0	2
Total	10	7	5	18

8.1.5 Home Authority Principle

	2015/16	2016/17	2017/18	2018/19
Food Complaints – Home / Originating Authority	2	1	0	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.

	2015/16	2016/17	2017/18	2018/19
Requests for food safety advice	31	12	19	45

8.1.7 Sampling

	2015/16	2016/17	2017/18	2018/19
Food Samples - Total	151	43	1	10
Food Samples - % unsatisfactory (number)	51% (77) *	40% (17)	0	10% (1)
Environmental Samples - Total	93	8	34	9
Environmental Samples - % unsatisfactory (number)	48% (45) *	50% (4)	29% (10)	78% (7)
Private Water Supply Samples - Total	13	21	17	25
Private Water Supply Samples - % unsatisfactory	44% (4)	28% (6)	35% (6)	60% (15)
Large Public Event Samples - Total	22	42	0	13
Large Public Event - % unsatisfactory	0	2% (1)	0	0

* 2015/16 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

	2015/16	2016/17	2017/18	2018/19
Reported suspected food poisoning cases	16	15	4	37
Infectious Disease notifications	118	117	115	69
Most common disease and number	Campylo bacter - 69	Campylo bacter - 79	Campylo bacter - 83	Campylo bacter - 36

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.

	2015/16	2016/17	2017/18	2018/19
Allergy Alerts	-	-	-	120
Food Alerts	79	77	47	80

8.1.10 Border Inspection Post

Year	Enquiries received	Catch (exemption) Certificates Issued	Total consignments CVED	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
2018/19	61	251	33	3	30	12	40

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
2018/19	7	Tea - China	7

8.1.12 Surveillance of flight manifests

A risk based programme of surveillance was carried out in 2018/19 to identify any foodstuffs subject to import controls. 12 flight manifests were checked, focussing on flights direct from or transiting through 3rd Countries. Two carriers and flights were targeted.

Although commercial food consignments were identified on manifests, 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
2018/19	122	5

8.1.14 Liaison with Other Organisations

During 2018/19 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 139 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. 134 of 139 scheduled interventions were completed.

Further attempts will be made to assess compliance at the remaining 6 low risk establishments during 19/20.

Food Safety Week

Food Safety Week took place from 4th - 10th June 2018 and focussed on raising awareness and understanding of the work Environmental Health teams do across England, Wales and Northern Ireland.

The campaign centred around *The People Who Protect Your Plate* - a theme which celebrates the work we do and how that impacts consumers and their plates.

Using the campaign hashtag **#ProtectingYourPlate** we used social media to raise awareness of the national food hygiene rating scheme and to tell the story of the work carried out to ensure the Download music festival is a safe event.

National Food Hygiene Rating Scheme

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

8.2 Staffing Allocation

A part time (21.75hrs) EHO post was vacant for the whole 12 month period. A temporary EHO was appointed and covered 8 of the 12 month period.

8.3 Food Hygiene training Undertaken by Staff

Food safety update
 FSA consistency exercise
 Food detention and seizure
 Border Inspection Post / Port Health procedures
 Public Health England Symposium
 Private Water Supplies
 Severn Trent Water health liaison
 Listeria
 Food Poisoning Outbreaks
 Shelf Life Testing
 STEC and E.coli Workshop
 IUU Regulations
 Vacuum Packing and Sous Vide – Module 1,2,3

8.4 Enforcement Actions Taken

Warning letters were sent to Business Operators	146
Hygiene Improvement Notices were served	9 (5 establishments)
Prohibition related notices	0
Seizure of food notices	0
Detention / Remedial Action Notices	1
Enforcement Notices (Regulation 20) under The Trade and Related Animal Product Regulations – Fail Veterinary checks at BIP	8
Enforcement Notices (Regulation 32(6)) under The Trade and Related Animal Product Regulations – Introduced in	4

breach of regulations	
Regulation 32 Notices under Official Feed and Food Controls (England) Regulations	0
Cautions for offences under food hygiene legislation	1
Conviction for offences under food hygiene legislation	0
Prohibition of Person from managing a food business	0

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 support was delivered to over 450 food establishments. All relevant food establishments have been rated using the National Food Hygiene Rating Scheme.

96.4% of establishments that have received a hygiene rating have achieved a rating of 3 (Generally satisfactory) or higher (Good, Very Good), a reduction of 0.4% compared with the previous year.

The number of establishments requiring improvement (rated 0,1 and 2) increased from 22 to 26 during 2018/19.

Performance Targets:

Indicator	Target	Actual
Number of businesses in receipt of face to face support from both Environmental Health and Business Focus	20	20
Number of food establishments rated 0, 1 or 2 (non-compliant) using the national food hygiene rating scheme	Less than 25	26

8.6 Issues for 2019/20

- Building on the successes of the previous programmes, to undertake an enhanced support programme targeting a number of the 26 non compliant food establishments
- To provide co-ordinated support with the Business Focus team targeting food establishments showing the potential to grow
- 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
- To introduce and promote the digital food registration process developed by the Food Standards Agency

National and Regional Studies 2019-20 Planning Chart

Testing at London and Porton FWE Laboratories

Year	2019-20											
National Surveys												
Months of sampling:	A	M	J	J	A	S	O	N	D	J	F	M
66 – frozen fruit and vegetables												
67 – Vacuum/MAP-packed RTE foods												
68 – EU exit study – details to be confirmed												
69 – reactive study												
Regional Surveys												
Reusable Plastic containers - focus on small independent restaurants and takeaways												
Ice and ice machines												
Salad and garnish (restaurants and takeaways)												
Scoop ice cream												
Terrines, pates and parfaits locally prepared												

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 18 JUNE 2019

Title of report	BUSINESS RATE PILOT PROJECTS - FINANCIAL SUSTAINABILITY AND INFRASTRUCTURE
Key Decision	<p>a) Financial Yes</p> <p>b) Community Yes</p>
Contacts	<p>Councillor Nicholas 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 Tel: 01530 454707 tracy.bingham@nwleicestershire.gov.uk</p>
Purpose of report	To seek Cabinet approval of the allocation of additional Business Rates income due to the Council as a result of taking part in a pilot of 75% Business Rate Retention
Reason for decision	Cabinet approval of allocation of funds required
Council priorities	Supporting Coalville to be a more vibrant, family friendly town. Our communities are safe, healthy and connected.
<p>Implications:</p> <p>Financial/Staff</p> <p>Health and Safety</p> <p>Risk Management</p> <p>Equalities Impact Screening</p> <p>Human Rights</p>	<p>The funding is already built into the 2019/20 base budget. Revised forecasts to the total amount anticipated will be forecast and reported as part of Q1 performance reporting.</p> <p>None.</p> <p>The pilot provides opportunities for retaining more of the increased income from business growth within Leicestershire. There is a risk that undertaking the pilot will be less robust than the current pool arrangements in place if there is a need to call upon safety net payments and there are insufficient resources in the Pool.</p> <p>None.</p> <p>None.</p>

Transformational Government	Proposals include funding allocation for Customer Services that seek to transform the way in which customers interact with the Council.
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Deputy Monitoring Officer	The report is satisfactory
Consultees	Strategy Group 7 June 2019
Background papers	Cabinet 18 September 2018
Recommendations	THAT CABINET APPROVE THE ALLOCATION OF THE FORECAST £597,000 BUSINESS RATES FUNDING TO PROJECTS AS SET OUT IN THE REPORT

1.0 BACKGROUND

- 1.1 The current 50% Business Rates Retention system has been in place since April 2013. The level of business rates yield has a direct impact on the council's funding, with both the risks and rewards of business rate growth and contraction currently being shared between central Government, the County Council and Leicestershire Fire and Rescue, with 40% being retained by NWLDC which is then subject to a tariff and further adjustments.
- 1.2 To manage downside risk and maximise the potential amount of business rates that are retained within Leicestershire, all of its councils have entered into a business rates pooling arrangement where a percentage of business rates collected by each council goes into a pool. The financial surplus or deficit is shared between the councils and a proportion of the surplus is distributed to the Leicester and Leicestershire Enterprise Partnership (LLEP).
- 1.3 The Government had previously announced its former intentions surrounding the implementation of 100% business rates retention and launched number of pilots across the UK in 2017 and 2018. The pilot authorities forego Revenue Support Grant and (if applicable) Rural Services Delivery Grant and have their business rates "top-ups" or "tariffs" adjusted to ensure that the value of the additional retained business rates is matched by the value of the grants foregone, plus the change in tariffs and top-ups. In December 2017 the Government announced a new commitment to increase the level of business rates retained by local government to 75% (instead of 100%) in April 2020.
- 1.4 In 2018 the Council was successful in its bid along with all other Local Authorities across Leicestershire to take part in the 2019/20 75% Business Rate Retention Pilot. At the time of developing the 2019/20 budget, the total additional amount to be retained in Leicestershire was estimated to be £13.8m. Since then, each partner Council has forecast their forthcoming business rate income and the revised estimate is now £14.6m.

- 1.5 Allocation principles between the County, Leicestershire Fire and Rescue Service, City and all Districts was agreed prior to submission of the bid and NWLDC Cabinet considered this at its meeting on 18 September 2018.
- 1.6 Agreement over allocations between District Council's in respect of the District element of funding did not reach a conclusion until after the setting of the Council's 2019/20 General Fund budget. As a result the Council included an assumption of £550k additional funding and a corresponding expenditure line of £550k for spending the funds in line with the bid principles of 'financial sustainability' and 'infrastructure'.
- 1.7 The Council's additional allocation was subsequently agreed by District Chief Executives at their meeting on 11 April and stands at £597k. Now that the forecast additional rates is in the region of £14.6m, the Council could see the allocation increase however this is yet to be confirmed.
- 1.8 This report seeks approval in respect of the funding of suitable projects.

2.0 **PROPOSED FUNDING ALLOCATION**

- 2.1 The following projects are presented to Cabinet for approval:

2.1.1 **Marlborough Square – £517k of £597k allocation or remaining balance available**

In July 2018 Cabinet allocated funds to this project totalling £1.586m to fund the redesign of Marlborough Square as follows:

- £1.1 million through surpluses achieved on the General Fund achieved in 2016/17
- £486k from an earmarked reserve for acquiring and redeveloping assets in Coalville to ensure available funding in place for the scheme until such time that a LLEP funding bid for £340k was approved
- £60k from the Local Business Fund

Since that date, the Council has been notified of the successful bid for £340k by the LLEP and therefore £340k of the earmarked reserve will not be utilised since the July 2018 Cabinet decision was not made on the basis of being retained in addition to the LLEP funding. Expenditure of £420k has also been incurred to date. The current working budget for the scheme is now therefore £1.226m.

Subject to an imminent cost assessment it is proposed to seek tenders and report to Cabinet in December 2019 with a planned February 2020 scheme construction start. Given that there is now the requirement to ensure connectivity with the Belvoir Shopping in order to further the regeneration of Coalville Town Centre, it is anticipated that a budget of £2m will be required to deliver the scheme. However, further work is ongoing in assessing the likely costs of the scheme and a further report will be presented in due course.

If the working budget for this scheme is to be assumed to be £2m, then an additional £774k is required. In allocating £517k currently available, a shortfall of £257k remains.

Given the forecast increase in additional rates, it is likely that the council will receive an increase and therefore it is proposed that Cabinet agree to allocate the balance of the allocation after the funding the remaining projects outlined below.

It is unlikely that this allocation will be spent in 2019/20 and it is therefore expected that if not all, then a significant amount of this allocation will be carried forward into 2020/21.

2.1.2 Green transport alternatives feasibility study - £50k

This funding will be utilised to support research and viability studies into expanding the transport infrastructure in the district of greener, non-car alternatives.

2.1.3 Digital Customer Services £15k

£10k of this allocation would support the provision of a self-service space within the Customer Service Centre, which enables customers to self-serve with the benefit of assistance from Council staff. The devices would enable access to a wide compliment of public sector services and advice agencies, such as Local Government, Police, NHS, DWP, CAB etc.

The remaining £5k of this allocation would be for Customer Services to pilot mobile technology, in the form of tablet or slate devices that enable a more informal kind of customer interaction.

This allocation will be fully spent in 2019/20.

2.1.4 Homelessness - £15k

Housing Choices will partner with Action Homeless to make 2 Homeless Prevention beds available to the Council to accommodate single people requiring accommodation as a result of the homelessness reduction act with appropriate support together with access to an additional 75 nights of emergency short term accommodation to support out of hours referrals and other emergency situations.

3.0 FINANCIAL IMPLICATIONS

- 3.1 There is no financial impact as such due to equal amounts of funding and expenditure being included in the budget framework for 2019/20. Forecasts will be increased from £550k to £597k as part of Quarter 1 budget monitoring. As detailed in 1.7 above, now that the total forecast additional rates are higher than anticipated, it is expected that the council will receive a higher allocation and as such, the forecast in the council's accounts will be revised once this is known.
- 3.2 Given the fluid and often volatile nature of forecasting business rates, it is likely that the forecast additional amounts will vary over the 2019/20 financial year. Further revisions in

forecast income will be reported via the quarterly performance reports presented to Cabinet.

- 3.3 As projects are being agreed part way through the 2019/20 financial year, it is likely that not all projects will not be fully implemented by March 2020. Therefore it is anticipated that some level of funds will be requested to be carried forward as an earmarked reserve into the 2020/21 financial year.

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 18 JUNE 2019**

Title of report	SHOP FRONTS AND ADVERTISEMENTS SPD: ADOPTION
Key Decision	a) Financial No b) Community Yes
Contacts	Councillor Robert Ashman 01530 273762 robert.ashman@nwleicestershire.gov.uk Strategic Director of Place 01530 454555 james.arnold@nwleicestershire.gov.uk Interim Head of Planning and Infrastructure 01530 454668 chris.elston@nwleicestershire.gov.uk
Purpose of report	a) To consider responses to the recent public consultation and b) To adopt the Shop Fronts and Advertisements supplementary planning document as revised ('the revised SPD').
Reason for decision	Adoption of the revised SPD would support the aims of the Council Delivery Plan relating to sustainable development and growth and people feeling proud of their homes and communities.
Council priorities	Business and Jobs Adoption of the revised SPD would contribute toward achieving the Council's aim of supporting sustainable development and growth. Homes and Communities Adoption of the revised SPD would contribute toward achieving the Council's aim of people feeling proud of their homes and communities.
Implications:	
Financial/Staff	Not applicable.
Health and Safety	Not applicable.
Risk Management	Not applicable.

Equalities Impact Screening	The revised SPD would have a neutral impact on groups with protected characteristics; see appendix 4.
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	Public consultation was carried out between 25 April and 13 June 2018, as detailed in section 3 of the report below.
Background papers	Draft shop fronts and advertisements SPD ('the draft SPD') Existing shop front planning guidance (2007) www.nwleics.gov.uk/shop_front_SPD
Recommendations	IT IS RECOMMENDED THAT CABINET ADOPTS THE REVISED SPD.

1 INTRODUCTION

- 1.1 In most instances the installation or alteration of a shop front would require Planning Permission. In some instances the installation of advertisements on business premises would require Advertisement Consent. The revised SPD would guide the District Council in determining relevant applications for Planning Permission or Advertisement Consent.
- 1.2 The revised SPD would supplement national and local planning policies relating to the conservation and enhancement of the historic environment, the design of new development generally and the design of shop fronts specifically. These policies comprise chapters 12 and 16 of the *National planning policy framework* (2019) and policies HE1 and HE2 of the *NW Leicestershire Local Plan* (2017).
- 1.3 In 2007 the District Council published informal guidance on 'traditional shop fronts and signage'. In 2018 officers prepared the draft SPD for the purposes of public consultation.

2 CONSULTATIONS

- 2.1 Between 25 April and 13 June 2018 the following people and organisations were consulted on the draft SPD:

- District councillors;
- Town and parish councils;
- Ashby Civic Society and
- Thirteen local history societies and museums.

3 CONSULTATION RESPONSES

- 3.1 Eleven consultation responses were received. Appendix 1 records these consultation responses and explains how the revised SPD has taken account of these responses.
- 3.2 The draft SPD received general support from three parish councils, a parish councillor, two members of the public and the Ashby Civic Society.
- 3.3 Ashby Civic Society, Ashby Town Council and a District Council officer drew attention to inconsistent wording whereby some features were considered “not acceptable”, some “unlikely to be suitable”, some “seldom appropriate” and some “to be avoided”. As a result of these responses the wording of the SPD has been revised to improve consistency.
- 3.4 A member of the public and a District Council officer described the draft SPD as “not very illustrative” and advised that it “needs more images”. As a result three images have been added to the SPD and officers have prepared an annex of *traditional shop front details* at Appendix 3.

4 OTHER REVISIONS

- 4.1 In February 2019 the DCLG replaced the *National planning policy framework* (NPPF). The SPD has been revised to reflect the replacement NPPF.
- 4.2 The draft SPD advised that blinds and security provisions “should be well integrated into the shop front” but offered no comparable advice regarding illumination. An application for advertisement consent in Ashby (18/01718/ADC) highlighted this flaw. The SPD has been revised accordingly; see additional paragraph 46a of the revised SPD.
- 4.3 The draft SPD advised that internally illuminated fascia boxes are “seldom appropriate” and encouraged external illumination in the form of “shallow trough lighting”. The draft SPD was silent regarding ‘fret cut’ internal illumination; an application for advertisement consent in Castle Donington (18/00911/ADC) highlighted this flaw. The revised SPD advises that “for shop fronts that adopt a contemporary design approach, ‘fret cut’ internal illumination may be acceptable”; see paragraph 79 of the revised SPD.

Appendices

- Appendix 1 Consultation responses
 Appendix 2 Shop fronts and advertisements SPD (revised)
 Appendix 3 Annex: Traditional shop front details
 Appendix 4 Equality impact matrix

This page is intentionally left blank

Shop fronts and advertisements SPD

Summary of public consultation responses

General support

Consultee	Consultee's response	NWLDC officer comments
Member of the public Plantagenet Way Ashby de la Zouch	Considered the shop front guidance to be "well crafted" and "well thought through". Considered that the guidance would provide the necessary "strong planning steer on the design of shop fronts". Strongly supported the advertisement guidance.	Noted.
Parish Cllr Steve Palmer Donington le Heath	Generally considered the guidance to be "well written and well detailed". Considered the shop front and advertisement guidance to be "excellent". Strongly supported the advertisement guidance.	Noted.
Member of the public Wood Street Ashby de la Zouch	Considered the shop front guidance to be "clear and explanatory".	Noted.
Kegworth Parish Council	"Wholeheartedly accepted" the proposed guidance. Considered the guidance "extremely beneficial ... as it covers a lot of what they would like to see".	Noted.
Castle Donington Parish Council	Supported the shop front guidance, as it would "strengthen" the relevant Local Plan policy.	Noted.
Measham Parish Council	Supported the shop front guidance "fully".	Noted.

General support (continued)

Consultee	Consultee's response	NWLDC officer comments
Chairman Ashby Civic Society	Generally considered that the local planning authority "has done a good job here". Considered the shop front guidance to be "excellent and comprehensive". Looked forward to the prompt adoption and "active use" of the SPD. Please note the chairman's detailed advice below.	Noted.
Vice Chairman Ashby Civic Society	Supported the shop front guidance generally, noting the "good content". Please note the vice chairman's detailed advice below.	Noted.

Responses: General

Consultee	Consultee’s response	NWLDC officer comments
Chairman Ashby Civic Society	Asked whether “any points raised in the Ashby neighbourhood plan ... may be relevant”.	Accepted. Please refer to additional paragraph 1a and the select bibliography.
Vice Chairman Ashby Civic Society	The society noted the “trend to totally obliterate the shop window with full size ... adverts”, which they consider “unacceptable”.	Accepted. Please refer to additional paragraph 37a.
Senior Development Control Officer (NWLDC)	<p>Recommended that we should clarify why cancelled planning policies are relevant.</p> <p>Noted the content of paragraph 68 (“It is reasonable to expect that more exacting standards of advertisement control will prevail in conservation areas”) and recommended that this should be “phrased more simply”.</p> <p>Recommended that paragraph 6 should be amended to read “other [shop fronts] could be improved with just a little effort”.</p> <p>Recommended that paragraphs 9ff (“The shop front, piece by piece”) “would be better placed on the same page as the [glossary] images above”.</p>	<p>Accepted. Paragraph 2 has been amended accordingly.</p> <p>Accepted. The phrase “it is reasonable to expect that” has been omitted.</p> <p>Not accepted. The wording reflects the content of the existing (2007) planning guidance.</p> <p>Not accepted. When the SPD is printed ‘double sided’ the relevant paragraphs appear alongside the glossary images.</p>

Responses: Inconsistent wording

Consultee	Consultee's response	NWLDC officer comments
<p>Vice Chairman Ashby Civic Society</p> <p>Senior Development Control Officer (NWLDC)</p>	<p>The society was unsure which elements are “firm policy” and which elements are guidance.</p> <p>Noted that paragraph 47 describes ‘Dutch’ plastic canopies as “not acceptable” while paragraph 48 describes external steel roller shutters as “unlikely to be suitable”. Recommended that these features are “both equally unacceptable”.</p>	<p>Accepted. The draft SPD has been reviewed; as a result the following features “are rarely acceptable”:</p> <ul style="list-style-type: none"> • Modern materials such as plastics (38); • ‘Dutch’ plastic canopies (47); • External steel roller shutters (48); • Internally illuminated signs (10 and 79); • ‘Swan neck’ lights (79). <p>The following features “should be avoided”:</p> <ul style="list-style-type: none"> • Timber pedestals (14); • Timber stall risers (15 and 39); • Standard corporate shop fronts (34).
<p>Ashby Town Council</p>	<p>Recommended that paragraph 79 should be amended as follows:</p> <p>“Internally illuminated fascia boxes or signs are seldom not appropriate in historic contexts.”</p> <p>“For preference ‘swan neck’ lights and other projecting lights should also be avoided in historic contexts.”</p>	<p>Not accepted. The revised SPD describes five features that are “rarely acceptable” but each feature may be acceptable in exception circumstances.</p> <p>Accepted. Paragraph 79 has been amended accordingly.</p>

Responses: Images

Consultee	Consultee’s response	NWLDC officer comments
<p>Member of the public Glebe Road Thringstone</p> <p>Senior Development Control Officer (NWLDC)</p>	<p>Considered the draft guidance “very compact and not very illustrative” compared to the existing guidance, which is “very comprehensive” and contains “good illustrative examples”.</p> <p>Noted that the draft guidance contains “lots of text” and recommended that it “needs more images”.</p>	<p>Accepted. Additional images have been inserted to accompany paragraphs 38ff (“materials and finishes”), 47ff (“ancillary features”) and 69ff (“the importance of signage”). Officers have prepared an annex of <i>traditional shop front details</i> to accompany the SPD.</p>
<p>Senior Development Control Officer (NWLDC)</p>	<p>Noted the “bad example” image that accompanies paragraphs 35ff and recommended that we should “show [a] good example too”.</p> <p>Recommended that paragraphs 38ff (“Materials and finishes”) would be “better if accompanied by images”.</p> <p>Recommended that paragraphs 43ff (“Shop fronts and ‘good architecture’”) would be “better if accompanied by images”.</p> <p>Recommended that paragraphs 69ff (“The importance of signage”) should be accompanied by “images to illustrate these points”.</p>	<p>Not accepted. This section of the SPD contains three paragraphs and an additional image would not be proportionate.</p> <p>Accepted. An image has been inserted alongside paragraphs 40 to 42.</p> <p>Not accepted. These paragraphs are already accompanied by an image.</p> <p>Accepted. An image has been inserted alongside paragraphs 73 to 74.</p>

This page is intentionally left blank

**SHOP FRONTS AND ADVERTISEMENTS
SUPPLEMENTARY PLANNING DOCUMENT**

**REVISED
MAY 2019**

Para.	Contents
1	Introduction to the Supplementary Planning Document
	Part 1: Shop fronts
4	Why are shop fronts important?
9	The shop front, piece by piece
20	Historic development of shop fronts
27	Retaining shop fronts and features of significance
33	Designing in character
35	Layout and scale
37a	The shop window display
38	Materials and finishes
43	Shop fronts and ‘good architecture’
47	Ancillary features
51	Inclusive access
60	Vacant premises over shops
	Part 2: Advertisements
61	Introduction
69	The importance of signage
75	The importance of illumination
	Select bibliography

Introduction to the Supplementary Planning Document

0. In most instances the installation or alteration of a shop front would require Planning Permission. In some instances the installation of advertisements on business premises would require Advertisement Consent. This document will guide the District Council in determining relevant applications for Planning Permission or Advertisement Consent.
1. The guidance in the first part of this document supplements national and local planning policies relating to the conservation and enhancement of the historic environment, the design of new development generally and the design of shop fronts specifically. These policies are contained in the *National Planning Policy Framework (2019)* and the *NW Leicestershire Local Plan (2017)*:

National Planning Policy Framework (2019)	
Chapter 12	Development should be sympathetic to local character. Development should be visually attractive as a result of good architecture. Development should create places that are safe, inclusive and accessible.
Chapter 16	Development should conserve heritage assets in a manner appropriate to their significance.

NW Leicestershire Local Plan (2017)	
Policy HE1	Development should demonstrate a clear understanding of the significance of the heritage asset and its wider context.
Policy HE2	Development should retain existing historic shop fronts and features of architectural and historic interest. Development should respect the character of the building and (where appropriate) adjoining buildings and the wider street scene.

- 1a. This document takes account of chapter 4.4 of the *Ashby-de-la-Zouch neighbourhood plan (2018)* including sections D and G ('shop frontages in the town centre' and 'signage and lighting') and policies TC2 and TC4 ('shop frontages' and 'legible signage').
2. This document takes account of cancelled policy guidance contained in PPG15 *Planning and the Historic Environment (1994)* and PPG19 *Outdoor Advertisement Control (1992)*. An annex to PPG15 contains *Guidance on Alterations to Listed Buildings*. While these policy guidance notes have been cancelled, the guidance that they contain still reflects best practice.
3. This document contains guidance on inclusive access that reflects the guidance in Approved Document M *Access to and use of buildings – Volume 2: Buildings other than dwellings (2015)*.

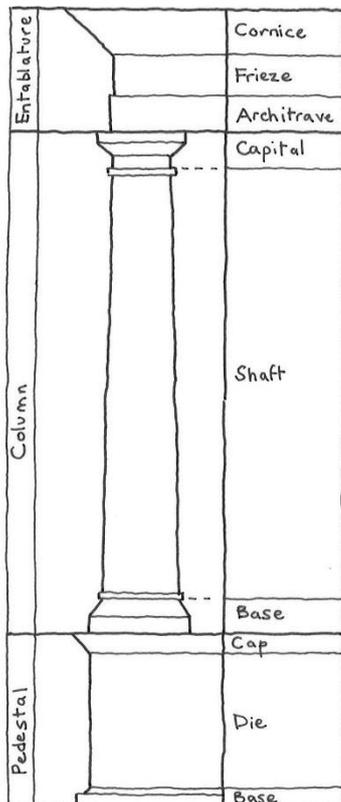
Part 1: Shop fronts

Why are shop fronts important?

4. A shop front serves a number of purposes – to provide an attractive frame for the goods displayed, to advertise the presence of the shop and to project an image for the business inside.
5. Poor quality and tatty shop fronts suggest that the goods and services offered inside will be much the same. This can also reflect on the town or village as a whole. A town centre full of well designed, well-maintained shop fronts would project an impression of quality that would attract visitors and provide a nice environment for the residents.
6. The towns and villages of NW Leicestershire have some very good examples of old shop fronts but there are many others that are rather poor. Others could be much improved with just a little effort.
7. This guidance is offered to help understand the historic development of shop fronts, to illustrate the nuances and subtleties of their design, and to explain some basic principles that should inform the design of new shop fronts.
8. Where a new shop front is to be created, the designer is faced with a choice of using a contemporary or traditional design approach. This document is mainly aimed at traditional shop fronts but the basic principles which underpin good shop front design are common to both.

Glossary

Traditional shop fronts use elements borrowed from classical architecture. This is reflected in the terms that we use to describe the elements of a shop front.



Cornice

Fascia

Capital

Pilaster

Pedestal and
stall riser



The shop front, piece by piece

9. **The fascia:** The fascia is equivalent to the classical *frieze* and *architrave*. A fascia is supported at either end by a pilaster and in turn it supports the cornice. A fascia is bounded at either end by a bracket. The fascia should be in scale with the shop front and the building as a whole. As a rule of thumb, the height of the fascia and cornice should be no more than one sixth of the height of the shop front overall.
10. The fascia is used to display an advertisement. The colour of the advertisement should reflect the character of the building. As a general rule, rich dark colours may be appropriate. The illumination of the advertisement should also reflect the character of the building. As a general rule, a flush fitted 'strip' or 'trough' light may be appropriate. Internally illuminated signs are **rarely appropriate** in conservation areas.
11. **The cornice:** The cornice is equivalent to the classical *cornice*. A cornice is supported by the fascia and at either end by a bracket. A shop front should incorporate a cornice to enclose the fascia and offer visual support for the upper part of the premises.
12. **The bracket:** The bracket is equivalent to the classical *console*. A bracket supports either end of the cornice and bounds either end of the fascia. A shop front should incorporate brackets to enclose the fascia.
13. **The pilaster:** The pilaster is equivalent to the classical *column* or *pilaster*. A pilaster is supported by a pedestal and in turn it supports either end of the fascia. A shop front should incorporate pilasters to offer visual support for the upper part of the premises.
14. **The pedestal:** The pedestal is equivalent to the classical *pedestal*. A pedestal supports a pilaster and bounds either end of the stall riser. The pedestal is best executed in durable materials; timber **should be avoided**.
15. **The stall riser:** The stall riser is equivalent to the classical *podium*. A stall riser supports the shop window. A stall riser is bounded at either end by a pedestal. A shop front should incorporate a stall riser to minimise the risk of people colliding with transparent glazing. The stall riser is best executed in durable materials; timber **should be avoided**.
16. The stall riser is topped by a sill. Care should be taken to ensure that the sill is fairly deep and chunky rather than under sized (a common mistake in modern shops).
17. **The shop window:** The shop window may be subdivided with mullions, transoms and glazing bars. The subdivision of the shop window should reflect the proportions of the building and its vertical or horizontal emphasis. The subdivision of the shop window also has the advantage of reducing the amount of glass that has to be replaced in the event of breakage.
18. **The threshold:** The threshold should be level (i.e. it should offer a slope no greater than 1:20) and the route across the threshold should provide weather protection. A recessed entrance provides weather protection and may account for a sloping threshold. It also offers additional space for advertisement and shop window display.
19. **The entrance door:** The entrance door should be accessible to all. The entrance door should be wide enough to allow unrestricted passage for a variety of users including wheelchair users. An entrance door with powered operation is the most satisfactory solution for most people. The entrance door should be glazed to allow people to see others approaching from the opposite direction.

Historic development of shop fronts

Shop fronts before c.1850

20. The earliest surviving complete shop fronts date from the mid-eighteenth century; shop fronts from this period are rare. Late Georgian shop fronts are slightly more common and form one of the pleasures of the English urban scene. By about 1850 the ground floor shop was a standard feature of most high streets.
21. The classical architecture of the Roman Empire provided the inspiration for much Georgian architecture and the new shop fronts used elements borrowed from the same source.
22. A glazed shop front would typically consist of big windows with small panes, sometimes bowed, set between pilasters beneath a classical frieze and cornice; a podium known as a stall riser would support the display windows.



89 Bondgate, Castle Donington. Mid nineteenth century; note the small panes.

Shop fronts between c.1850 and c.1910

23. Around 1850, technological developments led to a wave of shop window replacement. Large shop windows became possible with the introduction of cast iron piers. Large windows allowed more room for display and let more light into the shop itself. Both qualities were enhanced by plate glass. By about 1850 it was possible to get sheets of plate glass at less than one-tenth of the eighteenth century cost.
24. The trend towards larger windows continued through the nineteenth century and on into the early twentieth century. The advent of these new plate-glass windows introduced a different scale to the design of shop fronts, with the stall riser at the base of the window virtually disappearing, and the front being carried much higher up, thereby increasing the natural internal light. The fascia also grew and was often canted outward so that the face of the board faced towards the onlooker. This also resulted in larger brackets at the end of the fascia.



53 Market Street, Ashby de la Zouch. Shop front installed shortly after 1880.



76 Market Street, Ashby de la Zouch. Shop front installed shortly after 1902.

Shop fronts after c.1910

25. Early twentieth century shop fronts (such as those with Art Nouveau or early Art Deco details) can be as unusual as eighteenth or nineteenth century examples.
26. New materials¹ and styles appeared in the 20th century. Despite their modernity in the use of materials and however stripped down the architectural treatment may be, such shop fronts still have stall risers, pilasters and fascias.



*34a Market Street, Ashby de la Zouch.
Shop front installed c.1930 for Melias Ltd.*



Left: Detail of a typical shop front of the period before c.1850 (51 Market Street, Ashby de la Zouch). A fluted pilaster with capital supports a shallow classical frieze and cornice. Note the absence of a bracket. The shop window is bowed and divided into small panes.



Right: Detail of a typical shop front of the period after c.1850 (76 Market Street, Ashby de la Zouch). A panelled pilaster supports a deep canted fascia and cornice. The fascia is bounded by a bracket. The shop window is flat and contains plate glass; note the narrow overlight.

¹ For example, 'Vitrolite' (pigmented structural glass) was manufactured in the UK by Pilkington Bros and was widely used in the years preceding the Second World War. The shop frontage at 8 and 10 Market Street, Ashby (c.1940) is a fine and unaltered example of the use of 'Vitrolite' in Leicestershire.

Retaining shop fronts and features of significance

Please note that the guidance in paragraphs 27 to 32 applies to 'historic' buildings, i.e. generally to buildings erected before the end of the Second World War.

NPPF #16	Development should conserve heritage assets in a manner appropriate to their significance.
HE2	Development should retain existing historic shop fronts and features of architectural and historic significance.

27. **Wherever shop fronts of significance survive, they should be retained.** Removal of historic shop fronts may damage the significance of both the building and the wider conservation area.
28. **New shop fronts should retain and incorporate features of significance.** For instance, retractable apron blinds covered in canvas are often characteristic features of historic shop fronts. Old shop signs are also part of the history of a building. Shop fronts should not extend into the storey above or alter the proportions of first floor windows.

HE1	Development should demonstrate a clear understanding of the significance of the heritage asset and its wider context.
------------	---

29. **Premises where works to shop fronts are proposed should always be inspected and the possible survival of old features checked.**

Features of value such as blinds in blind boxes, shutters in shutter boxes against an upright and stall risers are often concealed beneath later facings.

Intact ground floors

30. The introduction of a new shop front to an historic building, where there is none at present, may damage the significance of both the building and the wider conservation area. Hence **existing openings should be retained wherever possible; if alteration is necessary it should only be to the minimum extent required.**



16 High Street, Coalville. Features of value were concealed beneath later facings.

Restoration

31. It may be proposed to restore a shop front that has been lost but appears in (e.g.) old photographs. In these cases, **restoration is likely to be acceptable if the work proposed is justified by compelling evidence of the evolution of the heritage asset** (and provided that the work is executed in accordance with that evidence).

32. It may be proposed to remove a shop front to restore an elevation to its previous appearance (e.g. matching the rest of a terrace). In these cases, **restoration can usually be encouraged, but should be viewed with caution in cases where the shop front is of significance in itself**. Generally restoration is likely to be acceptable if the significance of the elements that would be restored decisively outweighs the significance of those that would be lost.

Designing in character

33. **New shop fronts should be designed to respect the character of the building of which they form part and the wider street scene.** As a general rule, development should respond to local character. The NPPF (2010) advised that “design policies should avoid unnecessary prescription or detail” and should concentrate instead upon guiding the overall characteristics of development. These include:
- Layout and the “traditional pattern of frontages”;
 - Size, proportions and “vertical or horizontal emphasis”;
 - Materials and finishes.
34. Standard corporate shop fronts **should be avoided in historic contexts**; designers should be prepared to compromise on matters of corporate design where it is unsuitable in a particularly sensitive area.

Layout and scale

NPPF #12	Development should be sympathetic to local character.
HE2	Development should respect the scale and proportions of the building and (where appropriate) adjoining buildings and the wider street scene.

35. **Shop fronts should respect the layout of the street scene and the traditional pattern of frontages.** It is particularly important that, when shops have spread from one building into the adjoining one, the treatment of the shop front respects the original division.
36. **Shop fronts should respect the size of the building.** The size of the building clearly influences the size of the shop front. Smaller buildings will have shop fronts that are smaller (and in most cases simpler) than tall buildings. The fascia should be in scale with the shop front and the building as a whole. As a rule of thumb, the height of the fascia and cornice should be no more than one sixth of the height of the shop front overall.



6 Marlborough Square, Coalville. The shop front fails to respect the ‘original division’.

37. **Shop fronts should reflect the proportions of the building and its vertical or horizontal emphasis.** For instance consider the way that mullions, transoms and glazing bars are used to subdivide the shop window. The subdivision of the shop window also has the advantage of reducing the amount of glass that has to be replaced in the event of breakage.

The shop window display

- 37a. The Council would encourage an active shop window display and would discourage the use of opaque 'window film' to obscure the shop window. **For listed buildings it is rarely acceptable to use opaque 'window film' to obscure the shop window.**

Materials and finishes

NPPF #12	Development should be sympathetic to local character.
HE2	Development should respect the materials of the building and (where appropriate) adjoining buildings and the wider street scene.

38. **Shop fronts should respect the materials of the building.** The shop front should usually be constructed of painted timber, because this would reflect the use of painted timber in the upper floor windows. Timber can be finely detailed, moulded to different profiles, is durable and repairable, and can be freshened up with a coat of paint. Modern materials such as plastics **are rarely acceptable** as facings.
39. Being close to the ground, the stall riser is vulnerable to damage and attack by water and salts. As a result, stall risers are probably best executed in durable materials, often brickwork; a late tradition of using glazed bricks in different colours can be very attractive. Many modern shop fronts have used applied timber panels on the stall riser. These decay and become unattractive very quickly and **should be avoided**.
40. **Shop fronts should respect the finishes of the building.** The colour of a shop front can have a strong influence on the impact of any shop front. It should usually contrast with the wall in which it sits.
41. Rich dark colours (blue, green or maroon for example) provide a greater depth and lustre than light colours and give a visual 'strength' to the frame. White or light colours may be suitable on smaller shop fronts where areas of walling already extend from the upper floors to the ground.
42. A single colour is often the best choice although, with care, a second colour can be used to pick out decorative elements.



51 Market Street, Ashby. Black gives visual 'strength' to the main frame elements but white has been used to pick out other elements. The use of black and white respects the finishes of the building.

Shop fronts and 'good architecture'

NPPF #12	Development should be visually attractive as a result of good architecture.
-----------------	---

43. **Shop fronts should reflect the building's characteristic symmetry.** The shop front and its elements should be designed to reinforce the symmetry (or asymmetry) of the upper floors.
44. **Shop fronts should offer visual support for the upper part of the premises.** Traditionally the sides of the frame are formed by pilasters, which support the fascia and the cornice. The size of the cornice should be adequate to offer visual support; its size is often inadequate in modern designs.
45. **The fascia should usually be finished with brackets and a cornice or other capping.** This is the traditional treatment for shop fronts. The cornice provides an architectural division between the modern shop front and the older upper floors. It also helps to throw rainwater away from the window.
46. Mullions and transoms should have an elegant, rather than chunky, profile. The strength to support modern glass should be obtained from depth rather than width. The point where they join the main frame, known as a spandrel, is often used to incorporate decorative elements.



*65 Market Street, Ashby.
The shop front reinforces the symmetry of the building; the cornice provides a proper 'architectural division'.*

Ancillary features

NPPF #12	Development should create places that are safe.
NPPF #16	Development should conserve heritage assets in a manner appropriate to their significance.

- 46a. Ancillary features include security provisions, blinds and illumination. **Ancillary features should be well integrated into the shop front.** For more guidance on illumination refer to paragraphs 75ff below.
47. **In historic contexts, external steel roller shutters are rarely acceptable.** Laminated glass and internal chain-link screens are likely to be more appropriate alternatives in most instances.
48. **Security provisions should permit natural (or passive) surveillance.** Internal chain-link screens are preferable; internal perforated shutters may be appropriate. Where this is not possible, external open grille shutters of a similar design to allow surveillance should be used.
49. Traditional timber shutters give reasonable protection. Stall risers are an effective deterrent to 'ram raiders'; so are small shop windows between masonry piers.

50. The cornice is usually the best place to incorporate a blind. Blinds should be fully retractable, roller blinds and made of canvas rather than plastic. ‘Dutch’ plastic canopies are rarely acceptable.

*Right: 12B Belvoir Road, Coalville.
An unacceptable ‘Dutch’ canopy. 12C
Belvoir Road has a canvas roller blind.*



Inclusive access

NPPF #12	Development should create places that are inclusive and accessible.
NPPF #16	Development should conserve heritage assets in a manner appropriate to their significance.

51. A physical feature may put a disabled person at a substantial disadvantage in comparison with a person who is not disabled. The Equality Act 2010 imposes a legal duty to take reasonable steps “to avoid the disadvantage” by “removing the physical feature in question, altering it or providing a reasonable means of avoiding it”². However, the Equality Act does not override other legislation such as listed building or planning legislation.

52. **Shop fronts should achieve an appropriate balance between historic building conservation and accessibility.** Reasonable provision must be made for people to gain access to a building and its facilities. The Building Regulations recognise “the need to conserve the special characteristics of historic buildings”, because “they are a finite resource with cultural importance”. Hence “the aim should be to improve accessibility where and to the extent that it is practicably possible, always provided that the work does not prejudice the character of the historic building or increase the risk of long-term deterioration to the building fabric or fittings”.



*71 Market Street, Ashby.
It may be ‘unreasonable’ to
make the principal entrance
accessible, but an alternative
entrance may be possible.*

53. **The threshold should be level** (i.e. it should offer a slope no greater than 1:20), as long as this would be ‘reasonable’ and would not prejudice the character of the historic building. Sometimes a restricted site makes it impossible for the principal entrance to be accessible, in which case an alternative accessible entrance may be necessary.

² Equality Act 2010, sections 20(4) and 20(9).

54. Accessible entrances should be clearly signposted and easily recognisable. The route from the exterior across the threshold should provide weather protection.
55. **The door to a principal entrance (or an alternative accessible entrance) should be accessible to all**, as long as this would be ‘reasonable’ and would not prejudice the character of the historic building.
56. Once open, all doors to accessible entrances should be wide enough to allow unrestricted passage for a variety of users including wheelchair users. Doors should offer a minimum effective clear width of 1000mm (new buildings) or 775mm (existing buildings).
57. An entrance door with powered operation is the most satisfactory solution for most people. Approved Document M offers further guidance on the design of doors with non-powered operation (2.14) and powered operation (2.18).
58. A door to an accessible entrance should allow people to see others approaching from the opposite direction and thereby allow sufficient reaction time to avoid a collision.
59. **Transparent glazing should incorporate features that make it apparent.** The Building Regulations identify a risk of collision where people are likely to come into contact with transparent glazing. This risk is at its greatest “when the building and its immediate surroundings are at the same level but separated by transparent glazing”. In this instance “people may think they can walk from one part to the other”. A shop front should incorporate a stall riser to minimise this risk.

Vacant premises over shops

NPPF #7	Policies should recognise that residential development often plays an important role in ensuring the vitality of centres.
EC10	We will support the residential use of the upper floors of properties within defined Primary Shopping Areas.

60. **Separate access to the upper floors should always be retained.** The provision of access should be carefully considered in any new design where the use of the upper floors is separate from the shop.

Part 2: Advertisements

Introduction

61. The display of outdoor advertising is regulated by the Town & Country Planning (Control of Advertisements) Regulations 2007. The regulations permit the Local Planning Authority to control outdoor advertising in the interests of amenity and public safety.
62. All outdoor advertisements affect the appearance of the building or the neighbourhood where they are displayed. The main purpose of the advertisement control system is to help everyone involved in the display of outdoor advertising to contribute positively to the appearance of an attractive and cared-for environment.
63. Outdoor advertising is essential to commercial activity in a free and diverse economy. The success of local businesses will usually help owners and tenants of commercial premises to maintain buildings in good repair and attractive appearance.
64. The appearance of a good building can easily be spoiled by a poorly or insensitively placed sign or advertisement, or by a choice of advertisement materials, colour, proportion or illumination which is alien to the building's design or fabric. Too often, outdoor advertisements seem to have been added to a building as an afterthought, so that they appear brash, over-dominant or incongruous.

Consideration of 'amenity'

65. In assessing an advertisement's impact on 'amenity', the council shall have regard to its effect on the appearance of the building or on visual amenity in the immediate neighbourhood where it is to be displayed. The council shall consider what impact the advertisement (including its cumulative impact) would have on its surroundings. The general characteristics of the locality and the presence of any features of architectural or historic interest are factors relevant to 'amenity'³.
66. Where there is a group of buildings, relevant considerations will include the scale and massing of buildings, the pattern of land use (both existing and proposed) and the presence of listed buildings or a conservation area. For instance, a large and brightly illuminated sign, which would appear appropriate on a department store and contribute colour, interest and vitality to some High Street shopping areas, may well be unacceptable on a corner shop in an otherwise residential locality.

Advertisements in conservation areas

67. In the exercise of its planning functions, the council has a duty to pay "special attention" to the desirability of preserving or enhancing the character or appearance of a conservation area⁴. The council's planning functions include the control of outdoor advertisements.

³ Town and Country Planning (Control of Advertisements) (England) Regulations 2007, section 3(2).

⁴ Planning (Listed Buildings and Conservation Areas) Act 1990, section 72(1).

68. Many conservation areas are thriving commercial centres where the normal range of advertisements on commercial premises is to be expected, provided they do not detract from visual amenity. More exacting standards of advertisement control will prevail in conservation areas. The council shall scrutinise applications for express consent closely to ensure that proposals do not compromise the aims of the area's special designation.

The importance of signage

69. **New signs and advertisements should be carefully designed and positioned.** Signs should be seen as an element within the design rather than an afterthought applied without any consideration for the shop front. Businesses are obviously keen to advertise their presence and the goods and services that they offer. Imaginative, well-executed signage can be an attractive component of a shop front in its own right and should be considered as an integral element in the design process.

70. **The materials of an advertisement should reflect the character of the building.** Painted lettering has a depth and quality that shiny plastic lettering and boards cannot match. It should always be painted directly onto the shop front rather than on a board which is then stuck on to the shop front.

71. **The colour of an advertisement should reflect the character of the building.** In the case of fascia signs, rich dark colours (blue, green or maroon for example) provide a greater depth and lustre than light colours and give a visual 'strength' to the frame. White or light colours may be suitable on smaller shop fronts where areas of walling already extend from the upper floors to the ground. For more guidance on appropriate colours for shop fronts, see [paragraphs 38ff](#) above.

72. **The proportions of an advertisement should reflect the character of the building.** The fascia should be in scale with the shop front and the building as a whole. As a rule of thumb, the height of the fascia and cornice should be no more than one sixth of the height of the shop front overall. Rectangular hanging signs are best when they are 'portrait' in shape and when they reflect the 'golden ratio' (1:1.618).



*72 Market Street, Ashby.
Poor signage devalues this
nineteenth century shop front.*

73. New signs and advertisements should use appropriate fixings that will not damage the building.
74. Where there is no fascia, consider applying lettering to the shop window or to the upper floors. Well executed signage applied directly to the building has a long historical pedigree and can be very attractive. Signs on buildings can also be much bigger than might be expected and help a business make a big impact in an attractive way.

*Right: 77 High Street, Measham.
The shop front has a narrow decorative frieze so lettering has been applied to the shop window.*



The importance of illumination

75. Careful thought should be given to the need for any illumination of signs. In well-lit streets, lights are rarely required and they clutter the building during the day.
76. For buildings which operate at night time (pubs, restaurants, chemists etc.) the need for lights may be more obvious but they should be provided in as discrete a manner as possible so that they are not too prominent during the day.

77. **The illumination of an advertisement should reflect the character of the building.** Where a new shop front is being installed, a light unit can be accommodated within or under the cornice, allowing the light to wash down over the sign.

78. For existing shop fronts, a strip light set flush to the fascia or shallow trough lighting may be acceptable. They should be coloured to match the fascia. Another possibility is to illuminate the building rather than the sign; this can be achieved with light units tucked under the eaves, allowing the light to wash down the building.

79. **For shop fronts that adopt a contemporary design approach, 'fret cut' internal illumination may be acceptable.** In historic contexts, internally illuminated fascia boxes or signs **are rarely acceptable.** In historic contexts, 'swan neck' lights and other projecting lights **are rarely acceptable.**



*25 Market Street, Ashby.
The cornice of this new shop front accommodates a light.*

Select bibliography

Historic development of shop fronts

Dixon R et al (2008) *Victorian architecture (Chapter 4: Industry and commerce)*

Historic England (2017) *Commerce and exchange buildings: Listing selection guide*

Jones R (2011) *Illustrated history of Market Street, Ashby-de-la-Zouch*

Policy and guidance

– (2013) *Approved document K: Protection from falling, collision and impact*

– (2015) *Approved document M: Access to and use of buildings*

Ashby Town Council (2018) *Ashby-de-la-Zouch neighbourhood plan*

DCLG (2007) *Outdoor advertisements and signs: A guide for advertisers*

DCLG (2019) *National planning policy framework*

Historic England (2016) *Making changes to heritage assets*

NWLDC (2017) *NW Leicestershire local plan*

Cancelled policy and guidance

DOE (1994) *PPG15: Planning and the historic environment*

DOE (1992) *PPG19: Outdoor advertisement control*

This page is intentionally left blank

**SHOP FRONTS AND ADVERTISEMENTS
SUPPLEMENTARY PLANNING DOCUMENT**

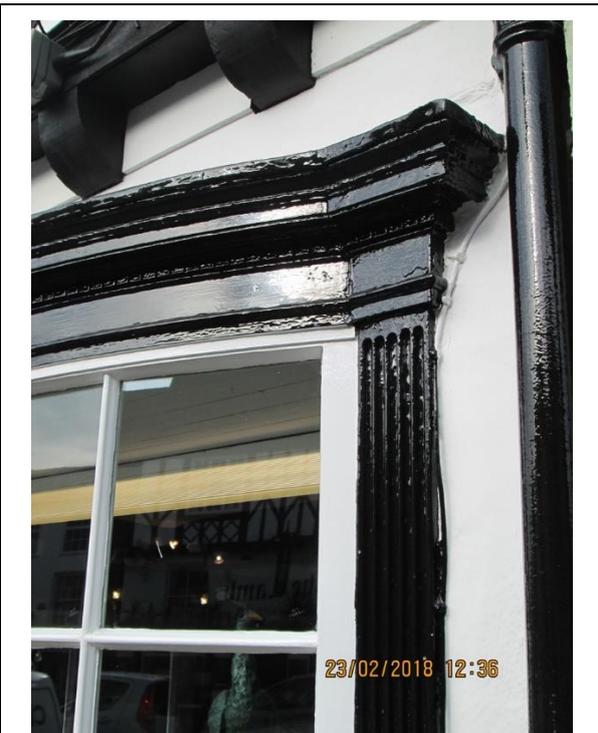
ANNEX: TRADITIONAL SHOP FRONT DETAILS

MAY 2019

Shop fronts before c.1850



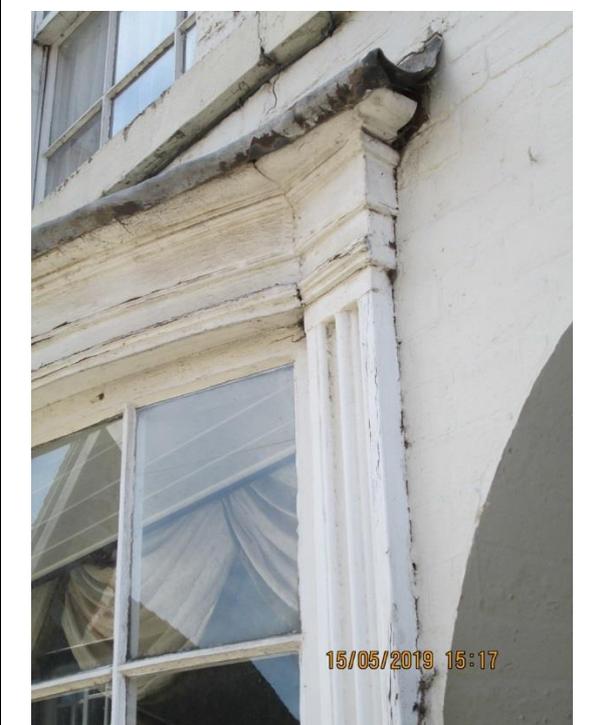
34 Market Street, Ashby. A plain pilaster with a Roman Doric capital carries a frieze with an unusual scrolled edge. The shop display window has been replaced.



51 Market Street, Ashby. A fluted pilaster with a simple capital supported a shallow frieze and cornice. The shop window is bowed and divided into small panes.

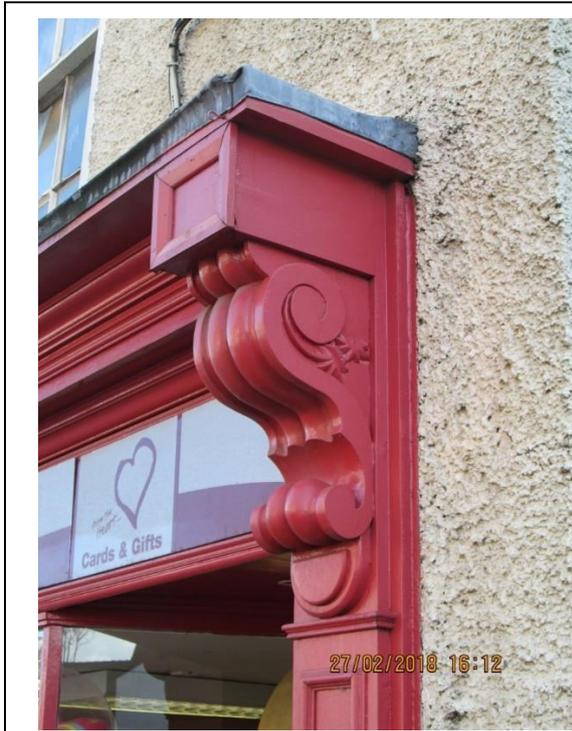


65 Market Street, Ashby. A slim fluted pilaster with no capital carries a frieze and a dentil cornice. The shop window is bowed and contains vertical glazing bars.



24 Clapgun Street, Castle Donington. A fluted pilaster with a simple capital carries a shallow frieze and cornice. The shop window is bowed and divided into small panes. No longer a shop.

Shop fronts after c.1850: Scroll brackets



16 Market Street, Ashby. A pilaster with false panelling carries a scroll bracket with a square head. There is a flat fascia with cornice. This shop front has been altered.



83 Market Street, Ashby. A pilaster with false panelling carries a scroll bracket with a round head. There is a canted fascia. The shop display window has been replaced.



85 Market Street, Ashby. A fluted pilaster carries a scroll bracket with a square head. There is a flat fascia with dentil cornice. The shop display window has been replaced.



3 High Street, Kegworth. A panelled pilaster with a capital carries a scroll bracket with a gabled head. There is a flat fascia with cornice. Note the panelling in the door recess.

Shop fronts after c.1850: Headless brackets



34A Market Street, Ashby. c.1930. A fluted pilaster carries a simple scroll bracket. The cornice is advanced over the head of the bracket. There is a flat fascia.



70 Market Street, Ashby. A pilaster with a raised panel carries a scroll bracket; it does not break through the cornice. This shop front has been altered; the fascia is obscured.



33 Borough Street, Castle Donington. An incised pilaster carries a scroll bracket; it does not break through the cornice. There is a flat fascia. Note the vertical glazing bar.



43 High Street, Measham. A plain pilaster carries a scroll bracket; it does not break through the cornice. The shop display window has been replaced. No longer a shop.

Shop fronts after c.1850: Unusual brackets



53 Market Street, Ashby. A panelled pilaster with a corinthian capital carries an unusual bracket with a flat head. There is a flat fascia with a box cornice. An ornate shop front.



72 Market Street, Ashby. A panelled pilaster carries an unusual bracket; it does not break through the cornice. Altered; the fascia is obscured and the cornice is modern.



76 Market Street, Ashby. A panelled pilaster carries an unusual bracket with a gabled head. There is a canted fascia. The cornice contains a roller blind.



81 Market Street, Ashby. A panelled pilaster carries an unusual bracket; it does not break through the cornice. There is a canted fascia. This shop front has been altered.

This page is intentionally left blank

The Equality Impact Matrix

Essential Information

1. Name of function or policy: Shop Fronts and Advertisements Supplementary Planning Document (SPD)

2. Is this function or policy: New Reviewed

3. Name of Officers completing this form:

James White

4. Designation(s):

Senior Conservation Officer

5. Date:

28 May 2019

9. Who are the main beneficiaries of the function or policy? Tourists and local people who want information or wish to purchase tickets for performances and events.

Shoppers and other visitors to Ashby-de-la-Zouch, Coalville and the district's service centres.

10. Is the function or policy intended to increase equality of opportunity by permitting positive action or action to redress disadvantage?

Yes No

Give brief overview of policy:

In most instances the installation or alteration of a shop front would require Planning Permission. In some instances the installation of advertisements on business premises would require Advertisement Consent. The SPD would guide the District Council in determining relevant applications for Planning Permission or Advertisement Consent.

The SPD would supplement national and local planning policies relating to the conservation and enhancement of the historic environment, the design of new development generally and the design of shop fronts specifically. These policies comprise chapters 12 and 16 of the National planning policy framework (2019) and policies HE1 and HE2 of the NW Leicestershire Local Plan (2017).

The SPD contains guidance on inclusive access that reflects the guidance in Approved Document M *Access to and use of buildings – Volume 2: Buildings other than dwellings* (2015).

Impacts

Which, if any, groups with protected characteristics could be affected by this function or policy? Rate with 1=low 5=high

Protected Characteristic	Positive Impact (1-5)	Neutral Impact (0)	Negative Impact (1-5)	Cross Cutting Issue
Age		0		
Race		0		
Beliefs/Religion		0		
Gender		0		
Transgender		0		
Sexual Orientation		0		
Disability		0 (see below)		
Pregnancy/Maternity		0 (see below)		
Marriage		0		
TOTALS		0		

NWLDC Equality Impact Matrix

If Positive Impact scores <9 review to see if more positives can be gained.

Negative Impact scores: **Band One (no further action) 0-9**, **Band Two (Contact Equalities Lead) 9-13**, **Band Three (Full EIA required) > 13**

Positive impacts (Describe how the groups will be affected)

Negative impacts (Describe how the groups will be affected)

Neutral impacts (Describe how the groups will be affected)

The SPD contains guidance on inclusive access that reflects the guidance in Approved Document M *Access to and use of buildings – Volume 2: Buildings other than dwellings* (2015). The guidance says that “shop fronts should achieve an appropriate balance between historic building conservation and accessibility”; that “the threshold should be level”; that “the door to a principal entrance (or an alternative accessible entrance) should be accessible to all” and that “transparent glazing should incorporate features that make it apparent”. The guidance may affect groups with the protected characteristics of ‘disability’ and ‘pregnancy/maternity’ including pushchair users, wheelchair users and the visually impaired. However, the guidance clarifies and codifies existing documentation and would therefore have a neutral effect.

This page is intentionally left blank

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 18 JUNE 2019**

Title of Report	UNIFIED COMMUNICATIONS PLATFORM FOR TELEPHONY AND CONTACT CENTRE
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 Head of Customer Services 01530 454753 tom.Shardlow@nwleicestershire.gov.uk
Purpose of Report	Provide members with details of the procurement of the replacement telephony system and the contact centre platform, as the budget exceeds £250,000 over the life of the contract.
Reason for Decision	To approve the procurement of a replacement Telephony and Contact Centre platform which is anticipated to be above £250,000 over the 5 year contract term.
Council Priorities	Value for Money Spend Our Money Wisely
Implications:	
Financial/Staff	As detailed in the report. ICT Capital budget for 2019/2020 already includes the indicative cost for proposed replacement platform.
Link to relevant CAT	No direct link
Risk Management	Risk will be managed in line with NWLDC standards and good project management principles.

Equalities Impact Screening	N/A
Human Rights	N/A
Transformational Government	The introduction of new technology and smarter ways of working aligns closely with the principles of transformational government.
Comments of Head of Paid Service	Report is satisfactory
Comments of Section 151 Officer	Report is satisfactory
Comments of the Deputy Monitoring Officer	Report is satisfactory
Consultees	None
Background Papers	None
Recommendations	THAT CABINET:DELEGATES AUTHORITY TO THE STRATEGIC DIRECTOR OF HOUSING AND CUSTOMER SERVICES IN CONSULTATION WITH THE CORPORATE PORTFOLIO HOLDER TO PROCURE AND AWARD A REPLACEMENT TELEPHONY AND CONTACT CENTRE PLATFORM OVER 5 YEARS.

1. BACKGROUND

- 1.1 North West Leicestershire District Council has a Customer Experience Strategy, which puts the customer at the heart of everything we do.
- 1.2 The current telephony platform including the customer services software ('Contact Centre'), used in the customer call centre for managing customer calls, has been in place for over 10 years and technology has moved on significantly since then. We are currently restricted in the use of modern telephony practices and customer contact technology.
- 1.3 The current telephony solution was first implemented for Customer Services in 2007, whilst the remainder of the Council were still operating on traditional analogue handsets. In June 2016, new VOIP (voice over internet protocol) handsets were rolled out to the rest of the Council, replacing the traditional handsets. In 2018 we migrated from legacy telephone lines to SIP (session-initiated protocol), which has saved £2,000 per month in call charges and line rentals.

- 1.4 The current telephony platform has not been reviewed for a significant amount of time, which means there are now new opportunities and alternative operating models, that should be reviewed to spend our money wisely, provide value to the organisation and our customers and embrace new ways of working.
- 1.5 The work, which has been done to date, has moved the Council forward in terms of its telephony and customer services contact. However, the current platform does not provide or deliver, modern contact centre features such as: -
- Presenting a customer service agents with details of the caller and associated record on the screen as soon as they are on the phone. The agent currently needs to look this information up on various different systems.
 - Blended media opportunities, which gives a single view of all incoming contact, calls, email, social media and web chat, enabling improved resource planning and efficiency. This gives the capability for templates, automatic email prioritisation and suggested responses.
 - Ability to look up a contact from the central address book, view the officer's presence (whether they are at their desk or not) and make a call or instant message, thus removing the need to look around for numbers. We currently do not have a central address book, where staff can click to dial, they currently have to find the number and dial the extension, and have no insight as to whether the officer is available or not.
 - Easy to initiate, video and audio conference calling, internally, externally, to partners and customers, without the expensive cost of travel. This will also provide screen sharing, file sharing and instant messaging.
 - Customers can select options and call extensions by voice recognition as opposed to pressing numbers.
 - Real time advanced reporting, dashboards and multi-channel blending from twitter and Facebook.
 - The use of softphones (virtual phones on the desktop) and smartphones, replacing traditional bulky handsets.
- 1.6 To improve our customer experience offering and meet our procurement obligations, we need to implement a replacement corporate telephony system and contact centre software.
- 1.7 Replacing the telephony system and Contact Centre platform will transform the way in which we will work, providing an agile workforce, enabling more flexible working, and increasing staff contact with the following benefits: -
- Call centre staff will all have a soft phone on their computer, replacing the desk phone. This will allow agents to make and receive calls directly from the computer and manage emails and social media communications from a single view. Agents will be able to see presence information, and communicate with each other over instant messaging and video, thus helping to speed up customer responses.
 - Blended and Multimedia queuing, allows all customer communications from emails, Twitter, Facebook, voice calls, and chat to all be handled from a single source. This improves efficiency, by having agents who can handle all forms of customer contact,

from a single view, as opposed to specific agents for specific tasks. This enables resources to be used more flexibly and increases customer response times.

- Officers will be able to make and receive calls using the soft phone on their work smart phone or tablet, free of charge, therefore there will be no need for traditional desk phones. Their extension number will follow them around where ever they are and so officers will be contactable at all times.
- Ability to hold and host audio/video conference calls and presentations with partners, customers and colleagues, without incurring the time and cost of travel.
- Rich management information and analytics will provide call reporting capabilities to monitor both outgoing calls and call performance dashboards.
- Flexibility and business agility, offers the very latest communication and collaboration tools, enabling staff to work from different locations and join and set up conference calls at the click of a button.
- An engaged workforce and improved productivity where staff can collaborate more closely with each other via the various communications channels.

2 CONTRACTING AND FINANCIAL IMPLICATIONS

- 2.1 The revenue cost of the current telephony platform to support and maintain is £13,350 and £2,306 for call recording. If we carried on in this manner, over 5 years, the total cost would be £78,280, without gaining any further benefit.
- 2.2 The indicative cost of the replacement telephony platform and contact centre over 5 years is as follows :

Cost breakdown:

Year	Capital Cost (£)	Revenue Cost (£)	Combined (£)
1	128,850	29,073	157,923
2	0	29,073	29,073
3	0	29,073	29,073
4	0	29,073	29,073
5	0	29,073	29,073
Total	128,850	145,365	274,212

The capital cost of £128,850 has been budgeted in the ICT capital budget for 2019/20.

The revenue (support and maintenance) cost over 5 years is £145,365 of which £78,280 is already in the ICT revenue budget. Therefore, an additional £67,085, is required over 5 years and additional funding will be sought as part of 2020 budget setting.

This provides a new and modern approach to telephony, a new modern contact centre and agile working, aligned to the customer experience strategy, improving overall customer contact, and customer satisfaction.

3 PROCUREMENT ROUTE

- 3.1 The contract will be awarded using a framework contract, which will be the Crown Commercial Services (CCS) framework RM1045 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.
- 3.2 Value for money will be secured through the framework route. Officers have tested the market through Soft Market Testing, obtaining information on what the market can provide and the associated indicative price points. The market is reasonably saturated with potential suppliers, therefore generating effective competition and comparison.
- 3.3 The project delivery will follow the PRINCE2 project management methodology and the project team will consist of; Procurement Officer, Legal Officer, key IT and Customer services members, with an IT project officer leading on the implementation. The IT Manager will oversee the delivery and IT operations.
- 3.4 The timescales for delivery are set out as below :-

	Milestones	Start	End
1	Cabinet report for approval	June 2019	June 2019
2	Procurement of Unified Communications solution	July 2019	August 2019
3	Contract award	August 2019	August 2019
4	Roll out of new telephony system to Council except Contact Centre	September 2019	December 2019
5	Implement new Contact Centre with a Unified Communications solution	February 2020	June 2020

4 CONTRACT AWARD

- 4.1 In order to procure the contract in relation to the Telephony and Contact Centre platform Cabinet is requested to delegate authority to procure a replacement telephony and contact centre platform over 5 years to the Strategic Director of Housing and Customer Services in consultation with the Corporate Portfolio Holder.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 18 JUNE 2019

Title of report	DISPOSAL OF PROPERTY – CONFIRMATION OF URGENT ACTION
Key Decision	Financial – No Community - No
Contacts	Councillor Roger Bayliss 01530 411055 roger.bayliss@nwleicestershire.gov.uk Strategic Director of Housing and Customer Services 01530 454819 glyn.jones@nwleicestershire.gov.uk Head of Housing and Property 01530 454780 chris.lambert@nwleicestershire.gov.uk
Purpose of report	To seek Cabinet confirmation of a decision taken by the Chief Executive and Leader under the urgency provisions within the HRA Disposal Policy.
Reason for decision	The decision to dispose of the property was made by Cabinet on 9 April 2019, in accordance with the HRA Disposal Policy (approved by Cabinet on 3 March 2015) to generate a capital receipt to meet the needs of the HRA Business Plan and associated budget for 2019/20.
Council priorities	Value for Money, Homes and Communities.
Implications:	
Financial/Staff	The proceeds of the sale will contribute towards the annual income from land and property sales target (of £400,000) within the approved Housing Capital Programme
Link to relevant CAT	None
Risk Management	None
Equalities Impact Screening	An assessment of housing need in the area suggested low levels of demand and the sale will enable us to acquire additional homes in high demand areas.

Human Rights	None
Transformational Government	Active asset management is an important part of our Housing Asset Management Strategy, to ensure we spend our money wisely and deliver the agreed quality of Council housing for tenants.
Comments of Head of Paid Service	The report is satisfactory
Comments of Section 151 Officer	The report is satisfactory
Comments of Deputy Monitoring Officer	The report is satisfactory
Consultees	Corporate Asset Management Group (AMG).
Background papers	Report to Cabinet 3 March 2015 – HRA Disposals Policy Report to Cabinet 9 April 2019 - HRA Stock Acquisitions and Disposals (Confidential) .
Recommendations	THAT CABINET CONFIRM THE DECISION OF THE CHIEF EXECUTIVE AND LEADER OF THE COUNCIL TO ACCEPT AN OFFER OF £210,000 FOR THE FREEHOLD SALE OF 26 THE PINFOLD, NEWTOWN BURGOLAND.

1.0 REPORT

- 1.1 Cabinet considered a confidential report on 9 April 2019 through which the decision was made to dispose of 26 The Pinfold, Newtown Burgoland, a traditionally built 3 bedroomed semi detached house in a rural location with a large fenced garden.
- 1.2 Significant repair work would have been required prior to it being relet, and because of the significant capital receipt the property would generate it was recommended for sale under the “Revenue or Capital income generation” provision within the Housing Asset Management Strategy.
- 1.3 The property was independently valued at £200,000, and was advertised through a local estate agent with a guide price of £210,000 to test the market. Following 13 viewings the highest offer received was £210,000.
- 1.4 The HRA Disposals policy requires the acceptance of any offer over £50k to have Cabinet approval prior to acceptance, and in order to secure a sale the urgent action provisions in the policy were exercised, with the Chief Executive and Leader confirming acceptance of the offer. The Disposal policy requires that any use of the urgency provision is reported to the next available meeting of Cabinet, hence this report.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 18 JUNE 2019

Title of report	LEICESTERSHIRE PARTNERSHIP REVENUES AND BENEFITS JOINT COMMITTEE - APPOINTMENT OF MEMBERS
Key Decision:	a) Financial No b) Community Yes
Contact	Councillor Roger Bayliss 01530 411055 roger.bayliss@nwleicestershire.gov.uk Strategic Director of Housing and Customer Services 01530 454819 glyn.jones@nwleicestershire.gov.uk Head of Customer Services 01530 454753 tom.shardlow@nwleicestershire.gov.uk
Purpose of report	To appoint members to the Leicestershire Partnership Revenues and Benefits Joint Committee.
Reason for decision	To comply with the Constitution of the Leicestershire Partnership Revenues and Benefits Joint Committee
Council Priorities	Value for Money
Implications:	
Financial/staff	None
Health and Safety	None
Risk Management	None
Equalities Impact Screening	Not applicable
Human rights	None
Transformational Government	None
Comments of the Head of Paid Service	Report is satisfactory
Comments of the Section 151 Officer	Report is satisfactory

Comments of the Monitoring Officer	Report is satisfactory
Consultees	None
Background papers	The Constitution of the Joint Committee
Recommendations	TO NOMINATE TWO CABINET MEMBERS TO SERVE ON THE JOINT COMMITTEE

1.0 BACKGROUND

- 1.1 A joint Revenues and Benefits Governance Arrangements report developed in partnership with Hinckley and Bosworth Borough Council and Harborough District Council was produced in 2011. It was agreed that the same report should be sent to all three Councils within a similar timeframe. The joint report was considered by Cabinet on 15 February 2011, where it was agreed that three Executive/Cabinet members be appointed to serve on the Joint Committee, one from each Authority.
- 1.2 At the meeting of the Joint Committee on 17 October 2013 amendments were made to the Constitution to increase the membership of the Committee from one Executive/Cabinet Member from each Authority to two Executive/Cabinet Members from each Authority. In addition the number of Substitutes that each Executive/Cabinet could nominate to attend if the Members were unable to attend was increased to two from each Authority.
- 1.3 Substitute Members can be nominated to attend the meeting in place of an appointed Member from that Executive/Cabinet subject subject to notice being given to the secretary of the Committee before the start of the meeting. Substitutue Members must be Executive Members but do not need to be officially appointed.

2.0 NOMINATIONS

- 2.1 Cabinet is asked to nominate Councillors R Ashman and R D Bayliss to serve on the Joint Committee.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL**CABINET – TUESDAY, 18 JUNE 2019**

Title of report	MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY
Key Decision	a) Financial No b) Community No
Contacts	<p>Councillor Andrew Woodman 07932 758555 andrew.woodman@nwleicestershire.gov.uk</p> <p>Strategic Director of Place 01530 454555 james.arnold@nwleicestershire.gov.uk</p> <p>Head of Economic Regeneration 01530 454752 mark.fiander@nwleicestershire.gov.uk</p> <p>Head of Community Services 01530 454832 paul.sanders@nwleicestershire.gov.uk</p>
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.
Health and Safety	None.
Risk Management	N/A
Equalities Impact Screening	None discernible.
Human Rights	None.
Transformational Government	None.

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	Agenda and minutes of the meeting held on 3 April 2019
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 BACKGROUND

- 1.1 The Coalville Special Expenses Working Party meets as often as is required to meet business demands – usually quarterly. As the working party reports directly to Cabinet, all recommendations made are to 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 Coalville special expenses area and to make recommendations to Cabinet.
- 2.2 To receive reports and examine possible project options on which recommendations will be made to Cabinet

3.0 RECOMMENDATIONS FROM MEETING ON 3 APRIL 2019

3.1 2018/19 Events Update

No recommendations

3.2 Capital Projects Update

- a) Cabinet approve the allocation of £1,200 from Coalville Special Expenses for the graffiti art project towards the progression of the Coalville Park Green Flag Award.
- b) Cabinet approve the allocation of £300 from Coalville Special Expenses for the cost of watering of the ordered flower troughs and a further £6,206 for additional flowers around the town centre, as detailed within the additional papers.

c) Cabinet approve the allocation of £15,714 of external funding for the improvement of parks and open spaces to upgrade the Oval Play Area in Bardon.

3.3 Coalville Special Expenses Finance Update 2018/19 Period 11 Position/Forecast Outturn And Approved 2019/20 Budget

No recommendations

This page is intentionally left blank

MINUTES of a meeting of the COALVILLE SPECIAL EXPENSES WORKING PARTY held in the Council Chamber, Council Offices, Coalville on WEDNESDAY, 3 APRIL 2019

Present: Councillor J Geary (Chairman)

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

In Attendance: Councillors R Johnson (Observer)

Officers: Mr J Knight, Mrs W May, Mrs R Wallace and Mr M Fiander

23. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor R Adams.

24. DECLARATIONS OF INTEREST

Councillor J Geary declared a non-pecuniary interest in item 5 – Capital Projects Update as a regular supporter of Coalville Town Football Club and a founder member of Mantle Lane Arts, and in any reference to the Springboard Centre as a director.

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

Councillor M B Wyatt declared a non-pecuniary interest in any reference to Coalville Town Centre as an owner of two businesses in the town.

The Head of Economic Regeneration read out a brief statement regarding the pre-election period rules in regards to the discussions at the meeting.

25. MINUTES OF THE PREVIOUS MEETING

Consideration was given to the minutes of the meeting held on 18 December 2018.

It was moved by Councillor J Legrys, seconded by Councillor M Specht and

RESOLVED THAT:

The minutes of the meeting held on 18 December 2018 be approved and signed by the Chairman as a correct record.

26. EVENTS UPDATE

The Cultural Services Team Manager presented the report to Members.

St Georges Day – 23 April 2019

The Cultural Services Team Manager asked Members to note the timings for the flag flying as printed within the report.

Music and Picnic in the Park – 22 and 23 June 2019

Planning for this event was well underway and ahead of schedule. It was reported that a funding contribution had been secured for the main attraction, which supported the council's priority 'Recycle more....' The attraction was an 18-metre giant inflatable whale, in which public could enter the attraction and watch a live performance highlighting the impact on plastics on the environment. There would also be another 'Art in the Park', whereby art created by schools at the Timber Festival would be on display at the park.

Coalville by the Sea – 2 and 3 August 2019

It was reported that following comments from Members, donkey rides had been added to the event.

Christmas in Coalville – 23 November 2019

It was noted that planning was in the early stages.

Coalville May Fair – 3-11 May 2019

It was noted that the event would now cover two weekends to have a greater impact on the town centre.

Councillor M Specht congratulated officers on the progress made with the events for the coming year. He asked if the funding for music and picnic in the park was combined or whether a breakdown of costs was available. The Cultural Services Team Manager explained that there was a number of shared costs, such as the fencing and the toilets but would circulate a breakdown to Members outside of the meeting.

Councillor M B Wyatt reported that he was aware of a biker group that had shown an interest in organising a Christmas drive through Coalville and would like some assistance from officers if possible. It was agreed to pass on the contact details to the Cultural Services Team Manager.

The Cultural Services Team Manager reported that the Christmas in Coalville Business Survey had been sent out to all local businesses with a 3.6 percent return rate. It was therefore concluded that due to the low number of responses received that most town centre businesses were satisfied with the Christmas event as they had chosen to not take advantage of the opportunity to comment. Further, the comments and suggestions made by the businesses that did respond were noted and where appropriate officers would liaise directly with the relevant business. Councillor M B Wyatt did not agree with the conclusion from the survey, as he was aware that a number of businesses had chosen not to return a response, as they did not believe it was worthwhile. He would therefore be encouraging businesses to return the survey so that officers could have a more accurate response. The Chairman was disappointed with the number of responses. He referred Members to the suggestions made for more free parking and commented that if parking was free for the whole of December there would be a loss of income of approximately £23,000.

It was moved by Councillor J Legrys, seconded by Councillor M Specht and

RESOLVED THAT:

- a) The progress update be noted.
- b) The response to the Christmas in Coalville 2018 Business Survey be noted.

27. CAPITAL PROJECTS UPDATE

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

Coalville Park Green Flag Award

As referenced within the report, the Coalville park improvement plan was circulated to Members. The Leisure Services Team Manager highlighted three areas for the first phase of the action plan, refurbishment of the play area, the landscape enhancement of the recreation ground and the community garden project. He suggested the use of the £35,000 available Section 106 money, as well as to seek match funding for the remaining cost. He proposed that £1200 be allocated for the graffiti art project for the skate park. All Members agreed.

Lillehammer Drive

The Leisure Services Team Manager explained that a public meeting was held in January to discuss the possible landscaping schemes however, it was evident that creating a public space was not the wish of the residents due to the previous ASB issues in the area. It was agreed that consideration would be given to allowing the area to become part of the school but unfortunately, there was a number of covenants imposed on the land, which did not allow it. Members were asked to consider whether they would like officers to open negotiations with Barratt's with a view to having the existing covenants lifted. Councillor J Legrys attended the public meeting and he concurred with earlier comments about residents' views. He felt that officers should approach Barratt's about the covenants and he hoped a good conclusion could be sought. All Members agreed.

London Road Closed Cemetery

It was reported that the seating had now been installed and a photograph was circulated to Members. In response to a question from Councillor M B Wyatt, the Leisure Services Team Manager explained that the information board was the only thing now outstanding but it was in progress and that the design of the board would be circulated to Members for comments prior to ordering. Councillor M B Wyatt asked if there would be any recognition within the area to Bardon Quarry for the funding. Following discussion, it was agreed to look into having something included on the information board.

Hanging Baskets

It was reported that the hanging baskets for Coalville had been investigated but due to a number of drawbacks including the installation of brackets on private property, and getting legal agreements in place with property owners, this approach would take a considerable amount of time to arrange. Funding had been made available from the High Streets Community Clean Up Fund and a number of flower troughs had been ordered. The Leisure Services Team Manager circulated the list of the locations for which flower troughs had been ordered and the requested costs for watering. He also proposed a number of additional options for the purchase of further flower troughs and towers for Members discussion and approval.

Councillor M B Wyatt was disappointed that the hanging baskets were not being pursued and that there were no proposals within the report to overcome the problems that had been discovered. However, he was pleased that flowers had been ordered and asked officers to look into 'Coalville in Bloom' for 2020. The Leisure Services Team Manager agreed to investigate.

In response to a question from Councillor P Purver, the Cultural Services Team Manager explained that the lighting columns could not be used for the hanging baskets as they were already used for the Christmas lights and the County Council would not allow anything else due to the weight. Councillor P Purver asked that for future years, officers consider looking into the option of mounting brackets above the shop units that could be used for flowers in the summer and Christmas trees in the winter, as she felt there must be a way to utilise the same bracket for both.

After further discussions, Members agreed to fund the watering costs of £300 and all three option for further flower purchases to have as many flowers as possible in Coalville during the summer.

Bardon Play Area

A plan of phased replacement for play area equipment was circulated to Members with accompanying photographs. It was reported that £15,714 funding had been received to improve parks and open spaces and it was proposed that this be put towards the replacement of equipment dependant on the priority rating. Councillor M B Wyatt moved

that the work required at the oval play area be undertaken in the current financial year as he felt it was urgent. It was seconded and agreed by Members.

The Chairman was disappointed that Members had agreed for works to be undertaken on a play area where the equipment was priority 2 and 3 when there were higher priorities in the area. He asked that costings be provided at the next meeting for each play area so that discussions could be had on replacement of the more urgently required equipment. In response to a question from Councillor M B Wyatt, the Leisure Services Team Manager confirmed that developers could be asked for contributions to play areas through Section 106 agreements. He explained that he saw all planning applications and consideration was always given to this as part of the planning process.

RESOLVED THAT:

- a) The 2018/19 Capital Project progress update be noted.
- b) The 2019/20 Capital Projects be noted.
- c) Officers approach Barratt's to negotiate the further progression of the Lillehammer Drive MUGA site.
- d) Officers investigate into the possibility of entering Coalville into 'Coalville in Bloom'.
- e) The play equipment at the Oval Play Area be replaced in the current financial year.

RECOMMENDED THAT:

- f) Cabinet approve the allocation of £1200 from Coalville Special Expenses for the graffiti art project towards the progression of the Coalville Park Green Flag Award.
- g) Cabinet approve the allocation of £300 from Coalville Special Expenses for the cost of watering of the ordered flower troughs and a further £6,206 for additional flowers around the town centre, as detailed within the additional papers.
- h) Cabinet approve the allocation of £15,714 of external funding for the improvement of parks and open spaces to upgrade the Oval Play Area in Bardon.

28. COALVILLE SPECIAL EXPENSES FINANCE UPDATE 2018/19 PERIOD 11 POSITION/FORECAST OUTTURN AND APPROVED 2019/20 BUDGET

The Head of Economic Regeneration presented the report to Members.

The Chairman thanked the officers for all the hard work undertaken in the last four years.

It was moved by Councillor P Purver, seconded by Councillor M Specht and

RESOLVED THAT:

- a) The 2018/19 period 11 Position/Forecast Outturn be noted.
- b) The approved budget for 2019/20 be noted.

The meeting commenced at 6.30 pm

The Chairman closed the meeting at 7.42 pm