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Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 14 January 2020
Location	Board Room, Council Offices, Coalville
Officer to contact	Democratic Services (01530 454512)

AGENDA

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Pages

1. APOLOGIES FOR ABSENCE

2. DECLARATION OF INTERESTS

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

3. PUBLIC QUESTION AND ANSWER SESSION

4. MINUTES

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Report of the Strategic Director Presented by the Housing and Customer Services Portfolio Holder

8. 2019/20 QUARTER 2 PERFORMANCE REPORT

Report of the Chief Executive Presented by the Leader

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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 Council Chamber, Council Offices, Coalville on TUESDAY, 10 DECEMBER 2019

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Present: Councillor R Blunt (Chairman)

Councillors R Ashman, R D Bayliss, N J Rushton and A C Woodman

In Attendance: Councillors

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

57. APOLOGIES FOR ABSENCE

Apologies were received from Councillor T Gillard.

58. DECLARATION OF INTERESTS

There were no interests declared.

59. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

60. MINUTES

Consideration was given to the minutes of the meeting held on 12 November 2019.

It was moved by Councillor R Blunt, seconded by Councillor R Ashman and

RESOLVED THAT:

The minutes of the meeting held on 12 November 2019 be approved and signed by the Chairman as a correct record.

Reason for decision: To comply with the Constitution.

61. GENERAL FUND AND SPECIAL EXPENSES REVENUE BUDGET PROPOSALS FOR 2020/21

The Corporate Portfolio Holder presented the report to Members.

He advised that the report asked Cabinet to agree the 2020/21 budget proposals for statutory and public consultation on the council's website and that the draft General Fund Budget for next year projected a balanced budget with a £847k surplus. He noted that it was better than had been anticipated due to the deferral of the local government funding reforms to April 2021.

He highlighted that the report included a range of budget proposals including savings, cost pressures, staffing increases and developments to service areas and that the key features for the next year included:

- A new £1m Climate Change Reserve set aside to cover the additional costs to the General Fund on becoming carbon neutral.
- Incorporation of budgetary provision for tree maintenance and for maximising external funding, as a result of consultation with the Corporate Scrutiny Committee on 7 November;

- Inclusion of £570k Journey to Self Sufficiency savings target, following a redesign of the programme; and
- Details around proposed charge variations for next year a new approach for the next year in line with the Corporate Charging Policy.

He informed that there was no proposed increase in Council Tax and that Business Rates growth for the next year had been assessed as significant largely due to growth in the north of the district.

He advised that funding estimates would be refined following approval of the council tax and business rates bases in January and receipt of the provisional Local Government Finance Settlement which had been delayed until after the General Election. He noted that adequate reserves remained in place with the forecast self-sufficiency reserve balance of £5.3m at 31 March 2021, subject to the council using the reserve to generate revenue as part of the Journey to Self-Sufficiency Programme and a further £1.5m agreed minimum operating balance.

He stated that the draft budget for Special Expenses included proposed increases in the precept for next financial year to fund planned maintenance, the phasing out of the Localisation of Council Tax Support Grant and maintain a balanced position, and that the final position for special expenses was likely to change as a result of the work to set the council tax base for next year.

He outlined that the consultation would be undertaken throughout December and early January, with responses reported to Cabinet and Council as part of the approval process for the final budget.

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

RESOLVED THAT:

- 1. The 2020/21 General Fund and Special Expenses budget proposals be agreed for statutory consultation; and
- 2. The assurance statement by the S151 Officer be noted.

Reason for decision: Required to complete 2020/21 budget process.

62. DRAFT HOUSING REVENUE ACCOUNT (HRA) BUDGET FOR 2020/21

The Housing and Customer Services Portfolio Holder presented the report to Members.

He advised that the report before them asked Cabinet to agree the 2020/21 budget proposals for statutory consultation, including the 2.7% rent increase in line with the Governments national rent increase policy.

He highlighted that the draft HRA Budget for the next year showed a projected balanced budget, with a £2.5m surplus and included in the report was a range of budget proposals including savings, cost pressures, staffing increases and developments to service areas.

He noted the following key features:

- A contribution of £250k of revenue to the HRA Capital Programme to fund a new pilot project to regenerate an existing council housing estate; and

- Inclusion of a £225k Journey to Self Sufficiency savings target.
- A Revenue Contribution to Capital Outlay will be made again next year to boost new council housing supply within the HRA Capital Programme.

He outlined that consultation with council tenants would be undertaken throughout the remainder of December, with responses reported to Cabinet and Council as part of the approval process for the final budget. He added that the HRA continued to have adequate reserves and continued to maintain the £13m set aside for the redemption of self-financing loans due for payment in 2022.

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

RESOLVED THAT:

- 1. The assurance statement by the S151 Officer be noted; and
- 2. The draft HRA budget proposal, including the 2.7% rent increase, as detailed in the report and associated appendices be approved for consultation

Reason for decision: To enable the Council to set a balanced Housing Revenue Account Budget for 2020/21.

63. 2020/21-2024/25 DRAFT CAPITAL PROGRAMMES

The Corporate Portfolio Holder presented the report to Members.

He advised Members of an error on page 51 under financial implications HRA budget which should have stated £10.8m and not £12.7m and that the report presented an ambitious and fully funded Council capital spending plan of £24m for the next year and a further £61m between 2021 and 2025.

He informed Members that the plans included the creation or enhancement of a number assets as per the Council's Planned Preventative Maintenance Schedule, Asset Management Strategies and Council Delivery Plan, and that the plans for the General Fund for next year total £12.7m and included:

- £9.7m on building the new leisure facility,
- £610k to redevelop Appleby Magna Caravan Site,
- £75k for the demolition of the market hall site following relocation of the market in 2020,
- £25k for the installation of a new inclusive toilet at Coalville Cemetery.

He noted that there were no items included on the draft Special Expenses Capital Programme.

In relation to the draft Housing Revenue Account Capital Programme, which was £10.8m, it included

- £3.9m expenditure as part of the council's continued Home Improvement Programme,
- £4.5m on Council New Housing Supply programme
- a new £250k provision for regenerating an existing council housing estate.

He highlighted a specific change recommended by Scrutiny had also been included on the HRA – which was to speed up the off-street parking programme, over 3 years as opposed to 4.

He stated that the consultation would be undertaken throughout December and early January, with responses reported to Cabinet and Council as part of the approval process for the final budget.

He asked the Chief Executive in consultation with the Leader to be more ambitious with the off-street parking.

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

RESOLVED THAT:

- 1. The estimated General Fund and HRA capital outturn for 2019/20 and planned financing be noted at appendices A and B
- 2. The draft Capital Programmes in 2020/21 be approved for consultation detailed in:
 - Appendix A General Fund Capitals Schemes
 - Appendix B HRA Capital Schemes
 - And in 2021/22, these schemes only:
 - £755,000 for the vehicle replacements as detailed in Paragraphs 3.8
- 3. The proposed procurement routes in respect of vehicles, equipment and plant be noted and authority to award these contracts and any associated agreements furtherance of the project be delegated to the Strategic Director of Place in consultation with the portfolio holder, subject to final approval of the Capital programmes in February 2020.

Reason for decision: To enable projects to be included in the Programmes for consultation.

64. 2020-2025 MEDIUM TERM FINANCIAL PLAN

The Corporate Portfolio Holder presented the report to Members.

He advised Cabinet that the report provided a summary of the revisions to the Councils Medium Term Financial Plans and that it also provided an update on the Journey to Self-Sufficiency Programme and the new approach that has been designed by the Corporate Leadership Team in establishing new savings targets for all council services.

In relation to the General Fund he noted that the outlook over the forthcoming five year period was a \pounds 1.2m deficit but pointed out that the position included Journey to Self-Sufficiency savings of \pounds 5.1m meaning that if they were not delivered the deficit would be significantly higher at \pounds 6.3m.

He advised that the impact of the deferred local government funding reviews had been incorporated into the plan and that officers continued to assume a full business rates baseline reset, and that historic New Homes Bonus payments for a further 2 years would be received before the scheme was phased out.

He informed Members that additional growth in business rates was now been incorporated into the plan specifically in relation to the recent planning decision at Junction 11 of the M42 and, that, the revisions on the General Fund had resulted in a favourable movement in the 5 year savings target, bringing it down by £4.5m, from £5.7m over the period to £1.2m.

In relation to the Housing Revenue Account, he highlighted that the 5 year projections remained positive with a surplus of £4.7m projected. £2.6m of the forecast was a result of the targeted Journey to Self-Sufficiency savings.

He added that a number of long-ranging assumptions have been reviewed and updated and as a result a previously reported likely funding shortfall of £26.4m in 2041/42 is now not forecast to occur, meaning the HRA would be able to repay the original Self-Financing loans when they fall due.

In response to a question from Councillor N J Rushton, the Chief Executive advised Members that officers were working on plans for the Journey to Self-Sufficiency and was comfortable that they could be met.

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

RESOLVED THAT:

- 1. The revised Medium Term Financial Plans be noted
- 2. The progress of the Journey to Self Sufficiency be noted

Reason for decision: To keep members up to date in respect of the council's five-year financial projections.

65. 2019 AIR QUALITY ANNUAL STATUS

The Community Services Portfolio Holder presented the report to Members.

He advised that all councils had a statutory responsibility to assess the present and future air quality of their area in relation to the requirements of the National Air Quality Strategy and identify the main sources of the pollutants affecting air quality. The main types of pollutant affecting the air quality in North West Leicestershire are particulates and nitrogen dioxide. He highlighted that to meet these responsibilities the Council had a published Air Quality Strategy and as a result of assessing the pollutants there were currently 5 declared AQMAs for the exceedance of NO₂.

He stated that each year the Council was required to publish an annual status report (ASR) to the Department for Environment, Food and Rural Affairs (DEFRA) and the template Local Authorities were expected to follow for the report was provided in a Government technical guidance, with the overall aim of the document to report on progress in achieving reductions in concentrations of emissions relating to relevant pollutants below air quality objective levels. He added that the information contained in the ASR was based on last year's monitoring and modelling data.

He informed Members that since changes were required to two of the AQMA's Cabinet was asked to approve the annual status report for submission to DEFRA and to agree to amend the Coalville air quality management area and revoke the M1 air quality management area.

He outlined that apart from the statutory work, the council also worked closely with Public Health at Leicestershire County Council, in particular, officers attend a steering group and workshops to support the work of the Joint Strategic Needs Assessment (JSNA) within its air quality chapter with the purpose of improving air quality and its impact on health. An Action Plan for the JSNA was due to go to LCC Committee in June 2020.

He advised that the council also worked with internal teams to assist with the implementation and development of the health and well-being strategy action plan and the

carbon neutral agenda. He noted the all member workshop and briefing on 20 January with Etude which would set out the short, medium and long term actions.

He hoped to provide Cabinet with an update on the wider and non-statutory air quality work and that an update report on the wider air quality work would be presented to Community Scrutiny in 3 months and then Cabinet.

Councillor R Blunt stated that it was an issues that was getting higher on priority lists and that the Council needed to be seen as being on the front foot.

It was moved by Councillor A Woodman, seconded by Councillor R Blunt and

RESOLVED THAT:

- 1. The annual status report for submission to DEFRA be approved
- 2. The amendment to the Coalville Air Quality Management Area be agreed
- 3. The revocation of the M1 Air Quality Management Area be approved
- 4. The Community Scrutiny recommendations be noted and a review and further report to Cabinet on the need for additional capacity for air quality functions in the district be agreed

Reason for decision: Compliance with Part VI of the Environmental Protection Act 1995

66. MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY

The Community Services Portfolio Holder presented the report to Members.

He thanked members and officers for the great work that they continued to do within the Coalville Special Expense area and noted that there were a number of items that he wished to cover from the most recent meeting.

He noted the success of the events programme and particularly liked the feedback received regarding Picnic in the Park. He also highlighted the planned events for 2020/21 which not only included those regularly delivered through the Working Party, but also included potential additions such as Cinema in the Park and Inflatable Days, as well as linking in to the Coalville Project and the wider events programme He welcomed the addition of the Community Grant applications that had been considered and how they were helping community groups and added that it was fantastic to see the enthusiasm being shown by the Friends of Coalville Park group in their endeavours to improve the area for the community.

He acknowledged that he was disappointed to see the ongoing anti-social behaviour being experienced in a number of areas and recognised the work officers were doing to mitigate it. He informed Members that such vandalism had led to the irreparable damage of Cropston Drive changing pavilion roof which needed replacing. He advised that whilst it was being pursued through an insurance claim, he asked Cabinet members to support the recommendation of the Working Party, on grounds of health and safety, to allocate up to £10,000 from asset protection budgets to cover either the insurance excess or the full cost of repairing the roof, adding that a sum of £2,000 had been secured towards the project from the Bardon Community fund.

He noted the work that was being undertaken to understand the financial implications and responsibilities the Working Party had in managing assets within the special expense

area. He informed Cabinet that the Working Party had once again requested to use over £15,000 of external funding targeting improvements to parks and open spaces for improvements at The Oval play area in Bardon. He reminded them that as previously, that whilst old, the equipment should last up to another 6 years, and that there were other play areas within the Coalville Special Expense area with equipment that did not have the same lifespan. He asked Cabinet to reject the recommendation and ask that members of the Working Party look to allocate the funding to improving play equipment at play areas that were a higher priority due to the equipment being closer to the end of its life.

It was moved by Councillor A Woodman, seconded by Councillor R Ashman and

RESOLVED THAT:

The recommendations made by the Coalville Special Expenses Working Party as detailed within the minutes be noted and the recommendations as summarised at 3.0, be approved with the exception of 3.2.1 which be rejected.

Reason for decision: To consider the recommendations made by the Coalville Special Expenses Working Party.

67. 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.

68. NEWMARKET - AWARD OF CONTRACT

The Community Services Portfolio Holder presented the report to Members.

Councillor R Blunt commended the work that had been carried out on the project so far.

It was moved by Councillor A Woodman, seconded by Councillor R Blunt and

RESOLVED THAT:

The contract at the value as detailed in the report for the renovation of Newmarket and the works required to create a new traditional shop front be awarded to the company as detailed in the report.

Reason for decision: When the delegated authority to award the contract was given in July 2018 for the internal renovations works only, was as detailed in the report. With the subsequent addition of the Grant to improve the shop front the award total has increased, which requires renewed Cabinet approval. The funding for both elements is in place.

The meeting commenced at 5.00 pm

The Chairman closed the meeting at 5.40 pm

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CABINET – TUESDAY, 14 JANUARY 2020



Title of Report	COUNCIL TAX BASE 2020/21					
Presented by	Councillor Nicholas Rushton Corporate Portfolio Holder					
Background Papers	2020-2025 Medium Term Financial Plans – Cabinet 10 December 2019	Public Report: Yes				
	General Fund and Special Expenses Revenue Budget Proposals for 2020/21 – Cabinet 10 December 2019	Key Decision: Yes				
	<u>Council Tax Base 2019/20 –</u> <u>Cabinet 15 January 2019</u> <u>Council Tax Changes – Cabinet</u>					
Financial	11 December 2018 These are set out in section 2 of the	a roport				
Implications	Signed off by the Section 151 Off	•				
Legal Implications	There are no implications					
gap						
	Signed off by the Monitoring Offi	cer: Yes				
Staffing and Corporate	There are no implications					
Implications	Signed off by the Head of Paid Service: Yes					
Purpose of Report	To determine the Council Tax Base and advise members of the process for calculating the NNDR amounts due to the Council for the 2020/21 Financial Year.					
Reason for Decision	Statutory requirement to facilitate the setting of Council Tax for the forthcoming Financial Year.					
Recommendations	1. THAT THE CALCULATION OF THE COUNCIL TAX BASE FOR EACH PARISH AND SPECIAL EXPENSE AREA FOR THE FINANCIAL YEAR 2020/21. AS SHOWN IN APPENDIX 2 TO THE REPORT, BE APPROVED AND RECOMMENDED TO COUNCIL FOR ADOPTION.					
	LOCAL AUTHORITIES (CA BASE) (England) REGULA AMOUNT CALCULATED BY	AT, IN ACCORDANCE WITH THE ALCULATION OF COUNCIL TAX TIONS 2012 SI 2012/2914, THE NORTH WEST LEICESTERSHIRE & COUNCIL TAX BASE FOR THE HALL BE 34,585.				
		COUNCIL TAX SUPPORT GRANT PARISH COUNCIL DETAILED IN				

4.	. THAT CABINET NOTE THAT THE SECTION 151 OFFICER HAS DELEGATED AUTHORITY TO SUBMIT THE CALCULATIONS OF NON DOMESTIC RATING INCOME AND OTHER AMOUNTS REQUIRED BY THE GOVERNMENT BY 31 JANUARY EACH YEAR.
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1. INTRODUCTION

- 1.1 The Local Government Finance Act 1992 requires that the calculation of the Council Tax Base and NNDR for the financial year 2020/21 be determined by no later than 31 January 2020. This is a necessary component in the setting of the 2020/21 Council Tax and Business Rates.
- 1.2 The work to estimate the council's Council Tax Base have been undertaken and are presented within this report for approval.
- 1.3 The calculations that feed into the NNDR base are typically carried out by Revenues and Benefits Partnership shortly before the 31 January deadline to ensure figures are as up to date as possible. In view of the timing, Cabinet have previously delegated authority to the Section 151 Officer to approve and submit the NNDR 1 form for 2020/21.

2. FINANCIAL IMPLICATIONS

- 2.1 The Council Tax Base is a measure of the relative taxable capacity of the District, as shown in Appendix 1, and of each of part of the District as shown in Appendix 2. It is expressed as the equivalent number of Band D properties in each area. The Council Tax Base multiplied by the Band D Council Tax gives the total Council Tax receivable for the forthcoming financial year.
- 2.2 The budget requirement of this Authority, and of its Precepting Authorities, to be met by the Council Tax charge divided by the Council Tax Base figure to arrive at the level of Council Tax to be levied on a Band D property in order to generate that amount of Council Tax income. The actual levy in properties in other Bands is calculated on a pro-rota basis using the following ratios:

Band A = 6/9 of Band D Band B = 7/9 of Band D Band C = 8/9 of Band D Band D = 9/9 of Band D Band E = 11/9 of Band D Band F = 13/9 of Band D Band G = 15/9 of Band D Band H = 18/9 of Band D

2.3 Where the precept relates to only part of the District (i.e. Parish Precepts and Special Expenses) the appropriate Council Tax Base of the part (as shown in Appendix 2) is used. Accordingly, all Precepting Authorities will be informed of their appropriate Council Tax Base for 2020/21 once the Council Tax Base has been determined.

3. CALCULATION OF COUNCIL TAX BASE

3.1 The Council Tax Base calculation for the financial year 2020/21 has been carried out in accordance with the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012. Appendix 1 shows the actual number of Band D equivalent properties of the Council Tax Base as at 30 November 2019 by Council Tax band.

Growth Estimates

- 3.2 Growth estimates in respect of the number of new properties liable for council tax have also been included. These properties have been identified and monitored by the Council's Planning Policy team and the Revenues and Benefits Partnership, and included in the Council Tax Base calculation at parish level at assumed bandings, before conversion to Band D equivalents. The estimated growth by band can be found in Appendix 1.
- 3.3 A bad debt provision of 2% of the base and growth has been applied to allow for noncollection and banding appeals. This targeted level is consistent with the collection rate achieved in 2018/19 of 97.8% and the forecast collection rate to be achieved in 2019/20 of 97.8%.
- 3.4 The adjusted figures for each Parish and Special Expense area are set out in Appendix 2. The respective Council Tax Base for each Parish and Special Expense area is used as a basis for charging Special Expense and Parish Precepts to the Council Tax payers of the appropriate parts of the District.

Local Council Tax Support Scheme

- 3.5 On 1 April 2013 Council Tax Benefit was replaced by a new Local Council Tax Support Scheme. The new support scheme introduced new discounts into the Council Tax Base calculation, which reduced the tax base significantly in comparison to previous years. For 2014/15 revisions were made to the scheme which reduced the level of Council Tax Support Discounts given which in turn increased the Council Tax Base. From 2015/16 to 2018/19, there were no changes to the scheme.
- 3.6 On 11 December 2019, a 'Council Tax Changes' report was presented to Cabinet. This report reviewed the polices that the council had in place with regard to the current discount scheme. The revisions to the scheme, agreed by Cabinet, reduced the level of council tax support and therefore increased the council tax base. These changes have been incorporated into the tax base calculations.

Local Council Tax Support Scheme – Grant to Parish and Town Councils

- 3.7 In 2013/14, the Government replaced Council Tax Benefit Subsidy grant with Council Tax Support grant but replaced the level of funding by around 10% for 2013/14. The grant was intended to pay for the Council Tax Support Discounts in the 2013/14 year only. Town and Parish Councils did not receive the Government grant in their own right and the District Council has passed on to them an element of its own funding to compensate them for the Council Tax Discounts in the form of the Local Council Tax Reduction/Support Scheme grant. The Council has received no funding from central government for this since 2013/14 but has continued to support the Special Expenses, Town and Parish Councils with this grant.
- 3.8 Members have previously agreed to reduce this grant to Town and Parish Councils by approximately 25 percent per annum over a four year period between 2017/18 2020/21 (agreed as part of the Medium Term Financial Strategy presented to Cabinet on 11 October 2016). 2020/21 therefore represents the final year of this funding, where 25,192.75 in grants will be paid to Town and Parish Councils. The table is presented for information, in Appendix 3.

Local Council Tax Support Scheme – Grant to Special Expenses Accounts

3.9 Special Expense accounts also receive a grant in relation to the Localisation of Council Tax Support, however, unlike the Parish and Town Councils, the grant has continued in its entirety. As its meeting on the 10 December 2019, Cabinet agreed to commence statutory consultation on the Special Expenses budget proposals. One of the budget proposals is to phase out the Localisation of Council Tax Support Grant to Special Expense accounts over

four years commencing in 2021/22. The Council Tax charge in relation Special Expenses have been recalculated to reflect the reduction in the grant. Further information is available in the Budget Proposals report (link in background papers).

Town and Parish Precepts

3.10 Appendix 4 shows the estimated Town and Parish Councils Precepts, recommended grants and total actual funding available for 2019/20 and estimated funding available for 2020/21. Although the estimates of the Precepts for 2020/21 reflect changes in the tax base, no increase in the council tax level has been assumed. Town and Parish Councils as independent bodies can increase their own levels of council tax in order to increase their precept. This table is therefore indicative only, as (at the time of writing this report) we are yet to receive full and final details of precept increases from Town and Parish Councils.

4 NATIONAL NON-DOMESTIC RATES (BUSINESS RATES)

- 4.1 The funding system for Local Government from April 2013 includes the 'localisation' of business rates. As part of the Government's business rates distribution formula, North West Leicestershire District Council has previously retained 40% of all business rates collected within the District, with 9% to Leicestershire County Council, 1% to the Fire Authority, and the remaining 50% known as the "central share" to Central Government. There is however also a complex system of "top-ups", "tariffs" and "levies" which results in the as a "tariff" authority being required to pay a 50% level on its 40% of additional business rates back to Central Government. Due to the existence of the Leicester and Leicestershire Business Rates Pool, this levy payment is instead retained and combined with other levy funds from other Councils in the County and subsumed into the Leicester and Leicestershire Economic Partnership (LLEP).
- 4.2 The Council, along with all counterparties in respect of Business Rates in Leicester and Leicestershire is currently a participant in a 1 year pilot in 2019/20 with the remainder of Leicestershire. During this pilot, the Council retained 37.5% of rates collected, 36.5% to Leicestershire County Council, 1% to the Fire Authority, and the remaining 25% known as the "central share" to Central Government. The total estimated additional income retained in Leicestershire in 2019/20 will be £13.3m and has been utilised to promote financial sustainability and boost housing and economic growth. The Council will be also to bid receive funds and will also receive a direct share, estimated at £570k. This pilot will not continue in 2020/21, and the council will operate under the 50% redistribution system outlined in 4.1 above.
- 4.3 From 2021, the Government intends to introduce a revised 75% Business Rates Retention System, and is currently piloting this is several areas of England, the council was part of this pilot in 2019/20. Latest information presented before the 2019 General Election confirmed that the government intends to devolve Revenue Support Grant (RSG), Rural Services Delivery Grant (RSDG), the Greater London Authority (GLA) Transport Grant and the Public Health Grant (PHG) when the new system commences. Further information surrounding the plans of central government will be available over the forthcoming year and the Section 151 Officer will report to Cabinet via the Medium Term Financial Plan in July or before if appropriate.
- 4.4 Local Authorities are required to provide details of expected Business Rates income for the following year to the Government by 31 January and this is done on a form called NNDR 1. As business rates income has become a fundamental part of the new funding system for Local Government, the Ministry of Housing, Communities and Local Government (MHCLG) requires a "NNDR 1" form to be formally approved. The expectation is that the approval process is to be in line with approval of the Council Tax Base.
- 4.5 The calculations that feed into the NNDR 1 form are carried out by Revenues and Benefits Partnership shortly before the 31 January deadline to ensure figures are as up to date as possible. The Section 151 Officer has the appropriate delegation in place to approve and

submit the form confirming the amount of business rates to be collected in 2020/21 and will do so on or before the 31 January 2020 deadline.

Policies and other considerations, as	appropriate
Council Priorities:	 Supporting Coalville to be a more vibrant, family-friendly town Support for businesses and helping people into local jobs Developing a clean and green district Local people live in high quality, affordable homes Our communities are safe, healthy and connected
Policy Considerations:	Not applicable
Safeguarding:	Not applicable
Equalities/Diversity:	Not applicable
Customer Impact:	Not applicable
Economic and Social Impact:	Not applicable
Environment and Climate Change:	Not applicable
Consultation/Community Engagement:	Not applicable
Risks:	Controls are in place to ensure the correct calculation of the Council Tax Base.
Officer Contact	Tracy Bingham Head of Finance and S151 Officer tracy.bingham@nwleicestershire.gov.uk

COUNCIL TAX BASE

BAND	RATIO TO BAND D	NUMBER OF BAND D EQUIVALENTS AS AT 30 November 2019	Plus ESTIMATED GROWTH FOR 2020/21	Less NON COLLECTION RATE 0.02	COUNCIL TAX BASE 2020/21
Α	6/9	4,826	28	97	4,757
В	7/9	8,738	142	178	8,702
С	8/9	5,957	120	122	5,955
D	9/9	5,953	168	120	6,001
E	11/9	5,084	199	106	5,177
F	13/9	2,419	118	51	2,486
G	15/9	1,439	11	29	1,421
н	18/9	88	0	2	86
TOTALS		34,504	786	705	34,585

COUNCIL TAX BASE PARISH AND SPECIAL EXPENSES AREAS

Parish / Special Expense Area	Council	Tax Base
	2019/2020	2020/2021
APPLEBY MAGNA	518	528
ASHBY DE LA ZOUCH	5,675	5,932
ASHBY WOULDS	1,363	1,381
BARDON	10	10
BELTON	302	304
BREEDON-ON-THE-HILL	432	441
CASTLE DONINGTON	2,461	2,573
CHARLEY	77	76
CHILCOTE	57	57
COALVILLE	6,497	6,550
COLEORTON	565	573
ELLISTOWN AND BATTLEFLAT	805	846
HEATHER	330	367
HUGGLESCOTE AND DONINGTON LE HEATH	1,623	1,732
IBSTOCK	2,267	2,337
ISLEY WALTON-CUM-LANGLEY	28	32
KEGWORTH	1,267	1,275
LOCKINGTON-CUM-HEMINGTON	236	241
LONG WHATTON AND DISEWORTH	770	798
MEASHAM	1,685	1,701
NORMANTON-LE-HEATH	65	63
OAKTHORPE, DONISTHORPE AND ACRESFORD	844	878
OSGATHORPE	207	208
PACKINGTON	376	400
RAVENSTONE WITH SNIBSTON	984	1,020
SNARESTONE	129	135
STAUNTON HAROLD	63	64
STRETTON-EN-LE-FIELD	21	20
SWANNINGTON	452	467
SWEPSTONE	263	267
WHITWICK	2,719	2,719
WORTHINGTON	587	590
TOTALS	33,678	34,585

TOWN/PARISH GRANTS 2017/18-2021/22

	Grant	Grant	Grant	Grant	Grant	Grant
PARISH	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
APPLEBY MAGNA	938.00	938.00	703.50	469.00	234.50	-
ASHBY DE LA ZOUCH	24,763.00	24,763.00	18,572.25	12,381.50	6,190.75	-
ASHBY WOULDS	12,071.00	12,071.00	9,053.25	6,035.50	3,017.75	-
BARDON	-	-	-	-	-	-
BELTON	787.00	787.00	590.25	393.50	196.75	-
BREEDON-ON-THE-HILL	875.00	875.00	656.25	437.50	218.75	-
CASTLE DONINGTON	4,717.00	4,717.00	3,537.75	2,358.50	1,179.25	-
CHARLEY	182.00	182.00	136.50	91.00	45.50	-
CHILCOTE	-	-	-	-	-	-
COALVILLE	-	-	-	-	-	-
COLEORTON	185.00	185.00	138.75	92.50	46.25	-
ELLISTOWN & BATTLEFLAT	2,757.00	2,757.00	2,067.75	1,378.50	689.25	-
HEATHER	1,053.00	1,053.00	789.75	526.50	263.25	-
HUGGLESCOTE & DONINGTON LE HEATH	6,356.00	6,356.00	4,767.00	3,178.00	1,589.00	-
IBSTOCK	7,499.00	7,499.00	5,624.25	3,749.50	1,874.75	-
ISLEY WALTON -CUM- LANGLEY	27.00	27.00	20.25	13.50	6.75	-
KEGWORTH	2,919.00	2,919.00	2,189.25	1,459.50	729.75	-
LOCKINGTON CUM HEMINGTON	346.00	346.00	259.50	173.00	86.50	-
LONG WHATTON & DISEWORTH	594.00	594.00	445.50	297.00	148.50	-
MEASHAM	8,908.00	8,908.00	6,681.00	4,454.00	2,227.00	-
NORMANTON-LE-HEATH	-	-	-	-	-	-
OAKTHORPE, DONISTHORPE & ACRESFORD	4,011.00	4,011.00	3,008.25	2,005.50	1,002.75	-
OSGATHORPE	191.00	191.00	143.25	95.50	47.75	-
PACKINGTON	-	-	-	-	-	-
RAVENSTONE WITH SNIBSTON	3,250.00	3,250.00	2,437.50	1,625.00	812.50	-
SNARESTONE	-	-	-	-	-	-
STAUNTON HAROLD	-	-	-	-	-	-
STRETTON-EN-LE-FIELD	-	-	-	-	-	-
SWANNINGTON	2,122.00	2,122.00	1,591.50	1,061.00	530.50	-
SWEPSTONE	-	-	-	-	-	-
WHITWICK	15,535.00	15,535.00	11,651.25	7,767.50	3,883.75	-
WORTHINGTON	685.00	685.00	513.75	342.50	171.25	-
Totals	100,771.00	100,771.00	75,578.25	50,385.50	25,192.75	-

ESTIMATED PARISH PRECEPTS

PARISH	2019/20 Actual Precept	2019/20 Grant	2019/20 Total Budget	Estimated Parish Precept available for 2020/21	2020/21 Grant	2020/21 Estimated Total Budget
APPLEBY MAGNA	18,531.00	469.00	19,000.00	18,887.00	234.50	19,121.50
ASHBY DE LA ZOUCH	441,799.00	12,381.50	454,180.50	461,806.00	6,190.75	467,996.75
ASHBY WOULDS	111,166.00	6,035.50	117,201.50	112,634.00	3,017.75	115,651.75
BARDON	0.00	0.00	0.00	0.00	0.00	0.00
BELTON	23,500.00	393.50	23,893.50	23,654.00	196.75	23,850.75
BREEDON-ON-THE-HILL	24,000.00	437.50	24,437.50	24,502.00	218.75	24,720.75
CASTLE DONINGTON	337,885.50	2,358.50	340,244.00	353,273.00	1,179.25	354,452.25
CHARLEY	4,053.00	91.00	4,144.00	4,001.00	45.50	4,046.50
CHILCOTE	0.00	0.00	0.00	0.00	0.00	0.00
COALVILLE	0.00	0.00	0.00	0.00	0.00	0.00
COLEORTON	14,348.00	92.50	14,440.50	14,548.00	46.25	14,594.25
ELLISTOWN & BATTLEFLAT	62,359.70	1,378.50	63,738.20	65,540.00	689.25	66,229.25
HEATHER	11,860.00	526.50	12,386.50	13,190.00	263.25	13,453.25
HUGGLESCOTE & DONINGTON LE HEATH	110,575.00	3,178.00	113,753.00	118,001.00	1,589.00	119,590.00
IBSTOCK	198,850.00	3,749.50	202,599.50	205,002.00	1,874.75	206,876.75
ISLEY WALTON -CUM-LANGLEY	382.00	13.50	395.50	436.00	6.75	442.75
KEGWORTH	110,050.00	1,459.50	111,509.50	110,747.00	729.75	111,476.75
LOCKINGTON CUM HEMINGTON	12,500.00	173.00	12,673.00	12,766.00	86.50	12,852.50
LONG WHATTON & DISEWORTH	39,593.00	297.00	39,890.00	41,033.00	148.50	41,181.50
MEASHAM	114,195.00	4,454.00	118,649.00	115,277.00	2,227.00	117,504.00

APPENDIX 4

PARISH	2019/20 Actual Precept	2019/20 Grant	2019/20 Total Budget	Estimated Parish Precept available for 2020/21	2020/21 Grant	2020/21 Estimated Total Budget
NORMANTON-LE-HEATH	0.00	0.00	0.00	0.00	0.00	0.00
OAKTHORPE, DONISTHORPE & ACRESFORD	53,994.50	2,005.50	56,000.00	56,166.00	1,002.75	57,168.75
OSGATHORPE	4,142.00	95.50	4,237.50	4,162.00	47.75	4,209.75
PACKINGTON	21,158.00	0.00	21,158.00	22,508.00	0.00	22,508.00
RAVENSTONE WITH SNIBSTON	55,019.00	1,625.00	56,644.00	57,028.00	812.50	57,840.50
SNARESTONE	10,000.00	0.00	10,000.00	10,465.00	0.00	10,465.00
STAUNTON HAROLD	203.00	0.00	203.00	206.00	0.00	206.00
STRETTON-EN-LE-FIELD	0.00	0.00	0.00	0.00	0.00	0.00
SWANNINGTON	20,000.00	1,061.00	21,061.00	20,665.00	530.50	21,195.50
SWEPSTONE	17,433.00	0.00	17,433.00	17,699.00	0.00	17,699.00
WHITWICK	284,513.00	7,767.50	292,280.50	284,516.00	3,883.75	288,399.75
WORTHINGTON	9,500.00	342.50	9,842.50	9,546.00	171.25	9,717.25

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 14 JANUARY 2020



Title of Report	TENANT SCRUTINY PANEL REPORT: RIGHT FIRST TIME HOUSING REPAIRS			
Presented by	Councillor Roger Bayliss Housing and Customer Services Portfolio Holder			
Background Papers	None	Public Report: Yes		
		Key Decision: No		
Financial Implications	The recommendations put forward by the Tenant Scrutiny Panel can be met by existing resources within the Housing Revenue Account budget.			
	Signed off by the Section	n 151 Officer: Yes		
Legal Implications	No implications apparent			
	Signed off by the Monitoring Officer: Yes			
Staffing and Corporate Implications	No implications apparent			
	Signed off by the Head of Paid Service: Yes			
Purpose of Report	To seek approval to implement the action plan developed by the Housing Service in response to the recommendations put forward by the Tenant Scrutiny Panel following their review of Right First Time Housing Repairs.			
Reason for Decision	To allow the implementation of the of the Housing Services action plan in respect of Right First Time Housing Repairs.			
Recommendations	THAT CABINET APPROVES THE ACTION PLAN PREPARED IN RESPONSE TO THE RECOMMENDATIONS FROM THE TENANT SCRUTINY PANEL INSPECTION OF RIGHT FIRST TIME HOUSING REPAIRS.			

1.0 CONTEXT

- 1.1 Cabinet approved the establishment of a Tenant Scrutiny Panel (TSP) on 13 March 2012 in response to introduction of the Localism Act 2011. The Act heralded the focus for Housing regulation moving towards a culture of local co-regulation, with greater emphasis on locally determining standards and priorities.
- 1.2 The reforms have also provided social housing tenants with stronger tools to hold their landlords to account through tenant panels, or similar bodies, in order to give tenants the opportunity to carefully examine the services being offered and form judgements about the cost and quality of the services they receive.

- 1.3 Panel members were initially formally recruited in December 2012 and embarked on their first review in May 2013. To date, the panel have undertaken a further seven inspections with all recommendations approved by Cabinet.
- 1.4 The latest report issued by the Panel in respect of Housing Repairs Right First Time is a product of the Panel's work during the 2018/2019 financial year that concluded in September 2019. This is the eighth report issued by the Panel.
- 1.5 The inspection and subsequent writing of the report took longer than initially anticipated due to three new members joining the panel in 2019, and the additional support they needed to ensure they could play a meaningful part of the inspection. However, this is a very positive outcome for the panel and future inspections, and the panel now consists of six volunteer members.
- 1.6 The Panel will next be inspecting The Resident Involvement service within Housing, with a report detailing their findings and proposed recommendations due to be considered by Cabinet during 2020.

2.0 INSPECTION OF RIGHT FIRST TIME HOUSING REPAIRS

- 2.1 The Panel's full report, including seven recommendations can be found in Appendix A with the list of recommendations in Section 9. All recommendations have been accepted by the Housing Senior Management Team (SMT).
- 2.2 This was seen by the Panel as an important area to scrutinise because it has such a significant impact on tenants wider perception of the housing repairs service. It is an industry standard indicator that is widely accepted as a measure of the effectiveness of a housing repairs service from end to end. It tests the diagnostic process that should record the repair required accurately when it is reported, the preparation of the operative completing the repairs to ensure they go equipped with the tools and parts needed to finish the job. Also the quality of the operatives work, to complete what is required even if the works order they receive may not be comprehensive.
- 2.3 It is important to note that the report attached has been produced by the Scrutiny Panel themselves, in their own words.
- 2.4 A number of the appendices to the scrutiny report are lengthy documents, and are therefore available by request from the Head of Housing and Property. These are
 - Appendix 1 Repairs Policy (currently under revision)
 - Appendix 3 Performance Data
 - Appendix 7 Housemark Benchmarking Data

3.0 **RESOURCE COMMITMENTS**

3.1 Recommendations will be implemented through an action plan that outlines actions proposed to address the issues identified. The action plan can be found in Appendix B and has been approved by the Panel and SMT. All actions can be undertaken and implemented within existing resources.

Policies and other considerations,	as appropriate
Council Priorities:	Local people live in high quality, affordable homes.
Policy Considerations:	The Repairs Policy will be reviewed in light of the report and its recommendations.
Safeguarding:	Not applicable
Equalities/Diversity:	Not applicable
Customer Impact:	Ensuring we complete as many repairs right first time is an important indicator of the quality of service we are providing to our tenants.
Economic and Social Impact:	Not applicable
Environment and Climate Change:	Avoiding repeat visits reduces the need for avoidable carbon emissions as a result of duplicated travel
Consultation/Community Engagement:	The Tenant Scrutiny Panel undertook market research discussions with tenants as part of their investigatory work.
Risks:	Failing to complete as many repairs as possible right first time introduces service risks of low customer satisfaction and higher cost through wasted resources travelling.
Officer Contact	Chris Lambert Head of Housing and Property 01530 454780 <u>chris.lambert@nwleicestershire.gov.uk</u>

APPENDIX A



Tenant Scrutiny Panel Report on: Repairs – Right First Time

September 2019

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8.	Time spent shadowing Asset Management Support Officers	
9.	Time spent shadowing an electrician in the field	

1. Acknowledgements

The Tenant Scrutiny Panel (TSP) gratefully acknowledges the support, guidance and assistance provided by members of the Housing Team, including Glyn Jones, Rob Bartholomew, Samantha Granger, Nicol Picksley and Amanda Harper. The panel would also like to thank The Resident Involvement Team – Justin O'Brien, Peter Warren and Cllr Roger Bayliss, portfolio holder for housing for his ongoing encouragement, support, and guidance. Also many thanks to tpas for delivering the training on this topic.

2. Executive Summary

The TSP made the decision to inspect the Right First Time element of Repairs as a result of analysing performance data (as reported by NWLDC) and the STAR Survey both of which revealed that the level of customer satisfaction was lower than expected.

3. Strengths:

- 3.1. The TSP is a group of six volunteers who are tenants of NWLDC. Individually they have different skill sets and as part of their aims and objectives seek to improve their skills and value to the group and to NWLDC by identifying development needs and attending relevant training.
- 3.2. Each TSP member recognises the importance of adopting a flexible attitude and approach and each displays a high level of commitment to their voluntary involvement in working with NWLDC to improve Housing services to tenants and streamline processes.
- 3.3. The TSP mission is to be a "critical friend" to the Council, facilitating service improvements for Council tenants whilst improving tenants' perception of their landlord.
- 3.4. The TSP uses differing methodologies to analyse data, collect evidence, report on outcomes and make recommendations to NWLDC to enable changes and improvements to be implemented.

4. Vision and Strategy:

The vision of the TSP is to increase its knowledge of NWLDC's ways of working, and policies and procedures in order to be able to strengthen the group's knowledge and improve its offer to tenants and NWLDC alike and to play a strategic part in the way services are delivered and improved in the future.

5. Report

The TSP has reported on its findings as factually as possible and without any bias. Our inspection has, on occasion, increased awareness of the complexity of the work done by NWLDC and other agencies

6. Methodology

The Group benefited from training, interviews and discussions with officers, shadowing of an operative and various other ways of investigating the topic, as follows:

• Tpas training on the topic of Right First Time.

- Reviewed NWLDC performance data for the previous three years on Right First Time.
- Examining definitions of this topic by researching other housing agencies.
- Posted on tpas and Housemark forums to identify what other housing providers' definitions of Right first Time were.
- Reviewed Octavia Housing Association's Scrutiny Panel report on 'Understanding First Time Fix'.
- Consulted virtual panel of tenants who gave their views of what Right First Time means to them
- Set questions for various officer of the Asset Management team and recorded their responses.
- A member of TSP spent time with the AMSO team to understand their roles.
- TSP member shadowed an operative (Electrician) to understand how Right First Time was understood in that context
- Attended various working meetings to review data etc.

7. Aim of the Exercise

To investigate why customers were reporting low satisfaction levels in respect of the Right First Time (RFT) element of the Repairs service and suggest recommendations to improve how NWLDC could improve on this aspect of their repairs service to tenants.

8. Findings

- 1. Accompanied visit to do electrical check mutual exchange final inspection visit took place at the same time as operative was carrying out full electrical test.
- 2. NWLDC currently uses Housemark definition of RFT albeit informally.
- 3. There are some concerns regarding the robustness of Housemark reports due to lack of audit of data so there is no true comparison (eg apples vs apples)
- 4. TSP became aware that post inspections are not carried out for all responsive work and indeed less than 5% of responsive work is post inspected
- 5. TSP are aware that different trades carry different van stocks to reflect the work of the user/operative. We also understand that these levels are reported as used to initiate re-ordering.
- 6. TSP are aware that the NWLDC uses one supplier (Travis Perkins) who may use different suppliers to obtain goods but all will be paid for through Travis Perkins.
- 7. All new AMSO's receive a corporate induction with accompanying booklet but there is additional induction and training relevant to role. It is good to see a robust training programme is available for AMSO's.
- 8. TSP are aware that there is a full and comprehensive review of Repairs Policy in the pipeline in early 2020.
- 9. The TSP are aware operatives are not currently empowered to change the jobs that have been allocated if there has been an error in reporting or a misdiagnosis of the job.
- 10. NWLDC employs electricians, carpenters, plumbers and roofers. Operatives are usually multi-skilled with the Council tending to use employed skilled operatives to provide training to colleagues to improve their skills. It is NWLDC's preference to use multi skilled operatives in order to get optimum value from the team.

9 Recommendations:

- 1. The TSP recommend that the NWLDC formally adopt the Housemark definition of Right First Time as it stands.
- 2. The TSP recommends that when the current contract with Travis Perkins is reviewed NWLDC take all measures necessary to ensure that value for money is assured no matter where goods are obtained from by that supplier.
- 3. With regard to the planned comprehensive review of the Repairs Policy, the TSP would recommend that meaningful consultation with tenants is carried out this to include the Tenant Scrutiny Panel and the Landlord Services Working Group.
- 4. The TSP is fully in favour of upskilling operatives using skilled operatives as trainers but would recommend that all informal training is recorded for each individual so that achievement of desired result can be monitored and reviewed with operatives.
- 5. The TSP recommend that for 10% of all responsive repairs jobs under the value of £200 there is a telephone call to check the quality of work and all repairs over £200 are visited for a quality check.
- 6. The TSP recommend that a performance target is set for RFT of 86% (To be reviewed annually) and this is reported in Intouch with other KPIs and shared with the Landlord Services Working Group and the TSP on a quarterly basis.
- 7. The TSP recommend that operatives should be empowered to carry out any job that has been misdiagnosed or misreported if it is within their capabilities and there is enough time allocated to the job.

Janet Higgins, Chair, On behalf of the Tenant Scrutiny Panel

NWLDC/TSP/2019 Right First Time Report

Tenant Scrutiny Panel Action Plan: Right First Time

Ref	Task	Lead	Target Date	Status
1.	The HouseMark definition of Right First Time is adopted by NWLDC for the purposes of performance reporting	Housing Commercial Services Team Manager	Q4 2019/20	
	endation 2: The TSP recommends that when the current contract with Travis Perki	ns is reviewed NWLDC take	all measures nec	essary to ens
that value	e for money is assured no matter where goods are obtained from by that supplier.			
Ref	Task	Lead	Target Date	Status
2.	Ensure contract management is robust and value for money is at the forefront	Housing Commercial	Q2 2019/20	
	of any new contract negotiations.	Services Team Manager		
tenants is	s carried out – this to include the Tenant Scrutiny Panel.	v, the TSP would recommend		
			that meaningful	consultation
tenants is	s carried out – this to include the Tenant Scrutiny Panel.	v, the TSP would recommend	Target Date	Status
tenants is	s carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the	 , the TSP would recommend Lead Housing Commercia 	Target Date	
tenants is	 s carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the review of the Repairs Policy. The consultation to include the Tenant Scrutiny 	 v, the TSP would recommend Lead Housing Commercia Services Team Manager/ 	Target Date	
tenants is	s carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the	v, the TSP would recommend Lead Housing Commercia Services Team Manager/ Resident Involvemen	Target Date	
tenants is	 s carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the review of the Repairs Policy. The consultation to include the Tenant Scrutiny 	 v, the TSP would recommend Lead Housing Commercia Services Team Manager/ 	Target Date Q1 2020/21	
tenants is Ref 3.	S carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the review of the Repairs Policy. The consultation to include the Tenant Scrutiny Panel and the Landlord Services Working Group.	v, the TSP would recommend Lead Housing Commercia Services Team Manager/ Resident Involvemen Team Leader	Target Date	
tenants is Ref 3. 3.1	S carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the review of the Repairs Policy. The consultation to include the Tenant Scrutiny Panel and the Landlord Services Working Group. A meaningful consultation is carried out resulting in a robust Repairs Policy	v, the TSP would recommend Lead Housing Commercia Services Team Manager/ Resident Involvemen Team Leader As above	Target Date Q1 2020/21 Q2 2020/21	Status
tenants is Ref 3. <u>3.1</u> Recomm	S carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the review of the Repairs Policy. The consultation to include the Tenant Scrutiny Panel and the Landlord Services Working Group.	v, the TSP would recommend Lead Housing Commercia Services Team Manager/ Resident Involvemen Team Leader As above es as trainers but would reco	Target Date Q1 2020/21 Q2 2020/21	Status
tenants is Ref 3. 3.1 Recomm recorded	S carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the review of the Repairs Policy. The consultation to include the Tenant Scrutiny Panel and the Landlord Services Working Group. A meaningful consultation is carried out resulting in a robust Repairs Policy A meaningful consultation is carried out resulting in a robust Repairs Policy A meaningful consultation is carried out resulting in a robust Repairs Policy	v, the TSP would recommend Lead Housing Commercia Services Team Manager/ Resident Involvemen Team Leader As above es as trainers but would reco	Target Date Q1 2020/21 Q2 2020/21	Status
tenants is Ref 3. <u>3.1</u> Recomm	S carried out – this to include the Tenant Scrutiny Panel. Task A meaningful consultation is designed and planned to take place as part of the review of the Repairs Policy. The consultation to include the Tenant Scrutiny Panel and the Landlord Services Working Group. A meaningful consultation is carried out resulting in a robust Repairs Policy A meaningful consultation is carried out resulting in a robust Repairs Policy Tendation 4: The TSP is fully in favour of upskilling operatives using skilled operative for each individual so that achievement of desired result can be monitored and review	 ke TSP would recommend Lead Housing Commercia Services Team Manager/ Resident Involvemen Team Leader As above es as trainers but would reco wed with operatives. Lead 	Target Date Q1 2020/21 Q2 2020/21 mmend that all in Target Date	Status

Ref	Task	Lead	Target Date	Status
5.	Develop a procedure to ensure 10% of responsive repairs jobs under £200			Oluluo
•	receive a telephone call quality check and all responsive repairs over the	5	Q_ 2020,21	
	value of £200 are visited for a quality check.	5		
Recomn	nendation 6: The TSP recommend that a performance target is set for RFT of 86%	(To be reviewed annually) a	nd this is reporte	d in Intouch wi
other KP	Pls and shared with the Landlord Services Working Group and the TSP on a quarterly	basis	·	
Ref	Task	Lead	Target Date	Status
6.	The Right First Time performance target is set at 86% for the 2020/21	Housing Commercial	Q1 2020/21	
	financial user and the terret is reviewed encoded by beach on the maximum			
	financial year and this target is reviewed annually based on the previous	Services Team Manager		
	year's performance			
	year's performance nendation 7: The TSP recommend that operatives should be empowered to carry of		isdiagnosed or m	isreported if it
	year's performance		isdiagnosed or m	isreported if it
within the	year's performance nendation 7 : The TSP recommend that operatives should be empowered to carry of eir capabilities and there is enough time allocated to the job	but any job that has been m		
within the	year's performance nendation 7: The TSP recommend that operatives should be empowered to carry of eir capabilities and there is enough time allocated to the job Task	but any job that has been m	Target Date	isreported if it Status
within the	year's performance nendation 7: The TSP recommend that operatives should be empowered to carry of eir capabilities and there is enough time allocated to the job Task Ensure all operatives are empowered to complete all responsive repairs jobs	out any job that has been m	Target Date	
within the	year's performance mendation 7: The TSP recommend that operatives should be empowered to carry error error capabilities and there is enough time allocated to the job Task Ensure all operatives are empowered to complete all responsive repairs jobs that are misdiagnosed or reported if the operative is able to. This should be	out any job that has been m	Target Date	
within the	year's performance nendation 7: The TSP recommend that operatives should be empowered to carry of eir capabilities and there is enough time allocated to the job Task Ensure all operatives are empowered to complete all responsive repairs jobs	out any job that has been m	Target Date	
within the Ref 7:1	year's performance nendation 7: The TSP recommend that operatives should be empowered to carry of eir capabilities and there is enough time allocated to the job Task Ensure all operatives are empowered to complete all responsive repairs jobs that are misdiagnosed or reported if the operative is able to. This should be enforced through training and in regular team meetings.	but any job that has been m Lead Housing Commercial Services Team Manager	Target Date Q2 2020/21	
within the Ref 7:1	year's performance nendation 7: The TSP recommend that operatives should be empowered to carry of eir capabilities and there is enough time allocated to the job Task Ensure all operatives are empowered to complete all responsive repairs jobs that are misdiagnosed or reported if the operative is able to. This should be enforced through training and in regular team meetings. All operatives should report when a job had been misdiagnosed or	Dut any job that has been m Lead Housing Commercial Services Team Manager Housing Commercial	Target Date Q2 2020/21	
	year's performance nendation 7: The TSP recommend that operatives should be empowered to carry of eir capabilities and there is enough time allocated to the job Task Ensure all operatives are empowered to complete all responsive repairs jobs that are misdiagnosed or reported if the operative is able to. This should be enforced through training and in regular team meetings.	Dut any job that has been m Lead Housing Commercial Services Team Manager Housing Commercial	Target Date Q2 2020/21	

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OUTCOME OF CONSULTATION WITH VIRTUAL TENANTS PANEL

What do you understand by 'Right First Time' when thinking of repairs?

In my opinion it means the workmen did the job correctly at first visit and had no need for customer to call them back.

Doing it right first time doing the job well being polite and making sure that everything is done and neat and being on time

So the tenant doesn't have to have the workmen back to correct it and making a complaint

Having sufficient notice on what day there coming whether it's morning and afternoon.

I am new build and not reliant on council for repairs at this time.

However if I was reliant on council for repairs the sentence would mean to me 'Enough details of problem collected from tenant of problem to be able to send out correct pro for work for it to be able to be resolved on first visit or second if parts needed'

I consider 'Right first time' isn't feasible for most repairs.

My take on right first time is the identification of, and allocation of the work to the correct and appropriate tradesman quickly, in order to get the repair done.

I think right first time means that if you report a repair and your told someone will come out they should come prepared for the job reported. I understand that if a certain part is needed and it has to be ordered that's fine. Some repairs get passed from one person to the next as the workman is not qualified to do the job. Thank you.

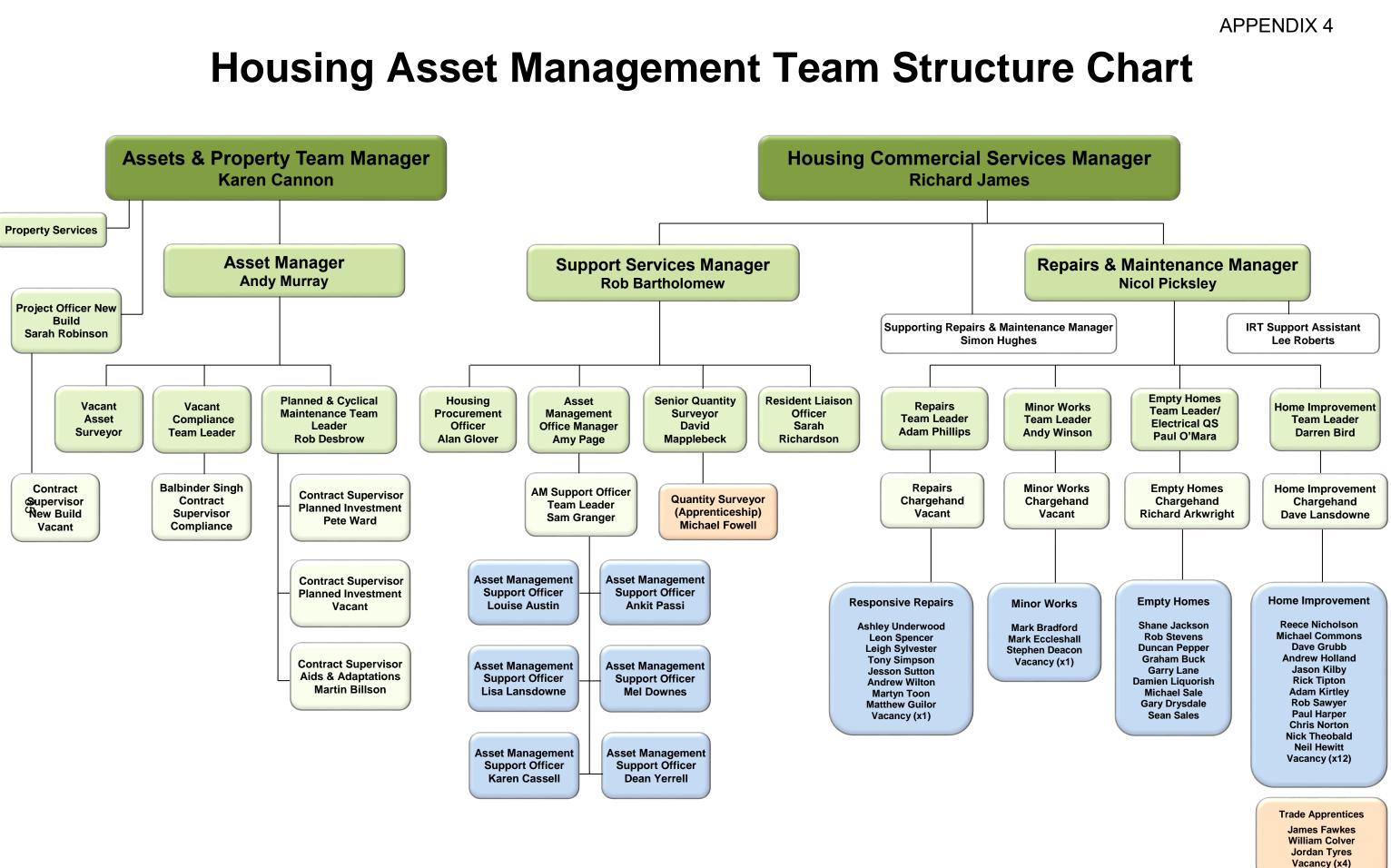
That when visiting repairs carried out correctly

Right first time means coming to do the job on the first visit but even when they have to fetch the part it's still classed as the same job if done on that day. If they need to come another because they cannot get the part it would be classed as a two day job because if the right questions were asked of the tenant they should have a good idea of what is needed and check before going to the job and pick up the part they may need on route I have an ongoing problem that has been going on for a very long while and has never come to a satisfactory conclusion. Numerous operatives have been and failed to get to the bottom of it and it entails water coming through the kitchen ceiling on to the floor which is very dangerous for me.

Right First Time should be understood as - correct quick accurate action.

By "right first time" I mean "get it right at your first attempt, so that you do not have to come back and redo anything." Hope that this makes sense. In my opinion getting it right first time means saving NWLDC and its operatives and sub-contractors time, money and energy.

I would assume it refers to repairs being completed on there first visit instead of the need to come to inspect then return on a later date or attending the repair without full knowledge of what is required .



Operative Work Stream Arrangement:-

The above Operative Work Streams are subject to change throughout the coming months due to the commencement and rollout of the Home Improvement Programme of works.

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Appendix 5 - Interviews with officers from the Housing Commercial Services Team

Questions for Rob & Nicol

- Is there an annual target on RFT in relation to responsible repairs and, if so, what is NWLDC's performance against that target for the past 24 months?
- 2 What is the volume of responsive repairs that are not RFT?
 - 3_Are any of the trades least likely to deliver against RFT criteria?

5/ What is note of chargehand, 6/ " " defference chargehand / Team bader

un the event that any trade is less likely to do so, is there any indication why? (eg, right tools, right parts and right skills available?) المجارية دولي

I Apprhal target at present Target from van stack 80% (Travis ledens) doiten by seasons

3 Trades- most mult skilled elect - very busy- nest - tuckle mast jobs Anulter to acted operatives Pautes/Plasteren Tevel 1 - single trude Herel 2 - placesbers < doesn't doesn't doesn't

5 Team Leoder Trade Baler response ble for full team

6 Chargehen Trade bases". responsible for operatives

2

Planas Nicol 1.C. Repairs Nicol 1.C. Server lapparts rows calla

Asa Gringer

Questions for Sam & AMSOs

- What formal training do new AMSO's get and from whom?
- 2/ Is there an induction process?
- Is there the opportunity for buddying?
- Is training reviewed and, where necessary, revisited to ensure that each AMSO has access to further training where required.
- \mathcal{F} Will full professional formal training be included as part of the introduction of the new IT system.

Do AMSO's feel confident when using Locator + to diagnose problems. $\frac{1}{1}$ 2 all get formal training - mini quides - "Dgaestions corlect-slam deels most of training." 2 6 months probattion - "fuggent." Benues available to operatives - 125 Sam + tean headers - constant review Van Jack electricadi. planser Corporter etc 5 4 classes Responsive Adam mueirs roleanses a action of Roce Continued and and the Street Hein Works 8min (Abre improvemente for KEMPSty Aleres

38 out houses responsible for

60 repairs + imporments

APPENDIX 7

STAR SURVEY 2019 SUMMARY OUTCOMES						
MANDATORY QUESTIONS	NWLDC 2019	NWLDC 2017	NWLDC 2015	Housemark Upper quartile	Median quartile	Lower quartile
Taking everything into account - how satisfied/dissatisfied with Housing Service provided?	82	82	75	90	86	82
Satisfied/Dissatisfied quality of your home?	79	81	80	88	84	81
Satisfied with your neighbourhood as a place to live?	88	86	87	86	84	82
Satisfied/Dissatisfied rent value for money	82	84	77	90	86	82
Satisfied/Dissatisfied service charge value for money	59	62	54	74	71	62.3
Satisfied/Dissatisfied way deals with repairs and maintenance	72	68	61	86	81	74
Satisfied/Dissatisfied listens to views and acts upon them	57	54	52	76	70	64

3.3 The survey also took the opportunity to ask supplementary questions. It was agreed during the development of the 2019 question set that in order to be able to directly compare to 2017, any changes to the questions would be kept to a minimum. The main change for 2019 was to introduce questions regarding the Councils new build programme.

3.3.1 If you had an appointment for the repair, was it kept?

87% confirmed the appointment was kept an increase of 3% compared to 2017 (84%). 8% stated the appointment wasn't kept which is down 4% compared to 2017 (12%). 5% said no appointment was made the same has 2017.

3.3.2 Did the tradesperson shown identity?

76% confirmed ID was shown compared to 2017 (81%) a fall of 5%. 14% stated no ID was shown compared to 2017 (19%). 10% could not remember.

3.3.3 Would you be happy to receive a text for repair appointments?

62% confirmed they would be happy to receive a text, whilst 38% said they wouldn't.

3.3.4 New Build Council Housing

40% stated they were aware of the new builds. 77% stated these new builds were required and only 5% disagreed with this.

3.3.5 To what extent do you agree or disagree that this new build Council housing is needed in North West Leicestershire?

71% stated they agree.23% neither agree or disagree.5% sated they disagree.

3.3.6 Are the new Council builds needed in North West Leicestershire?

77% agree they are required.18% neither agree or disagree.5% disagree that they are needed.

3.4 An area of particular strength from the results and something that was drawn out in the presentation by NWA was customer contact and complaints.

Customer Contact (other than reporting a repair or making payment)

Overall, 37% of respondents stated that they have made contact with Housing in the past 12 months. This is a slight reduction compared to 2017 when 43% of respondents made contact.

Out of those who have made contact with Housing, "staff courtesy" satisfaction was rated at 89% which is a 1% increase from 2017 (88%). "Getting hold of the right person easily" 81% is an increase of 10% compared to 2017 (71%). There was a 5% increase on "The ability of staff to deal quickly and effectively" to 77% from 72% in 2017. The final outcome increased to 75% from 72% in 2017.

3.5 'Complaint' means something different to many customers. We try to measure formal complaints only, however given the level of complaints reported through the survey this is likely to include a tenant phoning in to 'complain' to the Housing Officer for example. Some customers also think they have complained when they have actually made an enquiry.

63% of the respondents indicated they were aware that NWLDC Housing Service has a formal complaints procedure. This is an improvement of 3% from 2017.

12% of the respondents stated that they have made a formal complaint in the past 12 months. This is an increase of 1% from 2017 when 11% of tenants stated they had filed a formal complaint.

In terms of customer complaint experience, there has been significant improvement since 2017 for the following areas.

"How well you were kept informed about the progress of the complaint" has increased by 13% to 46% compared with 2017 (33%)

"The support you received while your complaint was being dealt with" has increased by 10% to 46% compares with 2017 (36%)

"The way your complaint was handled" has also risen to 48% a 10% increase compared to 2017 (38%)

All the other areas have shown a slight increase of between 2 and 3 percent compared to 2017

It has to be noted that overall 79% of all respondents indicated that they are satisfied being treated fairly by the council, this is a slight decrease of 2% compared with 2017 (81%).

3.6 Analysis form the 2017 STAR survey afforded us the opportunity to identify general levels of satisfaction across our neighbourhoods and estates. This resulted in a number of initiatives over the past couple of years to directly address the reported concerns of our tenants.

3.7 Extent of problems in the Neighbourhood.

Tenants were given a list of eight neighbourhood problems for them to indicate the extent of this issues in their neighbourhood. Combining major and minor issue responses the top 3 issues are: Car parking (62%), rubbish or litter (58%), and General state of environment (34%). Closely followed by Anti-Social behaviour (33%) and Drug use and Dealing (32%)



The graphs demonstrate the extent of these neighbourhood problems based on tenant perception for the past 4 years.



3.8 Has the neighbourhood improved or declined in the last three years?

20% of respondents advised their area has improved, this is a 2% drop compared to 2017 (22%). There has been an increase of 2% for "stayed the same" to 52% compared with 2017 (50%). However people stating the area had declined stayed the same has 2017 (28%)



3.9 My Rent Account

51% of the respondents were aware of the "My Rent Account" Facility and 3% of tenants indicated that they would like to be contacted by the Rent Accounting Team regarding this.

3.10 Resident Involvement & Awareness of Tenant panel / Working groups and Forums

18% of tenants are aware of the Tenant Scrutiny panel, 15% for the landlord Services Working Group, 13% for the Performance and Finance group, 22% for the Tenants and Leaseholders Consultation Forum, 14% for the Virtual Tenants Panel, 13% for the Virtual Consultation Forum and 32% are aware of the Local Tenants Association (TARA).

3.11 North West District Leicestershire Council as your Landlord

We asked people to rate us on a scale of 0-10. Based on this 50% would recommend us as a Landlord, with 27% passive and 23% would not recommend us. On the 2017 survey we asked "yes or no" with 91% stating they would recommend us.

3.12 InTouch Magazine

40% of the respondents indicate they read all or nearly all of the InTouch magazine, whilst 23% read a few articles, 18% just glance at it with 9% stating they do not read it at all. 9% also commented they did not receive the InTouch magazine. The magazine is currently being sent to tenants alongside quarterly rent statements. This is to ensure all tenants receive a copy of the magazine.

10% of the respondents indicated that they prefer to receive the InTouch magazine via email.

3.13 Do you use the internet?

57% of respondents confirmed they use the internet. We also asked "if not why not", 31% advised they have no computer, 26% stated they have no interest in using the internet and 23% confirming it was due to age.

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APPENDIX 8

REPAIRS REPORTING SHADOWING NOTES

Right First Time Inspection.

30 April 2019

At the working meeting today I shadowed Sam in Repairs to get an idea of what happens when the first phone call is logged from a tenant's phone call.

Firstly the system seems quite simple on first viewing but I can see that if all operatives do not do their part by signing off jobs(I refer to one particular job that we have been notified of) this can slip through the net.

It certainly relies on jobs being followed through the system.

This is ok if all operatives are computer literate but it may be that older operatives might not be so familiar with computer systems and how to use them.

The fact that all repairs are now "in house" should make a difference in the long run but it will require a monitoring system that can easily be referred to.

One particular repair that was looked at from last year had not been signed off by the operative who had been given quite a few hours to complete a particular job. The job was not completed on the first visit due to the operative stating that he had not got enough hours to complete it. He returned saying this was a days job, but in fact the job only took two hours to complete meaning he had been given a lot more hours than should have been necessary for this one job. I think the system of allotting a time for certain jobs would have to be accurate to make sure that time is not wasted and that another job could be pulled in if some time was left.

I think in the past a lot of time has probably been wasted due to the previous system and also using outside contractors where it would be difficult to keep a track of times taken if this was not readily supplied by the contractor.

I think the key to the repairs team being able to cut down on times for different jobs is regular refreshers on systems and updates on any new changes in the way the department is run.

Pauline Gamble

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Thurs. 16th. May 2019.

Accompanied an operative on a repair visit.

This was his second visit as he could not gain access first time.

The task was a mutual exchange electrical test.

The task was carried out quickly, efficiently and professionally with the consent of the tennant .

During the tests 2 problems were encounted :-

a) the vent fan in the bathroom was on a 240v supply but under the latest regs. It should have been either above 2metres over the bath or be on a 24v supply. As thet operative had a 24v fan in his van this was quickly changed and tested.

b) during the testing procedure some of the bonding was found not to be up to standard was immediately remedied and tested to the required standard. The whole task, though taking longer than expected due to the problems, was completed to the satisfaction of the tenant and left in a clean state removing dust etc following the installation of the new fan, with the new parts fitted from the stock in his van.

A possible slip in inter departmental communication took place in that at the ssaame time that we were carrying out the full electrical test a mutual exchange final inspection took place involving a council inspector , the laeving tenant and the new incoming tenants.

The operative was very efficient, polite to the tenant and explained what was happening to the tenant and left the house with the thanks of the tenant.

During our general chat it seems that there are times when communication between operators and the deployment office slip up ie. Operator sent to a job which turns out to be a broken window. He measures for a new pane and reports back to the office placing an order for the nLater a new operative is sent to the ew glass,he is deployed to a new task. Later a new operative is sent the replace the glass does not know that the glass is now in the depot and measures for a new pane. By ensuring that the second visit operatives are shown the first visit reports both time and money could be saved.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 14 JANUARY 2020



Title of Report	Award of MHCLG Rapid Re	housing Pathway Funding	
Presented by	Councillor Roger Bayliss Housing and Customer Servio	ces Portfolio Holder	
Background Papers	None	Public Report: Yes	
		Key Decision: Yes	
Financial Implications	This decision relates to the award of grant funding from Central Government for pre-determined projects received by NWLDC on behalf of all Borough/Districts Councils and Rutland, for services to be delivered by partner agencies.		
	Signed off by the Section 1	51 Officer: Yes	
Legal Implications	There are no implications		
	Signed off by the Monitoring Officer: Yes		
Staffing and Corporate Implications	There are no implications		
	Signed off by the Head of P	aid Service: Yes	
Purpose of Report	To seek Cabinet approval for the payment of funding to partner agencies of monies received under the Rapid Rehousing Pathway/Rough Sleeper Initiative Programmes, and delegates the award of subsequent grant funding to the Head of Housing and Property in consultation with the Portfolioholder.		
Reason for Decision	The grant payment requires e delegated limits.	expenditure in excess of officer	
Recommendations	IT IS RECOMMENDED THAT	T CABINET	
	CHARNWOOD BORG PROVISION OF A SC 2. DELEGATE AUTHOF AND PROPERTY IN PORTFOLIO HOLDE CUSTOMER SERVIC FUNDING RECEIVED INITIATIVE (RSI) TO	INT OF UP TO £177,600 TO DUGH COUNCIL FOR THE DCIAL LETTINGS SERVICE. RITY TO THE HEAD OF HOUSING CONSULTATION WITH THE R FOR HOUSNG AND ES TO AWARD ANY ADDITIONAL D UNDER THE ROUGH SLEEPERS APPROPRIATE DELIVERY THE LIMITATIONS AGREED WITH	

1. BACKGROUND

- 1.1 In March 2019, North West Leicestershire submitted a bid to the Ministry for Housing Communities and Local Government (MHCLG) for funding for rough sleeper services on behalf of the seven Leicestershire Districts and Rutland under the Rapid Rehousing Pathway Programme.
- 1.2 The bid contained four elements covering emergency accommodation, outreach, floating support and funding to work with the private rented sector and was for a combined value of almost £430,000. In May 2019, we were informed we had been successful in the latter two elements and were provisionally awarded £277,600.
- 1.3 The floating support element of the project was awarded £100,000 and is being delivered by The Bridge, a Housing Advice charity based in Loughborough, whilst the work with the private rented sector is being carried out by Charnwood Borough Council and received the remaining £177,600.
- 1.4 Funding for each element was split into two equal tranches, with award of the second tranche conditional on satisfactory delivery up to November 2019. The initial grant payment therefore fell within delegated levels and agreements between ourselves and the delivery partners reflecting this were drawn up. Whilst The Bridge signed this in September 2019 and payment has been made to them, there have been delays finalising the grant agreement with Charnwood Borough Council and therefore the first tranche has not yet been.
- 1.5 To date, satisfactory delivery of both Projects has taken place and the second tranche payment was received from MHCLG on 20 December 2019. The combined value of the first and second tranches will take the overall payment to Charnwood Borough Council beyond the financial limits of delegated powers and therefore requires the approval of Cabinet.
- 1.6 As the funding has been received based on a proposal by Charnwood Borough Council to carry out specified activities there is no discretion as to who to award the funding to.

2. ROUGH SLEEPER INITIATIVE ROUND 3 (RSI 3)

- 2.1 In October 2019, MHCLG announced a further round of rough sleeper funding with a deadline for bids of December 2019. For authorities who were already in receipt of funding under the existing round there was an expectation that bids would be co-produced with regional homelessness advisors and that any underspending from the existing programme could be carried forward into the 2020/21. As a result, it was agreed that NWLDC would again lead on the 2020/21 bid submission for the County.
- 2.2 On 6 December 2019, a bid was submitted to MHCLG to seek funding to continue the existing workstreams through to March 2021 as well as fund the provision of outreach services and temporary accommodation, which had not been successful in this year's funding bid. If successful there will potentially be funding in excess of £100k for the provision of emergency accommodation, which NWLDC will receive as lead authority for the bid, and this would normally require Cabinet approval for it to be awarded to Falcon Support Services whose proposal forms the basis of the bid.
- 2.3 As Round 3 is subject to further negotiation prior to finalising the detail it is requested that Cabinet delegate authority to enter into grant agreements with the necessary delivery partners to the Head of Housing and Property Services in consultation with the Portfolio Holder for Housing and Property, to allow grant agreements to be concluded in a timely manner. Agreements will be entered into with those delivery partners who have formed the basis of the MHCLG bid and whose participation has been approved.

Policies and other considerations, as	appropriate
Council Priorities:	Work with the homeless supports the Council Priority that "Our communities are safe, healthy and connected."
Policy Considerations:	This work supports the delivery of the objectives of the Council's Homelessness and Rough Sleeping Strategy.
Safeguarding:	The Council has satisfied itself that all partner agencies in receipt of funding have adequate safeguarding procedures in place.
Equalities/Diversity:	The grant funding obtained is providing services to improve the lives of some of the most vulnerable members of our society.
Customer Impact:	Rough sleepers and those at risk of rough sleeping are some of the most vulnerable customers we deal with. This funding allows for a bespoke service that would otherwise be unavailable
Economic and Social Impact:	No issues
Environment and Climate Change:	No issues
Consultation/Community Engagement:	Both the 2019/20 and 2020/21 funding bids to MHCLG were developed with a wide range of partners and stakeholders involvement.
Risks:	Risks associated with the non-delivery of services by our partners are being managed through robust grant agreements, and ongoing performance monitoring.
Officer Contact	Chris Lambert Head of Housing and Property Tel: 01530 454780 <u>chris.lambert@nwleicestershire.gov.uk</u>

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CABINET – TUESDAY, 14 JANUARY 2020



Title of Report	2019/20 QUARTER 2 PERFORMANCE REPORT	
Presented by	Councillor Richard Blunt Leader	
Background Papers	Various documents on the In-Phase performance	Public Report: Yes
	management system.	Key Decision: No
Financial Implications	No additional financial implica	ations.
	Signed off by the Section 1	51 Officer: Yes
Legal Implications	No legal implications.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	No direct staffing implications. Signed off by the Head of Paid Service: Yes	
Purpose of Report	The report provides members of the Cabinet with information on the performance and progress made against the Council Delivery Plan actions and performance indicators for Quarter 2 (Q2) (July - September 2019).	
Reason for Decision	The report be provided for members to effectively monitor the performance of the organisation.	
Recommendations	THAT CABINET NOTES THE PROGRESS AGAINST THE CORPORATE OBJECTIVES AND PERFORMANCE INDICATORS.	

1 INTRODUCTION

- 1.1 The Planning and Performance Management framework helps the Council -
 - Clearly articulate our priorities and desired outcomes
 - Prioritise what gets done within the resources available
 - Provides and demonstrates value for money
 - Provide good services and satisfaction for our local community
 - Improves organisational performance
 - Motivate and manage our employees and workers.
- 1.2 Its purpose is to deliver the best outcomes and service in relation to our priorities and statutory responsibilities within available resources, and to create an 'early warning system; where this is not the case. To do this we need to be intelligence focused and take action in response to actual performance to make outcomes better that they would otherwise be.
- 1.3 Performance is managed at a strategic, service, operational and individual level, with each informing the other. 53
- 1.4 At a strategic level, Members and the Corporate Leadership team need to ensure that

services are provided meeting the needs of the community, both now and in the future. Members and the leadership team also need to ensure that there are appropriate and meaningful measures underpinning our vision and objectives so that they can be assured that we are making good progress towards our vision, priorities and objectives published in our Corporate Plan.

- 1.5 At a service level, Heads of Service need to monitor performance against service plans. These include all tasks, projects, measures and risks relating to their own service objectives and from any other source, e.g. external inspectorate recommendations such as the planning peer review and internal audit recommendations etc.
- 1.6 At an operational level, individual work plans may be in place to monitor and report on team and individual performance to feed up into the service plans. This then informs individual performance appraisals.
- 1.7 The quarterly performance reports will seek to recognise good performance, share best practice across the organisation and also to identify 'performance gaps' highlighting if and where action is required to meet targets. Once these gaps are identified, time bound intervention plans will be created or adapted to improve performance towards the target. This will be part of a continual cycle of review and action.

2. <u>SUMMARY OF PERFORMANCE QUARTER 2</u>

- 2.1 This report sets out the performance and progress against the Council Delivery Plan priority actions, performance indicators, sickness absence management and finance.
- 2.2 A high level report of the Council's performance for Q2 is included in Appendix 1.
- 2.3 Performance remains good across the vast majority of the indicators, and progress is now being monitored on a monthly basis and reviewed by managers and Heads of service using the InPhase performance software system. This enables any areas of underperformance to be identified quickly.
- 2.4 Progress against the Council's key priorities is detailed in Appendix 1 with explanations of the progress against each of the key tasks identified for the current financial/operating year.

The following notable achievements in this quarter are:-

Coalville by the sea

This free event was repeated successfully again this year in the summer and was attended by over 1500 people over the two days.

Progressing the new market location in Coalville.

We continue to work with the existing Market traders to support them in the transition to the Newmarket site in Marlborough Square or to find alternative premises as needed.

> Improving our customer services responsiveness and on-line offer.

The average call wait time reduced again during the quarter to 44 seconds and the number of customers hanging up before receiving an answer reduced to an average of 8.66%

We are continuing the work on the website to enable customers to access services through the "your account" facility and by making more processes available in a digital format.

> Developing the Districts Leisure and activity facilities.

The planning application for the new leisure centre was submitted in the quarter and (post script) was approved by the Planning Committee in October. The improvements works to Hood Park Leisure Centre commenced during the quarter and will include improvements to the dance studio, an updated fitness suite, improvements to the external façade and redecoration works to refresh the building.

Tourism Strategy

This document will set out our approach, in collaboration with partners, to the future development of our tourism offer, and will be presented to the Community Scrutiny Committee and Cabinet later in the year.

Economic Growth Plan.

Following extensive consultation with partners the Economic Growth plan was adopted by Cabinet in September 2019. This will form the blue print for a number of key projects in future years.

EU exit planning

The Business Focus team continued to provide government messages to our business communities on EU exit planning. We have continued to work with government agencies and partners to develop arrangements, particularly around the airport to manage possible impacts to our communities and residents.

➢ <u>Finance</u>

At the end of the second quarter of the financial year the Council's budgets are being managed effectively.

Increased revenue surpluses are forecast on both the General Fund and Housing Revenue Accounts, with a nominal increase in expenditure on the Special Expenses account which is planned to be funded by Special Expense reserves.

Slippage has been identified within the General Fund Capital Programme as a result of spend associated with the new Coalville Leisure Centre and Marlborough Square now due to occur in 2020/21. An underspend remains on the HRA Capital Programme, as reported in Quarter 1, largely as a result of identified underspend on the New Supply programme.

Performance Indicators

The use of both qualitative and quantitative measures to supplement the delivery of the actions set out within the corporate plan provides a picture of how well the council is delivering against the expected outcomes.

The performance indicators show out of 32 indicators, 20 are on target or within tolerance, 3 are behind target and 9 are measured on annual targets.

There three areas needing attention from Quarter 2 are:-

Spend on agency workers which has not achieved the target level of reduction in the Quarter where we are seeking to bring the annual spend down to below £1m. The first quarter was on target, but spend has increased during quarter 2 in the refuse and recycling workforce due to the need to backfill due to high levels of sickness absence in the workforce, and while there was a month on month decline in the spend on agency workers in the Housing repairs

and maintenance workers the overall reduction was insufficient to meet the quarterly target. We are continuing to review each agency worker contract at 12 week intervals and we are seeking to move workers to employment contracts when we are clear there is a permanent requirement for the role as the long term Housing Improvement Programme becomes clearer.

- The level of income generation from the sale of Legal services is showing as being behind target, but it is relevant to note that a significant amount of uninvoiced work in progress will improve the position in the future.
- Percentage of rent loss while the quarterly target was not met the cumulative annual target stands at 0.71% against a target of 0.75%, so this indicator is not giving cause for concern. We continue to do everything we can to minimise the rent loss when council houses become empty.

All three areas will be covered by an intervention plan with actions and closer monitoring in place to seek to bring the indicators back on target.

Future Performance Indicator reporting

We have been undertaking a review of the performance indicators reported to Council, and while we think it is still relevant to continue to report to members the local indicators that are within the control of the Council, we will add a number of wider economic and social indicators to the quarter 3 report which will include such factors as the district unemployment rate, other indicators around business growth and development, and around Health and social factors. A number of these wider indicators are not collated on a quarterly basis – they tend to be annual. We will add a number of wider indicators to the Q3 report and ask members for feedback on the value of these.

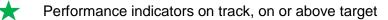
2.5 This performance report was considered by the Corporate scrutiny committee at its meeting on the 8th January 2020. The comments of the scrutiny Committee will be sent to members of Cabinet as an additional paper in advance of the Cabinet meeting.

Priority Dashboards - Appendix 1

Appendix 1 sets out the following items:

- Progress against CDP actions
- Progress against CDP performance indicators
- Health and Safety Report
- Sickness absence management update and statistics
- Customer Feedback
- Customer Service Call Centre Statistics

Status definitions used in Appendix 1





Performance indicators under control

Performance indicators below target

Policies and other considerations, as	appropriate
Council Priorities:	The report addresses performance against each of the Council's five priorities for 2019/20.
Policy Considerations:	The performance of the Council runs across many of our published policies.
Safeguarding:	No specific considerations
Equalities/Diversity:	No specific considerations
Customer Impact:	Detailed in the report.
Economic and Social Impact:	Detailed in the report
Environment and Climate Change:	Detailed in the report under Council priority – developing a clean and green district.
Consultation/Community Engagement:	Not applicable.
Risks:	Detailed in the report
Officer Contact	Bev Smith Chief Executive 01530 454500 Mike Murphy Head of HR and OD 01530 454518

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Supporting Coalville to be a more vibrant, family friendly town

Our aims

Coalville is a vibrant town - Local people choose to spend their time and money in Coalville town centre - Coalville is a good place to do business

Key tasks 2019/20	Quarter 2 Performance
 Develop a Coalville Regeneration Framework to enhance the town 	 Business Focus have appointed external advisors to support us in preparing the business case for the Council's Future High Street Fund bid which will also be the basis of the Coalville Regeneration Framework.
 Seek external funding, including the new national Future High Streets Fund to support town centre regeneration 	 In March 2019 the Business Focus Team prepared and submitted the Council's expression of interest to the Government's £675 million Future High Streets Fund. In July this year it was announced that our bid had been selected as one of fifty that are through to the second round of the Future High Streets Fund, which could see up to £25 million allocated to the regeneration of Coalville town centre. The council has been allocated funding by the Future High Streets Fund to develop a full business case. Following member, community and business consultation, an outline bid will be submitted by 15 January and the full bid will be submitted by the end of April 2020. In addition to the full application, the Business Focus team have been working with consultants WYG and their team to submit three applications for funding to support 'Shovel Ready' projects to the Future High Street Fund.
Seek a cinema operator for Coalville	 Discussions are underway with a number of potential cinema operators regarding a new cinema development in Coalville town centre. The cinema project is being considered for inclusion in the Council's bid to the Future High Street Fund bid.
Establish and maintain an events programme in our public spaces	 In addition to Music and Picnic in the Park, delivered in quarter one, Coalville by the Sea was another successful event, with over 1500 people attending over the two days. The event this year was delivered from Needham's Walk car park, this decision was made due to the wet weather in the week before and the saturated ground conditions.

Supporting Coalville to be a more vibrant, family friendly town

Our aims

Coalville is a vibrant town - Local people choose to spend their time and money in Coalville town centre - Coalville is a good place to do business

Key tasks 2019/20	Quarter 2 Performance
Start the redesign of Marlborough Square	• Whilst the Marlborough Square project progresses and is re-designed by external consultants to maximise quality and value for money, the Business Focus team continue to liaise with the Leicester and Leicestershire Enterprise Partnership as part project funders as well as the National Forest in relation to advice and funding for tree planting.
• Create a vibrant indoor market on Marlborough Square	 The planning application has now been submitted and it is hoped that the committee will consider in November 2019. The design has been developed in line with best practice and existing traders have been engaged. The open tender process is underway. It is anticipated that work will commence on site early in 2020 and Newmarket to open April 2020. BBC Radio Leicester interviewed officers and staff on the Breakfast Show.
Work in partnership to make the most of our heritage to bolster the town's identity and sense of place	• We are members of the Snibston Board for Charitable and an application for Incorporated Organisation status (CIO) was submitted at the end of September, it will take up to twelve weeks to process the application. The Board worked in partnership with Coalville Heritage Society as part of Hello Heritage 2019 and a very successful Snibston open day and site tours took place in September 2019. The partners are committed to developing this event and have confirmed involvement in Hello Heritage 2020. The priorities for the Board going forward is to establish their priorities and key tasks and actions for the next five years, this work will be supported by district council officers as appropriate.
 Work with the community and interest groups to celebrate and promote Coalville's heritage including 100 years of Palitoy 	 The press launch of The Many Faces of Palitoy took place on 13 August 2019. The outreach Project Manager has been appointed and has started work. The exhibition is scheduled for 12 October to 10 November 2019 and has received comprehensive media coverage and good visitor numbers are anticipated.

Supporting Coalville to be a more vibrant, family friendly town

Our aims

Coalville is a vibrant town - Local people choose to spend their time and money in Coalville town centre - Coalville is a good place to do business

Key tasks 2019/20	Quarter 2 Performance
 Provide grants to at least ten businesses in Coalville to improve the fronts of their buildings, creating a better street scene 	• The Coalville Frontage Improvement Scheme was relaunched in July 2019. To date the scheme has received eleven initial applications for grant funding. These applications are now being developed between the grant applicant, the Business Focus team and our appointed architects, Simon Foote Architects. The available funding will be fully committed if all the applications are successful and implementation is expected in 2020 and early 2021.
• Provide a tailored support programme for 20 retail businesses in Coalville ଦ୍ର	 Coalville retail support programme. The project has been delayed to allow officer capacity to respond to both the Future High Street Fund and the Heritage Action Zone funding bids. Business Focus are currently procuring a retail specialist to collaborate with the Council deliver the support programme. The support sessions for twenty Coalville retail businesses will be delivered in quarter four.
Continue to provide support and funding for Coalville Market traders to grow their business	• Business Focus are continuing to work with the Markets team to support the transition from the Market Hall to the Newmarket on Marlborough Square and are acting as a primary point of contact for those Market Traders who will not be transitioning to the new market and supporting them to find alternative premises. Our previous provider Kerching retail has ceased trading so we are tendering for a replacement provider to provide one-to-one support for transitioning traders. Tender submissions are due to be received on 11 October 2019.

Our communities are safe, healthy and connected

Our aims

Put our customers at the heart of all we do – Increase connectivity (physically and virtually) throughout our communities – Support safer neighbourhoods

Key tasks 2019/20	Quarter 2 Performance
 Make sure our customers can contact us in a way that suits them, with self-serve options as well as face-to-face support 	 A further twelve processes have been created and implemented increasing our customers online experience. New account set up continues to grow with a further 1726 opened this quarter. In addition, a focus on waiting times both face to face and via telephone, shows an improvement from the same period last year with a reduction of thirty seconds face to face and over one and a half minutes on the phones.
 Make all appropriate transactions 'digital by default' N 	 The end of the current phase of work is still forecasted to end in quarter three 2019, and is continuing to make good progress on the range of Council services online. At the end of quarter two, over 47 digital processes were available 24/7 at https://www.nwleics.gov.uk/myaccount. New forms and/or processes included, Customer registration, Customer change of address, apply for a personal licence, food hygiene advice and advice on how to protect the environment.
 Improve the accessibility of our customer service environments, continuing to reduce call wait times 	 Our average call wait time for quarter two 2019/20 was 44 seconds and 8.66% of our customers hung up before we could answer their calls. This is significant improvement over our performance in quarter one 2019/20, which had average wait times of 64 seconds with 10% of our customers disconnecting.
Identify locations for customers to access our services in their own communities	 This work is planned for a subsequent quarter which will give an understanding of customer pathways and the challenges that customers may face in accessing our services. Equally a sample of customer data will be taken from visitors to the Council Offices to understand where the customer has travelled from, whether they would had tried to access our services through alternative channels and what needs they may have in their local community.

Our communities are safe, healthy and connected

Our aims

Put our customers at the heart of all we do – Increase connectivity (physically and virtually) throughout our communities – Support safer neighbourhoods

Key tasks 2019/20	Quarter 2 Performance
 Deliver the actions in our Health and Wellbeing Strategy 	 Work is continuing to deliver the NWL Health and Wellbeing Strategy. Partners on the district wide Staying Healthy Partnership including, amongst others, Public Health, Local Area Co-ordinators, Children and Family Wellbeing Services, the Clinical Commissioning Group, the NWL GP Federation, the National Forest, and the Community Safety Partnership have developed an action plan to deliver elements of the strategy, and that the group and partners have taken responsibility for delivering. In addition, an internal NWLDC Health and Wellbeing group including representation from Leisure Services, Stronger and Safer Communities, Environmental Health, Environmental Protection, Planning, Cultural Services, Housing Services and Customer Services has been established. This group will develop an internal action plan that will also deliver elements of the strategy, as well as influencing internal council strategy and policy, and external stakeholders with a view to improving the health and wellbeing of residents.
Working with our leisure partner to secure planning consent and start the construction of a new leisure centre in Coalville	• The planning application for the new leisure centre was submitted in mid July including details of the access road from the A511. it is hoped that the committee will be able to consider the application in mid October as this will permit negotiations to secure legal agreements with Leicestershire County Council to alter the Highway Corridor and to book time to carry out the work on the A511.
Modernise, reconfigure and enhance the leisure centre in Ashby	• All improvement works to Hood Park Leisure Centre have been approved and commenced in July 2019. This includes, amongst other things, the relocation of the fitness suite to upstairs to the existing dance studio, the conversion of the bar and meeting room into a new dance studio, the conversion of the existing fitness suite into a new meeting room and dance studio space, the creation of a brand new dance studio, improvements to the external façade, and a redecoration of the facility.
 Develop our tourism offer to encourage inward investment, dwell time and connecting visitor attractions 	• A tourism strategy, which sets out our approach to the development of our tourism offer, has been drafted and will be reported to Community Scrutiny Committee in November and then to Cabinet.

Our communities are safe, healthy and connected

Our aims

Put our customers at the heart of all we do – Increase connectivity (physically and virtually) throughout our communities – Support safer neighbourhoods

Key tasks 2019/20	Quarter 2 Performance
 Working with local schools, parish councils and leisure centres, improve the community leisure facilities in Castle Donington and at Ibstock, and Measham leisure centres 	 Bids have been received and a report is going to Cabinet in November 2019, recommending that funding be released to Measham Leisure Centre and Ibstock Leisure Complex to deliver their projects. It is also recommended that the project at Castle Donington College be managed by NWLDC.
Achieve accreditation from the Surveillance Camera Commissioner for our CCTV system	• Due to a change in ownership at the Belvoir Shopping Centre the move to the Council Offices has been delayed meaning that this objective will now slip into 2020/21. The new council office facility is a vital part of the technological infrastructure required to meet the accreditation standard.
64	
Consult on revisions to Local Plan	• Officers have completed a survey with all parish and town councils to find out their appetite for neighbourhood plans. The results of the survey indicated that the overall majority response was no to a neighbourhood plan (68%) with only 32% saying yes. However, the comments received raised issues around capacity, funding, and knowledge shortage. As such, a workshop event for parish and town councils will be arranged in quarter four (March 2020) to share information about the neighbourhood plan process, grant support and the resource available from NWLDC officers.
Encourage and support town and parish councils to write and adopt their own Neighbourhood Plans	• A report will be presented to Local Plan Committee on 13 November 2019 seeking approval of a consultation document in respect of a 'partial' review of the Local Plan which will propose changes to Policy S1 only, to allow for a later and revised date for the submission of the wider 'substantive' review of the Local Plan. The consultation would run from 20 November 2019 to January 8 2020. Submitting the 'partial' review by the required date of 20 February 2020 will ensure that the Local Plan remains up-to-date for the purposes of determining planning applications. Work on a wider 'substantive' review, including longer term development requirements, will be undertaken in parallel.

Local people live in high quality, affordable homes

Our aims

Increase the number of affordable homes in the district – Improve the quality of our council housing – Improve the quality of private rented accommodation

Key tasks 2019/20	Quarter 2 Performance	
Get planning permission and start building new council homes in Coalville, Whitwick and Measham	• Design work has begun on the Coalville site and pre-application work is underway on revised sites in Whitwick and Measham. The sites originally identified in Whitwick and Measham had constraints that were not initially anticipated which represented a barrier to development. One site has a significant gas main running through it, and the other has access challenges and significant trees that reduced the developable area. Alternative sites in both location have now been identified. and are being prepared for development which we anticipate will take place in 2021/22.	
• Establish a local housing/trading company ଫ୍ର	 Work to develop our Local Trading/Housing Company will recommence once the new Strategic Director joins the Council in January 2020. 	
Buy affordable homes from developers to increase the availability of council housing	 The Council has made offers to purchase a number of Section 106 planning gain affordable housing units from developers where they meet out financial and housing need criteria. This year to date we have been successful in being selected as the approved development partner for seven properties on two such schemes in Osgathorpe and Coleorton, that are currently forecast to deliver new housing in 2020/21. We also agreed to acquire two properties in Ashby through this process earlier in 2019, and these were successfully delivered and occupied during quarter two. 	
Ensure residential development takes place on brownfield sites in Moira and Measham	 Initial proposals for both of these former sheltered housing scheme sites were to redevelop them through a disposal to a developer. However after extensive discussions it has not been possible to achieve a satisfactory position regarding these, so our approach has been revised to allow us to develop them ourselves with new Council housing. Extensive pre-planning work has already been undertaken so that planning applications on sites in Moira and Measham can be submitted in December 2019. The current anticipated start on site for both schemes is march 2020, although this will be dependent on being able to secure planning permission first. 	

Local people live in high quality, affordable homes

Our aims

Increase the number of affordable homes in the district – Improve the quality of our council housing – Improve the quality of private rented accommodation

	Key tasks 2019/20	Quarter 2 Performance
•	Ensure all new housing in the district meets the standards of the NWLDC Good Design Guide	 All major planning proposals are subject to consultation with the Council's Urban Designer who assesses the schemes objectively using Building for Life criteria, the Council's Good Design Guide, and the new National Design Guide (September 2019). All major planning proposals in this period have achieved a high quality design. The Design Ambassadors tour of development sites to review the success of schemes has been arranged for quarter three.
•	Invest up to £7.6 million to upgrade tenants' homes and their neighbourhoods	• The Home Improvement Programme is designed to ensure that all our tenants homes continue to meet the Decent Homes Standard through upgrading components as they reach the end of their life. This includes new bathrooms, kitchens, windows, doors and roofs as well as other work. At the end of quarter two, works to the value of £1.22 million or 223 components have been completed from an annual programme of 558. Whilst most areas of the programme are ahead of schedule, the roofing and electrical rewiring elements are running behind due to difficulties in recruiting suitably skilled operatives to carry out the work earlier in the year. These recruitment challenges have now been overcome through use of agency staff, and good progress is being made, although the roofing work is heavily weather dependent. Other works within the capital programme include wider estate improvements, such as external painting, fencing projects, which are all currently within the tender processes with works due to commence by quarter three and be complete within quarter four or early in the next financial year.
•	Alter tenants' homes where there is an assessed medical need, by spending £295,000 on level access showers, stair lifts and other aids and adaptations	• During the first two quarters, we completed thirty one major and eighty minor adaptations to the combined value of £144k. Minor adaptations include such items as grab rails and lever taps, whilst majors are more significant building works such as ramps, stair lifts and level access showers. There are two significant adaptations currently being designed, for a ground floor extension and additional car parking close to an already adapted property.

Local people live in high quality, affordable homes

Our aims

Increase the number of affordable homes in the district – Improve the quality of our council housing – Improve the quality of private rented accommodation

Key tasks 2019/20 **Quarter 2 Performance** Invest £778,000 in estate improvements including off street parking, improvements The off street parking programme is focussed on the Willesley estate in Ashby de la to footpaths and roads and mobility scooter stores Zouch (which was brought forward from 2018/19) to be followed by The Biggin/Wakefield Court in Castle Donington with design work and consultation having been completed in the first two quarters in Ashby and a planning application submitted. Because of the requirement for additional information with respect to surface water drainage and the repositioning of trees, the Planning application will now go to December 2019 Planning Committee with the contractor procurement process running in parallel, to enable works to commence in guarter four subject to approval. Some areas of the programme have proven more challenging to deliver and as a result, full expenditure of this budget is unlikely in this financial year. Details of the revised position will be available in the quarter three report. 67 · Carry out a proactive, targeted enforcement so all eligible landlords have a Houses The team continue to receive and process Houses in Multiple Occupation (HMO) in Multiple Occupation (HMO) Licence applications and are getting towards thirty licensed HMO's. A proactive campaign launch is planned for guarter four commencing in Kegworth. Officers have been working proactively with the Parish Council and local ward members to progress the use of planning legislation (Article 4 Direction) so that small HMO's require planning permission, giving the Council more control on individual cases through the submission of planning applications. It is the intention to seek Cabinet approval to authorise the making of a Kegworth-wide Article 4 direction in guarter four.

Support for businesses and helping people into local jobs

Our aims

Match local people with skills and jobs – Support new and growing businesses to create jobs – Help young people intowork

	Key tasks 2019/20	Quarter 2 Performance
•	Give comprehensive compliance advice to smaller businesses and start-ups with a focus on food hygiene and allergen controls	 Comprehensive compliance advice has been provided to ninety small businesses and business start ups during July, August and September. Advice was provided to all ninety businesses through face to face inspections by qualified Environmental Health Practitioners.
•	Working in partnership with the National Forest Company, carry out an options appraisal for Moira Furnace as part of an application for Resilient Heritage funding to the Heritage Lottery Fund	 The tender document for Moira Furnace options appraisal is due to be finalised in Q3. Discussions are currently underway with the National Forest Company with regard to their Heart of the National Forest master planning process and we are ascertaining whether these two processes can be progressed together as one tender.
•	Launch a grant funding programme that supports the growth of existing Coalville businesses as well as support new business start ups	 In July 2019, the Business Focus team launched our third phase of Enterprising grants. The £250,000 grants programme offers grants between £1,000 and £25,000 to growing small and medium sized enterprises in North West Leicestershire. Grant applicants will be required to lever match funding and to create new jobs. As of the end of September 2019, Enterprising Phase three has received twenty six initial applications for £301,036 of grant funding. These applications are now being developed between the grant applicant and their appointed grants officer. Not all of these applications will progress to grant award. Due to the high levels of demand for the Enterprising Grant funds, we are now oversubscribed and we have closed the scheme to new applications.

Support for businesses and helping people into local jobs

Our aims

Match local people with skills and jobs – Support new and growing businesses to create jobs – Help young people intowork

	Key tasks 2019/20		Quarter 2 Performance
•	Provide targeted support for local business who may be impacted by HS2 and EU Exit	•	Business Focus are continuing to liaise will local business to promote the government's messages to business on EU Exit readiness. The team have expanded the communications radius from the Champions Network and the employers at East Midlands Airport to now include all business in Castle Donington and Kegworth.
			In Addition, Business Focus are working with the Department for International Trade to coordinate a workshop for businesses post EU Exit. The workshop will include advice on funding, research and development, innovation and also advice on importing and exporting.
	0 9		There were no significant decisions or new information to communicate to local businesses regarding HS2 in quarter two.
•	Adopt and start to deliver the aspirations of the North West Leicestershire Economic Growth Plan 2019-21	•	Following consultation with partners, the North West Leicestershire Economic Growth Plan and the supporting documents were adopted by Cabinet in September 2019.
			The Business Focus team will continue working to finalise a delivery schedule for the projects identified with the plan.
			As part of the Business Focus teams work preparing the NWL Economic Growth plan, the team also created an investor prospectus designed to attract and facilitate inward investment enquiries. The prospectus has been shared with the Department for International Trade and the Invest Leicestershire team to make them aware of the opportunities for inward investment.
•	Working with our new leisure partner increase local employment, training and apprenticeships opportunities with a key focus on local supply chains in the construction of the new Coalville Centre	•	This work will commence during quarter four once planning consent is secured in mid October 2019 and the highways agreements (section 278 approvals) are in place.

Our aims

Lead by example by reducing our own carbon footprint – Reduce littering and fly tipping – Promote the work of the National Forest

Key tasks 2019/2		Quarter 2 Performance
 Increase recycling rates by at least 1% every year the more campaign 	rough our Recycle	 The new Recycle More Officer started on 1 July 2019. The officer is responsible for supporting the Recycle more campaign with all communications, including social media and community engagement.
		"Recycle morethe tour" took place Tuesday 20 to Friday 23 August launching the council's new three year recycling campaign. The tour travelled around the district with seven roadshows held in Kegworth, Castle Donington, Coalville, Measham, Ibstock, Market Street, Ashby and Tesco, Ashby. We engaged with over 700 people including residents, businesses, and councillors.
70		During quarter two preparation has began on two projects which will launch in quarter three, a trial of a new stackable recycling trolley with 250 residents and a weekly food waste collection service trial for 2000 households.
Develop and run a high profile fly tipping campaign	Breaking the Cycle'	• Breaking the Cycle campaign was launched in quarter one by holding a "Green Day" in Greenhill with housing and street cleansing. This was an opportunity to inform and educate residents about fly tipping and the consequences. To spread the message wider information was also handed to DIY outlets across the district.
Expansion of our Free Tree scheme		An expanded Free Tree scheme is due to start in quarter three.
• Run an electric car charging point pilot in the Ashby		 The data from the pilot in Ashby car park will be analysed as part of the Car Parking Service review currently taking place. This analysis will inform the roll out of further electrical charging points in the district. A districts partnership bid has been submitted to the LLEP to help cover the cost of roll out for next year for more electric charging points. The findings from the review including this area of work will be taken to scrutiny and Cabinet in the new year.

Our aims

Lead by example by reducing our own carbon footprint – Reduce littering and fly tipping – Promote the work of the National Forest

Key tasks 2019/20	Quarter 2 Performance
Support towns and villages to develop an identity associated with the National Forest	 Supported by NWLDC funding and officer support, Ashby Town Council have made strong progress with design work on new 3D town maps/signage as well as a community board at the public toilets and gateways signs to the town .The roll out of the Ashby brand is also progressing at a pace.
	The new leisure centre off the A511 has a key focus on a woodland and landscape setting reflecting the forest along with notable wooden features to both the external and internal features of the building. The National Forest were part of the design review panel set up by officers.
2	• The district council is supportive of the National Forest Company's approach to developing a Masterplan/Visioning document for the Heart of the National Forest, working with key partners (landowners) in the heart of the forest area to look at future opportunities for the area over the next twenty five years. A funding request has been received from the National Forest Company by the district council to fund the progression of this work. A financial contribution from the district council would secure our role as a partner and could bring beneficial links to the work we are progressing at Moira Furnace.
Sponsor the National Forest Company's international Timber Festival in 2019 and 2020	 Financial support to the festival has been agreed and a sponsorship agreement signed off.

Our aims

Lead by example by reducing our own carbon footprint – Reduce littering and fly tipping – Promote the work of the National Forest

Key tasks 2019/20	Quarter 2 Performance
Support private householders to improve the energy efficiency of their homes and help those in greatest need to access Government grants for affordable warmth	• The local ECO Flex scheme provides home owners and those renting from landlords with easy access to funding for loft and cavity wall insulation. Our delivery partners Harborough Energy have advised that the insulation providers working in our area has gone out of business and therefore there has been no promotion or delivery of the scheme in quarter two. A new provider has been appointed who is already actively working in Hinckley and Harborough. In September, Leicestershire County Council launched their own ECO Flex scheme so we are now in the position of having to decide whether to pursue our own arrangements with the new supplier or defer into the County Scheme.
72	In July our Collective Switching partner ichoosr informed us that our scheme has helped households save over £61k on their energy costs since its launch in 2015. During quarter two we have been promoting our Autumn auction which ends on 26 November.
	Customer services staff have updated referral information about the Warm Homes scheme to tie in with the start of the colder weather and an article was included in the Council's newsletter for tenants.
 Complete the installation of 400 air source heat pumps in council homes and assess tenant satisfaction 	• The Air Source Heat Pump installation programme has progressed with 51 additional installations to September 2019 with 96% customer satisfaction feedback. There remain 64 dwellings on the programme not yet completed due to the reluctance/refusal of the tenants to permit installation, and we are currently considering the options to overcome this issue through working with the tenants, and where possible undertaking the works when the properties become empty at the end of a tenancy.

Value for money

It is our ethos to manage our budgets carefully and sensibly. This allows us to provide excellent value for money in our services; investing in key schemes and infrastructure that make a real difference in our communities, whilst balancing the books and planning for the future.

Performance indicator 2019/20	Actual	Target	RAG	Commentary
 Amount of income generation from the sale of Legal Services 	£5,288	£10,890		 We remain behind target for actual income banked. However our work in progress (WIP) position is strong. Un-invoiced WIP total £25,543.11, which will be billed in October 2019. The income expected from planning which include S106's has slightly increased from last month and currently sits at £40,800.
∙ Percentage of rent loss ວັ	1.03	0.75		• The stand alone performance for September has exceeded target at 1.03% due to the length of time some homes have remained empty. Although some of the longer term empty homes have been relet, there continue to be new homes becoming empty primarily due to tenants passing away or moving to other council accommodation. The cumulative annual performance is 0.71% which is on target. In monetary terms the year to date rent loss is £67,580.60.
 Amount of spend on agency workers is reduced to £1m in 19/20 	£339,268.19	£250,000.00		 Although the agency spend is higher than the profiled target, the spend in the highest spending department – Housing – did decrease as the quarter progressed.
Percentage of Council Tax Collected (in year target)	56%	56.5%	*	
Percentage of National Non Domestic Rates (in year target)	57.8%	55.1%	*	 There are some medium size business rate payers that haven't paid this years liability and summonses have now been issued.

Value for money

It is our ethos to manage our budgets carefully and sensibly. This allows us to provide excellent value for money in our services; investing in key schemes and infrastructure that make a real difference in our communities, whilst balancing the books and planning for the future.

	Performance indicator 2019/20	Actual	Target	RAG	Commentary
•	Amount of days taken to process new claims	13.8 days	15.5 days	*	In year cumulative is 13.3 days.
•	Percentage of rent collected from commercial tenants	62%	58%	*	• The pattern of the target is determined by the pattern of payments. By this stage of the financial year going into quarter three we should be at 58% to be on track for 100% collection and are currently at 62%.
•	Percentage of commercial units occupied per annum	86%	88%		• Occupation of the commercial units has increased from 84% in quarter one. Quotations have received for engaging commercial agents to market our vacant properties to include production of particulars, acting as the point of contact, accompanying viewings, marketing on national property websites. This is planned to be rolled out early in quarter three.
•	Amount of annual income achieved by the In-house Repairs Team at least £5.2 million	£1,228,654	£1,300,000		• The income level achieved is slightly below target but reflects the anticipated parameters of a work program of this scale during quarter one and quarter two. There is a higher number of higher value of component replacements being completed in quarter three and quarter four than has been the case in quarter one and quarter two, hence the annual outturn is still projected to achieve the target.

Supporting Coalville to be a more vibrant, family friendly town

Our aims

Coalville is a vibrant town - Local people choose to spend their time and money in Coalville town centre - Coalville is a good place to do business

	Performance indicator 2019/20	Actual	Target	RAG	Commentary		
•	Number of people attending Coalville events organised	2,100	2,000	*	 Coalville by the Sea attracted 1,500 visitors and Coalville Hello Heritage initiatives attracted 600 visitors. 		
•	Number of events delivered in Coalville	1	1	*	Successful delivery of Coalville by the Sea.		
•	Number of visitors/tourists spending is increased by 2% across the District	N/A	2%	-	This information will be reported in quarter four using a nationally recognised data source which is collected annually.		
•	Shop vacancy rates in the Belvoir Centre are more positive than the national average.	N/A	2%	_	This data will be reported in quarter four using national statistics		

Our communities are safe, healthy and connected

Our aims

Put our customers at the heart of all we do – Increase connectivity (physically and virtually) throughout our communities – Support safer neighbourhoods

Performance indicator 2019/20	Actual	Target	RAG	Commentary
Number of online accounts	19,877 (cumulative)	22,500 (annual)	*	 Actual is on track to meet annual target.
Number of online forms submitted (transactions)	6,141	N/A	_	 This figure is variable based on customer demand. The Council are working towards how we might expresses this as a percentage of overall contact and to measure the increase in digital uptake for reporting.
ි • Percentage of customer satisfaction (Customer Services)	98%	92%	*	Actual is ahead of target.
Percentage of high risk ASB cases recorded and actioned within 48 hours	N/A	100		 Over the last quarter in excess of 60 cases of ASB have been reported to the council, All cases were risk assessed and the vast majority have been assessed as low risk. In the Last quarter one high risk case has been closed and no new cases were classified as high risk.

Local people live in high quality, affordable homes

Our aims

Increase the number of affordable homes in the district – Improve the quality of our council housing – Improve the quality of private rented accommodation

Performance indicator 2019/20	Actual	Target	RAG	Commentary
 Percentage of major residential development schemes scoring / performing positively 	100%	90%	*	 The Planning and Development Team continue to ensure that 100% of major residential score positively against Building for Life 12 and the Councils Good Design Guide.
 Percentage of major planning applications determined within 13 weeks< 	94.7%	75%	*	• Performance in determining major planning applications (e.g. greater than 10 dwellings and 1000 square metres of commercial development) remains strong and in quarter two was 94.7% which is well above the national target set by Government of 60% and the locally set target of 75%. In quarter two, 36 of 38 majors determined within the required 13 week period or where an extension of time was agreed with the applicant.
Percentage of minor planning applications determined within 8 weeks	91.66%	80%	*	 Performance in determining minor planning applications (e.g. less than 10 dwellings and 1000 square metres of commercial development) remains strong and in quarter two was 91.66% which is well above the national target set by Government of 70% and the locally set target of 80%.

Local people live in high quality, affordable homes

Our aims

Increase the number of affordable homes in the district – Improve the quality of our council housing – Improve the quality of private rented accommodation

	Performance indicator 2019/20	Actual	Target	RAG	Commentary
•	Percentage of other planning applications determined within 8 weeks	88.30%	85%	*	 Performance in determining other planning applications (e.g. householder developments) remains strong and in quarter two was 88.30% which is well above the national target set by Government of 80% and the locally set target of 85%.
•	Percentage of all repairs completed within target 굱	97.52%	94%	*	• Performance in completing repairs on time continues to be strong, and an improvement on previous years. Consultation is underway with tenants groups regarding a revised Repairs Policy through which we will ensure that completion times continue to meet the expectation of our customers.
•	Average length of time taken to relet a Council property when it becomes vacant	19 days (quarter two average) 15 days (year to date average)	22 days	*	• In quarter one this performance area was assessed by using the length of time to complete repairs to an empty Council property. This has been amended for quarter two to be the overall average time a property is empty which includes both repairs completion and reletting the home to a new tenant, which is a more holistic performance measure. Current performance is ahead of target, although we anticipate an increased number of empty homes in the later part of the year,(quarter three and quarter four), the overall average empty home period is therefore expected to rise, although not to exceed the target for the year.

Support for businesses and helping people into local jobs

Our aims

Match local people with skills and jobs – Support new and growing businesses to create jobs – Help young people intowork

	Performance indicator 2019/20	Actual	Target	RAG	Commentary
•	Number of jobs in the tourism sector is increased in the District	N/A	2%	_	 Annual target, to be reported in quarterfour.
•	Number of food businesses improving hygiene standards	7	7	*	 As a result of targeted advice and enforcement 7 food establishments previously rated 0,1 or 2 have improved standards and are now rated a minimum of 3. The total number of food establishments with a minimum rating of 3 increased from 686 to 694 during July, August and September.
•	Number of business enquires received and supported	43 (New) 9 (Repeat)	25	*	• There were fifty two total enquiries for the team, forty three new enquiries and nine repeat. The team completed over forty four follow up (emails or meetings) and six were referred on to the women in business support programme, six were shop front enquiries. We had a number of enquiries and requests for information for the Enterprising North West Business grant which is now fully subscribed if all expressions of interest go through to be awarded grants.

Support for businesses and helping people into local jobs

Our aims

Match local people with skills and jobs – Support new and growing businesses to create jobs – Help young people intowork

Performance indicator 2019/20	Actual	Target	RAG	Commentary
Value of Coalville shop fronts grant awards	N/A	£40,000	_	 We are progressing ten applications to the Coalville Frontage improvement scheme, including Newmarket. A further three applications representing four frontages have been put on a waiting list. One application has progressed to stage one grant panel and sketch drawings have been prepared for a further five. Newmarket and 2A Hotel Street are also progressing. We have closed the scheme to new applicants as the available budget has been reached.
80				
Number of businesses supported - Market Towns business support programme	3	5		 The Business Focus Team have had a number of meetings and enquiries for support from market traders. Three meetings were about re-location from the existing market to shops within Coalville. The market café and the white goods stalls are struggling to find any suitable premises so we have put together a short list of possible shops for them and keep monitoring vacancies.

Developing a clean and green district

Our aims

Lead by example by reducing our own carbon footprint – Reduce littering and fly tipping – Promote the work of the National Forest

	Performance indicator 2019/20	Actual	Target	RAG	Commentary
•	Number of trees delivered to the local community to expand the district's National Forest area	N/A	13,000	_	This free tree scheme will start in quarter three.
•	Percentage of fly tipping in district is reduced by 3% over	N/A	3%	_	Annual target, to be reported in quarterfour
•	Percentage increase on yearly recycling rate by 1%	N/A	1%	_	Annual target, to be reported in quarterfour
•	Amount in kgs of household waste sent to landfill per house, per year	84.81kgs	125kgs	*	• This target has been exceeded for quarter two as during this quarter (and quarter one) we collect high volumes of garden waste which is not sent to landfill. However the volumes of garden waste which will be collected in quarter three and quarter four will decrease as the weather will have an impact upon this.

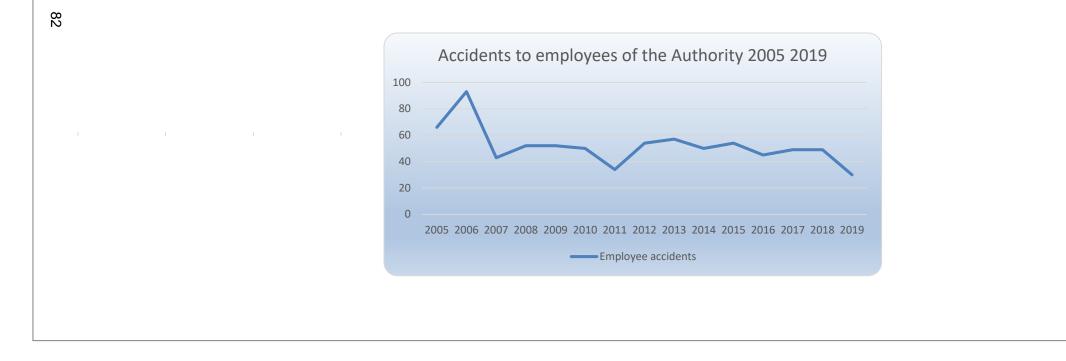
Health and Safety Report Q2 2019

• Accidents

There were eleven accidents to employees reported in the quarter, there were no RIDDOR reportable accidents. The accidents did not result in any time off work for the affected employees. We also had one near miss reported - a road traffic accident. All accidents and near misses were investigated and measures put in place to minimise re-occurrence.

Accidents statistics graph 2005 - 2018

As can be seen in the graph below the average number of employee accidents have, since 2007, been stable at around fifty annually or approximately one per week.



Health and Safety Report Q2 2019

• Training

So far in 2019/20 64 employees have attended "in house" Health and Safety training, which included explosive devices training with our fire wardens.

• Legionella

Stringent procedures and testing provided during the first quarter of the year, ensured there were no reports of any bacterial ingress. Regular testing continues to take place, the regime includes the Main Council Offices, Sheltered Housing, Parks and sports pavilions throughout the district.

• Fire

Fire warden training took place on 12 September 2019 when thirteen fire wardens refreshed their knowledge in evacuations involving suspicious packages. The next fire evacuation will take place once the new fire alarm system is commissioned later this year. Testing of fire systems continues in accordance with our procedures.

•∞ Risk assessments

To ensure full legal compliance, Senior Management must ensure we have *in written form*, suitable and sufficient risk assessments for any task they expect their staff to perform and to communicate safe systems of work to those who are at risk. In 2018/9 479 assessments were reviewed and there were new thirty nine assessments added to the portfolio. We are currently reviewing out safety procedures and implementing the actions highlighted in the Health and Safety Audit Report published earlier in the year.

Asbestos

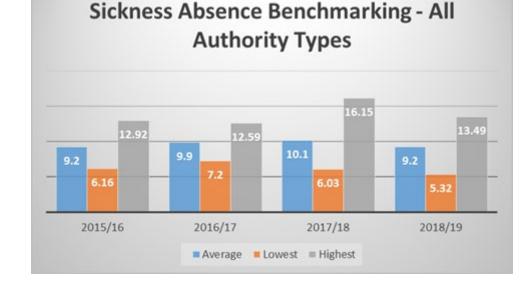
If there is a report of unregulated Asbestos is being found, the Council's policy is for operatives to immediately report their find to their line manager, who following a dynamic risk assessment may consider engaging specialist contractors to manage further arrangements for removing handling or transporting of the Asbestos, according to agreed procedures.

Sickness Update

- 1.1 In quarter two (2019/20) there were 1281 FTE days lost due to sickness, equating to 2.93 days per full time equivalent (FTE) this is higher than the same period 2018/19 (1043 FTE days lost). Projecting ahead, based on quarter two results, the annual absence rate will be 10.68 days lost per fte against a corporate target of 8.0 days.
- 1.2 The difference between this year's figure against the same period last year is largely due to the nine fold increase in long term sickness due to neurological reasons and five fold increase in sickness due to blood conditions. Non-work related stress has also increased by 50%.
- 1.3 Community Services (4.23 days/FTE), Economic Development (3.58 days/FTE) and Housing (3.23 days/FTE) were the work areas with the highest levels of sickness in this quarter.
- 1.4 67% of sickness in Community Services was in Waste Services (495 fte days) of which 71% was long term, lasting 10 more days. Housing Repairs and Maintenance accounted for more than 55% of all sickness in Housing, of which 47% was long term. Organisationally, 66% of all sickness was long term against 75% in the last quarter.
- 1.5 Across the organisation musculoskeletal accounted for over 22% of all sickness, as expected its occurrence is highest in waste services (38%). This was followed by personal stress (17%) and operation/post-op (12%) as the most commons reasons for sickness.
- 126 Table below illustrates total sickness as a percentage by reason:

ickness reason Percentage of sickness by reason		Gynaecological - obstetric	0.36
Asthma - bronchitis - respiratory	6.17	Headache - migraine - neurological	10.02
Back pain - sprain - strain - musculo- skeletal	22.07	Heart - cardiovascular	5.49
Blood conditions	4.91	Infectious diseases	0.08
Cancer - malignancy	0.00		
Cold and Flu	3.66	Operation / Post Op	12.42
Debility - fatigue	0.63	Stomach - bowel - gastric - intestinal	5.24
Ear nose & throat - dental	0.00	Stress - depression - anxiety - psychological (non-work related)	16.85
Eye - ophthalmic	5.20	Stress - depression - anxiety -	
Genito-urinary	1.16	psychological (work related)	5.74

- 1.7 In this quarter there were eleven members of staff with work-related stress. There does not appear to be an obvious link between these instances. All, except one employee have now returned to work or left the employment of the authority. All existing and new cases are being managed by senior HR advisor, in conjunction with Occupational Health and their line managers. Where needed, employees have been referred to Employee assistance Counselling support programme.
- 1.8 Out of the twenty one employees on long term sick in quarter two, fourteen have returned back to work, either full-time or on a phased return and two have left the employment of the council. There are currently eleven employees still on long term sickness. The Senior HR Advisors are working with team managers and Occupational Health to manage these employees back to work.
- 1.9 Completion of return to work interview forms across the Council was a rate of 91%. The return to work interviews are known to be a critical first process in managing sickness, so we continue to emphasise the need for managers to complete and return these.
- 2.0 Information has recently been published by the East Midlands Council about the regional sickness absence rates, which provides useful benchmarking comparison data. See the information in the charts below. This Councils absence rate at the end of 2018/19 was 9.2 fte's lost per employee.



Management of Absence graph – see PDF

Customer Feedback graph – see PDF

Customer Feedback

The response time for stage one complaints across the Council has improved each month during quarter two, from 78% to 90%.

The response time for stage two complaints fell in August 2019 to 33% across the Council, however this is based on receipt of only three stage two complaints. Two of the stage two complaints took longer to respond, one was due to multiple issues and the complexity of the response required (Housing and Commercial Services) and the other (Planning and Development) related to a planning application which required further time for the review of the documents.

There was a slight fall in the response time for MP enquiries for September 2019, with seven enquires received across the Council. Six were responded to within the timeframe and the one was due to awaiting confirmation from the complainant that they were satisfied with the repair plan provided from Housing Commercial Services before the response went out to the MP.

There were two Local Government Ombudsman cases in quarter two for Leisure Services, Parks Services, both cases are linked and are still open and under investigation.

Tigere continues to be a low level of escalation from stage one to stage two and work is continuing to improve the relationship between customer feedback and complaints and the work that the Council undertakes to improve services.

Customer Services Call Centre statistics graph – see PDF

Customer Service Call Centre Statistics

September 2019 has seen a slight decrease across the board against August 2019 performance, due to a small increase in call volumes which is mirrored in September 2018 performance.

The Customer Service Call Centre has also provided additional support to the change in the Customer Feedback process, resulting in an experienced team member shared between departments whilst providing training to backfill their role.

However despite the slight decrease for the September 2019, quarter two saw an improvement across the board against quarter one, with all measures improving.

Finance

General Fund	Annual Budgeted Position	Q2 Annual Forecast Position	Forecast Variance	Movement from Q1
Budgeted Contribution to/(from) Reserves	£161,000	£232,000	£71,000	-£90,000

There has been adverse variances of £1.07m, of which £282k relates to a reduction in income, £776k in additional costs compared to the budget and a number of de-minimus variances of £12k. This is offset against favourable variances of £820k, of which additional income of £164k and reduction in costs of £656k. The net variances of £250k have been financed by £321k of additional business rates, with the remaining £71k being transferred to the General Fund balance. Explanations of the significant variances (over £50k) are detailed below.

Refuse and Recycling agency costs are forecast to be overspend by £104k (net of salary savings), an increase from £87k in quarter 1. This is due to additional temporary workers required than originally budgeted due to levels of sickness absences. There is additional early retirement capital costs of £50k. Increased recycling income of £57k, an increase of £50k from quarter 1 and reduction in rent allowances of £59k.

Across the general fund there is forecast salary savings of £371k compared to budget, an increase of £102k from quarter 1. The savings are due to a number of vacant posts across the authority.

The forecast outturn for business rates is an additional £321k compared to the budget. £150k relates to additional Section 31 grants received and £170k as a result of accounting differences, compared to the budgeted level stated in the council's NNDR1 return.

Housing Revenue Account	Annual Budgeted Position	Q2 Annual Forecast Position	Forecast Variance	Movement from Q1
Budgeted Surplus/(Deficit)	£1,418,000	£1,691,000	£273,000	£222,000

The most significant variance for the HRA comes from incorporating the in-house repair team's (IRT) surplus achieved in the year so far of £487k into the quarterly budget monitoring process. Historically this hasn't been accounted for until Q4, but due to significant increases in the surplus this year we have added it now. The increase has been achieved as a direct result of the increased activity and productivity by the IRT as a result of them completing Home Improvement Programme works to Council tenants homes. The increase is partially offset by an adjustment to the budget for revenue void costs forecast for the year of £421k, which brings it in line with previous years costs and reflects changes to how we are accounting for the IRT surpluses. The expenditure in this area has not increased significantly over previous years, and this adjustment corrects a historic under provision.

Other significant savings include a reduced expenditure on painting of £100k, lower council tax on voids of £50k following demolition of Woulds Court and Queensway House former sheltered housing schemes, reduced responsive repair costs of £50k, reduced utility costs of £40k and net savings on staff costs of £38k. This is offset by increases to the number of asbestos surveys at additional forecast cost of £63k, and forecast reduced service charge income of £37k.

Special Expenses	Annual Budgeted Position	Q2 Annual Forecast Position	Forecast Variance	Movement from Q1
Net Expenditure	£536,000	£561,000	£26,000	£21,000

The net cost of Special Expenses services are funded through Council Tax and Localisation of Council Tax Support Grant. Any over-spend is funded from Special Expenses reserves. The forecast position is a deficit of £22k that will be funded through reserves, compared to a budgeted surplus position of £4k (that was planned to be contributed to reserves).

Finance

General Fund Capital Programme	Annual Budgeted Position	Q2 Annual Forecast Position	Forecast Variance	Movement from Q1
Budgeted Expenditure	£15,271,947	£7,308,558	£7,963,389	£7,963,389

Since quarter 1, it has been identified that a number of the programmes have slipped. The majority of the variance is in relation to the Coalville Leisure Centre as £5.5m of the new build expenditure will now be incurred during 2020/21 instead of 2019/20 and £1.7m relates to Marlborough Square. £535k has been spent during the quarter of which £190k related to an interim payment for the Coalville Leisure Centre and £100k on upgrades to Moira Furnace. All of the expenditure is in line with anticipated spend.

Housing Revenue Account Capital Programme	Annual Budgeted Position	Q2 Annual Forecast Position	Forecast Variance	Movement from Q1
Budgeted Expenditure	£13,109,000	£9,023,000	-£4,086,000	-£240,000

By Q2 we spent £3.3 million and the current forecast expenditure for the year is now £9.0 million, against a forecast position at Q1 of £9.3 million. The low spend so far against forecast reflects a spending profile that is geared towards the later half of the financial year, as the beginning of the year is spent mobilising and procuring services.

The main change since Q1 is on our Sheltered Housing Improvements work, which has been revised down from £200k to £0k. This is because we have re-profiled the work into a more achievable programme, where we conduct feasibility and design work in 2020/21 followed by a three year programme to carry out the planned improvement works.

We have also reduced our forecast spend on Renewable Energy Installation Programmes by £55k to £600k, against a budget of £655k. This is because over 50 tenants have refused to have the new source heat pump installed. Where this has happened we are looking to substitute other properties that could have the air source heat pump installed, but overall do not expect to spend the entire budget this year.

Forecast expenditure on our biggest capital programmes items, New Supply and Home Improvements, remains at £1.6 million and £3.1 million respectively. The biggest underspend remains on the New Supply programme, which is £3.4 million under budget due to profiling budgets over multiple years, as reported in Q1.

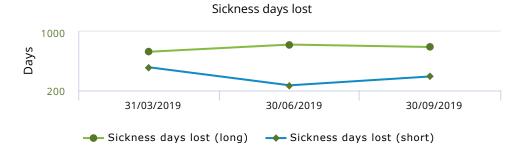
Management of Absence

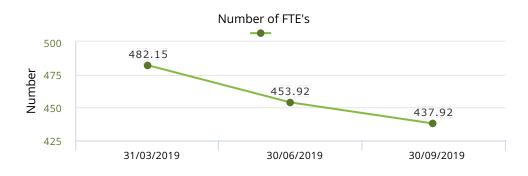
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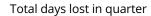
30/06/2018	30/09/2018	31/12/2018	31/03/2019	30/06/2019	30/09/2019							
Measure Name		All Directorates	Chief Executive	Community Services	Customer Services	Economic Regeneration	Finance	Housing and Property	HR & OD	Legal & Commercial Services	Planning & Infrastructure	
Avg number o	f days lost per FTE		7.69	0.24	10.94	4.61	6.15	2.38	8.25	3.18	5.38	2.32
Number of FTE	Ξ's		1,373.99	40.59	587.72	178.36	32.14	33.65	338.49	29.61	60.48	67.46
Sickness days	s lost (long)		2,342.64	0.00	1,597.12	123.26	20.00	0.00	595.25	0.00	63.00	0.00
Sickness days	s lost (short)		1,177.27	3.32	524.42	151.58	47.22	25.67	338.32	30.09	45.46	54.01
Total days lost in qtr		3,519.90	3.32	2,121.54	274.85	67.22	25.67	933.57	30.09	108.46	54.01	

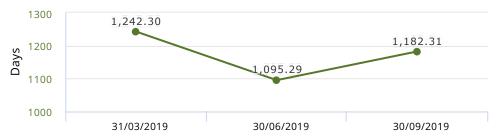
Avg number of days lost per FTE









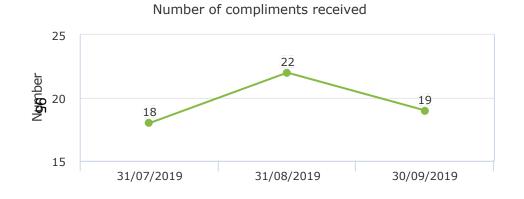


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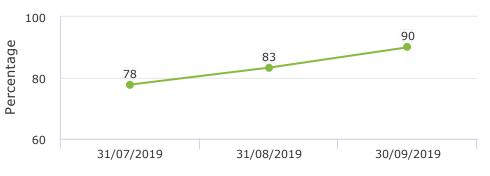
Customer Feedback

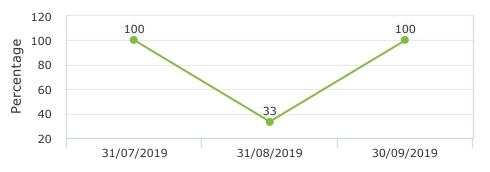
Dates

30/04/2019 31/05/2019 30/06/2019 31/07/2019 31/0	08/2019 <mark>3</mark> 0	0/09/2019						
Performance Indicator	Community Services	Customer Services	Economic Regeneration	Finance	Housing and Property	HR and Organisation Development	Legal and Commercial Services	Planning and Infrastructure
*PI003 - Number of compliments received	4	2	0	0	13	0	0	0
*PI004 - Number of ombudsman cases received	2	2 1	0	0	0	0	0	0
*PI005 - Percentage of stage 1 complaints responded to within 10 days	100	100	100	100	83	100	100	100
*PI006 - Percentage of stage 2 complaints responded to within 10 days	100	100	100	100	100	100	100	100
*PI007 - Percentage of MP enquiries responded to within 10 days	100	100	100	100	67	100	100	100



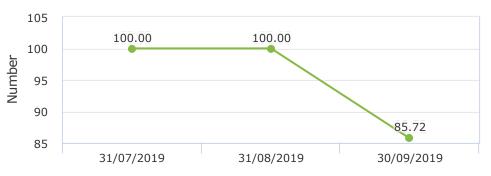
Percentage of stage 1 complaints responded to within 10 days





Percentage of stage 2 complaints responded to within 10 days

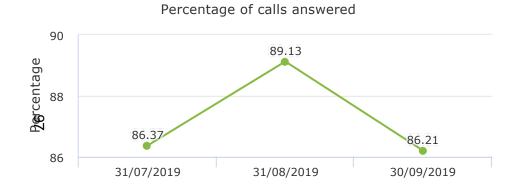
Percentage of MP enquiries responded to within 10 days



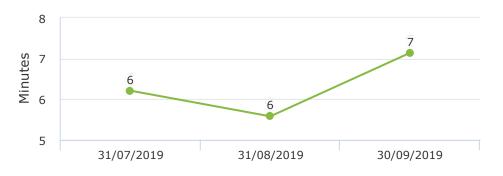
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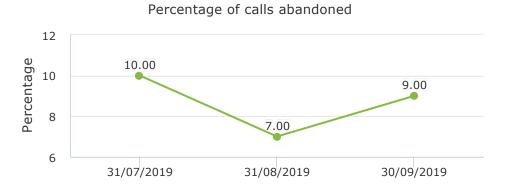
Customer Service Call Centre Statistics

30/04/2019	31/05/2019	30/06/2019	31/07/2019	31/08/2019	30/09/2019					
Measure Name				Jul 2019	Aug 2019	Sep 2019				
PI029 - Percentage of calls answered in the call centre							Actual	86.37	89.13	86.21
PI030 - Percentage of Call centre rate of abandonment							Actual	10.00	7.00	9.00
PI032 - Average amount of minutes a visitor has to wait before they are seen by Customer Services							Actual	6	6	7
PI235 - Amount of seconds for customer call waiting time average							Actual	41	40	51

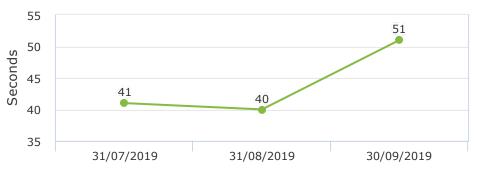








Average amount of seconds for customer calls waiting time



Dates

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