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Meeting	<b>CORPORATE SCRUTINY COMMITTEE</b>
Time/Day/Date	6.30 pm on Wednesday, 8 June 2022
Location	Council Chamber, Council Offices, Coalville
Officer to contact	Democratic Services 01530 454530

### AGENDA

Item	Pages
<b>1. APOLOGIES FOR ABSENCE</b>	
<b>2. DECLARATION OF INTERESTS</b>	
Under the Code of Conduct members are reminded that in declaring interests you should make clear the nature of that interest and whether it is a disclosable pecuniary interest, registerable interest or other interest.	
<b>3. PUBLIC QUESTION AND ANSWER SESSION</b>	
To receive questions from members of the public under rule no.10 of the Council Procedure Rules. The procedure rule provides that members of the public may ask any question on any matter in relation to which the Council has powers or duties which affect the District, provided that three clear days' notice in writing has been given to the Head of Legal and Support Services.	
<b>4. MINUTES</b>	
To approve and sign the minutes of the meeting held on 9 March 2022	<b>3 - 6</b>
<b>5. ITEMS FOR INCLUSION IN THE FUTURE WORK PROGRAMME</b>	
To consider any items to be included in the work programme. The plan of forthcoming Cabinet decisions and the current work programme are attached for information.	<b>7 - 18</b>
<b>6. ZERO CARBON UPDATE</b>	
Report of the Head of Community Services	<b>19 - 38</b>
<b>7. 2021/22 QUARTER 4 PERFORMANCE REPORT</b>	
Report of the Head of Human Resources and Organisation Development	<b>39 - 70</b>

## **8. SCRUTINY ANNUAL REPORT**

Report of the Strategic Director

**71 - 84**

Circulation:

Councillor N Smith (Chairman)  
Councillor V Richichi (Deputy Chairman)  
Councillor J G Simmons  
Councillor E G C Allman  
Councillor D Bigby  
Councillor A J Bridgen  
Councillor G Hout  
Councillor A C Saffell  
Councillor S Sheahan  
Councillor M B Wyatt

MINUTES of a meeting of the CORPORATE SCRUTINY COMMITTEE held in the Council Chamber, Council Offices, Coalville on WEDNESDAY, 9 MARCH 2022

Present: Councillor R Boam (Chairman)

Councillors D Bigby, G Houlton, V Richichi (Substitute for Councillor A J Bridgen), S Sheahan and M B Wyatt

In Attendance: Councillors

Portfolio Holders: Councillors R D Bayliss

Officers: Mr A Barton, Mr C Elston, Ms R Haynes, Mr C Lambert, Mr M Murphy, Mr P Sanders, Mr J Singh, Mrs R Wallace, Mr P Wheatley and Miss E Warhurst

#### **45. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors E Allman, B Harrison-Rushton, A Bridgen, A C Saffell and N Smith.

#### **46. DECLARATION OF INTERESTS**

There were no declarations of interest.

#### **47. PUBLIC QUESTION AND ANSWER SESSION**

None.

#### **48. MINUTES**

Consideration was given to the minutes of the meeting held on 5 January 2022.

A request was received from Councillor A C Saffell prior to the meeting, to add in his apologies as they were given at the time.

It was moved by Councillor V Richichi, seconded by Councillor S Sheahan and

RESOLVED THAT:

Subject to the addition of apologies from Councillor A C Saffell, the minutes of the meeting held on 5 January 2022 be approved as a correct record.

#### **49. ITEMS FOR INCLUSION IN THE FUTURE WORK PROGRAMME**

Consideration was given to the inclusion of any items on the work programme. The plan of forthcoming Cabinet decisions and the current work programme were set out in the agenda for information.

A request was made to receive the report scheduled for Cabinet decision entitled '2022/23 Council Surplus Property List'. It was noted that the report would be considered by Cabinet on 29 March, but some Members felt it would still be beneficial for the Committee to receive it. Officers agreed to circulate the report outside of the meeting.

By affirmation of the meeting the work programme was noted.

## 50. 2021/22 QUARTER 3 PERFORMANCE REPORT

The Head of Human Resources and Organisation Development introduced his report which provided an update on the Council's key objectives and performance indicators for the period October to December 2021.

During the full discussion, several questions of clarity were sought and answered by officers from the relevant service area.

In response to concerns in relation to the customer satisfaction levels in quarter three, the Strategic Director explained that similar levels had been as reported for approximately a year, in particularly with call delays and that measures had been introduced to address it. Members were assured that currently quarter four was seeing an improvement. Reference was made by a Member to the recent budget reduction for Customer Services and whether this was justified when customer satisfaction was not on target.

A request was made for a further breakdown of figures for the local economic value as presented within the 'support for businesses and helping people into local jobs' performance indicators within the report. It was explained that this information was available and would be included in the end of year report.

During discussion on Coalville's Newmarket, it was noted that targets had not been met because of the delay in opening due to the covid pandemic. Members were assured that the Newmarket was now going from strength to strength with several permanent tenancies in place along with casual tenancies. An explanation was also given on the different ways the Newmarket was advertised and following a request, it was agreed to circulate a breakdown of costs in relation to marketing to the Committee outside of the meeting.

During discussion on empty properties within the housing stock, it was agreed that a list of empty properties detailing location and reason for being empty, be circulated to the Committee outside of the meeting once available from the new housing system.

In relation to the new homes performance indicators, a Member queried the impact the number of new council houses and affordable homes within the district had on waiting lists. It was acknowledged that the impact was monitored and that once the new housing system received the module specifically for this area, more data would be available, and targets would be refined. Following further discussion, it was agreed that once the data was available, Members would receive regular updates.

Reference was made to the improvements delivered to make council tenants' homes more energy efficient and it was noted that there were still many homes with outstanding works to reach the decent homes standards. Members were informed that approximately 2000 houses had an efficiency rating below level C and that tenant refusals were the biggest reason that improvements were not carried out – linked in part to concerns over the Covid pandemic. However, improvements would be carried out as soon as there was a change in tenancies, and/or through the recovery funding in place for next year's Housing Improvement Programme. Following a comment from a Member, the Head of Housing asked that any knowledge of tenants that needed energy efficiency improvements and were willing to receive them be passed directly to him.

At the request of a Member, it was agreed that a usage breakdown for the several electric vehicle charging sites across the district be provided to the Committee outside of the meeting.

Reference was made to the below target percentage for determining planning applications due to increased demand, and questions were raised on what action was being taken. Members were informed that improvements were being proposed to the process so that support staff were being utilised to allow more capacity for planning officers and work loads would continue to be monitored. It was noted that the target within the report was a local one and that numbers were ahead of the targets set nationally. In response to the suggestion that officer numbers be increased, the Head of Planning and Infrastructure explained that balance had to be right due to the everchanging numbers of applications being made.

A Member commented on the language used in relation to the Hex Loyalty Card for customers of Coalville businesses, it was felt that jargon such as 'onboarding' should be avoided. The comment was taken on board and a further update on the take up of the card would be provided as part of the next performance report.

Some concern was expressed that recycling rates were not yet available as they would not be confirmed by Defra until December 2022, which made it difficult to determine how successful collections had been. The Head of Community Services acknowledged that it was a challenge, particularly as previous recycling rates were not good due to the covid pandemic. Members were assured that recycling rates were in recovery and that more information would be available as part of the Zero Carbon Update Report at a future meeting.

A discussion was had on the progress of the employee travel and allowances review and Members were updated that negotiations were still ongoing with the trade unions. An explanation was given on the avenues being investigated and it was confirmed that there would not be a national steer on the matter.

It was moved by Councillor J Hoult, seconded by Councillor V Richichi and

RESOLVED THAT:

The report be noted, and all comments made be provided to Cabinet when it considers the report at its meeting on 29 March 2022.

## **51. HOUSING ASSET MANAGEMENT PLAN 2022 - 2024**

The Head of Housing presented the report to Members. Reference was made to the layout errors within some sections of the report and once rectified the new version would be recirculated.

It was suggested that the wording be reconsidered in relation to the replacement of homes lost under the Right to Buy Scheme as part of the new build and acquisition programme. It stated, 'we will be looking to replace as many of these homes as we can...' and this was not the case as the target number had been reduced over the next ten years.

In relation to the 24 percent of homes still not meeting the decent homes standard, it was questioned if this was due to the issues caused by the covid pandemic. The Head of Housing explained that it was due to several reasons including access issues and tenant refusals, as well as the issues associated with the covid pandemic. He added that a contractor was now being brought in to assist and an improvement should be seen on this target moving forward.

Reference was made to the aspiration to ensure that council homes achieved an EPC rating of C and above by 2030. Concerns were raised on the impact this would have on

the Council's net zero carbon target for 2030, as an EPC rating of C and above did not mean that the property was zero carbon. Members were assured that achieving an EPC rating of C would be a huge improvement, but it was acknowledged that it was not zero carbon. This would be explored further as part of the wider net zero carbon road map.

It was highlighted that there was no reference to the installation of electric vehicle charging points in council housing areas. The Head of Housing reported that that this was an oversight as it was part of the plans moving forward, the report would be amended to reflect that.

The Chairman thanked Members for their contributions and confirmed that comments made would be presented to Cabinet when the report was considered.

**Councillor M B Wyatt left the meeting at 7.32pm.**

The meeting commenced at 6.30 pm

The Chairman closed the meeting at 7.49 pm

**Corporate Scrutiny Committee – WORK PROGRAMME (as at 27/05/22)**

<b>Date of Meeting</b>	<b>Item</b>	<b>Lead Officer</b>	<b>Witnesses</b>	<b>Agenda Item Duration</b>
<b>31 August 2022</b>				
31 August 2022	2022/23 Quarter 1 Performance Report	Mike Murphy, Head of Human Resources and Organisational Development	-	30 minutes
<b>9 November 2022</b>				
9 November 2022	Early Sight Budget Proposals	Mark Walker, Head of Finance & Customer Services and Section 151 Officer	-	1 hour
<b>7 December 2022</b>				
7 December 2022	2022/23 Quarter 2 Performance Report	Mike Murphy, Head of Human Resources and Organisational Development	-	30 minutes
<b>4 January 2023</b>				
4 January 2023	2023/2024 Budget and Council Tax Proposals	Mark Walker, Head of Finance & Customer Services and Section 151 Officer	-	1 hour

Date of Meeting	Item	Lead Officer	Witnesses	Agenda Item Duration
<b>8 March 2023</b>				
8 March 2023	2022/23 Quarter 3 Performance Report	Mike Murphy, Head of Human Resources and Organisational Development	-	30 minutes
<b>14 June 2023</b>				
14 June 2023	Zero Carbon Annual Update	Paul Sanders, Head of Community Services	-	30 minutes
14 June 2023	2022/23 Quarter 4 Performance Report	Mike Murphy, Head of Human Resources and Organisational Development	-	30 minutes
14 June 2023	Scrutiny Annual Report	Andy Barton, Strategic Director of Housing and Customer Services	-	15 minutes



**Requests for Items – None at present**

Date request Received	Requested by	Summary of request	Consideration by scrutiny Y/N	Reasons

**Principles and Criteria used for Assessing Items Put Forward**

**Identify** Issues for consideration by Scrutiny

- Consulting with members of Scrutiny Committees, senior officers, Cabinet members – horizon scanning on policy development
- Looking at the corporate priorities, Council Delivery Plan and Cabinet Forward plan – identify key issues/topics for investigation/inquiry
- Considering events and decisions in the Council’s calendar which could require an input/consultation via scrutiny – eg budget setting, CDP development
- Considering requests from members – eg via another forum or scoping report submitted
- Evaluating the Council’s performance – eg quarterly reports, end of year reports, reviewing success of a particular scheme or initiative
- Reviewing any follow up work required after previous scrutiny work

**Prioritise** the potential list of scrutiny topics based on factors including

- the resources required to deliver it (from members, offices and financially)
- the value and level of impact which could be achieved
- link to the council’s priorities
- whether it is a regular recurring item which requires consideration before Cabinet/Council approval
- consideration of the guidance for selecting scrutiny topics

Topics <b>are</b> suitable for Scrutiny when	Topics <b>are not</b> suitable for Scrutiny when
Scrutiny could have an impact and add value	The issue is already being addressed elsewhere and change is imminent
The topic is of high local importance and reflects the concerns of local people	The topic would be better addressed elsewhere (and will be referred there)
The resources are available that would be required to conduct the review – staff and budget	Scrutiny involvement would have limited or no impact on outcomes
It avoids duplication of work elsewhere	The topic would be sub-judice or prejudicial to the councils interests
The issues is one that the committee can realistically influence	The topic is too broad to make a review realistic
The issue is related to an area where the council or one of its partners is not performing well	New legislation or guidance relating to the topic is expected in the next year

# DRAFT Notice of Executive Key Decisions

The attached notice lists the matters which are likely to be the subject of a key decision by the Council's executive and executive decision making bodies. This notice is produced in accordance with the Constitution adopted by North West Leicestershire District Council and will be published a minimum of 28 days before the date on which a key decision is to be made on behalf of the Council.

## Key Decisions

A key decision means a decision taken by the Cabinet, a committee of the Cabinet, an area or joint committee or an individual in connection with the discharge of a function which is the responsibility of the executive and which is likely:

- (a) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the Council;
- (c) for the purposes of (a) and (b) above £100,000 shall be regarded as significant in terms of expenditure or savings, and any issue which, in the opinion of the Leader is likely to have an impact on people, shall be regarded as significant in terms of impact on communities.

## The Council's Executive

The Council's executive committee is the Cabinet. The Cabinet comprises:

Councillor R Blunt	-	Leader	Councillor A Woodman	-	Community Services
Councillor R Ashman	-	Deputy Leader and Infrastructure	Councillor N J Rushton	-	Corporate
Councillor T Gillard	-	Business and Regeneration	Councillor R D Bayliss	-	Housing, Property & Customer Services
Councillor K Merrie MBE	-	Planning			

## Confidential Items and Private Meetings of the Executive

Whilst the majority of the Cabinet's business at the meetings listed in this notice will be open to the public and media organisations to attend, there will inevitably be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. This is a formal notice under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 that part of the Cabinet meetings listed in this Forward Plan may be held in private because the agenda and reports for the meeting contain exempt information under Part 1 Schedule 12A to the Local Government Act (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. Those items where it is considered that they should be considered in private are identified on the Notice.

## Access to Agenda and Related Documents

Documents relating to the matters listed in this notice are available at least 5 clear working days prior to the date of decision as indicated below. Other documents relevant to the matters listed in this notice may be submitted to the decision maker.

If you wish to request or submit a document, or make representation in relation to any issue contained within this notice, please contact Democratic Services on telephone number 01530 454512 or by emailing [memberservices@nwleicestershire.gov.uk](mailto:memberservices@nwleicestershire.gov.uk)

## Executive Decisions

Decision	Decision Maker	Status of Decision	Public or Private  (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
<b>June 2022</b>							
Environmental Health - Food Safety Service Delivery Plan 2022/23	Cabinet	Key	Public	7 June 2022	Councillor Andrew Woodman Tel: 07970 520357 andrew.woodman@nwleicester.gov.uk  Head of Community Services Tel: 01530 454832 paul.sanders@nwleicester.gov.uk	Appendix 1 Draft Food Safety Service Delivery Plan Authors report Environmental Health - Food Safety Service Delivery Plan 2022/23	Not requested
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Cabinet	Key	Public	7 June 2022	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicester.gov.uk  Head of Finance & Customer Services and Section 151 Officer  mark.walker@nwleicester.gov.uk	Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs  Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non Domestic Rates and Sundry Debtor Write Offs	Not to be considered by a Scrutiny Committee. Under the constitution Cabinet are required to approve write-offs over £10,000.

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Minutes of the Coalville Special Expenses Working Party	Cabinet	Key	Public	7 June 2022	Councillor Andrew Woodman Tel: 07970 520357 andrew.woodman@nwleicestershire.gov.uk  Head of Community Services Tel: 01530 454832 paul.sanders@nwleicestershire.gov.uk	Minutes of the Coalville Special Expenses Working Party	Coalville Special Expenses Working Party - 27 April 2022
Leicester & Leicestershire Statement of Common Ground on Housing and Employment Needs (April 2022)	Cabinet	Key	Public	7 June 2022	Councillor Keith Merrie MBE  keith.merrie@nwleicestershire.gov.uk  Planning Policy & Land Charges Team Manager Tel: 01530 454677 ian.nelson@nwleicestershire.gov.uk	Report Leicester & Leicestershire Statement of Common Ground on Housing and Employment Needs (April 2022)	Matter will have been considered by Local Plan Committee on 25 May 2022
<b>July 2022</b>							
Treasury Management Stewardship Report 2021/22	Cabinet	Key	Public	19 July 2022	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicestershire.gov.uk  Head of Finance & Customer Services and Section 151 Officer  mark.walker@nwleicestershire.gov.uk	Treasury Management Stewardship Report 2021/22	Audit and Governance Committee - 20 April 2022

Decision	Decision Maker	Status of Decision	Public or Private  (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Housing Revenue Account Disposals and Acquisitions Update	Cabinet	Key	Part Private The report proposes to dispose of properties on the open market and provides independent estimations of the potential value of the property. This information is considered to be commercially sensitive at this stage of the process and is contained in the appendix.	19 July 2022	Councillor Roger Bayliss Tel: 01530 411055 roger.bayliss@nwleicestershire.gov.uk  Housing Management Team Manager Tel: 01530 454808 amanda.harper@nwleicestershire.gov.uk	Report. Housing Revenue Account Disposals and Acquisitions Update	Decision being sought under approved Disposal Policy.
The Future of Hermitage Leisure Centre and Recreation Ground.	Cabinet	Key	Public	19 July 2022	Councillor Andrew Woodman Tel: 07970 520357 andrew.woodman@nwleicestershire.gov.uk  Head of Community Services Tel: 01530 454832 paul.sanders@nwleicestershire.gov.uk	The Future of Hermitage Leisure Centre and Recreation Ground.	Community Scrutiny June 2022

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Air Quality Capital Grant Funding (DEFRA)	Cabinet	Key	Public	19 July 2022	<p>Councillor Andrew Woodman Tel: 07970 520357 andrew.woodman@nwleicester.gov.uk</p> <p>Head of Community Services Tel: 01530 454832 paul.sanders@nwleicester.gov.uk</p>	Air Quality Capital Grant Funding (DEFRA)	Community Scrutiny 29 June 2022
Castle Donington conservation area: Adoption of character appraisal and boundary review	Cabinet	Key	Public	19 July 2022	<p>Councillor Keith Merrie MBE keith.merrie@nwleicester.gov.uk</p> <p>Senior Conservation Officer james.white@nwleicester.gov.uk</p>	Public consultation responses Revised boundary review and map appendix Revised character appraisal and map appendix Castle Donington conservation area: Adoption of character appraisal and boundary review	The matter is not being considered by a scrutiny committee because it has been subject to a separate public consultation involving ward members.

**September 2022**

There are no items for consideration.

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Annual Review of Corporate Governance Policies	Cabinet	Non-Key	Public	20 September 2022	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicester.gov.uk  Solicitor - Contracts and Commercial Tel: 01530 454772 rebecca.elliott@nwleicester.gov.uk	Annual Review of Corporate Governance Policies	31 August 2022
<b>October 2022</b>							
There are no items for consideration.							
<b>November 2022</b>							
Private Sector Housing Policies	Cabinet	Key	Public	8 November 2022	Councillor Andrew Woodman Tel: 07970 520357 andrew.woodman@nwleicester.gov.uk  Head of Community Services Tel: 01530 454832 paul.sanders@nwleicester.gov.uk	Private Sector Housing Policies	Community Scrutiny 21 September 2022



Decision	Decision Maker	Status of Decision	Public or Private  (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Empty Homes Compulsory Purchase Orders	Cabinet	Key	Private Information relating to the financial or business affairs of any particular person (including the authority holding that information)	8 November 2022	Councillor Andrew Woodman Tel: 07970 520357 andrew.woodman@nwleicester.gov.uk  Environmental Protection Team Manager Tel: 01530 454564 clare.proudfoot@nwleicester.gov.uk	Empty Homes Compulsory Purchase Orders	Not being considered by Scrutiny as decision being sought under approved Empty Homes Policy
<b>December 2022</b>							
<b>10 January 2023</b>							
<b>31 January 2023</b>							
<b>February 2023</b>							
<b>March 2023</b>							
<b>April 2023</b>							
<b>May 2023</b>							
There are no items for consideration.							
<b>June 2023</b>							

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
The Leicestershire Partnership Revenues and Benefits Joint Committee - Appointment of Members	Cabinet	Key	Public	6 June 2023	claire.hammond@nwleicestershire.gov.uk	Report The Leicestershire Partnership Revenues and Benefits Joint Committee - Appointment of Members	As the report is requiring Cabinet to appoint to executive members to the Joint Committee it does not require scrutiny consideration.

## NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CORPORATE SCRUTINY COMMITTEE  
WEDNESDAY, 8 JUNE 2022

<b>Title of Report</b>	<b>ZERO CARBON ROADMAP UPDATE</b>	
<b>Presented by</b>	Paul Sanders Head of Community Services	
<b>Background Papers</b>	<p>Minutes of 31 March 2020 Cabinet meeting where Zero Carbon Roadmap &amp; Action Plan was adopted  <a href="#">Agenda for Leader of the Council Cabinet Member Meeting on Tuesday, 31st March 2020, 5.00 pm - North West Leicestershire District Council (nwleics.gov.uk)</a></p> <p>Zero Carbon Roadmap Year 1 report  <a href="#">Agenda for Cabinet on Tuesday, 27th July, 2021, 5.00 pm - North West Leicestershire District Council (nwleics.gov.uk)</a></p>	<b>Public Report:</b> Yes
<b>Financial Implications</b>	Section 7 of this report sets out the financial implications for both 2021/22 and 2022/23. This report proposes spending £90,000.	
	<b>Signed off by the Section 151 Officer:</b> Yes	
<b>Legal Implications</b>	Set out in section 8 of this report.	
	<b>Signed off by the Monitoring Officer:</b> Yes	
<b>Staffing and Corporate Implications</b>	No resources required outside of these identified in the report.	
	<b>Signed off by the Head of Paid Service:</b> Yes	
<b>Reason Agenda Item Submitted to Scrutiny Committee</b>	To provide an update on the council's Zero Carbon Roadmap and Action Plan and an insight of future plans.	
<b>Recommendations</b>	<p><b>THAT CORPORATE SCRUTINY COMMITTEE COMMENTS ON:</b></p> <ol style="list-style-type: none"> <li><b>1. THE PROGRESS THAT HAS BEEN MADE WITH YEAR 2 OF THE ZERO CARBON ROADMAP</b></li> <li><b>2. THE ACTIONS AND SPEND BEING PROPOSED FOR YEAR 3 OF THE ZERO CARBON ROADMAP PLAN, TO FEED INTO CABINET'S CONSIDERATION AT ITS MEETING ON 19 JULY 2022.</b></li> </ol>	

## 1. BACKGROUND

- 1.1. North West Leicestershire District Council (NWLDC) declared a climate emergency on 25 June 2019 and is one of over 300 UK local authorities to do so.
- 1.2. The Zero Carbon Roadmap and Action Plan was adopted by the council on 31 March 2020. The Action Plan summarises recommended activity to achieve the ambition of a net zero carbon council by 2030 and a net zero carbon district by 2050.
- 1.3. The Zero Carbon Roadmap estimated, from a baseline of 2016, that the emissions from council owned assets of 18,000 tCO<sub>2</sub>e represent just 1.5% of the total emissions of the North West Leicestershire (NWL) district. This is dominated by the buildings owned and operated by the council, in particular housing. Whilst tackling the emissions from the council's own operations is an imperative, the scale of the emissions from the wider district highlights how important it is for the council to show leadership to influence wider district emissions.
- 1.4. The target for the council's operations to be net zero carbon by 2030 and the district by 2050 is highly challenging and the council cannot achieve this alone. The council, in its civic leadership role, has a responsibility to lead in this area to help ensure that North West Leicestershire recognises and embraces the crucial activity required to meet the challenge.

## 2. ZERO CARBON ROADMAP KEY THEMES

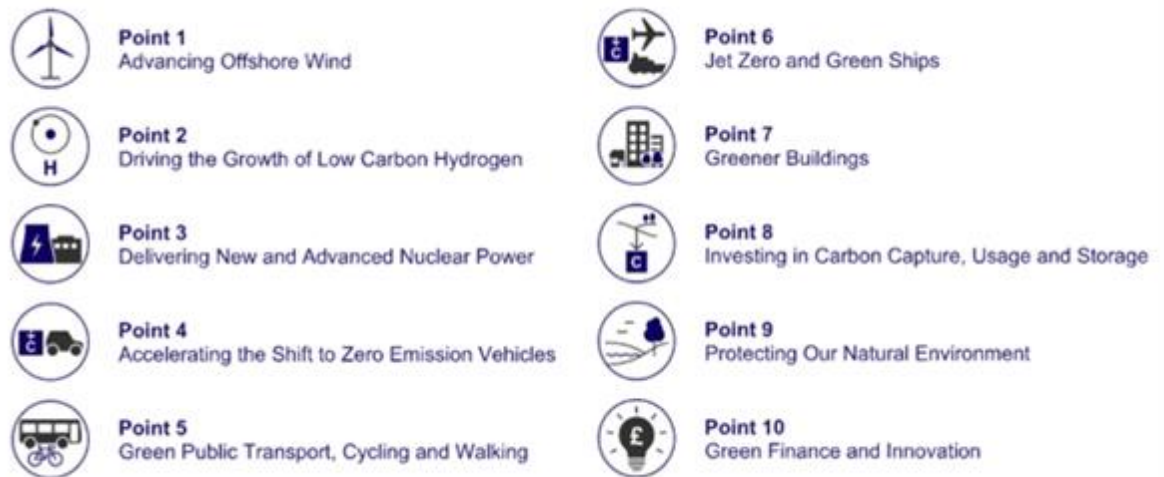
- 2.1. The Zero Carbon Roadmap is divided into distinct activity groups.

Buildings	Forestry & Land Use
Power	Industry
Waste	Aviation
Transport	F-gases

- 2.2. North West Leicestershire emissions are dominated by transport, buildings, and industrial installations.
- 2.3. Direct emissions from NWLDC are estimated at 1.5% of the total emissions from the district (council buildings, homes, vehicle fleet).
- 2.4. The council can directly influence a further 32% of emissions mainly through:
  - Planning for new buildings
  - Planning control for new industrial installations and site emissions
  - Electric vehicle infrastructure
  - Waste reduction and diversion from landfill
- 2.5. The initial focus is on the council's own activities and what direct action it can take. Other categories of activities identified are where the council can influence and where it can help to facilitate.

### 3. WIDER PERSPECTIVE ON CLIMATE CHANGE

- 3.1. The Prime Minister, Boris Johnson, released his 10 point plan in November 2020, which is built around the UK's strengths and covers clean energy, transport, nature and innovative technologies.



- 3.2. In June 2021, the UK Climate Change Committee published its third independent assessment of UK Climate Risk (CCRA3) concluding climate change is worsening and the UK needs to prepare and adapt to protect people, economy and the environment.
- 3.3. The UK hosted COP26 in Glasgow in November 2021 which highlighted the criticality to limit global temperature rise to 1.5C, as agreed in the Paris Agreement in 2015.
- 3.4. Legislation and national policies will shape the future focus and activity including the Environment Act 2021, UK Net Zero Strategy: Build Back Greener, Heat and Buildings Strategy and the Transport Decarbonisation Plan. Co-ordination and support will be key to develop an integrated UK wide approach to the net zero challenge.
- 3.5. Across the UK, there is currently an increasing focus on the rising cost of living and concern about fuel poverty. Making homes across North West Leicestershire more energy efficient has both an emissions reduction case and a reduction in the cost of keeping warm. At the Annual Council meeting on 10<sup>th</sup> May 2022, a motion to minimise fuel poverty across the district was referred to Community Scrutiny.

### 4. EMISSIONS MEASUREMENT

- 4.1. Members requested officers consider how they could report the impact of activity on carbon emissions. Information on measuring methodologies and detailed breakdown of the reporting developed is outlined in Appendix One.
- 4.2. UK Government department BEIS (Department for Business, Energy & Industrial Strategy) carbon emission factors provides the best source for district emissions. This data is produced 2 years in arrears and it is available back to 2005. Data is based on territorial CO<sub>2</sub> emissions, those that occur within the district's borders.

4.2.1. The data indicates the following reductions between 2005 and 2019. Further detail is available in Appendix One.

Sector	% Change (2005-2019)
Commercial	-49%
Domestic	-34%
Industry	-38%
LULUCF	0%
Public Sector	-55%
Transport	-1%
Total	-29%

4.3. For NWLDC reporting, the Local Government Association (LGA) carbon emissions accounting tool is used. It is based on the BEIS carbon emission factors.

#### 4.3.1. Summary of emissions

GHG emissions tCO2e	Sector	2021-22	2020-21	% Change	2019-20	% Change 21/22 v 19/20	Difference tCO2e
<b>Scope 1 - Direct Emissions</b>							
Gas	Buildings	681.4	720.5	-5.4%	698.1	-2.4%	-16.7
Diesel, HVO*	Fleet vehicles	797.7	880.8	-9.4%	955.8	-16.5%	-158.0
<b>Scope 2 - Energy indirect</b>							
Purchased electricity	Buildings	282.0	327.2	-13.8%	429.6	-34.4%	-147.6
<b>Total Emissions</b>		<b>1761.2</b>	<b>1928.4</b>	<b>-8.7%</b>	<b>2083.5</b>	<b>-15.5%</b>	<b>-322.3</b>

\* HVO emissions assumed at 10% of diesel

HVO - fleet switched to HVO 19/1/22 (71 days); assumption is Housing switched 1/3/22 (31 days)

4.3.2. The data is sourced from NWLDC invoices for utilities and from fuel and tracker systems for fleet. It excludes the leisure centres and tenanted properties.

4.3.3. Note: In the future, emissions reporting may expand to report on more categories, or property portfolios or fleet numbers might change, which may result in an increase in reported emissions at total level but actually reflect an improvement on prior year on a like-for-like basis.

4.4. Additional reporting is provided in Appendix One on EPC rating improvements from the recent social housing improvements, EV charging usage and the food waste trial.

## 5. YEAR TWO UPDATE

No.	Sector/Action	Update
	<b>Buildings</b>	
1	Deliver energy efficiency improvement works to c56 social housing properties supported by the government's Green Home Grant Phase 1B grant (£264,000) and £437,000 council funded investment by end Sept 2021.	Energy efficiency improvements delivered to 56 social housing. After the success of LAD1B programme, further funding was awarded to support improvements to another 30 properties. The improvement works were all complete on time with the properties all achieving a minimum of EPC rating C. Data is reported in Appendix One.

No.	Sector/Action	Update
	<b>Buildings</b>	
2	Develop HRA asset management strategy for approval within 2021/22 outlining plans for improving energy efficiency and retrofitting the existing housing stock of 4100 tenants' homes with zero carbon a key consideration and include methodology to measure the CO <sub>2e</sub> emissions benefit.	<p>Housing Asset Management Plan is going to Full Council in July 2022 and outlines the interim activity, focusing on 2022-2024, whilst a full five year programme is developed to cover 2024-2029 across the estate of 4159 homes, alongside several legislation changes.</p> <p>Zero carbon is a key theme with the aim for all tenants' homes to meet an EPC rating of C or above by 2030. Prioritisation will be given to high emission homes dependent on coal or oil and improvements will focus on a fabric first approach and deep retrofit wherever possible.</p> <p>There is also the commitment to replace all inefficient car park lighting with LEDs and to review HRA assets to assess if any sites are suitable for community electric vehicle (EV) charging points</p> <p>There is a commitment in the council's budget of £4.1 million per year until 2030, but grant funding, including Social Housing Decarbonisation Fund (SHDF) and Energy Company Obligation (ECO) will be explored in Year 3. Grants will release funding to address other priorities or enable the programme of works to be accelerated</p>
3	Build technical skills to support the delivery of further efficiency improvement works key to our zero carbon agenda in order to complete works directly rather than via contractors (e.g., air source heat pumps, solar thermal, solar PV etc).	There has been a focus on building technical skills and capacity to support the delivery of further efficiency improvement works key to the council's zero carbon agenda in order to complete works directly rather than via contractors (e.g., installation of air source heat pumps, solar thermal, solar PV; retrofit assessors and co-ordinator).
4	Complete a review of councils' property portfolio to build retrofit plans to drive energy efficiency across the estate and deliver zero carbon agenda.	<p>An energy and carbon review of properties in the council's portfolio is in progress with the aim to identify opportunities to reduce energy consumption and carbon emissions. The review is due to be completed by the end of May 2022 and will help determine priorities and actions across the estate.</p> <p>The Accommodation project has considered the council's commitment to zero carbon in the changes planned across both Whitwick Business Centre and Stenson House. Final plans are under development.</p>
New		NWLDC has been awarded £763,500 by the Midlands Net Zero Hub, after a successful bid in the Sustainable Warmth Competition, to install energy efficiency measures to low income private households in NWL. Funding is provided by on-gas (LAD3) and off-gas (HUG) schemes. This project helps to tackle fuel poverty as well as contribute to the council's carbon reduction ambitions. Leicestershire Authorities are working together to develop a county-wide partnership to deliver Sustainable Warmth across Leicestershire
New		With the support of Midland Net Zero Hub, desk top solar PV surveys have been completed on key buildings in the portfolio to provide insight to the opportunities. Ashby Leisure Centre (formerly Hood Park) has been identified as one of the most suitable locations.
	<b>Power/Buildings</b>	
5	Build the council's zero carbon ambition into the substantive review of the local plan including renewable energy, primarily wind and solar; energy efficiency standards for new homes; provision of electric vehicle charging points for residential and employment developments, where electricity supply permits	As part of the Local Plan Review, a consultation was undertaken (17/1/22-14/3/22) on potential development strategy and policy options which outlined a number of key issues that the Local Plan Review must address, including climate change. The consultation set out draft policy wording for renewable energy, energy efficiency, reducing carbon, overheating, water efficiency standards and how new developments can demonstrate that they are addressing climate change. The draft policies included targets for both solar and wind energy generation to 2039 and an efficiency target that seeks higher than Building Regulation targets with regard to energy efficiency standards in new housing developments. There has been a considerable number of responses which will help shape Local Plan policies.

No.	Sector/Action	Update
	<b>Power/Buildings</b>	
5	Build the council's zero carbon ambition into the substantive review of the local plan including renewable energy, primarily wind and solar; energy efficiency standards for new homes; provision of electric vehicle charging points for residential and employment developments, where electricity supply permits	<p>The council has secured funding from government to review current Good Design Supplementary Planning Guidance to respond to the governments new design codes and produce a toolkit of design principles to consider for new developments, such as street character, building type and façade as well as environmental, heritage and wellbeing factors.</p> <p>Consultants have been commissioned to assess current provision of wide range of infrastructure such as schools, doctors, and utilities (e.g. electricity, water and gas) and to assess the implications for these arising from proposed new development so as to inform policies in new Local Plan to ensure that new development provides the new infrastructure required.</p> <p>Electric charging points provision now forms part of Building Regulations legislation but should there be any delays to the changes before the final draft of the Local Plan, this will be re-visited.</p>
6	Explore the setting up of a carbon offset fund	The council needs to better understand the amount of development to be provided for and what this means in terms of potential carbon emissions, after which options will be explored on how to address the issue of offsetting.
	<b>Power</b>	
7	Convert car park lighting in public car parks to LED	Converting the car park lighting to LED has proved more complex and costly than anticipated. There is a request for additional funding in Year 3 to support this activity.
8	Install solar panels on Whitwick and Coalville Leisure Centre	Whitwick and Coalville Leisure Centre has been built to BREEAM building standards, an industry recognised sustainability assessment method, and has solar PV fitted and electric vehicle charging points.
9	Review and monitor electricity and gas usage across the council's estate	A key focus has been on sourcing accurate and timely utility usage data and checking that all energy usage appears on the corporate contracts. This provides a solid foundation to review energy usage at location level. Data is reported in section 4.
10	Explore mine water heating opportunities in Coalville	Mine water could provide low carbon, low cost heat from water from dis-used mines underneath Coalville with the potential to feed the new Leisure Centre, Stephenson College and the council offices. Officers have engaged with the Coal Authority and through initial discussions determined that the current licence does not expire until May 2024. Work will continue to explore the feasibility in partnership with the Coal Authority.
New		Leicestershire Authorities are working together on a "Solar Together Leicestershire" group buying scheme to support residents who have been considering installing solar panels and/or battery storage. The scheme launch date is 9 May 2022 with an auction to be held on 14 June and installations to follow within 6 months. It is open to residents and small and medium businesses.
	<b>Waste</b>	
11	Continue with the food waste trial (4000 households) and drive participation rates	<p>In 2021/22, 206.68 tonnes of food waste were collected, which equates to a saving of 155.01 tCO<sub>2</sub>e. On average 16.1 tonnes of food waste is collected each month and diverted away from landfill, representing a carbon saving of 12.08 tCO<sub>2</sub>e. Current participation rate in the food waste trial is 32% and activities are planned to drive improvements.</p> <p>The food waste scheme received publicity as part of the COP26 – with an article in Carbon Copy sharing our learnings with others considering following a similar route</p>
12	Build business case to expand food waste service across the district	Whilst it was anticipated that 2022/23 would see the roll-out of food waste collections across the district, this has been paused pending government funding support, an update is expected in spring. The business case is being developed.
13	Second container trial with 250 residents	The second trial is underway and was significantly over-subscribed.



No.	Sector/Action	Update
	<b>Transport</b>	
14	Complete Fleet Management Strategy and present to Scrutiny and Cabinet	<p>Fleet Management Strategy was approved by Cabinet in September 2021 which informed the fleet replacement capital plan and led to switching the fleet from diesel to a hydrotreated vegetable oil (HVO) in January. HVO is a drop-in fuel which CO<sub>2</sub> emissions by up to 90%; vehicles can switch to it immediately without modification. Data is reported in section 4.</p> <p>Fleet replacement for cars will be electric next cycle; the housing fleet will move to electric vans and an initial trial is planned with representation from across the trades which will include home charging. The larger fleet will be replaced with diesel powered engines and run on HVO fuel. As the market is changing rapidly, there is a commitment to explore new technologies as part of each vehicle replacement decision.</p> <p>In addition, Waste Services undertook a route optimisation review of collection routes to reduce the distance travelled by the crews which will have a positive impact on fuel costs and emissions.</p>
15	Install EV charging points in a Coalville car park and the depot	<p>Four EV charging points have been installed at Margaret Street in Coalville, bringing the total locations to five across the council's public car parks. The installation was supported by a grant from the Office for Zero Emission Vehicles (OZEV) of £26,000 and was available for use by residents from November 2021.</p> <p>The electric vehicle charging cost structure was reviewed and changed from a cost per hour to a charge based on kWh usage. The aim is to make the charging costs fairer, especially for those residents who depend on council charging points overnight to charge their vehicles.</p> <p>Analysis of the usage indicates that there has been significant usage growth in 2021/22 saving an estimated 8.25 tCO<sub>2</sub>e versus 1.14 tCO<sub>2</sub>e in 2020/21. Further information is provided in Appendix One.</p>
16	Explore EV charge points at council offices & Whitwick & Coalville Leisure Centre.	EV charging points have been installed at Whitwick & Coalville Leisure Centre and are planned at Whitwick Business Centre.
17	Complete Cycling & Walking Strategy and develop plans for local infrastructure	The initial strategic overview, which dovetails into the LCC strategy, is now complete and the second phase is underway. This will provide a detailed action plan that builds on the strategy to understand the financial and operational implications of developing routes and maintaining them. It is due to be completed by the end of the year.
18	Reduce taxi vehicle emissions through lower licencing fees for EURO5 engines - target in CDP is 93% 2021/22; 100% 2022/23	<p>The taxi licence change ensuring that all taxis are a minimum of a Euro 5 engine, has been implemented. The target in the Council Delivery Plan is to achieve 93% of vehicles with a Euro 5 engine or higher in 2021/22 and 100% by 2022/23. The current status is 98%.</p> <p>A further target was determined at the Licensing Committee on 19 February 2020 with the decision that from 1 January 2025, all hackney carriage and private hire vehicles must be fitted with at least a Euro 6 compliant engine or equivalent using retrofit technology. Any vehicle with a Euro 5 compliant engine or older will not be licensed at the time of renewal.</p>
19	Review travel expense policy to encourage staff to consider their carbon footprint	Employee travel and the travel expense policy has been reviewed and a number of options are being explored. This work will be concluded in Year 3.
	<b>Other</b>	
20	Free trees scheme will return in November 2021	17,500 trees were given away in 2021 and the scheme will return again in November 2022.
21	Explore tree planting opportunities and funding on council owned land.	Officers have been working with LCC to explore tree planting opportunities and funding on council owned land and been jointly awarded a grant to plant 70 trees from the Urban Tree Challenge Fund.

No.	Sector/Action	Update
	<b>Other</b>	
22	Undertake foundation work to complete analysis if the council's indirect emissions (Scope 3) in order to understand risks, identify and prioritise opportunities	Initial works has been undertaken and a source identified to complete the analysis. However, to get the value from any assessment, finance and procurement support is required. Year 3 will focus on establishing the approach to explore Scope 3 emissions reporting, to shape the council's procurement policies and influence spend.
23	Support Parish Councils to understand their carbon footprint providing coaching sessions on a community carbon calculator.	This was completed in June 2021.
New		The Air Quality Action Plan has been adopted for North West Leicestershire. Following a successful bid to DEFRA, a grant has been awarded to monitor and raise awareness of the impact of PM2.5 particulate matter, working jointly with Harborough District Council.
New		A biodiversity report summarising the council's involvement and support has been published and is available on the council's website.
New		Business Focus continues to promote zero carbon related activity including signposting to grants, specific schemes, such as the Wheels to Work to get people cycling to work and encouraging bus travel, and carbon footprinting webinars aimed at small businesses.

## 6. YEAR THREE PLANS

No.	Sector	Action Plan Overview
	<b>Buildings</b>	
1	Social Housing	Implement the asset management plan, including the zero carbon commitments to drive energy efficiency improvements and emission reduction in tenants' homes. Explore grant funding including Social Housing Decarbonisation Fund (SHDF) and Energy Company Obligation (ECO) Fit LED lighting and explore EV charging opportunities across the HRA estate. Develop reporting to demonstrate emission benefits from property improvements
2	Property	Develop a property portfolio energy efficiency action plan and address commercial F&G EPC ratings Explore options for retrofitting of technology that will generate power at a lower carbon cost, including the Accommodation project Build better understanding capacity of the infrastructure networks around our buildings to support a switch to lower carbon power sources and EV charging. Regeneration activity will consider zero carbon implications within all projects. Develop reporting to demonstrate emission benefits from property improvements
3	Leisure Centres	Together with Everyone Active, develop action plan to drive a reduction in emissions at the Leisure Centres.
4	Private Sector	Together with Leicestershire Authorities partnership, deliver the Sustainable Warmth programme to increase the energy performance of homes across the district improve the efficiency of some of the worst energy efficient homes in the district.
	<b>Power</b>	
5	Utilities	Develop a utilities strategy. Review usage data/property EPCs to identify opportunities to reduce consumption at council owned and operated buildings.
6	LED lighting	Convert all the lighting in NWLDC car parks to LED and review HRA lighting.
7	Planning	Build the council's zero carbon ambition into the substantive review of the Local Plan including renewable energy and energy efficiency standards for new homes. Reflect the council's zero carbon ambitions in the Good Design Supplementary Planning Guidance Explore carbon offset options including opportunities for the council to be a biodiversity and carbon offset provider
8	Solar Together	Support the delivery of the Solar Together group buying scheme to assist householders and small businesses to install solar PV and battery storage

No.	Sector	Action Plan Overview
	<b>Power</b>	
9	Mine Water	Continue to explore mine water feasibility - this technology could provide low carbon, low cost heat from water from dis-used mines underneath Coalville with the potential to feed the new Leisure Centre, Stephenson College and the council offices.
	<b>Waste</b>	
10	Recycle more	Refresh the Recycle more strategy. Develop reporting to reflect landfill kgs per person and estimate emission savings through diverting waste from landfill.
11	Food Waste	Continue to develop the business case and explore government funding to expand to provide a cross-district service.
	<b>Transport</b>	
12	Fleet	Continue to roll out the Fleet Management Strategy, including fleet replacement, infrastructure and housing trials.
13	Cycling & Walking	Complete action plan Q3 and develop local infrastructure plans and priorities to build connectivity improvements.
14	EV charging	Install EV charging at Peggs Close in Measham and Whitwick Business Centre. Plan EV charging at Money Hill car park. Support the Flex-D solar hub project with Leicestershire Authorities to develop a business case and seek funding Explore further EV opportunities across the council's portfolio, including HRA.
15	Employee Travel	Conclude the review of employee travel and travel expense policy to encourage staff to consider their carbon footprint.
	<b>Other</b>	
16	Finance	Investment strategy - review treasury guidelines for use next financial year. Explore how to reflect and embed zero carbon impact in financial decision making
17	Reporting	Establish approach to explore Scope 3 emissions (indirect, supply chain) reporting, to shape the council's procurement policies and influence spend
18	Air Quality	Continue delivering air quality action plan
19	Business	Continue to promote zero carbon related activity to local businesses
20	Biodiversity	Continue free tree scheme, planting trees and support communities with grants
21	Engagement	Consider LCC net zero consultation and use feedback to shape district engagement plan.

## 7. FINANCIAL REPORTING

### 7.1. Zero Carbon Reserve

7.1.1. Each activity will be supported by a detailed business case to assess the affordability and deliverability of a potential project on a case by case basis. In addition, grants and funding options will be explored.

7.1.2. The Zero Carbon Roadmap Financial Summary for Year Two (2021/22):

	TOTAL
Funding - Revenue	£885,000
<u>Revenue Projects (c/c 0970)</u>	
Staffing (funding for 3 Year post)	£192,402
Working Budget (3 year funding)	£30,000
Food Waste Trial (Measham & Coalville)	£106,000
Fleet Strategy Consultants (57% contribution)	£12,284
EV charging infrastructure/strategy	£50,000
Mine water Feasibility study	£50,000
District level resident/housing data	£10,000
Indirect emissions (Scope 3) evaluation	£15,000
LED lighting for car parks	£15,000
	£480,686
Funding - RCCO	£115,000
<u>Capital Projects</u>	
Electric Vehicle Charging Points (c/c 7409)	£211,597
External Grant for EVCP (OLEV/EST) (9283-7181)	-£96,597
	£115,000
Total Allocated	£595,686
Remaining Earmarked Reserve	£404,314

7.1.3. The proposed spend from Zero Carbon Reserve in Year Three (2022/23), from the unallocated balance is:

Remaining Earmarked Reserve	£404,314
LED lighting - public car parks*	£60,000
Solar PV specification for Ashby Leisure Centre	£10,000
Development of works specification to address commercial properties rated F&G EPC	£20,000
Total	£90,000
Remaining Earmarked Reserve	£314,314

\* LED lighting project is more complex and costly than originally anticipated and has now been better scoped (£99,000). It will deliver estimated energy and carbon savings of 57% and will reduce both energy and maintenance costs.

## 8. LEGAL IMPLICATIONS

- 8.1. All decisions arising from the implementation of the action plan must comply with the council's established governance and decision making processes.
- 8.2. The legal implications of specific aspects of the plan will need to be assessed further in more detail on a case by case basis.

## 9. RISK IMPLICATIONS

- 9.1. Risk Management will be a central consideration of each action's business case. Affordability will be a central concern as will the availability of technology that can deliver the required low emission solution.
- 9.2. There are undoubtedly mixed perceptions of climate change across the various stakeholders and communities of the district that manifest into a spectrum of views that the council will need to navigate in the implementation of the action plan, the prioritisation of resources required as well as messages to communities.

## 10. ANNEXES

<b>Policies and other considerations, as appropriate</b>	
Council Priorities:	"Developing a clean and green district"
Policy Considerations:	Zero Carbon Roadmap and Action Plan Local Plan
Safeguarding:	N/A
Equalities/Diversity:	An impact assessment will need to be carried out as part of each project's business case.
Customer Impact:	Communities, council tax and businesses in the district will be engaged on the roll out of the programme.
Economic and Social Impact:	This will be a key aspect of each business case to assess not only the financial impact of intervention but the wider benefits.
Environment and Climate Change:	The adoption of the Zero Carbon Roadmap and associated Action Plan sets out the council's future approach to addressing the climate emergency.
Consultation/Community Engagement:	Communities and businesses will be engaged on the roll out of the programme.
Risks:	Covered under Section 9 of this report.
Officer Contact	Paul Sanders Head of Community Services <a href="mailto:paul.sanders@nwleicestershire.gov.uk">paul.sanders@nwleicestershire.gov.uk</a>

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**ZERO CARBON REPORT APPENDIX**

**APPENDIX ONE**

**1. COVID-19 IMPACT, HYBRID WORKING AND COUNCIL ACCOMMODATION**

The Department for Business, Energy and Industrial Strategy (BEIS), in their provisional emissions results reported in March 2022, advise that Covid-19 will have had a significant impact on greenhouse gas emissions in the UK in 2021, in particular from transport and business, although less so compared to 2020 as restrictions were gradually eased throughout the year.

Since March 2020, due to the global pandemic, there has been a switch to hold meetings, forums and webinars on-line and this has challenged many organisations to re-think their operating models. A BBC survey in April 2021 of 50 of the UK biggest employers reported that almost all do not plan to bring staff back to the office full-time.

During the pandemic, the council delivered its services predominantly remotely, supported by technology and flexible working arrangements. In July 2021, the council adopted its hybrid working model which embraces flexible and agile working arrangements whilst retaining a focus on delivering the best possible level of customer service. This arrangement will see many individuals mixing office work with home working, dependent on their role and personal preference, on a permanent basis.

The council has now confirmed changes to its office accommodation, downsizing the space required due to the hybrid working model, and will re-locate the main council offices to Whitwick Business Centre in autumn 2022. As well as the energy efficiency opportunities a smaller, more modern office space presents, it should also be noted that with hybrid working there will also be a reduction in personal commuting mileage, compared to the pre-pandemic operation model, another positive impact on our zero carbon agenda.

**2. NET ZERO CARBON LEICESTERSHIRE 2045**

Leicester County Council (LCC) published their draft net zero strategy and action plan 2045 in May 2022. The plan outlines the approach county proposes to take to achieve its net zero by 2045 ambition and includes:

- enabling actions of leadership through collaboration, research and innovation, informing, engaging and involving and finance
- carbon reduction strategic themes and net zero objectives of decarbonising transport, net zero infrastructure, green economy, climate friendly communities, nature and land use as carbon stores

A consultation has been launched which runs from 12 weeks from 4 May to 26 July 2022 (<https://www.leicestershire.gov.uk/have-your-say/current-engagement/net-zero-strategy-and-action-plan-2045>). The output will provide a useful insight for NWLDC.

The plan recognises several areas for district council involvement and shared agendas. This is an opportunity to work together across Leicestershire and drive the shared net zero carbon agenda.

### **3. EMISSIONS MEASUREMENT**

#### **3.1. Methodology and Considerations**

Members requested that officers consider how they could report the impact of action taken on carbon emissions. This section provides an update on the work undertaken to date.

Measuring emissions is highly complex. At a simple level, usage data can be converted to emissions by applying UK Government department BEIS (Department for Business, Energy & Industrial Strategy) carbon emission factors.

Greenhouse gas emissions are divided into difference scopes:

- Scope 1 – the emissions that the council makes directly
  - e.g. running boilers and vehicles
- Scope 2 – the emissions that the council makes indirectly
  - e.g. electricity to heat or power buildings
- Scope 3 – the most complex, the emissions that the council is indirectly responsible for up and down its value chain
  - e.g. buying products from its suppliers

Greenhouse gas emissions are usually reported in the unit of “CO<sub>2e</sub>” which is an abbreviation for “carbon dioxide equivalent”. It is recognised as the standard unit to measure and compare emissions from greenhouse gases based on how severely they contribute to global warming. Metrics for CO<sub>2e</sub> show how much a gas would contribute to global warming if it were carbon dioxide, which is estimated to account for 80% of emissions on average in recent years.

It should be noted that in the future, emissions reporting may expand to report on more categories which may result in an increase in reported emissions at total level but actually reflect an improvement on prior year on a like-for-like basis.

At NWLDC, an example would be that our property portfolio could change through acquisition or sale impacting utility usage; but a reduction in usage could also be due to the change to a more efficient, lower carbon heating system.

The aim is to increase awareness of our greenhouse gas emissions, to use data to help influence decision making and to improve emissions reporting.

#### **3.2. District Emissions – Government data**

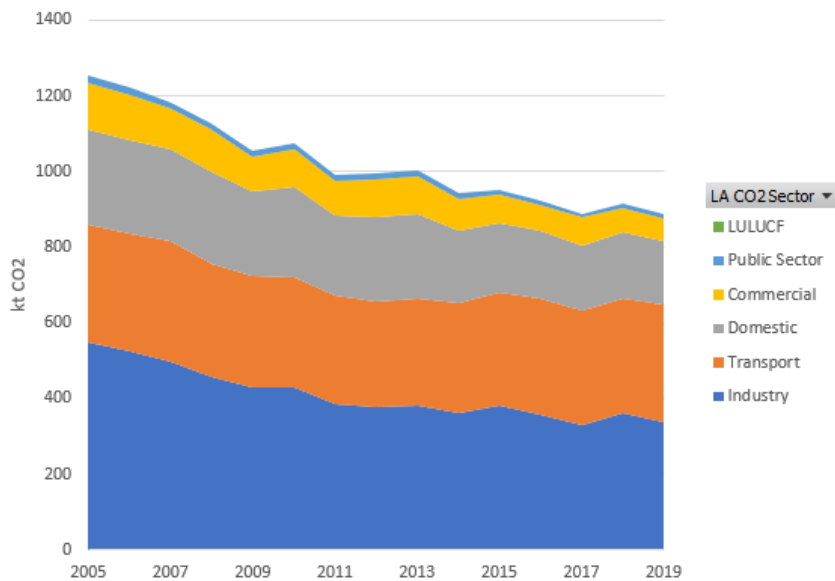
BEIS produces local authority territorial carbon emission estimates data released annually each summer. This data is produced two years in arrears, for example, 2020 carbon data will be published in 2022, and is based on territorial CO<sub>2</sub> emissions, those that occur within the district’s borders.



These statistics provide the most reliable and consistent breakdown of CO2 emissions across the country using nationally available datasets going back to 2005. (Source: UK local authority and regional carbon dioxide emissions national statistics: 2005 to 2019 - GOV.UK (www.gov.uk)).

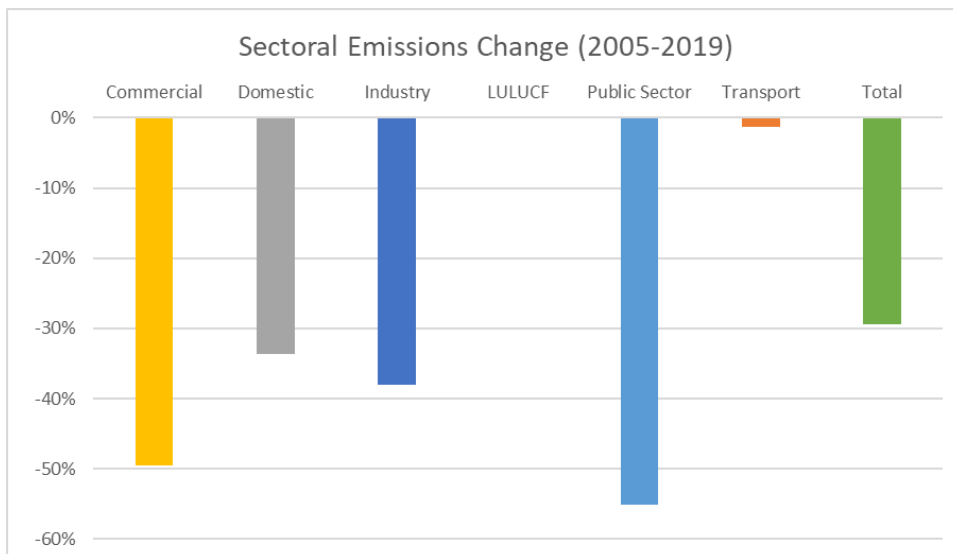
Each year, the intention is that North West Leicestershire district emissions will be assessed against our 2050 target to assess whether carbon reduction is 'on track' using the dataset that BEIS publishes of emissions within the scope of Local Authorities. The data used excludes emissions that Local Authorities do not have direct influence over – for example, transport motorway emissions are removed.

This data indicates the following reductions since 2005:

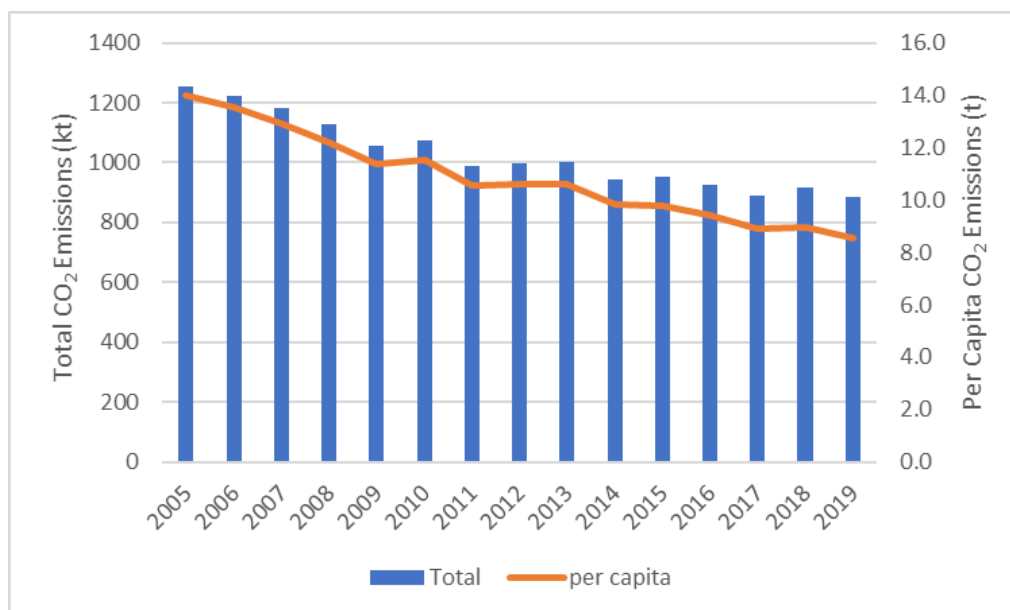


Note: LULUCF = Land use, land use change and forestry

The data is split by sector and the chart below illustrates the percentage change between 2005-2019.



Adding in population data indicates that the reduction per capita is improving at a faster rate.



### 3.3. Council Emissions – In-house data

The Local Government Association (LGA) has developed a tool to help councils report emissions, based on the BEIS conversion factors. It is the tool that NWLDC has selected to report. NWLDC reporting has been completed for the main scope 1 (gas, fleet) and scope 2 (electricity) elements over the last three financial years.

Usage data for utilities has been sourced from NWLDC invoices whereas fleet data has been sourced from fuel systems and tracker systems. Leisure Centre usage has been excluded from this data as Hermitage and Ashby Leisure Centres moved to Everyone Active during 2019. This reporting will be a future development.

Summary of emissions status:

GHG emissions tCO <sub>2</sub> e	Sector	2021-22	2020-21	% Change	2019-20	% Change 21/22 v 19/20	Difference tCO <sub>2</sub> e
<b>Scope 1 - Direct Emissions</b>							
Gas	Buildings	681.4	720.5	-5.4%	698.1	-2.4%	-16.7
Diesel, HVO*	Fleet vehicles	797.7	880.8	-9.4%	955.8	-16.5%	-158.0
<b>Scope 2 - Energy indirect</b>							
Purchased electricity	Buildings	282.0	327.2	-13.8%	429.6	-34.4%	-147.6
<b>Total Emissions</b>		<b>1761.2</b>	<b>1928.4</b>	<b>-8.7%</b>	<b>2083.5</b>	<b>-15.5%</b>	<b>-322.3</b>

\* HVO emissions assumed at 10% of diesel

HVO - fleet switched to HVO 19/1/22 (71 days); assumption is Housing switched 1/3/22 (31 days)

Further analysis is required to understand the causes of change. It is recognised that Covid will have impacted usage both positively and negatively during 2020/21 and 2021/22.

As data collection is improved, Scope 3 emissions need to be considered.

Scope 1	Scope 2	Scope 3
Fuel combustion Company vehicles Fugitive emissions	Purchased electricity, heat and steam	Purchased goods and services Business travel Employee commuting Waste disposal Use of sold products Transportation and distribution (up- and downstream) Investments Leased assets and franchises

### 3.4. Buildings

Buildings are rated on their energy performance as part of their “EPC” review, a “energy performance certificate”. Behind an EPC grading is a “SAP” rating, a “standard assessment procedure”.



EPC calculations consider the amount of energy used by tracing potential sources of energy loss – for example, to get a good rating, the floors, walls and roof should have good insulation so the heat remains within the building.

The SAP methodology is used by government to assess and compare the energy and environmental performance of buildings. The SAP framework will be updated in summer 2022 to reflect the updated Building Regulations Part L and will incorporate various changes to the methodology including updated CO<sub>2e</sub> emissions.

As the energy efficiency ratings of our property portfolio improves, this will drive an emissions saving, however this will vary on the type of works undertaken and the specific building and will be impacted by how the tenant within the building operates. The council does not have access to all of this information.

We can, however, report a before/after status on any improvement works, based on the EPC rating of each building.

As part of the improvements to 56 of our social housing properties, supported by LAD1B scheme, the following EPC improvements have been confirmed:

LAD1 B	EPC Before	EPC After
A		4
B		30
C		22
D	2	
E	50	
F	4	
<b>Total</b>	<b>56</b>	<b>56</b>

NWLDC was also awarded further LAD1B funding to help improve an additional 30 social housing properties:

LAD1 B Ext	EPC Before	EPC After
A		1
B		21
C		8
D	11	
E	18	
F	1	
<b>Total</b>	<b>30</b>	<b>30</b>

Further work is required, together with Property Services and Asset Management, to report on the energy performance of the council's entire building portfolio across both social housing and commercial operation.

### 3.5. EV charging

Usage of the EV charging points in NWLDC car parks is growing across all locations, showing a recovery from the impact of Covid. There are increases in the number of users and the number of charges and a much wider variety of vehicle brands is now being seen.

The data below is a summary from the usage data. The CO<sub>2e</sub> savings quoted are based on the assumption of standard electricity, not from a renewal source.

Financial Year	No. of Charges	% Change	Sum of kWh Used	% Change	Sum of tCO <sub>2e</sub> saved	% Change
2019-2020	297		5285		2.96	
2020-2021	141	-53%	2029	-62%	1.14	-62%
2021-2022	1158	721%	16855	731%	8.24	625%
<b>Grand Total</b>	<b>1596</b>		<b>24170</b>		<b>12.34</b>	

### 3.6. Food Waste

From the start of the trial in November 2019 to the end of March 2021, the service collected 137.79 tonnes of food waste which, based on a conversion rate provided by the recognised body WRAP (Waste and Resources Action Programme), represents a saving of 97.14 tCO<sub>2e</sub>.

In the financial year 2021/22, 206.68 tonnes of food waste were collected, which equates to a saving of 155.01 tCO<sub>2e</sub>.

### 3.7. Recycling

Consideration has been given to understand the greenhouse gas impacts of waste management across the district. Drawing on the methodology published by WRAP, analysis is under development to estimate emissions savings as a result of diverting waste volume from landfill through recycling.

The conversion factors and volume per tonne highlight the importance of diverting compost/garden bin waste and paper and cardboard from landfill from a carbon emissions perspective.

Leicester County Council has confirmed that in quarter 3 2021/22 (Oct-Dec 2021), 100% of waste was 100% incinerated not landfilled. This is reported quarterly and can vary but needs to be factored into the analysis.

A refresh of the Recycle more programme is planned in Year 3.

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## NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CORPORATE SCRUTINY COMMITTEE - WEDNESDAY 8  
JUNE 2022

<b>Title of Report</b>	<b>2021/ 22 QUARTER 4 PERFORMANCE REPORT</b>	
<b>Presented by</b>	Mike Murphy Head of Human Resources and Organisation Development	
<b>Background Papers</b>	Various documents collated from departments held electronically by the Performance team.	<b>Public Report:</b> Yes
<b>Financial Implications</b>	No direct implications	
	<b>Signed off by the Section 151 Officer:</b> Yes	
<b>Legal Implications</b>	None	
	<b>Signed off by the Monitoring Officer:</b> Yes	
<b>Staffing and Corporate Implications</b>		
	<b>Signed off by the Head of Paid Service:</b> Yes	
<b>Purpose of Report</b>	The report provides members of Corporate Scrutiny with information on the performance and progress made against the Council Delivery Plan actions and performance indicators for Quarter 4 (January to March 2022)	
<b>Recommendations</b>	<b>THAT THE CORPORATE SCRUTINY COMMITTEE NOTES THE QUARTER 4 PERFORMANCE REPORT AND PROVIDES COMMENTS FOR CONSIDERATION BY CABINET AT ITS MEETING ON 19 JULY 2022.</b>	

**1. INTRODUCTION**

- 1.1 This report provides an update of the Councils key objectives and performance indicators for the period January to March 2022. Performance is managed at a strategic, service, operational and individual level. This report provides information measured against the Council Delivery Plan agreed in September 2021.

1.2 The quarterly performance reports seek to recognise good performance, share best practice across the organisation and to identify 'performance gaps' highlighting if and where action is required to meet targets. Once these gaps are identified, 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. SUMMARY OF PERFORMANCE QUARTER 4.**

2.1 This report sets out the performance and progress against the Council Delivery Plan actions and key performance indicators.

2.2 A report on the progress made against the Council Delivery Plan actions and indicators is included in 3. Below. In summary of the 34 actions in the Council Delivery Plan 9 had been achieved, and 24 are in progress at this stage, and 1 had not been achieved. Looking at the 44 performance indicators, 27 had been achieved or were within tolerance, 10 had not been achieved and 7 are reported annually (or where the data was not available at the time of writing this report).

2.3 The following notable achievements in the fourth quarter of 2021/22 were: -

### **2.4 Supporting Coalville to be a more vibrant, family friendly town**

- Delivery has commenced on some of the projects identified in the Coalville regeneration framework – an example being the Mantle Lane Bridge Environmental improvements.
- A contractor has been appointed to deliver the Marlborough Square improvement works and materials are being ordered to start the works.
- The Newmarket continues to go from strength to strength with a range of events and activities increasing footfall during the quarter and leading to some excellent feedback from participants.
- Negotiations are continuing with private sector partners to try to seek a cinema venue in Coalville.
- After extensive stakeholder engagement, an options paper has been prepared for the former Hermitage Leisure Centre site and its environs and a direction of travel will be shared with members during Q1 and Q2 of 2022/23.

### **2.5 Our communities are safe, healthy, and connected**

- A number of initiatives to improve our interactions with customers in both the service centre and in linking with the back office service areas have progressed during the quarter. These will lead to better linking of contact options and improvements to the call management arrangements.
- Usage levels at the new Whitwick and Coalville Leisure Centre have continued to be very encouraging since the opening in February. Fitness memberships were already twice the level at Hermitage for the same period the previous year while swimming lessons were up 20%. Overall usage levels over both Leisure Centre sites were almost 40% higher in March 2022 than the previous comparable year prior to the pandemic.
- Five neighbourhood Plan groups were supported during the period.



- Consultation on the development strategy element of the Local Plan substantive review was undertaken during the quarter.
- The three main priorities of the Integrated Neighbourhood Plan were progressed in relation to the care Planning pilot, a health needs analysis was completed in the Overweight and Obesity area, and a mental health accelerator area is being identified with the Integrated Neighbourhood team locality.

## **2.6 Local people live in High quality, affordable homes**

- Our plans to deliver more homes through S106 agreements with developers were subject to slippage due to disruptions in the building trade and our reliance on developers to achieve this objective. However, seven units are due for completion in the first quarter of 2022/23 and nine units are scheduled for later in the year of this plan.
- Working with Housing associations and partners we have exceeded the target of over 100 affordable homes, with two hundred and ninety-five delivered during the year and fifty-four in the final quarter.
- We are continuing to invest in the Council rented housing stock with £3 million of works rolled forward from the year as we do everything we can to catch up from the delays caused by the COVID pandemic.
- Work is anticipated to commence on the Appleby Magna Caravan site during early 2022/23.

## **2.7 Support for businesses and helping people into jobs**

- Our Economic growth plan was approved by Cabinet in March 2022.
- The Economic Development team continued to provide support to new business enquiries.
- The new high street loyalty card was rolled out across the districts key shopping areas which seeks to encourage and reward people for shopping locally.
- The build of the new Coalville and Whitwick Leisure generated significant social value contributions to the local economy including £4.77m contract value spend, the involvement of 32 local companies, 12 new full-time posts, work experience placements, and the engagement of over 200 local school and college students.
- The East Midlands Development Company is progressing with a Chairman and Managing Director now in place. Current work is to develop the delivery strategy for East Midlands Airport.

## **2.8 Developing a clean and green district**

- The pandemic had an impact on our recycling rate which fell from 46.3% in 2019/20 to 42.5% in 2020/21. Less garden waste was collected when the service was temporarily suspended during the pandemic and changes were made to the cardboard collections.
- We have continued to work with the National Forest to develop the Heart of the Forest masterplan and the Sustainable Tourism Accommodation design guide and accelerator programme.
- We have been awarded further government funding to support the installation of Electric Vehicle charging points in Measham. This is now the sixth location in Council owned car parks to be fitted with EV points and a further four have been installed at the new Leisure Centre.

- Hydrotreated Vegetable Oil (HVO) is now being used for all the Councils former diesel-operated fleet. We have made progress with ordering electric vehicles for use as alternatives across our operations, but the order times on these vehicles have been impacted by the wider international issues.
- We are continuing to seek to tackle the on-going problem in littering and fly-tipping working with volunteer groups and our in-house cleansing teams. This is through an emphasis on education, clearance and fines where individuals have been identified as perpetrators.
- We have completed work on 56 homes as part of the BEIS Green Homes grant funding project.
- We have achieved our aim of reducing the vehicle emissions in hackney carriages and private vehicle operators.

### 3.0 Summary of Performance Indicators and Actions

#### Summary of Performance Indicators and Actions

Performance Indicator 2021/22	Actual	Target	RAG
Number of targets achieved	26	44	★
Number of targets within 5% variance of target (10% financial)	1	0	●
Number of targets Not achieved	10	0	▲
Number of targets where target is annual, and the data is not yet available	7	0	

Actions 2021/22	Actual	Target	RAG
Number of Actions achieved	9	34	★
Number of Actions not achieved	1	0	
Number of Actions in progress	24	0	●

<b>Policies and other considerations, as appropriate</b>	
Council Priorities:	This report documents the progress against all the priorities in the Council delivery plan as agreed by Council in September 2021.
Policy Considerations:	The actions cut across several policy areas – developing Coalville and wider regeneration considerations, Community support, post COVID-19 recovery and our climate agenda are some examples.
Safeguarding:	No specific considerations.
Equalities/Diversity:	No direct impacts
Customer Impact:	Detailed in the report.
Economic and Social Impact:	Detailed in the report
Environment and Climate Change:	Detailed in the report
Consultation/Community Engagement:	Not applicable
Risks:	As detailed in the corporate risk register.
Officer Contact	Mike Murphy Head of Human Resources and Organisation Development <a href="mailto:mike.murphy@nwleicestershire.gov.uk">mike.murphy@nwleicestershire.gov.uk</a>

## Council Delivery Plan 2021/22 Quarterly Report QTR 4

### 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

<b>Key tasks 2021/22</b>	<b>Quarter 4 Performance</b>																																																								
<p>Complete Coalville's Regeneration Framework and commence delivery.</p> <p>Achieved</p>	<p>The Regeneration Framework document has been prepared and was presented to the Community Scrutiny Committee in April 2022. Projects identified within the Framework such as Mantle Lane Bridge Environmental Improvements are already being delivered.</p>																																																								
<p>Begin construction of Marlborough Square new public space.</p> <p>In progress</p>	<p>A contractor has been appointed, and materials are being ordered.</p>																																																								
<p>Open Coalville's Newmarket once COVID -19 restrictions permit and continue to provide support, guidance, and funding for Coalville Market traders to grow their businesses.</p> <p>Achieved</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: yellow;"> <th style="text-align: left;">January</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Knit and Natter</td> <td>Materials provided for customers to get together</td> <td>Thursday</td> <td>13th &amp; 27th</td> </tr> <tr> <td>Foodie Friday</td> <td>Casual stalls dedicated to food with samples</td> <td>Friday</td> <td>28th</td> </tr> <tr style="background-color: yellow;"> <th style="text-align: left;">February</th> <td></td> <td></td> <td></td> </tr> <tr> <td>Comedy Night</td> <td>Big Weekend – delivered by Wendy May</td> <td>Friday</td> <td>5th</td> </tr> <tr> <td>Comedy Night BAR</td> <td>Delivered by Newmarket</td> <td>Friday</td> <td>5th</td> </tr> <tr> <td>Knit and Natter</td> <td>Materials provided for customers to get together</td> <td>Thursday</td> <td>10th &amp; 24th</td> </tr> <tr> <td>Foodie Friday</td> <td>Casual stalls dedicated to food</td> <td>Friday</td> <td>25th</td> </tr> <tr style="background-color: yellow;"> <th style="text-align: left;">March</th> <td></td> <td></td> <td></td> </tr> <tr> <td>Hex Loyalty Scheme launch</td> <td>Delivered by Tom Stanyard</td> <td>Friday</td> <td>3rd May</td> </tr> <tr> <td>Knit and Natter</td> <td>Materials provided for customers to get together</td> <td>Thursdays</td> <td>10th &amp; 24th</td> </tr> <tr> <td>Love Food Hate Waste</td> <td>Promotional event for LFHW week</td> <td>Friday</td> <td>11th</td> </tr> <tr> <td>Foodie Friday</td> <td>Casual stalls dedicated to food</td> <td>Friday</td> <td>25th</td> </tr> <tr> <td>Mother's day</td> <td>Make a card for Mother's day (Children's activities)</td> <td>Saturday</td> <td>26th</td> </tr> </tbody> </table>	January				Knit and Natter	Materials provided for customers to get together	Thursday	13th & 27th	Foodie Friday	Casual stalls dedicated to food with samples	Friday	28th	February				Comedy Night	Big Weekend – delivered by Wendy May	Friday	5th	Comedy Night BAR	Delivered by Newmarket	Friday	5th	Knit and Natter	Materials provided for customers to get together	Thursday	10th & 24th	Foodie Friday	Casual stalls dedicated to food	Friday	25th	March				Hex Loyalty Scheme launch	Delivered by Tom Stanyard	Friday	3rd May	Knit and Natter	Materials provided for customers to get together	Thursdays	10th & 24th	Love Food Hate Waste	Promotional event for LFHW week	Friday	11th	Foodie Friday	Casual stalls dedicated to food	Friday	25th	Mother's day	Make a card for Mother's day (Children's activities)	Saturday	26th	<p>Following the successful launch in September 2021 the team continues to support traders in their new ventures. Regular events have taken place to help increase footfall to Newmarket including Knit and natter, foodie Friday and a craft workshop for Mother's Day on Saturday 26 March where visitors of all ages can come along to make something special for mums to cherish. Officers have received a lot of positive feedback, see examples below from Facebook.</p> <p>Traders receive a monthly newsletter as well as an invite to the Newmarket Traders meeting. The latest meeting held on 8 March included an update on the plans for Marlborough square and the Stanley building. Officers also provided details of recent free digital training they could attend and any grants that they may be eligible to apply for.</p> <p><b>HISTORY VIDEO</b></p> <ul style="list-style-type: none"> <li>• I really enjoyed hearing our history! Thanks to you both</li> </ul> <p><b>KNIT &amp; NATTER</b></p> <ul style="list-style-type: none"> <li>• Enjoyable morning friendly group everyone makes you welcome.</li> <li>• Thoroughly enjoyed myself this morning. Thank you.</li> <li>• Lovely bunch of ladies</li> <li>• Can you run one of these that's not during work time please? I'd love to knit and natter.</li> <li>• Do you do an evening or weekend knit &amp; natter at all?</li> <li>• it was my first time today &amp; I felt very welcome. Lovely coffee &amp; cake provided by the <a href="#">#handmadebrowniecompany</a></li> <li>• A very enjoyable morning a nice group of ladies made you feel very welcome.</li> </ul> <p><b>FOODIE FRIDAY</b></p> <ul style="list-style-type: none"> <li>• What is the name of this company &amp; will they be there again?</li> </ul>
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Wellbeing Day	Stalls & demonstrations to promote Wellbeing	Thursday	31st	<ul style="list-style-type: none"> <li>• Wow that's looks amazing!!!!</li> <li>• I'd love to come as would some others I've spoken with but it's not possible on Fridays working full time. It would be good if it could be Saturdays some months?</li> <li>• Visited an hour ago, the stallholders that were there were lovely but disappointing to see some already leaving</li> <li>• Can't wait to buy some amazing Viennese whirls from <a href="#">Whirlicious</a></li> </ul> <p><b>LOVE FOOD HATE WASTE</b></p> <ul style="list-style-type: none"> <li>• This is amazing! Thank you for supporting <a href="#">#FoodWasteActionWeek</a></li> </ul> <p><b>BIG WEEKEND COMEDY NIGHT</b></p> <ul style="list-style-type: none"> <li>• Really enjoyed it. Looking forward to the next gig</li> <li>• Loved it! Such a nice space for an event! More please!!!</li> <li>• was this actually advertised anywhere?</li> <li>• I saw some leaflets n posters too.</li> <li>• wooo Are they going to be having any more events do you know? Bands etc</li> <li>• Looks A great place for Buddies Bar actually !!</li> </ul>
Seek a cinema operator for Coalville.	In progress			A proposal for the development of a cinema in Coalville has been submitted. The proposal would require long term public sector financial support. Viability is being assessed.
Develop a framework of opportunities for the land adjacent to the new Leisure Centre, the Hermitage Recreation Ground and the existing Hermitage Leisure Centre Building.	In progress			An options paper has been prepared that captures the future vision of the entire site following a range of extensive stakeholder engagement. A direction of travel for the future of the site will be established via Scrutiny and Cabinet in Q1 and Q2 respectively in 2022/23.

### Supporting Coalville to be a more vibrant, family friendly town - performance indicators

Coalville is a vibrant town – Local people choose to spend their time and money in Coalville

Coalville is a good place to do business

Performance Indicator	Actual	Target 21/22	Performance	Commentary
Increase footfall in Coalville town centre per annum	0%	3%	▲	Coalville town centre footfall figures have fallen calendar year to calendar year since the outbreak of covid pandemic.

Percentage of major residential development schemes scoring / performing positively against Building for a Healthy Life and the Council's Good Design Supplementary Planning Document	100%	90%		All major housing schemes have scored positively against building for a healthy life criterion. Five major residential schemes were permitted in Q4.
High Street Retail Vacancy Rate in Coalville is below national average	13%	< 13.7% * *Note: targets for 2021/22/23 may vary as National Average varies		Varied between 12-14% during last 12 months
Increase the number of Coalville events attendees by 500 per year from baseline of 5000 in 2020/21	15350	5500		The 2021/22 events programme has now concluded.  Despite Covid restrictions being in place for part of the year, a comprehensive programme of events was delivered. This programme was in part supported by the 'Welcome Back Fund'.  The target of attracting 5500 event attendees was significantly exceeded.  Events included: Drive in Cinema (750), Coalville May Fair (3000), Outdoor Gallery (2500), Cinema in the Park (6000), Christmas in Coalville (3000) and Comedy in Coalville events (100)
Trade Occupancy rates in Coalville's Newmarket.	Tuesday 25% Thursday 32% Friday 37% Saturday 70%	88%	  We have not met the occupancy target for this quarter. however,	Visits from the footfall counter have been recorded and the data reports January = 2095 visits February = 2013 visits March = 2648 visits

			<p>occupancy rates have continued to rise on Saturdays with a 10% upturn compared to Q3. Occupancy rates from 04.01.22 to 26.03.22 Q4 Vs 1/10/21 to 31/12/21 Q3 Show the following variances  Tuesdays –11%  Thursday –6%,  Friday –21%  Saturday +10%</p>	<p>Promotion of free casual stalls on Tuesday and 50% discount on a Thursday if traders attend both days to help increase occupancy.  Numerous activities have taken place during the period to help increase footfall into Newmarket which include regular foodie Fridays on the 3<sup>rd</sup> Friday of each month along with Knit and Natter sessions that have now become a regular feature. There is a 12-month events programme to support further grow in footfall and support traders as we move out of the Covid restrictions</p>
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**Our communities are safe, healthy, and connected**

**Our aims**

Put our customer sat the heart of all we do – Increase connectivity (physically and virtually) throughout our communities

– Support safer neighbourhoods

<b>Key tasks 2021/22</b>	<b>Quarter 4 Performance</b>
<p>Make sure our customers can interact with us in a way which meets their needs, improving our services, promoting self-serve and digital options as well as providing face-to-face support compliant with COVID19 guidance.</p> <p>In progress</p>	<ul style="list-style-type: none"> <li>• Monthly meetings established with other service areas to improve relationships, support and ultimately the customer experience</li> <li>• Improvements agreed to call handling between departments</li> <li>• Changes to the Customer Services telephony for customers calls to be routed to the extension they need – 1<sup>st</sup> time</li> <li>• Recommendation for a Corrective / Preventative Action log to be established for services to implement changes to process, learn from customer complaints &amp; feedback and improve the customer experience</li> <li>• Data on digital forms reviewed monthly to understand the main points of customer contact</li> </ul>

	<ul style="list-style-type: none"> <li>• New forms released and improvements made to existing</li> <li>• Website message now on Interactive Voice Response promoting self – serve options</li> <li>• Customer emails added to the call queue management system to ensure they are managed effectively and fairly</li> <li>• Appointment's system in place for Face-to-face customer service – to be improved through new Customer Hub</li> <li>• Review and changes to our ways of working to reflect Hybrid working.</li> </ul> <p>In Progress To come: Call standards &amp; Customer Strategy roll out under the new Team Manager (when appointed)</p>
<p>Work with our leisure partners to continue the construction of the new Whitwick and Coalville Leisure Centre with completion planned for July 2022 and increase participation at both this centre and Ashby Leisure Centre to where they were pre-COVID-19</p> <p>In progress</p>	<p>The new Whitwick and Coalville Leisure Centre opened to the public in February 2022, several months ahead of the Council's original programme.</p> <p>General usage levels and fitness membership demand at the new centre has been hugely encouraging, easily outstripping pre-opening predictions, with a 58% uplift in usage seen in February 2022 compared to the previous month, despite the centre not opening until 14<sup>th</sup> February. The impact of the new centre meant that usage levels across the two sites slightly surpassed those seen in February 2020, representing the first month on month comparison with pre-Covid months in which this had occurred.</p> <p>The fitness membership base at the new centre as at the end of March is double the level that it was at Hermitage LC at the beginning of February and swimming lesson memberships have increased by almost 20% in the same period.</p> <p>Consequently, usage levels across both sites were almost 40% higher in March 2022 than in February 2020 prior to the pandemic. Whilst most of this increase can be attributed to the new centre, it also needs to be noted that Ashby Leisure Centre and Lido had 43,788 visits in March 2022 as compared to 44,438 in February 2020, and so has also returned to pre-covid levels</p>
<p>Encourage and support town and Parish Councils to write and prepare their own Neighbourhood plans.</p> <p>In progress</p>	<p>5 Neighbourhood Plan groups being assisted</p>
<p>Consultation will take place with relevant stakeholders on emerging options for the Local Plan Substantive Review including the development strategy and potential site allocations for new development.</p> <p>In progress</p>	<p>Consultation on emerging issues and options, including development strategy, between 17 January and 14 March 2022. Officers currently considering potential site allocations.</p>



As part of the Integrated Neighbourhood Team, and in partnership with the West Leicestershire Clinical Commissioning Group, the North West Leicestershire GP Federation, Adult and Social Care, front line health care workers, and other key stakeholders, develop a locality based Healthy Communities plan aimed at tackling significant health inequalities in North West Leicestershire.

In progress

The 'Healthy Communities Plan' This plan will consider emerging and current issues in the NWL Primary Care Network (PCN) area and the impact that continued residential development will have on primary care.

The creation of the Healthy Communities Plan for NWLDC was progressing at the intended pace until Dec 2021 when the Omicron Covid wave hit. CCG colleagues were posted on the front line at vaccination centres and the Integrated Neighbourhood Team (INT) did not meet for 3 months due to the increased pressures and high staff absences that primary care was experiencing alongside the vaccine booster programme. Therefore, the Healthy Communities Plan has not been completed to schedule, yet despite the impact of the pandemic has made good progress.

As previously reported the INT identified 3 main priorities in Q1 and have continued to progress these.

1. Care Planning Pilot – Fully underway and due to be rolled out county wide
2. Overweight and Obesity – Health Needs Analysis completed, Recommendations given, Action Plan created and working group in place.
3. Mental Health – Agree a mental health accelerator area within the INT locality and develop a multi-disciplinary approach to mental health and develop a work force plan. Due to commence Jan 2022 – delayed due to COVID Omicron surge.

In Q3 the Clinical Commissioning Group (CCG) undertook an in-depth Health Needs Analysis for all indicators across the NWL PCN area. This has been reviewed by the Health and Wellbeing Team and highlights the following:

- Significant increased growth in over 65s population. (56.3% by 2040)
- Significant overall population growth.

As a result of the increasing population in North West Leicestershire (both through housing growth and an ageing population) we can expect to see an increase in primary care utilisation. There are 3 General practices in NWL which have been identified as a priority in the LLR Primary Care Estates Strategy (PCES); Castle Donington Surgery, The Whitwick Road Surgery and Measham Medical Unit. This will be reflected in the Healthy Communities Plan.

Other emerging themes that will support the final actions in the plan include:


- Inequality in life expectancy, particularly in males.
- Breastfeeding initiation is below England and the regional value.

	<ul style="list-style-type: none"> <li>• Low vaccination rates for people living in Measham, Coalville and Agar Nook</li> <li>• Levels of loneliness and isolation experienced in Ashby De La Zouch are in the top 10 risk group Adults (18+)</li> <li>• Hip fracture rates and dementia diagnosis rates are higher than England and the East Midlands region</li> <li>• Temporary Residential Care Home Deaths shows values to be higher than regional and average in North West Leicestershire.</li> <li>• Deprivation, fuel poverty and poor air quality is high in some parts of North West Leicestershire.</li> <li>• Average attainment 8 score is low in the district compared to England and regional values</li> <li>• Homelessness</li> <li>• Priorities from the NWL Health and Wellbeing Strategy</li> </ul>

### Our communities are safe, healthy, and connected – performance indicators

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

Performance Indicator	Actual	Target 21/22	Performance	Commentary
Number of online accounts	41427	40,000 (Cumulative)	★	41427 as at 31.03.22
Number of online forms submitted by customers (transactions)	14,969	4,000 (Monthly)	★	57,361 (April 21 – Mar 22)
Percentage of customer satisfaction (Customer Services)	84%	95%	▲	With Agent:93% With Call Answering Speed: 76% With Resolution:83%  Actual performance derived from an average of the three
The percentage of adults in North West Leicestershire who are overweight or obese.	71.3%	71.3%	★	<p>. Nationally there has been a recent upward trend in this this indicator, compounded by the Covid-19 pandemic. The priority in NWL is to slow or stop this trend and, as it stands, NWL has seen no change to overweight and obesity levels since this target was set and the prevalence for NWL remains at 71.3% which is a fantastic outcome.</p> <p>However, it is important to note that to have an impact on the prevalence of overweight and obesity requires behavioural change which will only be truly reflected after several years. Therefore, we are unlikely to see positive changes in this data year on year, and we must also acknowledge that no change is a sign of success.</p> <p>NWL are taking the lead from the LCC Healthy Weight Strategy, and this strategy moved into the implementation stage at the end of 2021. The action plan to accompany the strategy is in development and will be finalised by the end of May 2022.</p>

				<p>NWLDC's Health and Wellbeing Team Leader co-chairs the implementation group and the group has input from both NWLDC planning and environmental health departments.</p> <p>Locally, overweight and obesity was identified by the Integrated Neighbourhood Team (INT) as a priority, therefore local work has already started despite the county Healthy Weight Strategy action plan not yet finalised. NWLDC's Health and Wellbeing Team Leader and Implementation Group co-chair is leading this work locally, therefore providing strong links and a consistent approach with the Healthy Weight Strategy implementation.</p> <p>A comprehensive overweight and obesity health needs analysis for the district has been completed which highlights local issues, local gaps in provision, what is working well and delivers a list of recommendations. A working group has been created where priority recommendations have been identified and officers / partners to start to progress. One example being the location of new takeaways in relation to schools – this is a recommendation at both district level and an action in the developing county action plan. NWLDC's Health and Wellbeing Team, Planning Policy Team and LCC Public Health Wider Determinants of Health Team are leading on this at both district and county level.</p>
Levels of participation at Hermitage / Whitwick and Coalville Leisure Centres.	344,692	323,893		It was anticipated throughout the year the usage target would not be achieved. However, the earlier than expected opening of Whitwick and Coalville Leisure Centre, coupled with exceedingly high levels of usage once opened, meant the target has been exceeded. General usage levels and fitness membership

				demand at the new centre has been hugely encouraging, easily outstripping pre-opening predictions, with a 58% uplift in usage seen in February 2022 compared to the previous month, despite the centre not opening until 14 <sup>th</sup> February. Both fitness memberships and swimming lesson memberships have exceeded expectation, alongside an increase in use by people with disabilities, volleyball, after school activities, squash and netball
Levels of participation at Hood Park / Ashby Leisure Centre	404,191	371,526	★	As anticipated, the usage targets at Ashby Leisure Centre and Lido have been exceeded for the year. This is due to the investment in the centre impacting on fitness membership levels, as well as a wide range of interventions and initiatives being introduced by our leisure partner, Everyone Active. Most pleasing is the fact that usage levels have now returned to the level they were at prior to the pandemic, with 43,788 visits in March 2022 as compared to 44,438 in February 2020
NWL Local Plan – number of new homes built since the start of the Local Plan period in 2011 (target 481 homes annually)	6,192 Dwellings	5,291 (11 years x 481 homes)	★	
Number of new Neighbourhood Plans made	1 (1 at referendum on 7 April 2022)	2	▲	
Number of new locations for mobile CCTV cameras in partnership with local stakeholders including parish and town councils to help make our communities safer.	5	5	★	4 new locations for mobile CCTV cameras have been identified in Castle Donington. These additional locations will complement the installation of a 7 camera CCTV network within the centre of Castle Donington, funded through the Safer Streets fund. The order for the mobile

				<p>posts has been submitted and installation works scheduled.</p> <p>1 mobile CCTV camera has been installed on Garenden Road, Greenhill in response to a serious incident taking place.</p> <p>Work continues with Ravenstone, Ibstock and Measham Parish Councils on possible new locations.</p> <p>Ashby town centre has seen some wonderful improvements to its CCTV network this year with a new fibre optic link being installed and HD, 4K camera units. The new equipment will support ANPR, speakers and spot lights.</p> <p>Work is underway to install new CCTV cameras within the Belvoir Shopping Centre. The cameras which will be funded by the shopping centre owners will be monitored by the councils CCTV monitoring contractor.</p>
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## 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 2021/22	Quarter 4 Performance
<p>New Council Housing Supply – ensure we deliver at least 10 additional NWL Council Homes.</p> <p>In progress</p>	<p>The Council was due to acquire several new units through section 106 agreements that had been scheduled for completion in quarter four. However, as these schemes are developer lead we have limited control over slippage. There has been disruption to the building trade in both in terms of labour and materials as a result of a variety of factors.</p> <p>There are now 7 units due for completion quarter one of 2022/23 and a further 9 in quarter two initially expected in 2021/22</p>
<p>New Council Housing Supply - Complete feasibility assessment of potential new Council Housing build across the District, and progress to Planning Application stage if viable.</p> <p>Achieved</p>	<p>Work has continued to bring forward several potential development sites.</p> <p>Planning has now been secured for a site in Measham. Alongside a site for which we secure planning earlier in the year and a further site purchased with outline planning permission there are now three sites that are ready to progress subject to a contractor.</p> <p>A fourth site is currently awaiting pre-application advice from the planning department.</p>
<p>New Housing Supply - Work with housing associations &amp; partners to deliver over 100 new affordable homes per year to help meet local housing needs.</p> <p>Achieved</p>	<p>This year has seen 295 new affordable housing units delivered within the district. Of these 54 were delivered within Quarter 4.</p> <p>74% of these homes were rented with the remainder Low-Cost Home Ownership.</p>
<p>Maintaining &amp; Improving Council Tenants Homes - Complete a programme of investment of up to £4.5m of improvement works to maintain our tenant's homes at the Decent Homes standard.</p> <p>Not achieved</p>	<p>Full £4.5m programme wasn't completed (£5.3m total with covid rollover from 20/21). Approx. £3m worth of work that wasn't undertaken has now rolled into 22/23.</p>
<p>Commence a programme of additional improvement works, worth up to £2.4m to complete improvement works deferred from 2020/21 because of the Covid-19 pandemic.</p> <p>Achieved / Not achieved / In progress</p>	<p>At the time of establishing targets for the Council Delivery Plan an estimated £2.4 million of works was forecast to be carried forward from 20/21 into 21/22. This work was incorporated into the 2021/22 programme to form one wider programme, which was subsequently delivered by the Inhouse Repairs Team, and delivery performance of this programme is reported against other indicators in this monitoring report.</p>
<p>Maintaining Our Council Homes Estates - Invest up to £1.06m in estate improvements to improve the quality of life for residents of Council estates, including our tenants.</p> <p>In progress</p>	<p>Works are in progress and include various schemes of works from estate fencing, garage demolition &amp; asbestos removal, improved car parking, scooter &amp; bin stores, communal garden areas and future sheltered scheme refurbishments. Cyclical Redecoration programme is also planned to be undertaken soon.</p>

<p>Other Housing Actions - Obtain Planning Permission, appoint a contractor and complete the delivery of the redevelopment of Appleby Magna Caravan Park, to provide a modern fit for purpose environment for the residents.</p> <p>In progress</p>	<p>Contractor appointed to undertake the work. Awaiting approval by Planning on a number of conditions before start on site. This is expected to be within the next 4 weeks.</p>
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**Local People live in high quality, affordable homes – performance indicators**

Performance Indicator 2020-21	Actual	Target 21/22	Performance	Commentary
Percentage of major residential development schemes scoring / performing positively	100%	90%		All major housing schemes have scored positively against building for a healthy life criterion. Five major residential schemes were permitted in Q4.
Percentage of major planning applications determined within 13 weeks	100%	75%		All major planning applications that were dealt with by the team in this quarter were done so within the statutory period. Cumulatively for all four quarters of 2021/22, the figure was 94.34%, well above target.
Percentage of minor planning applications determined within 8 weeks	71.43%	80%		The performance during quarter 4 has improved over that in quarter 3 but is still below the Council's locally set target of 80% of all minor applications to be determined in 8 weeks. This is due to the continued unprecedented increase in workload faced by the team. Whilst the figure achieved is lower than the Council's local target, it still exceeds the 65% target expected by DLUHC for the determination of minor applications in 8 weeks. Cumulatively for all four quarters of 2021/22, the figure was 80.21%, just exceeding the local target.



Percentage of other planning applications determined within 8 weeks	81.58%	85%		The performance during quarter 4 has reduced over that seen in quarter 3 and is below the Council's locally set target. Again, unprecedented levels of planning applications, particularly those in the 'others category' which include householder extensions has made it difficult for the team to meet the target due to the volume of work that they must process. Again, it must be noted that the team are exceeding the 80% target as set by DLUHC for the determination of the others category of planning applications. Cumulatively for all four quarters of 2021/22, the figure was 89.54%, comfortably exceeding the local target.
Percentage of all repairs completed within target	98%	94%		Refer to the main report table above for detail.
Average length of time taken to re-let a Council property when it becomes vacant	<u>Q4 performance 51 days</u> <u>cumulative 37 days</u>	25 days		During Q4, 70 properties have been let in an average of 51 days. Cumulative the performance for the year is 37 days. Covid 19 related changes to working arrangements continue to be in place which restricted the number of operatives in a property at any one time which were not anticipated at the time the target of 25 days was set. This together with issues with the new Housing IT system resulting in the choice-based lettings module not going live also caused further delays with the allocation and letting process. The module is scheduled to go live during Q1 2022/23 along with Covid 19 restrictions being removed. Therefore, the target for 2022/23 has been set to see an improvement in performance at 28 days.
Number of New Council Homes delivered within year. Built, Purchased, or through S106 Bid	<b>1</b>			Refer to the main report table above for detail

TOTAL		10		
Number of New affordable homes delivered by Housing Associations & Partners within the year.	295 within the year (54 in Q4)	100	★	Refer to the main report table above for detail
Number, type & Value of components improved across NWL Council Homes in year. Bathrooms, Kitchens, Electrical Rewire, Roof, Heating or Other	413 components (in year) £2.32 Million total spend		▲	Refer to the main report table above for detail
Total Components				
Total Spend		£6.9m		
Number, type & value of adaptations to homes for our most vulnerable tenants	£317k  57 major adaptations plus  20 Major adaptations in progress	£300k	★	Refer to the main report table above for detail

## 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 into work



Key tasks 2021/22	Quarter 4 Performance
Update the North West Leicestershire Economic Growth Plan and commence delivery.  Achieved	The updated NWL Economic Growth Plan was approved by Cabinet on 29 <sup>th</sup> March 2022
Enable business growth and inward investment in North West Leicestershire that contributes to the objectives of NWL Economic Growth Plan.  In progress	For the months of January, February and March Economic Development provided direct support to 53 new unique business enquiries as well as ongoing investor support to Unipart/JLR
Preserve the vibrancy of our High Streets by supporting Shop Local initiatives designed to reduce vacancy rates.  In progress	We have introduced a new high street loyalty card across NWL, designed to encourage and reward people for shopping locally.
Develop our “visitor economy” offer to encourage dwell time, local spend and investment in new and improved attractions.  In progress	We have reviewed and revised our Visitor Economy plan, adopting four new priorities which are designed to promote increased dwell time, unlock local spend and encourage increased investment in local attractions.
Working with our leisure centre construction contractor increase local employment, training, and apprenticeship opportunities with a key focus on local supply chains in the construction of the new Whitwick and Coalville Leisure Centre.  Achieved	<p>The project is now complete, and the new leisure centre opened to the public in February 2022 which is some months ahead of original expectations of July 2022. <u>We've now understood the total levels of Social Value that have been achieved as a result of the Council's investment for the project as a whole.</u></p> <p><u>Key facts and figures are as follows:</u></p> <ul style="list-style-type: none"> <li>• Contract Value Local Spend (Local Materials &amp; Spending) = £4.77m</li> <li>• Use of local companies = 32.</li> <li>• Local job creation = 12. new FTE posts</li> <li>• Work experience placements = 3.</li> <li>• School &amp; college pupils engaged = 200.</li> </ul> <p>In addition to this, the contractor sponsored a local football team, paying for their 2021 kit. They also donated sundry materials to help with the construction of their new changing rooms, worth £5,000.</p>
Contribute to the work of the East Midlands Development Corporation Interim Vehicle in implementing Year One deliverables included in the Business Plan. This includes developing a strategic masterplan/infrastructure plan and delivery strategy for the East Midlands Airport Area.	The EM Dev Co is progressing with appointment of the team including a Chairman and Managing Director. Government support of £1.5m has been secured to fund support for the appointment of a Commercial Partner. This will enable the development of the delivery strategy for the East Midlands Airport Area. Initial site-specific work with


In progress	Homes England also commenced as part of developing a strategic masterplan.
Contribute to the establishment of the East Midlands Freeport with private sector businesses, other local authorities, and government.  In progress	The East Midlands Freeport project is progressing, and the Council have been asked to support the submission of the Full Business Case to government by 14 <sup>th</sup> April and consider joining the EMF Company at Council on 10 <sup>th</sup> May.




## Support for businesses and helping people into local jobs

### Performance Indicators

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

Performance Indicator 2020-21	Actual	Target 21/22	Performance	Commentary
Support Inward Investment to the District	1 large Business in Q4 (Ceva Logistics) and the creation of 350 Jobs	5 large Businesses per year  1000 new jobs per year  £1,000,000 of investment per year		In Q4 the Economic Development team continues our ongoing engagement with the investors at SEGRO and Mercia. In addition, new investor support work began with Ceva Logistics, who will operate a 640,000 sq ft at SEGRO which will go live in September 2022 and will create an estimated 350 new jobs..
Businesses supported to recover from the impacts of Covid-19	£7,052,565 of Government Grants processed and awarded in the year	£500,000 of Restart Grant shared between up to 50 businesses.  £250,000 of Growth Grant shared between up to 10 businesses		The Council successfully met our target of paying out 100% of our Covid ARG funding by 31 March 2022.  For the ARG Omicron Discretionary Fund launched in Quarter 4 106 eligible businesses a share of £233,183.  The Omicron Discretionary Fund builds on the work of our ARG Growth Grants, our ARG High Street Grants and our ARG SUBs grants that were delivered in quarter 3.

Increase the number of jobs in the tourism sector in the District		2%		Evidenced by external statistics information and comparisons.  *note - figure reduced by 59% from Dec 2019 due to Covid- 19.  2021 data will not be available until June / July 2022 (source: STEAM report)
Increase annual Visitor spend		2%		Evidenced by external statistics information and comparisons.  *note – figure reduced by 62% from Dec 2019 due to Covid-19.  2021 data will not be available until June / July 2022 (source: STEAM report)
Increase the number of overnight stays in NWL year on year		2%		Evidenced by external statistics information and comparisons.  *note – figure reduced by 63% from Dec 2019 due to Covid-19  2021 data will not be available until June / July 2022 (source: STEAM report)
Work with schools / colleges and local businesses to improve employment skills / opportunities.	8 Schools	Work with 5 schools per year across the district		Covid restrictions has limited the opportunity for collaborations with schools. However, in Q4, in collaboration with the Leicestershire Careers Hub virtual & face to face engagement sessions have been held with Ashby School, Castle Donington College, Forest Way School, Ibstock Community College, Ivanhoe College, Castle Rock, Stephenson College and The Newbridge School.  The Economic Development team have begun collaborations with the LLEP; D2N2 and SEGRO on an “Open Doors” Programme to encourage companies to host school and college visits and illustrate careers in logistics; opportunities in the EMEG area and in property development.

Support Market Town Businesses to respond to transformational opportunities	6 Sessions 37 Businesses £19,000 of grants	Deliver 5 Digital Growth Training Sessions.  Support 25 businesses to Access Digital Growth Training.  Provide £10,000 of Digital Growth Grants		Programme was completed in December 2021. Two cohorts comprising of 37 businesses have been taken through a 6-session digital training course, focussing on using Websites, Social Media, and Search Engines effectively to help market their business and improve online sales.  19 of these businesses also accessed our Digital Growth Grant of up to £1,000 following the training, to be put towards a digital improvement identified through the training.
% of construction materials used in the construction of the new Whitwick and Coalville Leisure Centre that are sourced in the local area.	38%	25%	  Local sourcing of materials and supplies ranging from aggregate, brickwork, roofing material etc.	The project is now complete, and the new leisure centre opened to the public in February 2022 which is some months ahead of original expectations of July 2022.
Local economic value to the local area as a result of the construction of the new Whitwick and Coalville Leisure Centre. (Target £2.2m)	£4.77 Million overall	£2.4 Million		These figures are a combination of spend in local shops, local hotels/B&B's/guesthouses etc as well as monies spent with material suppliers and local contractors/trades workers,

## Developing a clean and green district

### Our aims

Lead by example by delivering the council's Zero Carbon Roadmap's Action Plan and ambition to be zero carbon for its operations by 2030 – Reduce littering and fly tipping – Promote the work of the National Forest

<b>Key tasks 2021/22</b>	<b>Quarter 4 Performance</b>
<p>Increase recycling rates by at least 1% per annum through our Recycle more campaign.</p> <p>Not achieved</p>	<p>The 2020/21 recycling rate was confirmed by Defra in January 2022. The recycling rate has fallen from 46.3% in 2019/20 to 42.5% for 2020/21 due to the impact of Covid. Compared to 2019/20 1,096 tonnes less of garden waste was collected as the service was suspended for four weeks. Collections for garden waste and cardboard were resumed, but monthly with the material collected separately for four months until the service returned to normal at the end of September. Also, compared to the previous financial year 2,984 tonnes more of non-recyclable waste was collected as more waste was being generated in a residential setting as people were following stay at home guidance, and after this guidance was relaxed, a notable proportion of people continued to work from home.</p>
<p>Support towns and villages to develop an identity associated with the National Forest open spaces.</p> <p>Achieved</p>	<p>We have continued to work with the National Forest to develop the following initiatives:</p> <ul style="list-style-type: none"> <li>• Heart of The Forest masterplan – work on this continues. Community engagement and consultation on the draft masterplan is scheduled for Q1 (2022 / 2023). The final report is scheduled for completion and launch in September 2022. Progression and implementation of the masterplan will require resources to coordinate the work going forward to support the implementation of actions. Partners will be asked to support this future work.</li> <li>• Sustainable Tourism Accommodation design guide and Accelerator Programme - work on this programme continues and throughout 2022/23. Moira Furnace has been identified as an asset for further feasibility work under this programme, which could support the future sustainability and development of the site as a tourist attraction.</li> </ul>
<p>Review our employee travel and allowances to help deliver the Zero Carbon Roadmap.</p> <p>In progress</p>	<p>Negotiations with the trade unions are continuing, we are now going to work jointly explore other options to change the current travel and allowances arrangements.</p>
<p>Explore the setting up of a Carbon offset fund as part of the Local Planning process.</p> <p>In progress</p>	<p>Local Plan Project Board agreed to defer pending outcome from Local Plan consultation and more certainty regarding amount of growth required.</p>
<p>Develop a council wide strategy for more Electric Vehicle charging points on council car parks, housing land and corporate property land. Initial installations to be made at Lindon Way Depot to support electric vehicle trials</p>	<p>We have been awarded further government funding of £25,600 to support the installation of EV charging points at Peggs Close car park in Measham. This activity is expected to be completed by the summer and will replicate the charging points already installed</p>

<p>In progress</p>	<p>across the district. This is the sixth location across the district in council owned car parks.</p> <p>There are also 4 EV charging points now installed at the new Whitwick &amp; Coalville Leisure Centre.</p> <p>Plans are in place for charging points to be installed at Whitwick Business Centre as part of the Accommodation project and Fleet Management Strategy. London Road car park opportunities will also be reviewed.</p>
<p>Develop a fleet management strategy to transition our fleet to a zero carbon/low carbon solution by 2030 and start the first phase of procurement and purchase of vehicles.</p> <p>In progress</p>	<p>Hydrotreated Vegetable Oil (HVO) fuel is being used for all council diesel fleet, artwork has been added to all waste vehicles to show they are running on HVO, and plans are made to add the artwork to the remaining fleet.</p> <p>Communications went out to say we are now using HVO as part of our zero-carbon strategy which was very successful and appeared in a lot of industry news.</p> <p>6 refuse collection vehicles have been ordered, we hope to receive delivery of 3 at the end of 2022 and the final 3 in February 2023. These are diesel vehicles that will run on HVO as technology and infrastructure are not ready for an alternative in this class of vehicle. Parks vehicles have also been ordered and procurement is running for 6 electric vehicles to be used by Housing.</p> <p>Housing has fifteen volunteers to trial the home charging solution, these cover the four types of vehicles they will be trialling.</p> <p>The Fleet Manager is starting work on the next phase of vehicle replacements.</p>
<p>Develop a property portfolio action plan and retrofit programme to make our assets fit for purpose and reduce our carbon footprint.</p> <p>In progress</p>	<p>90% of outstanding EPC certification inspection work has been completed- waiting on reports. This information will in conjunction with external advice drive the future Action Plan</p>
<p>Develop and implement a new taskforce to tackle litter across the district by enhancing the work of volunteers and aligning with the work carried out by street cleansing.</p> <p>In progress</p>	<p>Work has begun on drafting the implementation plans for each action of the main zero litter campaign document. For Q4 this will include the launch of the Keep Britain Tidy Great British Spring Clean which runs from 25 March – 10 April. To participate in this NWLDC are promoting clean your street.</p> <p>In Q4, the team also worked closely with Street Cleansing as they reported that there was often a lot of litter left after the Ashby 20 race. To try and tackle this, the Environmental Protection team liaised with the event organisers who informed them of all the information that was provided in the event packs in relation to litter. The team then monitored the event before and after and found that there was very little litter left as a result of the race participants.</p>







	<p>The fine income for 2021/22 is as follows:</p> <p><b>Littering</b>  44 FPN's issued  41 paid  1 proceeding to trial 5.05.2022  2 cancelled due to out of time  <b>Total £3,630.00</b></p> <p><b>Fly tipping</b>  7 FPN's issued  7 paid  <b>Total £1,100.00</b></p> <p><b>Fly posting</b>  1 FPN issued  1 paid  <b>Total £90.00</b></p> <p><b>Breach Of PSPO</b>  2 FPN's issued  2 paid  <b>Total £120</b></p> <p><b>Failing to produce Waste Transfer Notes</b>  2 FPN's issued  2 paid  <b>Total £480</b></p> <p><b>Breach of CPN</b>  2 FPN's issued (on behalf of the ASB team)  2 paid  <b>Total £120</b></p> <p><b>Householders Duty Of Care</b>  3 FPN's issued  2 paid  1 outstanding  Total £560.00</p> <p><b>Breaches in Covid 19 restrictions</b>  <b>2 FPN's issued</b>  <b>2 paid</b>  <b>Total £2,000.00</b></p> <p><b>FPN TOTAL £8,100.00</b></p>
<p>Deliver improvements to 56 of the least energy efficient Council tenant's homes through the Green Homes Grant Local Authority Delivery Phase 1B Programme, including the installation of additional insulation, air source heat pump systems, and photovoltaic electricity generation.</p> <p>Achieved</p>	<p>The 56 properties as part of the BEIS Green Homes Grant funding project were completed within the timescales set by BEIS, All measures were completed successfully and signed off including the necessary Trustmark lodgements. The project also included an additional 30 properties which we successfully bid for and these were also completed within the set timescales by BEIS. This project proved to be a success with excellent customer satisfaction following the completion of the works. In total 86 properties received new measures consisting of a mix of External Wall Insulation, Air Source Heat Pumps, Solar Photo Voltaic Panel's, Loft Insulation and LED lighting.</p>



<p>Reduce carbon emissions at the new Whitwick and Coalville Leisure Centre and Ashby Leisure Centre by 20% by 2024.</p> <p>In progress</p>	<p>The council's leisure partner, Everyone Active, continue to reduce carbon emissions at the leisure centres. The new Whitwick and Coalville Leisure Centre has a BREEAM Excellent rating that demonstrates a sustainability-focussed approach to the building and operating of the facility. The building incorporates a photovoltaic (PV) array mounted on the roof; EV charging bays in the carpark; energy-efficient LED lighting throughout and smart building controls via a state-of-the-art building management system (BMS). At the conclusion of 12 months from opening a review of the heating, cooling and electrical installations will be undertaken to ensure the building is operating efficiently, with any recommendations for improvement being taken forward accordingly</p> <p>Actions taken at Ashby Leisure Centre and Lido include.</p> <ul style="list-style-type: none"> <li>• The replacement of the Combined Heat and Power (CHP) unit with a Discount Energy Purchase (DEP) unit</li> <li>• The replacement of 2 lido pool pumps with lower energy units</li> <li>• The replacement of internal lighting with LED lamps</li> <li>• The reduction of pool temperatures by 0.5C</li> <li>• The installation of timers on car park and Astro-turf pitches</li> <li>• A reduction in the use of plastics</li> <li>• A focus on encouraging user to use forms of active travel</li> </ul> <p>In addition to this, all staff are undertaking regular environmental training at both centres, each site has a designated Carbon Reduction Officer who is responsible for implementing policy and ensuring staff awareness, and at Ashby LC and Lido, consideration is being given to the installation of solar panels, and the replacement of further internal and external internal lighting with LED's.</p>
<p>Reduce vehicle emissions from licensed Hackney Carriage and Private Hire vehicles by encouraging taxi operators to move to vehicles that emit lower emissions (Euro 5).</p> <p>Achieved</p>	<p>Licensing policy requires all hackney carriage and private hire vehicles to be fitted with a euro 5 or 6 engine at the time of their licence renewal. A 15% discount on licence fees is offered to vehicles owners as an incentive. Monthly updates are provided to licence holders to encourage owners of vehicles with euro 4 engines to upgrade or replace.</p> <p>Work is well underway to increase the percentage of the fleet fitted with a Euro 6 compliant engine. On 1 April 2022 53% of the fleet was Euro 6 compliant. The council's policy requires all taxi vehicles to be Euro 6 compliant by 1 January 2025.</p>


## Developing a clean and green district - Performance indicators

Lead by example by delivering the council's Zero Carbon Roadmap's Action Plan and ambition to be zero carbon for its operations by 2030 – Reduce littering and fly tipping – Promote the work of the National Forest

Performance Indicator 2020-21	Actual	Target 21/22	Performance	Commentary
Number of trees delivered to the local community to increase the number of trees in the district's National Forest area	17,782	13,000		Delivered in Q3
Percentage increase on yearly recycling rate by 1%	42.5%	1%	 -3.8%	The 2020/21 recycling rate was confirmed by Defra in January 2022. The recycling rate has fallen due to the impact of Covid. Compared to 2019/20 1,096 tonnes less of garden waste was collected as the service was suspended for four weeks. Collections for garden waste and cardboard were resumed, but on a monthly basis with the material collected separately for four months until the service returned to normal at the end of September. Also, compared to the previous financial year 2,984 tonnes more of non-recyclable waste was collected as more waste was being generated in a residential setting as people were following stay at home guidance, and after this guidance was relaxed, a notable proportion of people continued to work from home.
Amount in kgs of household waste sent to landfill per house, per year	114.74kgs	125kgs	 -10.26kgs	The amount of non-recyclable waste sent to landfill, refuse derived fuel or energy from waste collected from each household during this quarter is 10.26 kgs below the target.
% of the taxi vehicle fleet that are fitted with a Euro 5 engine or higher	98%	93%		195 of the 199 licensed hackney carriage and private vehicles are fitted with a Euro 5 or 6 compliant engine.

**Value for money performance indicators (No CDP actions for VFM)**

Performance Indicator	Actual	Target 21/22	Performance	Commentary
Percentage of rent loss	1.36%	0.75%		The rent loss performance for Q4 was 1.36% which in monetary terms is £62,150.42. The cumulative performance for the year is 1.27%, £223,976.48. The amount of rent loss reflects an increase in the length of time properties have been empty due to a continuation of Covid 19 related changes to working arrangements restricting the number of operatives in a property at any one time together with the new Housing IT system issues causing further delays with the allocation and letting process. The rent loss performance for Q4 was 1.36% which in monetary terms is £62,150.42. The cumulative performance for the year is 1.27%, £223,976.48.
Percentage of Council Tax Collected (in year target)	94.2%	96.7%		Latest figures available pertain to a cumulative figure as of February 2022- This is a cumulative Annual Measure
Percentage of National Non-Domestic Rates (in year target)	93.2%	99.20%		Latest figures available pertain to a cumulative figure as of February 2022- This is a cumulative Annual Measure
Number of days taken to process new claims	15.9 days	18.7 days		Latest figures available pertain to a cumulative figure as of February 2022- This is a cumulative Annual Measure
Percentage of rent collected from commercial tenants		98%		This is an Annual Measure
Percentage of commercial units occupied per annum	90%	90%		

Amount of annual income achieved by the In-house Repairs Team	£4.46m total income including Responsive, Home Improvement and Void Works	£1,300,000		Due to new system change, this is subject to final financial checks
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## NORTH-WEST LEICESTERSHIRE DISTRICT COUNCIL

CORPORATE SCRUTINY COMMITTEE – WEDNESDAY, 8  
JUNE 2022

<b>Title of Report</b>	<b>SCRUTINY ANNUAL REPORT 2021/22</b>	
<b>Presented by</b>	Andy Barton Strategic Director of Housing & Customer Services	
<b>Background Papers</b>	Agendas and Minutes of meetings of the Scrutiny Committees and Task and Finish Groups	<b>Public Report:</b> Yes
<b>Financial Implications</b>	None identified	
	<b>Signed off by the Section 151 Officer:</b> Yes	
<b>Legal Implications</b>	None identified	
	<b>Signed off by the Monitoring Officer:</b> Yes	
<b>Staffing and Corporate Implications</b>	Resources are referred to in the body of the report but there are no major staffing or corporate implications.	
	<b>Signed off by the Head of Paid Service:</b> Yes	
<b>Reason Agenda Item Submitted to Scrutiny Committee</b>	To consider and make comment on the annual report in order that it be presented to Council setting out the work of the Scrutiny Committees over the preceding twelve-month period.	
<b>Recommendations</b>	<b>THAT THE SCRUTINY ANNUAL REPORT BE RECEIVED FOR COMMENT AHEAD OF ITS SUBMISSION TO COUNCIL</b>	

**1. BACKGROUND**

- 1.1 A corporate peer review which was undertaken in 2019 prompted the establishment of a Cross Party Scrutiny Working Group which was tasked with looking at improving the scrutiny process. The Working Group recommended a number of actions, one of which was that an annual report be submitted to Council which sets out the work of both the Scrutiny Committees over the preceding twelve-month period.
- 1.2 The Annual Scrutiny report for 2021/22 is attached at Appendix 1.
- 1.3 Both the Community Scrutiny Committee and the Corporate Scrutiny Committee will have the opportunity of making comment and suggesting changes to the report before it is reported to Council.

<b>Policies and other considerations, as appropriate</b>	
Council Priorities:	All
Policy Considerations:	None identified but regard had to this during the scrutiny process.
Safeguarding:	None identified but regard had to this during the scrutiny process.
Equalities/Diversity:	None identified but regard had to this during the scrutiny process.
Customer Impact:	None identified but regard had to this during the scrutiny process.
Economic and Social Impact:	None identified but regard had to this during the scrutiny process.
Environment and Climate Change:	None identified but regard had to this during the scrutiny process.
Consultation/Community Engagement:	None identified but regard had to this during the scrutiny process.
Risks:	None identified but regard had to this during the scrutiny process.
Officer Contact	Mel Long Democratic Services Team Manager <a href="mailto:Melanie.long@nwleicestershire.gov.uk">Melanie.long@nwleicestershire.gov.uk</a>





# North West Leicestershire District Council

## SCRUTINY ANNUAL REPORT 2021-2022

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## 1. Foreword

“As the Chairs of the Community and the Corporate Scrutiny Committees, we are pleased to present this Annual Report for the 2021/22 municipal year. This report provides a summary of the work undertaken by both Committees during this period and provides an opportunity to reflect on this work. Whilst the past year has been another challenging period for the Council due to the ongoing covid pandemic, we feel that both Committees continued to constructively play their part in terms of scrutinising performance and contributing to key council policies and decisions.

We look forward to working with the new Chief Executive and will continue to work closely with the Council’s senior managers and staff to ensure that it is a productive year ahead; and we would like to offer our thanks and appreciation to the officers and Members who support both the Committees”.



Councillor Russell Boam  
Chairman, Corporate Scrutiny Committee



Councillor Jim Hoult  
Chairman, Community Scrutiny Committee

## 2. Membership

### Corporate Scrutiny Committee

Councillor Russell Boam (Chairman)  
Councillor B Harrison-Rushton (Deputy Chair)  
Councillor Elliott Allman  
Councillor Dave Bigby  
Councillor Alexander Bridgen  
Councillor Gill Hoult  
Councillor Tony Saffell  
Councillor Sean Sheahan  
Councillor Nigel Smith  
Councillor Michael Wyatt  
Councillor Carl Benfield (Substitute)  
Councillor David Everitt (Substitute)  
Councillor Marie French (Substitute)  
Councillor Stuart Gillard (Substitute)  
Councillor Russell Johnson (Substitute)  
Councillor Virge Richichi (Substitute)  
Councillor John Bridges (Substitute)  
Councillor Rachel Canny (Substitute)  
Councillor Dr Terri Eynon (Substitute)  
Councillor Louise Gillard (Substitute)  
Councillor Dan Harrison (Substitute)  
Councillor Michael Hay (Substitute)  
Councillor Jenny Simmons (Substitute)  
Councillor Jake Windram (Substitute)

### Community Scrutiny Committee

Councillor Jim Hoult (Chairman)  
Councillor Ray Morris (Deputy Chairman)  
Councillor Carl Benfield  
Councillor Alexander Bridgen  
Councillor Dr Terri Eynon  
Councillor John Geary  
Councillor Michael Hay  
Councillor Gill Hoult  
Councillor Jenny Simmons  
Councillor Michael Wyatt  
Councillor Dave Bigby (Substitute)  
Councillor Angela Black (Substitute)  
Councillor John Clarke (Substitute)  
Councillor Tony Saffell (Substitute)  
Councillor Carol Sewell (Substitute)  
Councillor Rachel Canny (Substitute)  
Councillor Marie French (Substitute)  
Councillor Louise Gillard (Substitute)  
Councillor Stuart Gillard (Substitute)  
Councillor John Legrys (Substitute)  
Councillor Sean Sheahan (Substitute)

### 3. Introduction

North West Leicestershire District Council adopts the Cabinet system to operate its decision making and there are two Scrutiny Committees comprising non-Cabinet members – the Corporate Scrutiny Committee and the Community Scrutiny Committee. Below is a non-exhaustive list of their respective areas of responsibility. Each Committee may receive reports and comment on matters of policy or items of business of a reasonably similar nature to those listed.

#### Corporate Scrutiny Committee

Asset Management  
Estates and property  
Review of Constitution  
Communications  
Customer Services  
Finance  
Human Resources  
Equalities  
ICT  
Legal Services  
Revenue and Benefits  
Shared Services

#### Community Scrutiny Committee

Business/Economy  
Planning and Building Control  
Tourism  
Partnerships  
Community Safety  
Leisure  
Health and Wellbeing  
Waste Services  
Stronger Safer Communities  
Environmental Health  
Licensing  
Environmental Protection  
Statutory crime and disorder committee  
Strategic Housing – Housing Strategy  
Housing Management  
Economic Development  
Regeneration

Scrutiny is central to the Council's decision-making process and has two main roles.

- (1) The development and review of policies for a wide range of subjects and services.
- (2) The critical examination of the Council's performance and effectiveness of its decisions.

The Scrutiny Committees look into areas of local concern; they recommend improvements the Council can make to ensure quality of life is improved for all. The main tasks of the Committees are:

- **Performance Monitoring** – The Council has to meet corporate priorities set out in the Council Delivery Plan and report against those indicators. Scrutiny can examine any aspect of the Council's performance, including services that it delivers through partnerships with other organisations.
- **Holding the Cabinet to Account** - Decisions made by the Cabinet but not yet put into practice can be reviewed by the Scrutiny Committees and challenged.
- **Policy review and development** - Scrutiny can propose new policies or review existing policies and recommend changes to the Cabinet.
- **External Scrutiny** - Any issue directly affecting the residents of North West Leicestershire can be scrutinised by the Committees, including services provided by another organisation

It is through demonstrating the value and impact that effective scrutiny can have in supporting councils and other organisations to deliver better, more cost-effective services, that scrutiny is a valued element of local democracy.

## **4. The Committee's Resources**

Support to the Committees is provided by the two Strategic Directors who offer sound and practical advice on subject matters and help the Committees manage their respective work programmes with regular dialogue with the Chairmen of the two Scrutiny Committees.

Administrative support is provided by Democratic Services under the direction of the Democratic Services Team Manager.

Legal advice is provided by Legal Services under the direction of the Monitoring Officer.

The Centre for Governance and Scrutiny (CfGS) is regarded as a focal reference point for professional advice and training; and East Midlands Councils has offered support, as required, to assist with Task and Finish Groups.

The Committee does not have its own dedicated budget and its work is funded from the Democratic Services budget.

## **5. The Work of Scrutiny**

Scrutiny work is Councillor led. In addition to Councillors leading on which subjects they wish to consider in depth through Task and Finish Groups, they also set their own work programme which is populated with topics selected from the Cabinet's Forward Plan, matters relating to the Council's priorities and challenges, and issues of importance to local residents.

Scrutiny does not get involved in minor matters or individual concerns which are not of wider community significance. These need to be addressed through the appropriate service unit, Ward Councillor, or the Portfolio Holder responsible for the issue.

Scrutiny does not deal with individual complaints as these should be addressed through the Council's Complaints Procedure.

The Council's Constitution sets out the rights of Scrutiny Committee Members to 'call in' a Cabinet decision if they feel it has not been made in accordance with decision-making principles set out in Article 12 of the Constitution. The Monitoring Officer is able to support and advise any members wishing to call in an item.

The 'call in' procedure may result in the convening of a special meeting to consider the matter unless the next programmed meeting falls within the deadlines set in the Council's Constitution. The 'call in' process has not been initiated during the past 12 months.

## **6. Scrutiny Cross Party Working Group**

A Cross-Party Working Group was established in 2020 to deliver the outcomes of the corporate peer review. Whilst the Cross Party Working Group is not be a decision-making body, the group is tasked with:

- Monitoring the progress of the project against the agreed action plan.
- Acting as 'critical friends' providing feedback and comments throughout the project.
- Acting as 'champions' for the successful delivery of the project within their respective groups by ensuring that the progress of the project was regularly reported back to all group members.
- Making recommendations to appropriate decision making bodies based on the consensus of the Group.

Its membership comprises

- Councillor Robert Ashman, Deputy Leader
- Councillor Dan Harrison, Conservative
- Councillor Nigel Smith, Conservative
- Councillor Terri Eynon, Labour
- Councillor Sean Sheahan, Labour
- Councillor Tony Saffell, Independent

At its meeting on 26 October 2021, the Scrutiny Cross Party Working Group made a recommendation to establish a Scrutiny Work Programming Group to include the Chairs of the Scrutiny Committees, the Directors and members of the opposition. This recommendation was agreed by both the Corporate Scrutiny Committee and the Community Scrutiny Committee at the meetings held on 5 January and 9 February 2022 respectively.

## 7. The Scrutiny Work Programming Group

The proposed Terms of Reference will be agreed by the Scrutiny Work Programming Group at its first meeting. The draft terms are as follows:-

Lead Officers	Strategic Directors
Terms of Reference	<ul style="list-style-type: none"> <li>• Consider requests for inclusion on the work programmes of each Scrutiny Committee;</li> <li>• Consider whether there are other ways of receiving information;</li> <li>• Consult with members of Scrutiny Committees, Senior Officers, Cabinet Members for horizon scanning on policy development;</li> <li>• Look at the corporate priorities, Council Delivery Plan and Cabinet Forward plan and identify key issues/topics for investigation/inquiry</li> <li>• Consider events and decisions in the Council's calendar which could require an input/consultation via Scrutiny</li> <li>• Review any follow up work required after previous scrutiny</li> </ul>
Membership	Membership to comprise the chairs of the two scrutiny committees and an opposition scrutiny committee member from each group.
Meetings	The Work Programming Group will meet approximately every 2 months (6 meetings a year)

It was agreed that Scrutiny Work Programming Group would run for a year. This would allow time to determine whether a more formal arrangement, such as a Scrutiny Commission, would likely be an effective addition to the process.

## 8. Scrutiny Principles

The following principles-based approach for identifying and managing the scrutiny work plan have been agreed.

### **Identify** Issues for consideration by Scrutiny

- Consulting with members of Scrutiny Committees, senior officers, Cabinet members – horizon scanning on policy development
- Looking at the corporate priorities, Council Delivery Plan and Cabinet Forward plan – identify key issues/topics for investigation/inquiry
- Considering events and decisions in the Council's calendar which could require an input/consultation via scrutiny – eg budget setting, CDP development
- Considering requests from members – eg via another forum or scoping report submitted
- Evaluating the Council's performance – eg quarterly reports, end of year reports, reviewing success of a particular scheme or initiative
- Reviewing any follow up work required after previous scrutiny work

### **Prioritise** the potential list of scrutiny topics based on factors including

- the resources required to deliver it (from members, offices and financially)
- the value and level of impact which could be achieved
- link to the council's priorities
- whether it is a regular recurring item which requires consideration before Cabinet/Council approval
- consideration of the guidance for selecting scrutiny topics

### **Scope and plan**

- Decide which scrutiny topics/work will be done each year
- Add to the work programme for each year to ensure manageable agendas for each meeting
- Consider allowing some scrutiny time for ad hoc requests which arise mid year
- Ensure that items on the work programme are clearly scoped, with clear objectives for the committee and officers (use scoping form where possible)

### **Recommend** (if appropriate) based on the following

- Being specific about the recommendations
- Ensure that they are evidence based and realistic
- Focus on measurable outcomes (where appropriate)
- Address a specific person or group
- Be realistic about any financing requirements
- Develop in partnership with the executive, council officers and partners

**Respond** – Cabinet should respond to recommendations made by Scrutiny within 2 months.

The response should be:

- A commitment to deliver the measure within the timescale set out
- A commitment to be held to account on that delivery in 6 months or years time
- Where it is not proposed that a recommendation be accepted, the provision of substantive reasons as to why not
- Can be given by way of Cabinet report/meeting considering the recommendations

## Review and evaluate

- Regularly review progress and evaluate outcomes eg at Directors/Chairs meetings
- Produce an annual report which demonstrates the work the Committees have done and their impact

Topics <b>are</b> suitable for Scrutiny when	Topics <b>are not</b> suitable for Scrutiny when
Scrutiny could have an impact and add value	The issue is already being addressed elsewhere and change is imminent
The topic is of high local importance and reflects the concerns of local people	The topic would be better addressed elsewhere (and will be referred there)
The resources are available that would be required to conduct the review – staff and budget	Scrutiny involvement would have limited or no impact on outcomes
It avoids duplication of work elsewhere	The topic would be sub-judice or prejudicial to the councils interests
The issues is one that the committee can realistically influence	The topic is too broad to make a review realistic
The issue is related to an area where the council or one of its partners is not performing well	New legislation or guidance relating to the topic is expected in the next year

## 9. The Scrutiny Year

Over the 12 meetings which the Scrutiny Committees held during 2021-22, several different topics were scrutinised, as shown in the table below:

Item	Considered by	Action of the Committee	Outcome
Community Grants Annual Report	Community Scrutiny Committee on 19 May 2020	Listened to representatives from the Citizens Advice Bureau and Age UK and asked questions around the content and criteria.	Helped shape the format of future reports and gain a better understanding of the grant criteria.
Zero Carbon	Corporate Scrutiny Committee on 9 June 2021	Received an update on the progress made so far on the Council's zero carbon aims and raised a number of questions and issues for Cabinet to consider.	Urged Local Plan Committee to seriously consider what could be done to impose good targets for the Carbon Footprint on new houses built in the District.
Corporate Accommodation	Corporate Scrutiny Committee on 9 June 2021	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead of its final decision	Gained a better understanding of the issues regarding the accommodation and sought assurances that customer services would not be adversely affected.
Community Hub	Corporate Scrutiny Committee on 9 June 2021	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead of its final decision	Gave examples of where improvements could be made to the customer experience.
Council Delivery Plan Review	Corporate Scrutiny Committee on 9 June 2021	Considered the draft Plan and asked questions around the content and format.	Helped shape the format and content of future reports.
Disposal of Land Holding	Community Scrutiny Committee on 22	Considered the proposals and submitted a number of	Cabinet considered the issues raised as part of

	July 2021	questions and issues for Cabinet to consider ahead of its final decision	this confidential report before making its final decision
Marlborough Centre	Community Scrutiny Committee on 22 July 2021	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead of its final decision	Cabinet considered the issues raised as part of this confidential report before making its final decision
Fleet Management Strategy	Corporate Scrutiny Committee on 1 September 2021	Commented on the proposals which included the purchase of electric vehicles to replace diesel; the options for replacement diesel; and the future potential location of the Waste and Parks depots	Helped to gain an understanding of hydrogen technology; the costs associated with electric charging and the lifecycle of a battery.
Special Expenses Policy	Corporate Scrutiny Committee on 1 September 2021	Commented on the draft policy which aimed to formalise the Council's current position on special expenses.	Supported the views of the Coalville Special Expenses Working Party
Recovery of Leisure Centres	Corporate Scrutiny Committee on 1 September 2021	Received a presentation on the recovery of the leisure centres during the Covid-19 pandemic.	Gained an understanding of the issues faced by the Leisure Centres during the pandemic.
Draft Housing Strategy	Community Scrutiny Committee on 26 October 2021	Commented on the draft strategy	Helped to understand how information was gathered to inform the future needs of housing and asked that Right to Buy, being the most affordable way of getting on the housing ladder be included in the Strategy.
Medium Term Financial Plan	Corporate Scrutiny Committee on 10 November 2021	Noted the changes to assumptions that drive the MTFP and questioned some of the thinking behind it.	The Committee now has a better understanding of the issues which drive the MTFP.
Shop Front Scheme	Community Scrutiny Committee on 24 November 2021	Considered the proposals and submitted a number of questions and issues	Requested that all businesses be encouraged to take pride in the whole unit, not just the initial shop front.
Zero Litter Strategy	Community Scrutiny Committee on 24 November 2021	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead of its final decision	Sought assurances that the provision of more cameras would be a priority. Asked that the Government be lobbied on the promised litter picking incentives and deposit scheme.
NWLDC Cycling and Walking Strategy	Community Scrutiny Committee on 24 November 2021	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead	Sought a more user friendly document with more ambition and with speedier action. As a



		of its final decision	result, officers agreed to look at clarifying several details within the strategy including population and housing numbers, confidence levels, HS2, PCT assumptions and other ambitious figures presented.
Budget Proposals 2022/23	Corporate Scrutiny Committee on 8 December 2021 and 5 January 2022	Commented on the budgetary proposals to be taken forward as part of the developing 2022/23 budget.	Comments were considered by Cabinet and Council when formulating and agreeing the budget.
Customer Services Strategy	Corporate Scrutiny Committee on 8 December 2021	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead of its final decision	Sought assurances that the systems used for self-serve were accessible on all user platforms so as not to put obstacles in people's way that could deter them from using the service.
NWL Visitor Economy Plan	Corporate Scrutiny Committee on 5 January 2022	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead of its final decision and its opposition to the closing of Ashby Tourist Information Centre	Asked that more work be done on attracting tourists to the area.
Flood Management in NWL	Community Scrutiny Committee on 9 February 2022	Received a presentation and made a number of comments.	Gained a better understanding of flood management in the district and suggested an annual report.
Empty Homes Policy	Community Scrutiny Committee on 9 February 2022	Commented on the draft policy.	Suggested that the service could revisit a Council run grant scheme to help get homes in use again
Economic Growth Plan	Community Scrutiny Committee on 9 February 2022	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead of its final decision	Encouraged more work to be done around climate challenges and engagement with developers about the efficiencies of their buildings from the outset and then work with existing employers to see how they could improve the efficiency of their sites and premises.
Marlborough Square Public Realm	Community Scrutiny Committee on 9 February 2022	Considered the proposals and submitted a number of questions and issues for Cabinet to consider ahead of its final decision	Officers reflected on the comments made in respect of making the area more pedestrian.

Housing Asset Management Plan	Corporate Scrutiny Committee on 9 March 2022	Commented on the draft plan.	Ensured that the Plan was changed to make reference to the installation of electric vehicle charging points in council housing areas.
Coalville Regeneration Framework	Community Scrutiny 6 April 2022	Provided comments and observations to inform the final version.	The Committee asserted its hopes that by the year 2035, all of the authority's licenced taxis would be electric in order to comply with Zero Carbon objectives.

## 10. Task and Finish Groups

The Scrutiny Committees can set up special working parties called Task and Finish Groups when they need to undertake a detailed, in-depth investigation into a particular issue. The work is undertaken by a small group of councillors appointed from the membership of the Scrutiny Committee.

During 2020/21 Scrutiny Members established the following Task and Finish Group:-

### Housing Strategy

The Group was tasked with looking at if and how NWLDC can influence an increase in the supply of affordable housing in the district and was asked to make recommendations to Cabinet to this effect.

The membership was:-

- Cllr E Allman
- Cllr T Eynon
- Cllr K Merrie
- Cllr S Sheahan
- Cllr N Smith
- Cllr M Wyatt

The Group held four meetings between the period of 14 April 2021 and 18 August 2021 and considered a range of reports and presentations as part of their work to review the targets for affordable housing provision in the district.

The concluding report to the Task and Finish Group was used at the Group's final meeting on 18 August 2021 to inform the debate which resulted in the Group's final recommendations being agreed by the Community Scrutiny Committee at its meeting on 26 October 2021 and subsequently supported, subject to an amendment, by Cabinet at its meeting on 9 November 2021.

## 11. Looking Ahead to 2022-2023

The year ahead will see the Corporate Scrutiny Committees being chaired by a different member and we therefore welcome Councillor Nigel Smith.

The Scrutiny Committees will continue to grow and develop in their role of holding the authority's decision makers to account. The key priority for the year ahead will be the establishment of the Scrutiny Work Programming Group which could act as a pre-cursor for the establishment of a

Scrutiny Commission, subject to its success or otherwise. This will be against a backdrop of a change in leadership with the introduction of a new Chief Executive.

## 12. Members' Attendance Record

### Corporate Scrutiny Committee

Attendance	9 June 2021	1 Sept 2021	10 Nov 2021	8 Dec 2021	5 Jan 2022	9 Mar 2022	%
Russell Boam	Y	Y	Y	N	Y	Y	83%
Bertie Harrison-Rushton	N	N	Y	N	N	N	17%
Elliott Allman	Y	Y	N	Y	N	N	50%
Dave Bigby	Y	Y	Y	Y	Y	Y	100%
Alexander Bridgen	Y	Y	Y	Y	Y	N	83%
Gill Houlton	Y	Y	Y	Y	Y	Y	100%
Tony Saffell	N	Y	Y	Y	Y	N	67%
Sean Sheahan	Y	Y	Y	Y	Y	Y	100%
Nigel Smith	Y	N	Y	N	Y	N	50%
Michael Wyatt	N	N	Y	Y	N	Y	50%

### Community Scrutiny Committee

Attendance	19 May 2021	22 Jul 2021	26 Oct 2021	24 Nov 2021	9 Feb 2022	6 April 2022	%
Jim Houlton	Y	N	Y	Y	Y	Y	83%
Ray Morris **	N/A	N/A	Y	Y	Y	N	75%
Carl Benfield	N	Y	Y	Y	Y	N	67%
Alexander Bridgen	Y	N	N	Y	N	N	33%
Dr Terri Eynon	Y	Y	Y	Y	Y	Y	100%
John Geary	Y	Y	Y	Y	Y	Y	100%
Michael Hay	Y	Y	Y	Y	Y	Y	100%
Gill Houlton	Y	N	Y	Y	Y	N	67%
Jenny Simmons	Y	Y	Y	Y	Y	Y	100%
Michael Wyatt	N	Y	Y	N	Y	Y	67%

\*\* Appointed to the Committee on 7 September 2021

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