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Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 23 April 2024
Location	Abbey Room, Stenson House, London Road, Coalville, LE67 3FN
Officer to contact	Democratic Services (01530 454512)

AGENDA

Item	Pages
1. APOLOGIES FOR ABSENCE	
2. DECLARATION OF INTERESTS	
Under the Code of Conduct members are reminded that in declaring interests you should make clear the nature of that interest and whether it is a disclosable pecuniary interest, registerable interest or other interest.	
3. PUBLIC QUESTION AND ANSWER SESSION	
4. MINUTES	
To confirm the minutes of the meeting held on 26 March 2024	3 - 6
5. SOCIAL HOUSING DECARBONISATION FUND GRANT ACCEPTANCE	
The report of the Strategic Director of Communities Presented by the Housing, Property and Customer Services Portfolio Holder	7 - 10
6. HOUSING POLICIES	
The report of the Strategic Director of Communities Presented by the Housing, Property and Customer Services Portfolio Holder	11 - 74
7. UPDATE ON ZERO LITTER AND LAUNCH OF LOVE YOUR NEIGHBOURHOOD	
The report of the Strategic Director of Communities Presented by the Community and Climate Change Portfolio Holder	75 - 112

8. PERFORMANCE MONITORING REPORT

The report of the Chief Executive
Presented by the Infrastructure Portfolio Holder

113 - 136

9. EXCLUSION OF PRESS AND PUBLIC

The officers consider that the press and public should be excluded during consideration of the following items in accordance with Section 100(a) of the Local Government Act 1972 as publicity would be likely to result in disclosure of exempt or confidential information. Members are reminded that they must have regard to the public interest test and must consider, for each item, whether the public interest in maintaining the exemption from disclosure outweighs the public interest in making the item available.

10. HOUSING REVENUE ACCOUNT - SITE PURCHASE

The report of the Strategic Director of Communities
Presented by the Housing, Property and Customer Services Portfolio Holder

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11. RENEWAL OF MICROSOFT ENTERPRISE SOFTWARE LICENCE AGREEMENT

The report of the Strategic Director of Resources
Presented by the Corporate Portfolio Holder

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Circulation:

Councillor R Blunt (Chair)
Councillor M B Wyatt (Deputy Chair)
Councillor T Gillard
Councillor K Merrie MBE
Councillor N J Rushton
Councillor A C Saffell
Councillor A C Woodman

MINUTES of a meeting of the CABINET held in the Abbey Room, Stenson House, London Road, Coalville, LE67 3FN on TUESDAY, 26 MARCH 2024

Present: Councillor R Blunt (Chair)

Councillors M B Wyatt, T Gillard, N J Rushton, A C Saffell and A C Woodman

In Attendance: Councillors J Legrys and P Moulton

Officers: Mrs A Thomas, Mr J Arnold, Mr A Barton, Mr P Stone, Ms K Hiller and Mr T Devonshire

98. APOLOGIES FOR ABSENCE

Apologies were received from Councillor K Merrie.

99. DECLARATION OF INTERESTS

There were no interests declared.

100. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

101. MINUTES

The minutes of the meeting held on 27 February 2024 were considered.

It was moved by Councillor T Saffell, seconded by Councillor M Wyatt and

RESOLVED THAT:

The minutes of the meeting held on 27 February 2024 be confirmed as an accurate record of proceedings.

102. NORTH WEST LEICESTERSHIRE COMMUNITY HEALTH WELLBEING PLAN 2023-2026

The Community and Climate Change Portfolio Holder presented the report.

It was moved by Councillor M Wyatt, seconded by Councillor T Saffell, and

RESOLVED THAT:

1. The North West Leicestershire Community Health and Wellbeing Plan be adopted.
2. The Council to be a key partner in the delivery of the North West Leicestershire Community Health and Wellbeing Plan be agreed.

Reason for decision: The Integrated Care Board is taking a whole systems approach to improving the health of local residents, and the Council is a key partner in supporting the delivery of this at a local/neighbourhood level.

Due to the nature of the services it delivers, the Council can impact health positively through areas such as housing, customer services, planning policy, air quality, physical activity, signposting, and safeguarding, for example.

In addition, the Council works with and understands the needs of its residents and is best placed to support with behaviour change as well as being well connected with local

organisations and having a good knowledge of the local area, both of which will help to inform and deliver the plan.

103. MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY

The Business and Regeneration Portfolio Holder presented the report.

The Chair welcomed the application for external grant funding and hoped that it was successful.

It was moved by Councillor T Gillard, seconded by Councillor N Rushton, and

RESOLVED THAT:

1. The minutes of the Coalville Special Expenses Working Party at Appendix 1 be noted.
2. The recommendations made by the Working Party at its meeting on 13 February 2024 be approved.
3. That if the grant funding application for external funding for the 125 year anniversary of Coalville Park celebration was successful, authority to accept and spend this grant be approved.

Reason for decision: So that the decisions of the Coalville Special Expenses Working Party can be considered.

104. 2023/24 QUARTER 3 HOUSING REVENUE ACCOUNT (HRA) FINANCE UPDATE

The Housing, Property and Customer Services Portfolio Holder presented the report.

It was moved by Councillor N Rushton, seconded by Councillor A Woodman, and

RESOLVED THAT:

1. The forecasted overspend on the Housing Revenue Account for 2023/24 of £94K, based on the Quarter 3 information, be noted.
2. The revised Housing Capital forecast detailed in appendix 2 be noted.

Reason for decision: to update Cabinet on Quarter 3 financial monitoring.

105. 2023/24 QUARTER 3 GENERAL FUND FINANCE UPDATE

The Corporate Portfolio Holder presented the report.

It was moved by Councillor N Rushton, seconded by Councillor A Woodman, and

RESOLVED THAT:

1. The forecasted overspend on the General Fund for 2023/24 of £333k based on Quarter 3 information be noted.
2. The Special Expense forecast outturn figure for 2023/24 based on the Quarter 3 information be noted.
3. The supplementary estimates detailed on Appendix 2 which are below £100k and are externally funded be noted.
4. The supplementary estimates detailed on Appendix 2 which are above £100k and are externally funded be approved.
5. All supplementary estimates detailed on Appendix 2 which require Council funding be approved.

6. The supplementary estimates detailed on Appendix 2 which are above £250k and are externally funded be noted.
7. The revised General Fund Capital Programme detailed in Appendix 5 be noted.

Reason for Decision: To update Cabinet on the Quarter 3 financial monitoring and request approval for supplementary estimates as detailed in the recommendations above.

106. EXCLUSION OF PRESS AND PUBLIC

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

RESOLVED THAT:

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

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

107. AUTHORITY TO ENTER INTO AN AGREEMENT FOR THE COMMUNAL CLEANING OF HOUSING SITES

The Housing, Property and Customer Services Portfolio Holder presented the report.

It was moved by Councillor A Woodman, seconded by Councillor M Wyatt, and

RESOLVED THAT:

The recommendation within the report be approved.

Reason for Decision: The level of expenditure on the proposed contract exceeds the authority level in the Scheme of delegation.

The meeting commenced at 5.00 pm

The Chairman closed the meeting at 5.08 pm

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 23 APRIL 2024



Title of Report	SOCIAL HOUSING DECARBONISATION FUND GRANT ACCEPTANCE	
Presented by	Councillor Andrew Woodman Housing, Property and Customer Services Portfolio Holder PH Briefed <input type="checkbox"/> Yes	
Background Papers	Government Guidance	Public Report: Yes
		Key Decision: Yes
Financial Implications	The Council has allocated an additional £2.767 million to zero carbon initiatives, surpassing the initially approved £2.5 million, which requires further approval as outlined in the Council's Constitution. This will be considered at the Council meeting scheduled for 7 May 2024.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	The Council is required to enter into a grant funding agreement in order to accept the grant. The grant funding agreement contains monitoring, reporting and assurance requirements that the Council will have to comply with. Legal advice has been sought and provided on the obligations contained within the agreement. The Contract Procedure Rules requires Cabinet authority to enter into an agreement of this value.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	The grant award will be delivered through existing procured resources and external resources to supplement the in-house team. These costs will be borne by the grant payment.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To provide Cabinet with details of the grant award from Government in respect of the Social Housing Decarbonisation Fund and for Cabinet to approve acceptance of the grant.	
Reason for Decision	To gain Cabinet approval to the Grant acceptance in line with the Constitution and Contract Procurement rules.	
Recommendations	THAT CABINET:	

	<p>1. ACCEPTS THE GRANT OF UP TO £2,767,287.35 FROM WAVE 2.2 SOCIAL HOUSING DECARBONISATION FUND FROM GOVERNMENT AND AUTHORISES THE COUNCIL TO ENTER INTO ALL NECESSARY AGREEMENTS TO RECEIVE THE GRANT, SUBJECT TO COUNCIL AGREEING RECOMMENDATION 2 BELOW</p> <p>2. RECOMMENDS THAT COUNCIL AMEND THE HOUSING REVENUE ACCOUNT (HRA) CAPITAL PROGRAMME CARBON ZERO ELEMENT AS SET OUT IN SECTION 2 OF THIS REPORT.</p>
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1.0 BACKGROUND

- 1.1 As part of the Government’s approach to improving energy performance in Social Homes, it committed to a £3.8bn Social Housing Decarbonisation Fund (SHDF) over a 10-year period as part of its pathway to Net Zero 2050. The SHDF aims to deliver warm, energy-efficient homes, reduce carbon emissions and fuel bills, tackle fuel poverty, and support green jobs.
- 1.2 The Council submitted a bid to the fund in January of this year for a maximum value of £2,767,287.35. Officers were informed in late March that the Council had been successful with the bid. The grant offers up to 50% match funding to improve the Energy Performance Certificate (EPC) ratings of the Council’s Council homes by a fabric first approach.
- 1.3 The funding is a single year allocation and must be spent by 31 March 2025 (although the programme runs for two years enabling the Council’s match funding to run up to 31 March 2026). The grant operates on the basis that claims are submitted in arrears i.e. the Council must provide evidence of eligible expenditure to support claims. The scheme is governed by significant guidance which can be found using the link in the background papers section of the report header.
- 1.4 The Council is in the process of making arrangements to accept the grant and to comply with government-imposed timelines it has already submitted the required acceptance paperwork in draft form. However, the grant will not be formally accepted until Cabinet has approved the acceptance of the grant in accordance with recommendation 1 of this report, and Council has responded to Recommendation 2.
- 1.5 The required due diligence has been completed by the legal and finance teams in order to accept the grant.

2.0 FINANCIAL IMPLICATIONS

- 2.1 The approved Housing Revenue Accounting (HRA) capital programme has approval of up to £2.5m of funding identified for Carbon Zero works to the Council’s housing stock, as approved by Council on 20 February 2024. The grant will be used on a substitution basis, replacing planned HRA spend where it can, to enable this to be spent in future years. This has the effect of extending the Carbon Zero element of the HRA programme.

2.2 The grant conditions are that whilst the grant funding must be match funded by the Council over two years, the full £2.8m grant must be spent within the current financial year. This will require a budget increase of £300k for each year of 2024/25 and 2025/26 but will reduce the contribution from Council resources by £2.2m over the period.

2.3 The table below compares the current budget and financing with the revised budget to be approved:

Comparison of approved capital budgets and proposed capital budgets	Current Budget	Current Budget	Total	Revised Budget	Revised Budget	Total
	2024/25	2025/26		2024/25	2025/26	
	£m	£m	£m	£m	£m	£m
Capital Programme						
Zero Carbon	2.5	2.5	5.0	2.8	2.8	5.6
Total Capital	2.5	2.5	5.0	2.8	2.8	5.6
Financed by:						
Capital Receipts	2.5	1.7	4.2	0	2.8	2.8
Prudential Borrowing	0	0.8	0.8	0	0	0
SHDF Grant	0	0	0	2.8	0	2.8
Total Financing	2.5	2.5	5.0	2.8	2.8	5.6

2.4 The Council's decision to allocate £2.5 million towards zero carbon initiatives for the Housing Revenue Account, as approved by Council on 22 February 2024, reflects a commitment to sustainability and environmental responsibility. The additional grant of £2.767 million, exceeding the initial approval by £267k, as well as an equivalent sum in 2025/26 as outlined in paragraph 2.2 above necessitates further Council approval due to the Council's Constitution stipulations regarding supplementary estimates.

2.5 This situation underscores the importance of adhering to governance protocols and ensuring that all financial decisions are made transparently and with full accountability. Therefore, subject to Cabinet approval, the Council meeting scheduled for 7 May 2024 will ensure the Council authorises the additional funds in accordance with its financial governance arrangements.

Policies and other considerations, as appropriate	
Council Priorities:	Insert relevant Council Priorities: <ul style="list-style-type: none"> - Communities and housing - Clean, green and Zero Carbon
Policy Considerations:	N/A
Safeguarding:	N/A at this strategic level – however individual works will comply with normal processes in this regard

Equalities/Diversity:	N/A at this strategic level – however individual works will comply with normal processes in this regard.
Customer Impact:	Works of the type covered by this funding can be disruptive for tenants. The Housing Service will work with its engagement teams to seek to both communicate clearly on planned works and the longer term benefits of the works being completed for the tenants.
Economic and Social Impact:	N/A
Environment, Climate Change and Zero Carbon:	The programme of works will improve the EPC rating and therefore efficiency of Council homes where works are undertaken. This will assist in both warmer homes, and reduction in running costs as well as contributing to the Council's 2050 carbon targets.
Consultation/Community/Tenant Engagement:	See Customer Impact above.
Risks:	<p>There are Risks to any project – the main ones impacting on these works are:</p> <ul style="list-style-type: none"> - Inability to deliver on the basis of supplier, contractor or other resource constraints. - Tenant resistance to works being undertaken - Non compliance with grant conditions. <p>A full risk assessment is in place as part of the grant process.</p>
Officer Contact	<p>Andy Barton Strategic Director Andy.Barton@nwleicestershire.gov.uk</p>

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 23 APRIL 2024



Title of Report	HOUSING POLICIES	
Presented by	Councillor Andrew Woodman Housing, Property and Customer Services Portfolio Holder PH Briefed <input type="checkbox"/> Yes	
Background Papers	Agenda Pack, Community Scrutiny Committee, 4 April 2024 Minutes of the Community Scrutiny Committee, 4 April 2024. Current versions of Anti-Social Behaviour Policy, Repairs Policy, Decant Policy, Compensation Policy and Rechargeable Repairs Policy	Public Report: Yes Key Decision: Yes
Financial Implications	The proposed recharging of repairs is designed to recover costs. There are no other direct financial implications arising from the review of the Policies, however, any indirect financial implications will need to be monitored and considered as part of the budget setting process. Signed off by the Section 151 Officer: Yes	
Legal Implications	Legal Services has reviewed the draft policies. Signed off by the Monitoring Officer: Yes/No	
Staffing and Corporate Implications	None directly Signed off by the Head of Paid Service: Yes	
Purpose of Report	To seek Cabinet approval for the Anti-Social Behaviour Policy, Compensation Policy, Decant Policy and Repairs Policy as well as the deletion of the Rechargeable Repairs Policy. To agree related changes to fees and charges.	
Reason for Decision	To agree amendments to the Council's policies as set out above.	

Recommendations	<p>THAT CABINET:</p> <ol style="list-style-type: none"> 1. APPROVES THE FOLLOWING POLICES <ol style="list-style-type: none"> i. THE REVISED ANTI SOCIAL BEHAVIOUR POLICY ii. THE REVISED COMPENSATION POLICY iii. THE REVISED DECANT POLICY iv. THE REVISED REPAIRS POLICY v. THE WITHDRAWAL OF THE RECHARGABLE REPAIRS POLICY 2. APPROVES THE CHANGES TO THE FEES AND CHARGES SCHEDULE OF £40 ON TOP OF THE PREVAILING SCHEDULE OF RATES IN USE AT THE TIME OF THE REPAIR 3. DELEGATES AUTHORITY TO THE HEAD OF HOUSING IN CONSULTATION WITH THE PORTFOLIO HOLDER TO MAKE MINOR AMENDMENTS TO THE POLICIES AS REQUIRED TO ADDRESS CHANGES IN NATIONAL POLICY AND LOCAL PRIORITIES.
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1.0 BACKGROUND

- 1.1 The social housing sector is in a period of significant change and the Council's Housing Service is responding accordingly. On 1 April 2024, new national consumer standards for social housing were introduced by Government? and the Council is embarking on a new partnership to deliver its responsive repairs programme with its appointed contractor, the Wates Group. The Housing Service has taken the opportunity to begin reviewing key policies to ensure the Council is best placed to provide services to its tenants, in line with the new consumer standards.
- 1.2 The Social Housing (Regulation) Act 2023 (Clause 42 'Social housing leases: remedying hazards') also introduced Awaab's Law to ensure that social landlords responded appropriately to hazards in social housing such as damp and mould. This has been reflected in the revised policy documents.

2.0 POLICIES UNDER REVIEW

- 2.1 There are four policies that form the first phase of this review although work has begun on others that have interdependencies to ensure consistency of service. A summary of the policies and changes is set out below:
- Anti-social Behaviour Policy
 - Repairs Policy
 - Decant Policy
 - Compensation Policy

3.0 ANTI-SOCIAL BEHAVIOUR POLICY

- 3.1 The Anti-Social Behaviour (ASB) Policy sets out how the Council addresses reports of anti-social behaviour across the district. This is a single policy shared with Community Safety and applied to all residents regardless of tenure.
- 3.2 The Policy is being refreshed to ensure that terminology is aligned to changes to legislation (such as removal of references to the community trigger which has now had its name changed to an ASB Case Review.) At the same time, the Council will take the opportunity to refresh outdated partner details. The Council has also reviewed the service standards to complement the new tenant satisfaction measures introduced by the housing regulator.

4.0 REPAIRS POLICY

- 4.1 The Repairs Policy sets out how the Council prioritises and carries out its day-to-day repairs. Several changes are proposed as well as the consolidation of other policies. Key changes include:

- Updating the repairs response time and, at the same time, increasing the proportion of jobs which will be given an appointment at the time of reporting.
- Clarifying how the Council will manage with jobs that need to be inspected prior to repairs being raised.
- Consolidating the approach to recharging into one single document; removing the need for a separate Rechargeable Repairs Policy. Necessary amendments to the fees and charges register will form part of the Cabinet report.
- It is proposed that an admin fee of £40 will be charged on top of the prevailing schedule of rates in use at the time of the repair. This is to cover actual costs and not to make a profit.
- Clarifying how the Council will deal with reports of hazards under the housing health and safety rating system to ensure that the Council's response is compatible with The Social Housing (Regulation) Act 2023. Including the circumstances in which tenants with repairs issues will be decanted to include where there is an identified serious hazard in the property as well as where repair work is being carried out.
- Reviewing the lettable standard and tenants' responsibilities for repairs.

- 4.2 Alongside the changes to the Repairs Policy, it is necessary to update the Fees and Charges schedule.

- 4.3 Cabinet is asked to approve the inclusion of an administration fee of £40 on top of the prevailing schedule of rates in use at the time of the repair to be included to the Fees and Charges schedule in relation to rechargeable repairs.

5.0 DECANT POLICY

- 5.1 Minor changes are proposed to the Decant Policy so that the Policy focusses on how a decant will be facilitated rather than when it is necessary. The latter is covered in the Repairs Policy above.

6.0 COMPENSATION POLICY

- 6.1 The Compensation Policy has been reviewed to ensure it is compatible with the direction being set by the Housing Ombudsman.

- 6.2 Particular regard has been given to the following key areas as directed by the ombudsman:
- Recognising **stress and inconvenience**
 - Ensuring the **impact** on the customer is .
 - Taking full account of the customer’s **personal circumstances**.
 - The Policy does not stipulate monetary values:
 - Each case is **unique** and is assessed on its merits.
 - Publishing amounts can set **false expectations** for customers, although the Council detail exactly how compensation amounts have been calculated when making payments.
 - Levels of compensation will be affected by **external factors**, such as energy prices. Flexibility is needed when calculating payments.

7.0 ENGAGEMENT TO DATE

- 7.1 A discussion about the policy reviews was held at the Tenant and Leaseholder Consultation Forum in February 2024 and a survey was produced and promoted to all tenants for whom the Council have an email address or mobile phone number. 395 responses were received. The survey focussed on the Repairs Policy and Compensation Policy and both a copy of the questions and a summary of responses are included with this report can be found in the background papers with the Community Scrutiny agenda pack.
- 7.2 The Council was particularly interested to understand tenants’ views on tenants’ responsibility for repairs and the current lettable standard which underpin the Repairs Policy and are therefore now included as appendices of the Repairs Policy itself. Whilst the majority of respondents agreed with the current tenant responsibilities, there were a small number of comments suggesting the Council ought to take into account the ability of the tenant to carry out such works due to age or other vulnerabilities. The Policy has been amended to reflect the circumstances where a reasonable adjustment may be necessary to meet the Council’s Equalities Act responsibilities, such as waiving a recharge that would otherwise be due.
- 7.3 In terms of the lettable standard, tenants seemed to broadly support the current standard. The comments suggested that a small number of respondents (four in total) did not consider properties always met the published standard rather than the standard was deficient.
- 7.4 A specific question was asked around the approach to decorating in the property and the possibility of moving away from paint packs in favour of decorating prior to relet. Survey responses can be seen below in the table below.

Continue to provide decorating packs where needed	44.65%
Ensure that the kitchen, bathroom and living room are painted magnolia and white	47.06%
Other	8.29%

- 7.5 Of the respondents who chose “other,” a number of comments related to the need for walls to be in a sufficient condition to paint and others of the need to decorate throughout where necessary. As a result of all engagement, the standard has been amended to “The decoration will be in good order throughout. Where this is not the case basic painting will be carried out.”

- 7.6 A second specific question was asked about the provision of rotary dryers in private gardens where space allowed. This was supported by over 70% of respondents and is proposed to be incorporated into the lettable standard. It is felt this will support tenants to reduce unnecessary condensation in their homes.
- 7.7 A Member workshop was carried out on 14 March 2024, where an overview of the policies and proposed changes was presented. As a result of the workshop a number of further proposed amendments to the lettable standard and tenant responsibilities have been tabled including the provision of washing machine plumbing wherever possible and the fact that tenants are expected to maintain their gardens to the standard at which they were handed over.
- 7.8 Community Scrutiny Committee considered the policies on 4 April 2024. Some minor changes to wording of the Decant Policy, ASB Policy and Compensation Policy have been made as a result of comments and these are captured in the version control of the respective policies. Minutes of the Community Scrutiny Committee are included in the background papers.
- 7.9 The scrutiny draft versions of the Policies were shared on the landlord consultation page of the Council’s website. Engaged tenants and those who had responded to the consultation survey were sent a link to the page and asked to make any additional comments they wished. Only one comment was received regarding a specific element of the lettable standard. The wording has been reviewed to ensure that the issue raised is addressed.

8.0 FINANCIAL IMPLICATIONS

- 8.1 The proposals are not expected to have a net impact on budgets although service expenditure will be kept under review and any amendments required incorporated into future years’ budgets.

Policies and other considerations, as appropriate	
Council Priorities:	- Communities and housing
Policy Considerations:	This suite of policies will replace those currently in operation
Safeguarding:	The Anti-Social Behaviour Policy recognises the likelihood of safeguarding issues being identified as a result of investigations and enforcement activities and recognises the need to report these accordingly in line with the Council’s safeguarding procedures.
Equalities/Diversity:	Equality Impact Assessments have been undertaken for each policy. No adverse impacts were identified.
Customer Impact:	These policies are all intended to improve the customer experience and ensure certainty and consistency in terms of how customers are dealt

	with.
Economic and Social Impact:	None.
Environment, Climate Change and Zero Carbon:	No direct impacts.
Consultation/Community/Tenant Engagement:	Tenants have been surveyed on key elements of the policies under consideration. A Member workshop took place to explore the proposed changes. Outcomes of these activities have informed the final version of these policies.
Risks:	No direct risks identified.
Officer Contact	David Scruton Housing Strategy and Systems Team Manager David.scruton@nwleicestershire.gov.uk



Anti-Social Behaviour Policy

Item	Details
Reference:	TBC
Status:	Draft
Originator:	Amanda Harper, Housing Management Team Manager
Owner:	Head of Housing/Head of Community Services (shared policy)
Version No:	4.2
Date:	April 2024

Key policy details

Approvals

Item	Date of Approval	Version No.
Consulted with		
Reviewed by Community Scrutiny Committee	4.4.23	4.1
Approved by Cabinet		

The Head of Housing, in consultation with the Portfolio Holder has the authority to make the following changes

- Minor amendments as a result of changes in national policy and changes to local priorities

Policy Location

This policy can be found on the council's website.

Revision history

Version Control	Revision Date	Summary of Changes
4.2	April 2024	* Changed wording from Community Trigger to ASB Case Review * Included learning from complaints about unannounced visits. * Reference to the Consumer Standards set out by the Regulator for Social Housing * Reinforced Key performance indicators * Added reference to Hate Incidents

Policy Review Plans

This policy is subject to a scheduled review once every three years or earlier if there is a change in legislation or local policy that requires it.

Distribution

Title	Date of Issue	Version No.
Cabinet	23.4.24	4.2

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9. Action we can take
10. Legal Action
11. Protection of Staff and Contractors
12. Performance Monitoring
13. Closing Cases
14. Community Trigger
15. Publicising our approach to ASB
16. Development and Responsibility

Appendix A
ASB Classification and Service Standards

ANTI-SOCIAL BEHAVIOUR POLICY

1. Statement of Purpose and Definition

North West Leicestershire District Council (NWLDC) recognises the importance that residents place on the ability to live peacefully in their homes. Anti-Social Behaviour (ASB) and neighbour nuisance include a broad range of disruptive behaviour. We recognise that ASB has a detrimental effect on the quality of life enjoyed by its residents. Residents should not have to live with ASB.

Unless otherwise stated within the policy, the Council use the definition of ASB as described in the Anti-Social Behaviour, Crime and Policing Act 2014 as:

- (a) conduct that has caused, or is likely to cause, harassment, alarm, or distress to any person,*
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or*
- (c) conduct capable of causing housing-related nuisance or annoyance to any person*

The Policy is being publicised in plain language and made available to residents upon request and on the Council's website. This document can be obtained in large print or translated into other languages, if required. It is designed to be a framework as to how ASB can be reported to and dealt with by the Council.

The Policy refers to the Safer North West Leicestershire Partnership and Joint Action Group (JAG) throughout this document. The Safer North West Leicestershire Partnership brings together several agencies with a shared commitment to reducing crime and disorder in the district. The Partnership is made up of several organisations including;

- NWLDC (the Council)
- Leicestershire County Council
- Office of the Police and Crime Commissioner
- Leicestershire Police
- National Probation Service
- Local Community Rehabilitation Company
- West Leicestershire Clinical Commissioning Group
- Leicestershire Fire and Rescue service

At a district level ASB is managed within the Community Safety and Housing Management teams. Cases which meet a High-Risk threshold when reported, will have additional scrutiny through a Multi-Agency JAG (All high-risk cases are monitored carefully, and emerging trends are identified within the group to ensure appropriate action is taken when and where needed.

This Policy is compliant with the Housing Act 1996, Part 8 Section 218A

2. Introduction

The Council is committed to improving the quality of life for everyone living and

working within North West Leicestershire and in providing a safe and secure environment to enable communities to live together and free from the negative impact of ASB.

This policy has been developed in line with the Anti-Social Behaviour Act 2003, the Crime and Disorder Act 1998 as amended and the Anti-Social Behaviour, Crime and Policing Act 2014 and the Consumer Standards being introduced by the Regulator for Social Housing from April 2024. This will ensure that ASB is dealt with consistently, robustly and that justified action will be taken where appropriate.

Reports of ASB will be investigated with relevant outside agencies and the action taken against those responsible will be proportionate to the seriousness of the activity in which they are engaged in. Intervention action will be selected based on what is most likely to produce an effective solution. Where the council deem it appropriate, and if the nature of the ASB is serious or where it causes immediate risk of harm, rapid enforcement action will be considered.

Where ASB occurs, and it is criminal in nature, the Council will refer the complainant to report this to the Police. The Police will then manage the case, working in conjunction with Council staff to jointly decide on whether civil proceedings will be brought against the perpetrator(s).

The Council will work with and share information with partners (in accordance with our policies, procedures, and data sharing agreements) to reach the best solution and to learn from each other. This includes internal departments as well as those that sit within the Safer North West Partnership and those that attend the District wide Joint Action Group.

3. ASB classification and Service Standards

Initial reports of ASB will be recorded under one of the categories listed in [Appendix A](#)

Not every allegation reported to the council will be categorised as being ASB; some types are everyday living noises or lifestyle differences rather than ASB and therefore they may not be investigated under the terms of this policy. The complainant will be notified at the earliest opportunity available that an investigation will be opened, and they should be directed to the website where a copy of this Policy will be published.

Although people can expect to hear a certain amount of noise from their neighbours, they are not expected to have to endure unreasonable and persistent levels of noise nuisance.

The Council will not commit to strategies which raise expectations but are not enforceable, for example "No ball game" signs, but will actively seek from the complainant what outcome they are seeking.

4. Reporting ASB

The Council will make available a wide range of methods of contact for reporting ASB, including in person, online and via the telephone. You will have one nominated lead caseworker for your complaint, who will keep you updated regarding progress with our investigations.

5. Our commitment to managing ASB reports

All reports of ASB will be logged on our system and passed to the most appropriate department for investigation. You will be notified at your initial contact, or at the earliest possible time (normally within three working days), whether the matter will be investigated in line with our Policy.

ASB complaints will be processed via a case management system which can be accessed by the Council's Housing and Community Safety teams as well as the Police.

The Council will adhere to the timelines stated within the classifications on Appendix A. Should the period for investigation and/or enforcement be extended, the reasons and indicative period will be given to the complainant.

Customers will also be asked to use technology to support the swift reporting of complaints and ongoing evidence. Information about the type of technology or application being used will be provided and help available to support the use of it.

6. Supporting Vulnerability

The Council recognises the importance of supporting vulnerable members of the community, who may be more at risk of becoming involved in ASB both as a victim or perpetrator.

A person may be considered vulnerable for many reasons, including but not limited to; age, alcohol or drug dependencies, disability (as defined by the Equalities Act 2010) or mental health issues.

When a complaint of ASB is received, the Council will assess vulnerability on every case, and this will be included as part of the Risk Assessment Matrix (RAM). This RAM is then shared with partnering agencies to determine the most appropriate course of action and/or protection.

When a complainant, witness, or perpetrator of ASB is identified as being vulnerable, a referral may be made to relevant support services. The Council will work collaboratively with the identified carers and support agencies.

Where a complaint is made against someone who we know or suspect is vulnerable, the Council will make every effort to assist them in engaging with support services. However, it will be made clear that failure to engage with such services and the continuation of the ASB may lead to formal action being taken against them.

The Council will not accept vulnerability as a reason for a perpetrator being allowed to continue to behave badly.

7. Safeguarding

Safeguarding is everyone's business, and we all have a part to play in protecting the most vulnerable members of our community.

The Council actively participates in multi-agency arrangements to safeguard children, young people, and adults.

The law requires us to ensure that our functions are discharged having regard to the need to safeguard and promote the welfare of children. Provisions within the Care Act

2014 mean that adult safeguarding has also been placed on a statutory footing.

The Council recognises that when dealing with ASB we may meet children and adults for whom there are safeguarding concerns. All employees receive safeguarding training and have access to information to enable them to respond appropriately.

It is not for the investigating officer to decide as to whether there are safeguarding concerns, but it is their duty to report anything which they believe is a cause for concern.

Information on reports of safeguarding concerns will not be shared with those making complaints.

8. Hate Incident or Hate Crime

A hate incident is any non-crime incident which is perceived by the victim or other person, to be motivated by a hostility or prejudice based on a person's race, or perceived race/religion or perceived religion/sexual orientation or perceived sexual orientation/disability or perceived disability/transgender or perceived to be transgender.

A hate crime is any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice, based on a person's disability or perceived disability; race or perceived race; or religion or perceived religion; or sexual orientation or perceived sexual orientation or transgender identity or perceived transgender identity.

If it is suspected that someone is a victim of hate crime, the matter should be reported to [Leicestershire Police](#) or can be done so anonymously (as with all crimes) to Crimestoppers [via their website](#) or on 0800 555 111.

The Council will offer support to report a hate incident or crime and will make referrals to appropriate support agencies where appropriate.

The Council forms part of the Leicester, Leicestershire and Rutland strategy statement for Tackling Hate and will commit to continue to monitor its progress via community safety partnerships and participate in any action plans which will fit the key themes around Hate crime, as included in this strategy statement.

9. Action we can take

Most complaints of ASB do not require legal action as a means of resolution. The Council will, in the first instance, assess the type of ASB, the risk of harm to the victim and any vulnerability to identify how it will deal with the complaint. Early intervention through informal approaches will be considered in the first instance before exploring the more formal enforcement tools:

Early and Informal Interventions

As a District and County, we are committed to the tiered approach when dealing with ASB. Early intervention through an informal approach can be successful in stopping ASB committed by most perpetrators. These methods should be considered and exhausted first to attempt to stop behaviour before it escalates.

Visits

The Council will use a variety of announced and unannounced visits to speak with victims, witnesses, and alleged perpetrators to gather the necessary information to find a resolution. To adhere to best practice, unannounced visits will be recorded in detail on the case management system, and this alone will not be used as a mechanism to close cases.

Verbal Warnings / Written Warnings

Warnings are issued when there is evidence of ASB occurring or likely to occur. They make it clear to the perpetrator/parent/guardian what behaviour is causing the issue, the effect this is having on the victim or the community and the consequence of not adhering to the warning.

Community Resolution

This is where a resolution is found for a less significant issue of ASB where an informal agreement is reached between the parties involved as opposed to progression through legal action.

Mediation

Mediation can be an effective tool, solving the issues by bringing all parties together to talk through their concerns. Our Officers can offer mediation on a confidential, impartial basis that can solve many incidences of misunderstanding or unintentional ASB. An example of when mediation would be used is when two neighbours fall out over a difference, such as the position of a boundary fence.

Mediation will often be conducted by a separate organisation who the Council will work with.

Restorative Justice (RJ)

RJ gives a victim of ASB an opportunity to communicate with the perpetrator in a controlled environment, to tell them how their behaviour is impacting on them, giving them a voice. It holds the perpetrator to account for what they have done.

Acceptable Behaviour Contracts (ABC)/Parenting Agreement (PA)

These are voluntary written agreements between an individual and the Council. The ABC is entered into in conjunction with other agencies including the Police and Youth Offending Service. They contain pledges to behave in a certain manner or to stop doing certain things. An ABC or PA is not legally enforceable but if they are broken, they can be used to form part of the evidence required to proceed to another level of action, such as court.

Support and Counselling

In many cases there are underlying causes of ASB. Substance misuse or alcohol dependency can drive ASB. The Council will refer where possible to the appropriate agencies that can offer support and counselling depending on the circumstances of the person concerned in the ASB, including referrals to Family Hub (Leicestershire) and our Tenancy Support team within Housing Services.

Surveillance

As part of our response to dealing with ASB, we reserve the right to work with partner agencies to carry out both covert and overt surveillance. Surveillance may be visual or audio. Any surveillance will be appropriately authorised, proportionate and justified. This will include where necessary the monitoring of CCTV. At times the Council will be required to disclose our CCTV images to a third party such as the police where there is a need for the prevention and detection of crime and for the apprehension of offenders.

In addition, any surveillance undertaken with regards to the investigation will be dealt with in accordance with all relevant legislation.

10. Legal Action

If perpetrators are unwilling to change their behaviour following attempts along the informal intervention route, then there are some formal tools that can be used by the Council:

Civil Injunction

The Civil Injunction is an order made by the Court to stop or prevent individuals engaging in ASB. It can resolve any issues before they escalate and can help the perpetrator to address the underlying cause of the ASB. An injunction can be obtained for people causing ASB from the age of 10 years. If the terms of an injunction are not adhered to, it can result in a fine or imprisonment for up to two years for anyone over the age of 18. For under 18's it could result in a supervision order or detention for up to three months. In addition to this, the breach of an injunction could mean that a tenant faces a mandatory possession order being granted by the Court.

Criminal Behaviour Order (CBO)

The Criminal Behaviour Order can be issued in a criminal court against a person from the age of 10 years upwards. It is used to tackle the most persistent anti-social individuals who are engaged in criminal activity and have been convicted of an offence. Breaching a CBO is a criminal offence and for over 18's can result in up to five years imprisonment, a fine or both. Under 18's could face a two-year detention order, with part of that detention served in custody.

Closure Orders

This can be used to close a property when it is being used or likely to be used to commit serious nuisance or disorder. The initial Closure Notice is valid for either 24 or 48 hour period followed by the application to a Court for a Closure Order. This is a fast and flexible power that can be used to protect victims and communities by quickly closing premises where ASB is prevalent.

Community Protection Notices (CPN) and Orders (CPNO)

The Community Protection Notice is intended to deal with on-going problems or nuisances which negatively affect the community's quality of life, such as graffiti, rubbish, or noise by targeting those responsible.

Public Space Protection Orders

These orders impose conditions which may include multiple restrictions and requirements in an area such as parks, alleyways, or communal areas, where ASB is

detrimental to the local community. They are designed to ensure that most people can enjoy public spaces and feel safe, and the conditions could be around alcohol, dogs, or noise for example.

Demotion Orders

Demotion orders allow us to apply to the courts to reduce the security of tenure for tenants and can be a precursor to taking possession of the property. These orders remove several rights including the right to buy and the right to exchange.

Demoted tenancies last for a year and may be extended if notice to seek possession of the property is served during this period. The orders are an urgent warning to tenants that if the negative behaviour continues swift action can be taken to seek possession of their home.

Possession Proceedings

This is court action that can lead to Council tenants being evicted from their homes. Before this stage is reached the tenants involved will have had several warnings to stop their behaviour. Evicting someone who may have family and children from their home is a serious consequence. The Council would have to prove to the court that on the 'balance of probabilities' the tenants have indeed broken the terms of their tenancy agreement and that it is reasonable for the court to evict the tenant. The ASB Crime and Policing Act 2014, has introduced a new absolute ground for possession for secure tenancies where ASB or criminality has already been proven by another court. This means that the Council will no longer need to prove that it is reasonable to grant possession and the court must grant possession, providing set procedures have been followed.

11. Protection of Staff and Contractors

The Council will not, under any circumstance, tolerate abusive, threatening, or violent behaviour towards our staff or contractors, and will always take swift and robust action to protect our staff. All acts of aggression, harassment or intimidation towards staff members will not be tolerated and will be referred to the police if appropriate.

The Council will ensure a prompt and robust response takes place. Where there is a direct threat of harm or violence towards the complainant we may commence legal action.

A potentially violent person's register is kept centrally by the Health and Safety Officer at the Council and all reports of this nature will be recorded. The Council has a responsibility to ensure they place sufficient warning markers on their systems to ensure staff safety and any recommended measures are put in place.

12. Performance Monitoring

The Council will closely monitor the quality of the ASB service by:

- Setting challenging performance targets for staff to achieve
- Completing customer satisfaction surveys
- Ensuring managers carry out audits and reviews on a sample of cases
- Provide information to national bodies such as Tenant Satisfaction Measures

The Council will regularly report statistical information about ASB both internally and externally, including benchmarking to link with other similar organisations. This gives

us a comparison of best practice, identifying trends and informing service delivery.

Information will also be made available upon request to our partnering agencies, scrutiny committees and customers.

13. Closing Cases

The Council will normally only close cases when the situation has been resolved and/or the complainant is happy for us to do so. However, in some circumstances it may be necessary to close the case without the consent of the complainant.

This might happen when we are satisfied that we have done everything we can, that is reasonable and proportionate to resolve the complaint or the complainant has failed to respond to requests for contact. We may also close the case if it is considered that the allegations made are false or malicious or if the complainant refuses to work with the investigating officer to resolve the alleged ASB.

The Council will not assume that the situation has improved if we have not heard from the complainant and will try and contact them before closing their case. If there is no response, the Council will close the case and record this as resolved.

To avoid cases being open indefinitely, we have a robust process of review, with the lead officer dealing with each case on its merit. Where the case has been open for 12 weeks it will be reviewed by the team leader, referring to the Team Manager where required. All high-risk cases will be referred to the JAG who will review all actions in these cases and task the investigating officer if further recommendations are required.

14. ASB Case Review (formerly Community Trigger)

The ASB Case Review introduces a right for victims, or victims' representatives, to ask local agencies to review how they have responded to previous ASB complaints and consider what further action might be taken where the behaviour persists.

Further information on what the ASB Case review is designed to achieve and the threshold for activation, can be found at www.nwleics.gov.uk/asb.

You may activate a trigger by completing an [online form](#), or by phoning the Community Safety Officer (ASB) on 01530 454545.

15. Publicising our approach to ASB

Our approach to ASB will be publicised to residents, potential residents, and staff in several ways, including:

- Leaflets and/or guidance documents
- The Councils website
- Policy Briefings and Training
- At all Council tenancy sign ups
- Tenants' Handbook
- The Tenancy Agreement

16. Development and Responsibility

Staff will be trained to deliver this policy and are responsible for adhering to its terms and suggesting improvements to its administration.

This document will be reviewed every three years; however, it will be updated at any time if there is a material change in a process or legislation.

2024 DRAFT

APPENDIX A – ASB CLASSIFICATION AND SERVICE STANDARDS

All action taken by an Officer must be reasonable and proportionate to the behaviour reported and experienced by the victim of the ASB. There will be occasions where the ASB reported will be classified within multiple groups. In this instance, the action will be determined on the highest grouping.

	Type of ASB	Interventions available ¹	Service Standards
1	<ul style="list-style-type: none"> • Domestic Noise • Vandalism and damage to property • Misuse of Communal areas / Public Space loitering 	<ul style="list-style-type: none"> • Offer advice and support, signposting where appropriate • Work together with partner agencies as appropriate. • Warning Letter • Acceptable Behaviour Contract • Parental Agreement • Community Resolution • Restorative Justice / Mediation • Civil Injunction • Community Protection Notice • Public Space Protection Order • Fixed Penalty Notice • Recharge • Noise Abatement Notice/Prosecution 	<p>First Contact with the investigating officer or advocate within five working days and agree an action plan. Action within 10 working days of this contact.</p>
2	<ul style="list-style-type: none"> • Verbal abuse / Harassment / Intimidation • Drug smells / substance misuse • Alcohol related ASB • Prostitution / Sexual Acts • Criminal Behaviour / Crime • Noise including other general ASB • Domestic Noise • Bullying/Cyber Bullying 	<ul style="list-style-type: none"> • Offer advice and support, signposting where appropriate • Work together with partner agencies as appropriate • Warning Letter • Acceptable Behaviour Contract • Parental Agreement • Community Resolution • Restorative Justice / Mediation • Civil Injunction • Criminal Behaviour Order • Closure Order • Notice of Seeking Possession* • Possession* • Demotion of Tenancy* • Community Protection Notice • Public Space Protection Order • Noise Abatement notice/prosecution • Community Protection Notice • Fixed Penalty Notice • Injunction • Local Resolution • Mediation 	<p>First Contact with the investigating officer or advocate within three working days and agree an action plan within five working days of this contact.</p> <p>N.B The Housing department will investigate all domestic noise cases making use of the provisions of the ASB, Crime and Policing Act 2014 as a means of handling domestic noise incidents, in addition to the powers with the Housing Act 1985. Where there is a proven statutory nuisance, the Council will work with the Environmental Health Team to act under the Environmental Protection Act 1990.</p>
3	<ul style="list-style-type: none"> • Hate related incidents (based on Age, Race, Sexual Orientation, Gender, Disability etc.) • Domestic Abuse • Physical Violence (other than Domestic Abuse) • Drug production / supply • Threatening Behaviour 	<ul style="list-style-type: none"> • Offer advice and support, signposting where appropriate • Work together with partner agencies including Police, Environmental Health, Social Services, Youth Offending Service, Probation Services, Education Welfare, NHS, Mental Health Team • Warning Letter • Acceptable Behaviour Contract • Parental Agreement • Restorative Justice / Mediation • Civil Injunction • Criminal Behaviour Order • Closure Order • Notice of Seeking Possession* • Possession* • Demotion of Tenancy* • Domestic Violence Protection Order 	<p>First Contact with the investigating officer or advocate within two working days and agree an action plan within 24 hours of this contact</p>

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Outside of ASB Policy</p>	<ul style="list-style-type: none"> • Animal Nuisance • Graffiti (non-offensive/non directed/non abusive) • Car repairs / Vehicle nuisance / Parking • Litter / Rubbish / Fly tipping • Garden Nuisance 	<p>The matters listed in this section will be dealt with outside of this Policy and logged as an Estate complaint.</p> <p>If the alleged perpetrator is a Council tenant, the Housing department will discuss the terms of the tenancy with the alleged perpetrator</p> <p>Should matters escalate or change in nature, the Council will look to re-categorise the behaviour as anti-social.</p>	<p>First contact with the investigating officer or advocate within five working days with alleged perpetrator.</p> <p>Action plan to remedy behaviour within 5 working days of this contact.</p>
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¹ Interventions marked with an Asterix (*) are only available to the Housing Service

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

Has an EIA form been completed as part of creating / reviewing / amending this policy?	Please tick: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, where can a copy of the EIA form be found?	Available upon request
If no, please confirm why an EIA was not required?	N/A

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Housing Repairs Policy

Item	Details
Reference:	TBC
Status:	Draft
Originator:	David Scruton, Housing Strategy and Systems Team Manager
Owner:	Head of Housing
Version No:	2.1
Date:	April 2024

Key policy details

Approvals

Item	Date of Approval	Version No.
Consulted with Tenants and Residents	n/a	2.1
Reviewed by Community Scrutiny Committee	4.4.23	2.1
Approved by [insert]		

The Head of Housing, in consultation with the Portfolio Holder has the authority to make the following changes

- Minor amendments as a result of changes in national policy and changes to local priorities

Policy Location

This policy can be found on the council's website.

Revision history

Version Control	Revision Date	Summary of Changes
2.1	March 2024	Amendments to repair classifications and times. Incorporation of rechargeable repairs policy. General updates. References to hazards under Housing Health and Safety Rating System. Incorporation of lettable standard

Policy Review Plans

This policy is subject to a scheduled review once every three years or earlier if there is a change in legislation or local policy that requires it.

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1. Reasons for Policy

- 1.1 This policy sets out how the Council will meet its legal and regulatory duties as a landlord in respect of repairing and maintaining its Council housing stock. The policy is concerned with delivery of responsive repairs, wider investment decisions will be driven by our current Asset Management Strategy and other policies and documents. Key links will be set out in this document.
- 1.2 The policy also provides the broad parameters to deliver an excellent repairs and maintenance service that enables people to live in well maintained, warm and safe homes.

2. Legislative Context

- 2.1 This policy is governed by a large number of regulations and statutory law. They set out the duties that need to be undertaken to provide a repairs and maintenance service. They include (but not limited to):

Construction, Design Management 2015 (as amended)
Section 11 of the Landlord and Tenant Act 1985
Public Health Act 1963
Housing Act 1985
Home Standard 2015
Environmental Protection Act 1990
Equality Act 2010
Human Rights Act 1998
Commonhold and Leasehold Reform Act 2002
Secure Tenants of Local Housing Authorities Regulations
Gas Safety (Installation and Use) Regulations 1998
Fire Reform Regulations 2005
Guidance specifically the Regulatory Reform (Fire Safety) Order 2005
The Control of Asbestos Regulations 2012 (as amended)
Health and Safety at Work Act 1974
The Management of Health and Safety at Work Regulations 1999
Control of Substances Hazardous to Health Regulations 2002 (as amended)
Water Supply (Water Fittings) Regulations 2018 (as amended)

3. Objectives of the Policy

- 3.1 The objectives of this policy is to enable an efficient and effective repairs service that maintains the properties the Council let as a decent place to live, as well as setting out clear expectations to tenants and residents about how the Council will deliver a customer focussed service. This will be achieved by:
 - Being clear about the repair and maintenance responsibilities for the Landlord and the Tenant.
 - Enabling repairs to be reported in a number of ways.
 - Organising repair priorities that balances operational needs and tenants' requirements; aiming to deliver a right first-time approach that achieves good value for money.
 - Delivering a consistent and equitable service to our tenants.
 - Making best use of performance information to continually improve the service.
 - Ensuring that the health and safety of all concerned is at the forefront of Council services.

4. Scope

4.1 This policy applies to “responsive” repairs necessary to ensure that Council properties meet the lettable standard.

4.2 The Council’s cyclical, planned maintenance and Landlords Health and Safety obligations are covered by the Asset Management Strategy and, as such, are not included in this policy. Areas covered by that strategy include:

- Cyclical Painting and Decoration
- Asbestos Management Plan
- Aids and Adaptations
- Gas Safety and Servicing
- Water Testing and Treatment
- Electrical Safety Testing
- Lift Servicing and Testing
- Housing Stock Investment, including home improvements
- Estates Improvements

5. Definitions

Decency – The Decent Homes Standard set by Government provides the minimum standard of housing conditions that all our housing must meet. The standard focuses on the condition of external structural components such as roofs, chimneys, windows, and doors, and internal fixtures such as kitchens, bathrooms, and central heating systems, ensuring all of these components are kept ‘decent’, as well as ensuring that properties are safe and free from hazards.

EIA – this stands for Equalities Impact Assessment. EIA’s are used by the Council to examine our services and policies to see whether they have the potential to affect people differently. The main purpose is to identify and address existing or potential inequalities resulting from policy and practice development to ensure there is no negative affect on a particular group.

Emergency Repair- repairs where there is a potential to cause significant risk to the tenant or property that cannot wait until the next working day.

Improvement works – is the term used for works carried out on the property where a key component is replaced i.e. a new kitchen, bathroom, roof etc.

Lettable Standard – is the standard that a property will meet before the start of each new tenancy.

Out of Hours – the period outside of normal office hours, covering evenings, weekends and bank holidays. Emergency repairs reported out of hours will be actioned before the next working day when necessary

Rechargeable Repair/Recharges – Rechargeable repairs are those where the costs that may be charged to the responsible tenant due to repairing damage or neglect to our properties.

Rechargeable works - works carried out by the Council, which are the responsibility of the tenant as the signatory to the tenancy.

Repairs Handbook – The repairs handbook is a guide that the council produces to help tenants understand their repair and maintenance responsibilities and helps them to report repairs. The handbook is reviewed regularly.

Responsive Repairs - are defined as work requested by the tenant to existing elements of their property. These are considered as day to day repairs.

Right First Time – is the term used for responsive repairs that have been completed on the first visit to undertake a repair. The Right First Time definition is periodically reviewed and agreed with tenants groups.

Right to Repair – the right to repair applies to specific repairs as set out in statutory instruments. The government sets out the time the council has to complete these repairs and compensation may be owed if these timescales are not met.

6. Responsible Party

- 6.1 The Commercial Services Team Manager is responsible for the operational delivery of services in accordance with this policy.

7. Empty Homes and the lettable standard

- 7.1 When a tenancy ends, work is undertaken to bring the property up to the Empty Homes Lettable Standard prior to the next tenant moving in. This is to ensure that the property is safe, secure, clean and in a good state of repair. The work will be carried out as efficiently as possible to reduce the time that incoming tenants are waiting to move into their new home and to minimise any rent loss between tenancies. Therefore, occasionally, it may be practical to postpone some repairs or improvements until the new tenant has moved in. This will be discussed and agreed with the incoming tenant.
- 7.2 The Lettable Standard is reviewed with the appropriate tenant groups and staff from across the Housing Service.
- 7.3 The Lettable Standard will be reviewed every three years or when changes to legislative, regulatory or operational need requires an intermediate review. The lettable standard is included at Appendix One.

8. Maintaining the lettable standard

- 8.1 The expectation is that during the period a property is tenanted it will continue to be maintained to the lettable standard. This responsibility is shared between the tenant and the Council as landlord.
- 8.2 The tenant is responsible for reporting repairs in a timely manner as the need arises as well as carrying out a number of minor repairs. The list of current tenant responsibilities are set out at Appendix Two.
- 8.3 The Council is responsible for, maintaining an appropriate cycle of servicing and replacement together with carrying out responsive repairs as required.

9. Landlord and Tenant Repair Responsibilities

9.1 Landlord Repair Responsibilities

The Council is responsible for the repairs and maintenance of the main structure and common parts of the building including:

- a) Keeping the following in good repair and repair any damage that has not been caused by the tenant, anyone living at the property or visitors to the property:
 - The structure and exterior of the building including roofs, chimneys, external windows and doors, built in garages.
 - Drains, external pipes and guttering.
 - Sewers, which are not the responsibility of another person or body.
 - Paths, steps or other access routes that connect the front of the property to the front door and the front door to the back door.
 - Sanitary fittings in the property, such as baths, basins and WC's.
 - Heating and hot water.
 - Communal areas including entrance halls and stairways.
- b) Maintaining any installation provided by the Council for water and space heating and for supplying water, gas and electricity (excluding meters). The Council will also arrange for gas and solid fuel appliances owned by the tenant to be serviced annually. The Council will make all reasonable efforts to enable access to carry out the work.
- c) Keeping the property free from hazards as defined in the housing health and safety rating system.

9.2 Right to Repair

The Council will meet its legal requirement under the Right to Repair. The relevant statutory timescales are set out in that scheme and included in the Repair Handbook.

9.3 Leasehold Properties

The Landlord's repairing responsibilities for leasehold properties vary depending on the specific details in each individual lease.

As freeholder, the Council will also be responsible for keeping the structure and exterior of the building in good repair as well as maintaining and repairing all the communal parts of the building and estate.

9.4 Tenant Repair Responsibilities

Tenants are expected to comply with all conditions laid out in section six of the Tenancy Agreement relating to repairs and maintenance. Tenants repair responsibilities are provided in more detail in the Repairs Handbook, the relevant section is reproduced at Appendix Two.

It is the tenant's responsibility to report repairs promptly, to avoid causing further damage to the property or risk of injury to tenants or others. Failure to report repairs may be considered neglect of the property and is a breach of the Tenancy Agreement.

Tenants are required to:

- Provide access to the property in accordance with section five of the Tenancy Agreement.
- Repair and maintain any alterations or improvements which they have carried out to the property following approval from the Council.
- Repair any damage to any part of the property caused by the deliberate or careless actions or omissions of the tenant, anyone living at the property or visitors to the property.
- Keep the property in good internal decorative order, including making good any internal decoration affected by home improvement works or repairs.
- Maintain anything installed or fitted by the previous tenant following a mutual exchange.

- Act in a reasonable manner to help us minimise and address damp mould and condensation

10. Tenant Alterations and Improvements

- 10.1 A tenant may make alterations to their home providing they have obtained permission from the Council prior to works taking place. Permission may contain conditions that the tenant is required to comply with to ensure that the work is completed to an acceptable standard and in accordance with all relevant regulations and other necessary consents, such as obtaining planning permission.
- 10.2 A condition of any permission may also require the tenant to remove any permitted alteration where it has failed to meet the required standard, or where the alteration has deteriorated beyond economic repair, and reinstate the property as if the alteration had not taken place. This may occur at any time during or at the end of a tenancy.
- 10.3 The Council will not withhold permission without due cause but reserves the right to refuse a request to make an alteration.
- 10.4 Depending on the nature of the work the Council may inspect the work during and/or on completion. Minor work, such as replacing taps, will not be inspected.
- 10.5 Tenants are responsible for the repair and maintenance of the alteration during the tenancy.
- 10.6 In accordance with the Housing Service Compensation Policy when a tenant leaves their home, under "The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994", compensation for improvements they have made can be paid, upon request. The value of the compensation is determined through an assessment process laid down in the regulations.

11. Reporting Repairs

- 11.1 The Council is committed to ensuring that customers can report repairs through accessible and efficient methods.
- 11.2 Reporting Repairs during office hours.

The Council is committed to maintaining as wide range of methods for reporting repairs during normal office hours. The effectiveness of these will remain under review including the potential for increasing options.

- 11.3 Reporting repairs outside of normal office hours.

The Council aims to ensure that all customers who need to report emergency repairs outside of normal office hours are able to do so.

Tenants are able to report emergency work to the Council's out of hours helpline by telephone or by emailing the Council's central control desk. These are repairs where there is a potential to cause significant risk to the tenant or property that cannot wait until the next working day. As described in paragraph 8.2, above, developments in online tenant portals in the future will also extend to reporting emergency repairs.

12. Repairs Requiring Inspection/investigation

- 12.1 The majority of repair requests are raised based on the information provided by the tenant. However it is not always possible to fully diagnose or determine the work required from this

information and therefore to minimise inconvenience to the tenant or ensure to ensure the scale of the problem is fully understood, on occasion an inspection will be necessary to correctly identify the work required.

- 12.2 A repair inspection appointment will be agreed and booked with the tenant to be carried out within ten working days of the tenant request.
- 12.3 Once an inspection has been carried out a report to the tenant will be produced within two days setting out the outcome of the visit and how any identified issues will be addressed and the likely timescales

13. Repair Priorities

- 13.1 There are four repair priorities that cover responsive repairs.
- 13.1.1 **Emergency Repairs-** repairs where there is a potential to cause significant risk to the tenant or property that cannot wait until the next working day. These will be made safe within four hours. Emergency repairs reported outside of office hours will be actioned before the next working day if necessary
- 13.1.2 **Urgent Repairs-** These will be completed within three working days. These will often be follow on jobs where the emergency repair has only been able to make safe.
- 13.1.3 **Scheduled Repairs –** Most routine repairs of a non-emergency nature will be scheduled repairs. These will be completed within 20 working days.
- 13.1.3 **Co-ordinated works-** These are more complex jobs that require either more than one trade or are expected to take more than four hours to complete. The target time for co-ordinated works is 60 days
- 13.2 All jobs will be scheduled at the time of reporting where the tenant has contacted the repairs service directly unless they require pre-inspection.
- 13.3 As part of the visit outcome repairs following on from a pre-inspection will be assigned as priority in line with the categories above. The tenant will be contacted to arrange an appointment for any works once the inspection report is completed.

14. Decanting Tenants

- 14.1 There are a number of scenarios where it may be necessary to decant a tenant. This may be because planned works are intrusive or impossible to be carried out with the tenant in situ or could be to provide safe and habitable accommodation until emergency repairs can be carried out.
- 14.2 When considering a decant one of the following will normally have occurred:
- A hazard has been identified and it is not reasonable for the tenant to occupy the property until remedial works have been carried out
 - Loss of primary amenity – electricity, gas, water, WC where no 24 hour alternative can be utilised (neighbour, family) etc
 - Works involve use of hazardous substances or controlled by Control of Substances Hazardous to Health regulations (COSHH) (e.g. two or more rooms are affected)

- Loss of significant proportion of habitable space for more than one week and works cannot be sequenced to prevent this.
- The nature of the work is considered detrimental to the health and safety of the occupants.

14.3 More detail on our approach to decants can be found in the separate decant policy.

15. Failure to access the property

- 15.1 If a tenant fails to or is unable to provide access for a pre-arranged appointment, a missed appointment card will be left at the address, requesting the tenant rearrange the appointment within seven days. If the tenant does not make contact within the seven days a further attempt to communicate, by the tenant's preferred contact method, will be made.
- 15.2 If the tenant does not respond to this second communication the repair or inspection will be cancelled after seven days of the second communication. Any contact after this time will be treated as a new request.
- 15.3 Where there has been a repeated pattern of failed appointments due to the tenant failing to allow access then consideration will be given to charging for failed appointment. Each case will be considered on its merits and have regard to any mitigating factors. Waiving of a charge may form part of our reasonable adjustments for disabled customers.

16. Recharges

- 16.1 To ensure that the Council uses its resources in a fair and efficient manner there will be occasions where tenants will be recharged for work carried out to their homes. There are two broad scenarios where this will occur. The Council will recharge tenants for work where damage has been caused by the tenant, their household or visitors to their property, alternatively the council may agree to carry out works that are otherwise tenant responsibility and the tenant has requested that the council carry out the work.
- 16.2 In all cases where a potential recharge may occur consideration will be given to any exceptional circumstances that may apply and discretion will be applied as appropriate. Waiving the charge in such circumstances may be part of the council's reasonable adjustments under the Equalities Act.
- 16.3 When recharging tenants the Council will ensure costs are fair and reasonably recover the costs to the Council of carrying out the work. Wherever possible the tenant will be given an expected cost of carrying out the work and encouraged to seek alternative quotes and consider using an alternative contractor should they wish to do so. However, where the work is urgent and required to maintain the safety or integrity of the building this option may not be offered.
- 16.4 All repairs that are caused by damage whether intentional, accidentally or as a result of negligence will be recharged.

Such work could include:

- Repairing any damage caused to the property, garden or communal area.
- Replacement of fixtures and fittings that are beyond repair.
- All associated costs incurred as a breach of Tenancy Agreement conditions.
- All associated costs incurred as a result of neglecting the upkeep of a garden.
- Removal of rubbish, goods and belongings at the end of the tenancy. The cost of storing any former tenants' belongings will be made in accordance with the relevant policy.

Furthermore, a tenant may be charged if they deliberately present a repair as an emergency to receive swifter resolution than would normally be required by the policy.

16.5 Where there are outstanding charges or other breaches related to the tenancy agreement the right is reserved not to attend to subsequent chargeable repairs.

16.6 In some circumstances the Council may agree to carry out works that would normally be considered the responsibility of the tenant. In these circumstances a recharge may be incurred. In these circumstances the costs will be fully explained to the tenant at the time the work is agreed.

16.7 The following criteria will be applied when considering a request:

- Whether the tenant is currently in breach of any relevant part of their Tenancy Agreement.
- Whether the tenant not having any outstanding recharges.
- The availability of our In-House Repairs Team (or sub-contractors) to undertake the work within the tenant's timescale.
- Any specific vulnerabilities of the tenant that may impact on their ability to carry out/arrange the work themselves.

17. Compensation

17.1 There are circumstances where as a result of a failure in standards of service delivery in relation to repairing obligations where a tenant may be entitled to compensation. These are set out in the compensation policy.

18. Adapted properties

18.1 Where properties have been adapted, the adaptation will be maintained and replaced, when required along with any other fixture or fitting. If the adaptation is no longer required it may be removed rather than repaired.

19. Provision of decorating packs

19.1 In certain circumstances a decorating pack will be issued to allow a tenant to enhance the décor of their properties.

19.2 When deciding whether to issue a decorating pack the Council will consider extent of decorating required to bring the home up to a reasonable standard as well as the ability of the tenant and/or their household to undertake the decorations themselves.

20. Enforcement to allow repairs

20.1 As a landlord the Council has a responsibility to protect its assets including the housing stock as well as protect the safety of other residents in our communities.

20.2 Whilst the majority of tenants are co-operative and are keen to ensure their homes are maintained to a high standard there are a small minority who for a variety of reasons may be reluctant to allow the Council to carry out necessary repairs. In such circumstances the Council will utilise the necessary enforcement tools to ensure that works are carried out.

20.3 Any costs associated with enforcement may also be recharged to the tenant.

21. Compliments and Complaints

- 21.1 Tenants' views are actively encouraged, and all tenants could provide feedback regarding the service they have received.
- 21.2 All complaints received in respect of the service covered by this policy will be determined whether they are a complaint or a request of service.
- 21.3 Complaints will be dealt with in accordance with the Council Complaints Policy.
- 21.4 Both compliments and complaints have equal merit to help improve the services the Council deliver and identify good working practices to share with others.
- 21.5 Compliments and complaints information is collected by colleagues that are not directly involved in the repairs service.

22. Implementation and Monitoring

- 22.1 The Strategic Director is responsible for implementing and monitoring of this policy.
- 22.2 This Policy will be reviewed at least every three years from the date approved, to ensure its continuous suitability, adequacy and effectiveness. The introduction of new legislation, regulatory or operational changes or other matters may trigger an earlier review.
- 22.3 Managers of the Repair and Maintenance Service are responsible for making sure that all relevant employees are aware of the contents and responsibilities of this policy.

23. Right to Review

- 23.1 Tenants may request access to information relevant to repairs under the Freedom of Information act.
- 23.2 Tenants are entitled to challenge decisions made under this policy using the Complaints and Members / MP enquiry process.

Appendix One lettable standard

Lettable Standard

The below provides a general overview of our lettable standard. It is a set of principles rather than a technical specification

Overarching Principle

The overarching principal of our lettable standard is to ensure that a property can be lived in from the day the tenant signs for the tenancy. Properties will be let that are safe, warm and dry and that are draft free. They will be clean and in good working order. The condition the property is handed over will be the condition the property should be maintained at during the course of the tenancy.

Safety

Electric and where appropriate gas safety checks will be carried out.

If the property contains a solid fuel appliance this will be checked and repaired as necessary.

Polystyrene ceiling tiles will be removed from any room as these are a fire hazard.

The property will be free from Category One Hazards

One smoke detector will be fitted in a flat, and two in a house.

Cleanliness

Properties will be clean and all parts clear of rubbish

Any visible infestations, with the exception of ants, will be treated

Concrete floors will be clean and reasonably dust free and left in such a condition that a floor covering may be applied by the incoming tenant

Plumbing

Stop taps will be accessible and the location identified for incoming tenant.

Radiators, pipework and heaters will all be in good condition, working, securely fixed, free from damage, and paint splashes.

All waste pipes will be watertight, securely fixed and free from blockages.

Electrics

Electrical fittings will all be in good condition, working, securely fixed, free from cracks, damage and paint splashes.

Externals

Front and rear doors to the property (excluding communal areas) will have their locks changed.

Windows will open, close and lock (were locks fitted) properly and securely, broken glazing will be replaced. There will be no excessive gaps around closed windows, and all seals will be intact and serviceable.

The roof will be watertight with no missing ridge tiles, missing flashing, slipped or missing roof tiles, damaged gutters, missing stop ends or cracked down pipes.

All gutters, gulleys and rainwater pipes will be free from blockages and debris.

Internals

All internal doors should be in good condition and door furniture should operate smoothly, and latches engage properly.

Damp and Mould

The property will be tested for any structural dampness and any remedial works carried out to damp courses. All walls and ceilings will be made free from all signs of previous damp

Decorating

Existing textured finishes on ceilings and walls will be left in place, except where it is damaged.

All plasterwork to walls and ceilings will be tested and will be left in good condition.

There will be no gaps to the plaster finishing around sockets, switches or door and window frames.

All floorboards will be fixed and level and any broken boards replaced. There will not be a gap between floorboards of more than 10mm. All flooring will be secure and ready for floor coverings to be fitted

Carpet grippers will be removed from entrance doorways, thresholds and stair treads to avoid injury.

Stair treads and risers will be in sound condition and securely fixed, free from splits and rot, banisters and handrails will be in place, be securely fixed and free from damage.

The decoration will be in good order throughout. Where this is not the case basic painting will be carried out.

Kitchens

A minimum of one x double kitchen sink unit; one x double base unit; one x single wall unit will be provided, unless the property has a pantry which will reduce the minimum number of units to one x double kitchen sink unit; one x double base unit.

Kitchen units will have doors that open and close correctly and are in a serviceable condition.

Kitchen taps will be serviceable and be free from leaks. Where taps are renewed in supported properties, these will be replaced with lever type taps.

A sink plug and chain will also be in place.

There will be minimum of 300mm of worktop space either side of the cooker area.

There will be a minimum of two rows of tiled splash back fitted to worktops.

Provision will be made for a utility supply of either gas or electricity within the kitchen; this will depend upon the amount of space in the kitchen.

Where practical and where there is sufficient space for an appliance plumbing for a washing machine will be provided

Bathrooms

A new toilet seat will be provided.

The WC pan will be clean and free from cracks or chips either in the pan or around the rim. The WC cistern will flush, and the WC pan will be adequately secured to the floor and be level.

Bath and basin taps will be serviceable, with acceptable pressure and be free from leaks. Where taps are renewed in supported properties, these will be replaced with lever type taps.

The bath and basin will have a plug and chain installed and the bath will be free from cracks or large chips.

There will be at least two rows of tiled splash back to the bath and basin, providing the basin is not directly below a window, in which case one row may have to be fitted. All mastic seals will be in good condition.

If a shower is fitted, the shower components including riser, hose, head and screen will be in good condition. Any tiling that is installed will be adequate for shower use.

Gardens

Gardens will be cleared of all rubbish and unwanted possessions.

Grass, hedges etc. will be trimmed to a height/standard the tenant will be expected to maintain, (final cutting may take place after the tenant has moved in and this will be made clear to the tenant.).

The Council will ensure that fencing that adjoins public footpaths or open areas is secure and in good condition. Other boundaries will be clearly marked.

All brick outbuildings will be structurally safe and clear of all rubbish, debris, waste and unwanted possessions. The buildings must have a working door and lock. Gas and Electric checks will include any outbuildings.

A rotary dryer and sufficient anchor will be provided in all private gardens where such provision is practicable

Appendix Two Tenant Responsibilities

The list of tenant responsibilities are published in the repairs handbook. The current list of tenant's responsibilities is set out in the table below

Who is responsible for...	Us	You
Aids and adaptations installed by NWLDC, including external ramps and hard-standings	✓	.
Blockages - Cost of clearing blockages from toilets, wastes, wet room gullies, external gullies and drains that are not caused by wear and tear of the drainage system or the responsibility of the Water Authority	.	✓
Carpets and other flooring finishes excluding the bathroom and kitchen and those in communal areas	.	✓
Carbon Monoxide (CO) detector testing (on a monthly basis as a minimum)	.	✓
Damage to NWLDC fittings or appliances caused by frost, such as outside toilets and taps	.	✓
Domestic appliances (unless provided by NWLDC)	.	✓
Electrical - All elements that NWLDC provided to supply the property with electric such as wiring, consumer unit, sockets, switches, light pendants, cooker connection point and storage heaters. This does not include fittings that have been installed by the tenant with written permission from the council	✓	.
Electric fires, surrounds, hearths and solid fuel appliances supplied by NWLDC	✓	.
External meter cupboards	✓	.
External render and major plaster replacement that has perished or affected by damp	✓	.
Extractor fans, fire alarms and CO detectors supplied by NWLDC	✓	.
Fences, gates and garden walls fitted by NWLDC	✓	.
Floor boards / floor panels (excluding laminate flooring) including where they are affected by woodworm	✓	.
Garage - owned and leased by NWLDC	✓	.
Garage - plot owned by NWLDC with tenant's own garage on the site	.	✓
Garden maintained to the standard it was handed over at relet	.	✓
Gas cooker connection point, where applicable	✓	.
Infestations - Damage caused by infestations of pests that could have been prevented by the tenant	.	✓
Infestations - repair work required to stop vermin entry	✓	.
Internal decoration (excluding communal areas)	.	✓
Internal doors and associated ironmongery	.	✓
Key safes that have been provided by NWLDC	✓	.

Kitchen base units and wall cupboard adjustments	.	✓
Kitchen cupboards and worktops for fair wear and tear	✓	.
Locks - All work required to gain access when locked out of any lock (excluding faulty locks)	.	✓
Loft insulation	✓	.
Minor repairs and maintenance appropriate of a person acting in a tenant like manner	.	✓
Mould and condensation that isn't caused by a defect that is NWLDC's responsibility	.	✓
Obtaining and maintaining gas and electricity supplies	.	✓
Outbuildings - Brick built	✓	.
Paths, steps or other access routes that connect the front of the property to the front door, and the front door to the back door	✓	.
Power failure due to tenant's faulty electrical items, including resetting or replacing fuses	.	✓
Replacement of additional keys or fobs for any lock or entry system	.	✓
Replacement of fluorescent tubes, starters and light bulbs of any type (excluding bulbs in sealed fittings)	.	✓
Replacement plug and chain to any sink, bath or basin	.	✓
Sanitary fittings in the property, such as baths and basins, taps and toilets	✓	.
Sewers which are not the responsibility of another person or body such as Severn Trent	✓	.
Sheds and non-permanent structures installed by the tenant	.	✓
Sheltered Schemes - Appliances supplied by NWLDC in communal areas	✓	.
Sheltered Schemes - Communal areas including entrance halls and stairways	✓	.
Sheltered Schemes - Communal TV systems up to the main TV aerial point within each property	✓	.
Sheltered Schemes - Door entry systems, lifts, fire alarms and emergency lighting	✓	.
Sheltered Schemes - External decoration and internal decoration of the communal areas	✓	.
Sheltered Schemes - External drying areas and appliances provided by the NWLDC for washing and drying clothes	✓	.
Shower curtain replacement	.	✓
Skirting boards, picture rails, architrave and battens	.	✓
Small cracks and holes in plasterwork	.	✓
Smoke alarm testing (this should be done on a monthly basis as a minimum)	.	✓
Solid fuel tools	.	✓

Stairs, banisters and handrails	✓	.
Structure and exterior of the building including foundations, ventilation, roofs, chimneys, soffits, fascias, external doors, windows and associated fittings, and integral garages	✓	.
Telephone line and points after the initial installation	.	✓
Toilet seat replacements	.	✓
TV aerials and TV provided by cable or satellite dishes (excluding communal systems in sheltered schemes)	.	✓
Wall tiling or aqua board installed by NWLDC	✓	.
Washing line concrete posts in place before the start of the tenancy	✓	.
Washing lines and rotary air dryers, except those provided by NWLDC in communal areas	.	✓
Water and heating - Maintaining installations and associated fittings provided by NWLDC for water, space heating, and for supplying water, gas and electricity serving the property (excluding the suppliers pipework, wiring, meters or stop taps)	✓	.

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

Has an EIA form been completed as part of creating / reviewing / amending this policy?	Please tick: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, where can a copy of the EIA form be found?	Available on request
If no, please confirm why an EIA was not required?	



Decant Policy

Item	Details
Reference:	TBC
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Owner:	Head of Housing
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Key policy details

Approvals

Item	Date of Approval	Version No.
Consulted with Tenants and Residents	n/a	4.1
Reviewed by Community Scrutiny Committee	4.4.23	4.1
Approved by [insert]		

The Head of Housing, in consultation with the Portfolio Holder has the authority to make the following changes

- Minor amendments as a result of changes in national policy and changes to local priorities

Policy Location

This policy can be found on the council's website.

Revision history

Version Control	Revision Date	Summary of Changes
4.1	March 2024	Reasons for decants removed for inclusion in other policies, eg repairs.
4.2	April 2024	Minor change to clarify any permanent move is subject to the Council's allocations policy

Policy Review Plans

This policy is subject to a scheduled review once every three years or earlier if there is a change in legislation or local policy that requires it.

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1. Reasons for Policy

- 1.1 This policy describes the Council's arrangements for decanting tenants from their homes when major repairs or other remedial works are necessary. Decants are usually necessary when a property needs major work or needs to be refurbished or modernised and the work cannot reasonably be done with the tenant in residence. The policy explains when a decant will take place, the circumstances where a decant can be avoided at the tenants' request and the level of compensation that will be paid to tenants when they are decanted.
- 1.2 A decant is temporary housing which is only offered where it is appropriate for the property to be vacated due to the extent of the works and/ or the individual circumstances of the tenant and/ or members of their household.
- 1.3 A decant is a temporary move and tenants will return to their home once works are complete.

2. Legislative Context

- 2.1 The legislation listed below will be taken into consideration when implementing this policy:
 - Housing Act 1985
 - Housing Act 1996 as amended
 - Localism Act 2011 (specifically Section 160ZA: Allocation only to eligible and qualifying persons)
 - Data Protection Act 2018
 - Equality Act 2006

3. Objectives of the Policy

- 3.1 This policy ensures that the Council has arrangements in place to undertake necessary work in tenanted properties, where the nature of the work means that it is not appropriate for the tenant to remain in residence.
- 3.2 In some cases it will not be physically possible to carry out the work with a tenant in residence due to health and safety or welfare implications. However, in other circumstances the time and cost advantages of having an empty house to work in are such that a decant is the most practical and/or economically advantageous arrangement.

4. Definitions

- 4.1 Decant: Temporary housing which is offered where it is essential for the property to be vacated whilst work is undertaken.
- 4.2 Eligible Payments: Payments which are made to assist with the temporary/permanent move.

5. Responsible Parties

- 5.1 The responsibility for facilitating and agreeing alternative arrangements under this policy sit with Housing Management Team Manager.
- 5.2 The responsibility for assessing the scope of works and likely impact sits with the Commercial Services and/or Asset Management Team in conjunction with the Housing Officer for the area.
- 5.3 The tenant(s) who are required in the terms of their tenancy to adhere to the contracts.

6. When a Decant Will Take Place

- 6.1 This policy will determine how a decant will be facilitated. The situations where a decant will be required will be set out within other operational policies such as the repairs policy.

7. Managing the Decant

- 7.1 The Housing Officer for the tenants' home will be the single point of contact for the tenant as part of the decant process, supported by the Resident Liaison Officer. The officer will go through the Decant Policy with the tenant to ensure they are aware of what to expect in terms of accommodation and assistance.
- 7.2 The Housing Officer will be responsible for liaising with tenants and all other interested parties regarding the decant options and any compensation payments.
- 7.3 At all times during the decant process the Housing Officer and/ or Resident Liaison Officer will ensure the tenant is kept up to date with all information required concerning the works to be carried out, estimated timescales.
- 7.4 Progress updates on the work should be provided by Commercial Services/Asset Management to the Housing Officer on at least a weekly basis.
- 7.5 The Housing Officer will arrange for the maintenance of the garden of the decanted property to a reasonable standard if it becomes overgrown during the period it is empty. This will be done before the tenant moves back into the property.

8. Where a Tenant Does not wish to be Decanted or a Decant is impractical

- 8.1 Where a tenant does not wish to be decanted there are several options available to the Council. In some circumstances work may be deferred or the scale of the work could be reduced to be achievable with the tenant in situ.
- 8.2 Ultimately if the work is essential the Council could look to ensure the property is safe and look for legal options to ensure the work is completed.
- 8.3 For some tenants with very specific needs a decant might not be practical or achievable. In these circumstances additional measure may instead be offered to ensure the tenant can remain in situ such as, but not exclusive to, respite care for a fixed period of time for a household member. The Housing Officer will liaise with partner agencies already involved with the tenant and/or their household member or choose to contact a partner agency for support, for example, Adult Social Care.

9. Facilitating a Permanent Move rather than a decant

- 9.1 Circumstances may dictate that a permanent move is deemed by all responsible parties as the most appropriate action. One of the aims of this policy is not to move people from their homes unnecessarily and all options to return the tenant back to their home will be explored.
- 9.2 There may be additional considerations around the suitability of the property long term which may influence the responsible parties to look at whether a move permanently is more appropriate such as financial hardship or longer-term physical capabilities
- 9.3 Any permanent move will be carried out in accordance the Council's allocation policy regardless of whether it takes place to facilitate work taking place or during the decant period if it is agreed for the tenant to remain in situ permanently.

10. Types of Decant

- 10.1 The types of decant will be based on the needs of the tenant and household members but with a negotiated agreement which proves to be the best possible solution for all responsible parties.
- 10.2 Decant options depending on type.
 - a) Tenant makes their own arrangements
 - b) Tenant moves into a decant property provided by the Council
 - c) Tenant moves into bed and breakfast accommodation
 - d) Tenant moves into respite care
 - e) Holiday letting opportunities
- 10.3 The identified period away from the permanent home will determine which decant options are appropriate.
- 10.4 As a guide, a decant period of up to three weeks would require B&B/ hotel accommodation, respite care or arrangements to stay with friends and family.
- 10.5 Where the Council is arranging alternative accommodation it will pay the costs directly as set out in appendix A. Where a household has made their own arrangement, the Council will reimburse costs as set out in Appendix B. Where a household has made plans, such as staying with a friend which has not resulted in direct measurable financial expenditure but has caused inconvenience the Council will make a good will payment as set out in Appendix C.

11. Compensation Payments

- 11.1 Details of eligible payments are set out in Appendix A – C of this policy.

- 11.2 Agreed payments will usually be made in two parts. The first instalment to be paid to the tenant on moving into the decant property, and a subsequent payment of to be paid when the tenant returns to their property.
- 11.3 During the decant period, the tenant is required to continue to make rent payments to the rent account on their permanent home, and the rent due on the decant property is covered by the Council by way of an adjustment.
- 11.4 Payments will usually be made by bank transfer.
- 11.5 There will only be one payment per household, including split households.
- 11.6 Payments will only be paid to the tenant/s who have signed the tenancy agreement.
- 11.7 Where a tenant is in arrears with the council, a discussion with the responsible parties will lead to agreement as to whether there is full or part offsetting of any arrears.

12. Offer of Accommodation

- 12.1 The offer of a decant property will be based on the housing need and circumstances of the tenant and/or members of the household. For example, if a tenant is currently living in a three-bedroom property but only needs two bedrooms then a two bedroom property may be offered.
- 12.2 One offer of accommodation will usually be made by the Council in consultation with the tenant. Specific consideration will be given to:
- The size of accommodation
 - The distance of the accommodation from the place of work or education
 - The distance from the home of any member of the tenant's family if proximity is a consideration to the wellbeing of the tenant or their family.
- 12.3 Whilst every effort will be made to identify suitable alternative accommodation, this will be subject to vacancies that arise within the housing stock in the normal way. Tenants will be encouraged to be as flexible as possible about decant locations given the short-term nature of the move.
- 12.4 Where a tenant refuses to move or has refused the offer of other suitable alternative accommodation, the Council may:
- Commence legal action to ensure works can be completed if essential health and safety items are required
 - Inform the tenant that the scheduled works will not be undertaken.
- 12.5 There may be the occasions where a permanent move is made to facilitate works (see Section 9)

13. Implementation and Monitoring

- 13.1 The Strategic Director of Housing and Customer Services is responsible for the implementation and monitoring of this policy.

14. KPIs

- 14.1 The delivery of this policy and the overall success will be monitored by using a mixture of indicators aimed at measuring success and speed of internal processes, such as:

- Reason for decant
- Expenditure on decants
- Customer feedback (satisfaction of process)
- Speed of response from the Housing service

15. Right to Review

- 15.1 The following decisions taken under this policy are subject to the right to review of each responsible party:

- The decision not to allow a decant
- Level of payment
- Offsetting against debt
- Decision not to consider permanent move

The Housing Management Team Manager/ Principal Housing Management Team Leader will consider any request for review as outlined above and respond within ten working days.

Figure A- Direct Costs to be met by Council

Type of Payment	Payment Amount
Accommodation Costs relating to the property the tenant moves into	Cost to be met in full
Storage	Cost to be met in full
Decoration costs in line with Home Improvement Programme/Empty Homes Work.	Decoration Pack to be made available.

Figure B – Costs the Council will reimburse

Type of Payment	Payment Amount
Utility costs such as gas, electric and water in property where work is undertaken (substantive property) for period where property is empty	Cost to be met in full
Reasonable subsistence payments for food and drink relating to any emergency decant period	Up to £100
Disconnection and Reconnection of Utilities	Cost to be met in full
Redirection of Mail	Cost to be met in full

Figure C – Allowances in lieu of costs

Type of Payment	Payment Amount
Where a household has made their own arrangements, such as staying with family/friends the council will make a payment in lieu of costs to recognise the inconvenience.	£250

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

Has an EIA form been completed as part of creating / reviewing / amending this policy?	Please tick: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If yes, where can a copy of the EIA form be found?	Available on request
If no, please confirm why an EIA was not required?	

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Compensation Policy

Item	Details
Reference:	TBC
Status:	Draft
Originator:	David Scruton, Housing Strategy and Systems Team Manager
Owner:	Head of Housing
Version No:	4.1
Date:	April 2024

Key policy details

Approvals

Item	Date of Approval	Version No.
Consulted with tenants and residents	n/a	4.1
Reviewed by Community Scrutiny Committee	4.4.23	4.1
Approved by [insert]		

The Head of Housing, in consultation with the Portfolio Holder has the authority to make the following changes

- Minor amendments as a result of changes in national policy and changes to local priorities

Policy Location

This policy can be found on the council's website.

Revision history

Version Control	Revision Date	Summary of Changes
4.1	March 2024	Amendments to reflect direction from ombudsman. In particular removal of indicative amounts and emphasis that each case is considered based on individual circumstances
4.2	April 2024	Clarification that compensation is not reliant on a request from the customer

Policy Review Plans

This policy is subject to a scheduled review once every three years or earlier if there is a change in legislation or local policy that requires it.

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1. Policy Summary

- 1.1 North West Leicestershire District Council (NWLDC) is committed to providing high-quality services but recognises that there may be, on occasion, scenarios that result in our service failing or falling below the standards set out in our policies. On occasions such as this and where the tenant has been disadvantaged or suffers financial loss and liability is accepted by the Council, compensation may be appropriate.
- 1.2 This policy sets out the grounds and basis upon which compensation may be awarded and is applicable to all tenants of the Council.
- 1.3 The Council will adopt a tenant focused approach using a variety of remedies to ensure the situation is corrected, in some instances it is recognised that financial compensation may be appropriate as a form of redress.

2. Policy Objectives

- 2.1 This policy applies to all Council tenants and where appropriate leaseholders and other customers.
- 2.2 The policy provides a framework that allows for consistent, justifiable, and transparent decision making in relation to compensation payments.
- 2.3 Through the consistent application of this policy, the Council will ensure that all application payments are fair and proportionate in relation to the individual circumstances of the case.
- 2.4 Whilst this policy focuses on consistency, the Council also recognises that a flexible approach to appropriate compensation will be needed because of the unique nature of each case. Each claim will be considered individually on its merits having regard to all factors.
- 2.5 The Council will liaise with and adhere to compensation reviews and recommendations made by the Housing Ombudsman and this policy is intended to compliment the work of the ombudsman.

3. Policy Scope

- 3.1 The Council will consider the following types of compensation within this Policy.
 - Quantifiable Loss Payments where people can demonstrate actual loss.
 - Time and trouble payments, these are discretionary payments, for time, trouble, distress, and inconvenience.
 - Mandatory payments such as missed appointment payments or failure to complete a repair within the specified parameters.

4. Compensation and Payments

- 4.1 Compensation is considered to be a remedy for inconvenience or distress caused by a service failure, and claims will be considered on a case-by-case basis.

Compensation payments will be considered where:

- There has been a failure in standards of service delivery.
- Where the Council has failed in its repairing obligations as a landlord, or has failed to meet a repairs deadline as specified below

- There has been loss or damage to persons, or personal property where liability is not in dispute.
- Disturbance payments made to tenancy holders to compensate for reasonable expenses in moving from their home as a consequence of repairs being required. For more information see Decant Policy.

4.2 Quantifiable Loss payments

Examples of quantifiable loss could include: -

- A missed appointment, without prior notice, by Council staff or one of its contractors.
- Increased heating bills due to repairs required.
- Not completing a repair within the specified timescale.
- Loss of heating or hot water that continues after 24 hours.
- Additional electricity bills associated with running a dehumidifier.

This list is not exhaustive and each case will be considered on its merits.

The Council will not pay compensation if the failure to achieve service standards is due to circumstances beyond its control, for example: -

- The fault being that of a third party such as a utility company, electricity, water and gas, but not including our contractors.
- Severe weather conditions.
- Accidental damage where the Council has done nothing wrong and the repairs required are not able to have been predicted and are not due to an act or omissions by the Council, e.g. burst pipes.
- Where the tenant has frustrated our ability to carry out repairs
- Works in relation to any alteration to the property or its services carried out by the tenant without written permission or to an adequate standard which were therefore unforeseeable
- Loss or damage caused by tenants, visitors or adjacent occupiers
- The loss of water where a tenant is on a water meter and has not taken adequate steps to mitigate the loss.

4.3 Failure in standards of Service Delivery

A payment of will be made by request where an officer of the Council or one of its contractors has failed to keep a pre-arranged appointment without a minimum of 24 hours' notice. This will be a payment based on notional disturbance unless a tenant can demonstrate extenuating circumstances.

4.4 Failure in Landlord's repair obligations or failure to meet a repairs deadline

Where a Contractor has made reasonable efforts to gain access without success, or has carried out a temporary repair, then compensation will not be payable. In addition, if the delay in completing the work can be shown to be the tenant's responsibility, compensation will not be paid.

A payment can be made by where:

- A reported repair is not completed within its specified timescale as set out in the repairs policy. This will be a payment based on the impact the failure to rectify the repair will have on the tenant in question.
- A tenant has been required to use a dehumidifier for at least seven calendar days, at an amount to reflect the likely cost to the tenant

- A tenant has suffered from a loss of heating or hot water. An amount will be calculated based on the impact on the tenant to include any likely additional costs incurred such as having to repeatedly boil a kettle.

4.5 Loss or damage to persons, or personal property

Where liability for damage to persons or personal property is not in dispute, and where damage has occurred to tenants' possessions, either as a result of a failure to deal with a reported repair, or as a direct result of a rectified issue, the Council will ensure that compensation is made.

Claims in excess of £2,500 will normally be referred to the Council's insurance provider.

In the event of any claim, the Council will seek evidence to justify the value of the loss such as receipts or other evidence.

- 4.6 When a service failure has been identified, Council staff will discuss the option for compensation with the effected tenant(s) along with other options for redress. Wherever possible an outcome acceptable to the tenant(s) will be agreed.

4.7 Disturbance Payments

Where the Council wishes to undertake major repairs to a property, and the tenant is required to move out temporarily while the work takes place, a disturbance payment may be made. These do not form part of the compensation policy and are covered elsewhere.

4.8 Tenants Home Improvements

Tenants may make alterations to their home providing that written permission has been given by NWLDC prior to works taking place. It is the tenant's responsibility to obtain any other necessary consents (i.e. planning permission), and to ensure that the work is completed to a high standard and in accordance with all necessary regulations (e.g. Building Control, Gas Safe, FENSA etc). The Council reserves the right to refuse the works prior to being undertaken, and to inspect the works during, and afterwards.

When a tenant leaves their home, under "The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994", compensation for improvements they have made can be paid, upon request. The value of the compensation is determined through an assessment process laid down in the regulations.

The Council will provide tenants with details of the regulations on request.

4.9 Time and Trouble

When calculating time and trouble payments the Council consider the extent of inconvenience a complainant has experienced to get a resolution to their problem. In assessing whether time and trouble compensation is payable relevant factors could include:

- The length of time, including response times by the council, taken to deal with the problem and the complaint itself
- The time and effort required from the complainant
- Any specific difficulty experienced by the complainant in dealing with the Council
- The degree of inadequacy of the Council's response to letters, phone calls or visits
- Whether there has been an element of wilful action on the part of the Council that has resulted in poor management of the complaint

- The level of minor unquantifiable expenditure incurred by the complainant such as significant post, telephone or travel costs, whether the complainant was acting on behalf of others in pursuing the complaint, as a representative of a tenants' group for example

5. Payments in kind

- 5.1 Whilst in many circumstances a financial payment will be the most convenient method of compensation there will be occasions where it is agreed that payment in kind is more appropriate. Therefore, the Council will liaise with the customer to identify how to most appropriately compensate them for our service failure. The Council may for example carry out additional work in their home that would normally be rechargeable rather than make a payment.

6. Responsible Party

The Strategy and Systems Team Manager is responsible for the operational delivery of services in accordance with this policy.

7. Authorisation and Payment

Compensation payments must be authorised by an appropriate person. These are based on the level of payment agreed and set out below

- Up to £200 – Team Leader
- Up to £500 – Team Manager
- £500 - £1,000 – Head of Service
- £1,000+ - Strategic Director

Following authorisation, the Council will write to the claimant and inform them of total award amount. The letter will contain a detailed list of all the factors considered and the costs awarded for each factor. Compensation will usually be offset against any arrears the claimant owes to the Council unless there are exceptional circumstances. This will be in the order of Housing Rent, Council Tax/Housing Benefit Overpayment and Sundry Debts.

Attached with the letter will be a form that the claimant must sign and return to the Council to confirm agreement of the final award. The Council will normally make payments by BACS credit directly to a bank account within two weeks of receipt of the confirmation agreement signed by the claimant.

8. Compliments and Complaints

- 8.1 Tenants' views are actively encouraged, and all tenants have the opportunity to provide feedback regarding the service they have received.
- 8.2 All complaints received in respect of the service covered by this policy will be determined whether they are a complaint or a request of service.
- 8.3 Complaints will be dealt with in accordance to the Council Complaints Policy.
- 8.4 Both compliments and complaints have equal merit to help improve the services the Council deliver and identify good working practices to share with others.
- 8.5 Compliments and complaints information is collected by officers that are not directly involved front line delivery of the Housing Service.

9. Implementation and Monitoring

- 9.1 The Strategic Director is responsible for implementing and monitoring of this policy.
- 9.2 This Policy will be reviewed every three years (from the date approved), to ensure its continuous suitability, adequacy and effectiveness. An intermediate review may be required by the introduction of new legislation, regulatory or operational changes.
- 9.3 The relevant working group(s) have been consulted in the development of this policy and will be consulted with for all future changes or revisions.
- 9.4 Housing Service managers are responsible for making sure that all relevant employees are aware of the contents and responsibilities of this policy.

10. Right to Review

- 10.1 Tenants may request access to information relevant to information under the Freedom of Information Act 2000.
- 10.2 Tenants who do not feel that this policy has been applied correctly are entitled to make a complaint through the Council's complaints process.

Equality Analysis

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 23 APRIL 2024



Title of Report	UPDATE ON ZERO LITTER AND LAUNCH OF LOVE YOUR NEIGHBOURHOOD	
Presented by	Councillor Michael Wyatt Communities and Climate Change Portfolio Holder PH Briefed <input type="checkbox"/> yes	
Background Papers	Agenda for Cabinet on Tuesday, 11 January, 2022, 5.00 pm - North West Leicestershire District Council (nwleics.gov.uk) Minutes of the Community Scrutiny Committee, 4 April 2024.	Public Report: Yes
		Key Decision: Yes
Financial Implications	Zero Litter and Love Your Neighbourhood are being delivered from existing budgets. The Love Your Neighbourhood project includes an application to the Bardon Quarry Community Fund and £5,000 allocation of UK Shared Prosperity funding.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	No direct legal implications arising from the report.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	No direct staffing or corporate implications arising from the report.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To provide Cabinet with an update on the completed Zero Litter campaign including an evaluation. To seek approval from Cabinet on the Love Your Neighbourhood campaign.	
Reason for Decision	To adopt and approve a new approach to help make the District cleaner and greener.	
Recommendations	THAT CABINET: <ol style="list-style-type: none"> 1. NOTES THE UPDATE AND EVALUATION OF ZERO LITTER. 2. NOTES THE COMMENTS FROM COMMUNITY SCRUTINY ON THE LOVE YOUR 	

	<p>NEIGHBOURHOOD CAMPAIGN.</p> <p>3. APPROVES THE LOVE YOUR NEIGHBOURHOOD CAMPAIGN.</p>
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1.0 BACKGROUND

- 1.1 Littering in the district is dealt with by a number of Council services such as Street Cleansing and Environmental Protection. In order to tackle littering in the best possible way a task force was set up with representatives from these services. The taskforce implemented several changes to how littering was dealt with. These included:
- Introducing a new litter picking procedure for communities to litter pick safely and be collected by the Council in blue bags
 - Distributing over £6,000 of litter picking kit to 23 town/parish councils and individual litter pickers
 - Investigating littering and fly tipping cases and issuing Fixed Penalty Notices (FPNs) where appropriate through regular patrols to hot spot areas
 - Holding educational talks with workers at a large employer in Coalville to advise them not to drop cigarette ends during breaks.
- 1.2 The group developed the Zero Litter campaign. The campaign ran for two years and included partnership working, education, litter bins, enforcement and communication.
- 1.3 The Zero Litter campaign Action Plan covered the following themes: Changing Behaviour, Litter Infrastructure, Enforcement and Joint Working. Some of the actions included participation in local and national campaigns, litter bin usage and technology options, the use of CCTV cameras in hotspot areas and partnership working with colleagues across the county.
- 1.4 The campaign was agreed at Cabinet in January 2022. The Campaign and Action Plan is available in the background papers via the link above.

2.0 EVALUATION

- 2.1 At the end of the Zero Litter campaign, the task force reviewed the actions to evaluate the successes and take on board any learning using an evaluation template. Over the two years,, the Zero Litter campaign was very successful particularly in relation to the following:
- Participation in the County-wide fly tipping campaign
 - The Keep Britain Tidy Big Spring Clean resulted in 1,250kg of waste being collected
 - Zero Litter saw the recruitment of an additional 319 volunteer litter pickers taking the total now to nearly 600 volunteer litter pickers operating in the District
 - Over 19,000 bags have been given out to volunteer litter pickers
 - 28 FPNS were issued and one successful prosecution was secured for littering from vehicles
 - Successful deployment of the matrix trailer covering 132 miles of the County of which there were 34 deployments in 23/24 in North West Leicestershire
 - Annual litter pick on the A42 resulted in 38 tons of sweepings and detritus and 15 tons of litter collected
- 2.2 A detailed evaluation of each action can be found in Appendix 1.

3.0 LOVE YOUR NEIGHBOURHOOD

- 3.1 Building on the success of working together during the Zero Litter campaign, a wider group of cross-departmental officers has been established. The group has taken on board the evaluation and learning from the campaigns and has now developed a three-year Love Your Neighbourhood (LYN) campaign.
- 3.2 The aim of this campaign is to improve the environment of the district – to make it cleaner and greener. Whilst the Council cannot tackle this alone, it can bring people together to make improvements across the district and help to create civic pride.
- 3.3 This is a three year campaign to continue to reduce litter, change behaviours and educate individuals but it will also include a weekend of action across the whole of the district. Engagement with community groups is key. In order for the LYN campaign to have maximum impact across the district, a comprehensive communication plan will sit alongside the campaign.
- 3.4 The LYN campaign will also include celebrating the achievements of volunteers.
- 3.5 An action plan for the first year of the campaign has been developed and the themes are:
- Changing behaviour
 - Enforcement
 - Community Engagement
 - Weekend of action.

Year one of the campaign will be evaluated and the second and third year action plan will be developed from the findings of the year one action plan.

- 3.6 The LYN project will be funded from existing resources. However, applications will be made to the Bardon Aggregates Community Fund and £5,000 has been allocated from the UK Shared Prosperity funding (UKSPF).
- 3.7 The new topic for this campaign is the Weekend of Action.
- 3.8 The weekend of action will be held on 6 and 7 of July across the district and additional support will be provided in three targeted areas. The areas have been chosen because they have lower than normal recycling rates and the highest data for localised fly tipping and littering issues. The areas are:
- Thringstone
 - Greenhill
 - Measham
- 3.9 The three targeted locations will receive additional officer support to allow for pop up events. The themes and activities being developed in the three targeted areas include the following:
- Low recycling rates
 - Fly tipping
 - Accumulations in gardens and fire risk – bulky waste
 - Community litter picks
 - Pavement parking
 - Dog fouling
- 3.10 The draft LYN document and first year action plan can be found in Appendix 2.

3.11 The LYN campaign was presented to Community Scrutiny on 4 April and their comments were:

- The evaluation of Zero Litter was welcomed
- LYN was supported and Community Scrutiny was pleased to see the Council looking to make a cleaner, greener District
- Community Scrutiny would like an update/evaluation after the delivery of year one of LYN

A link to the minutes of the meeting can be found in the background papers above.

Policies and other considerations, as appropriate	
Council Priorities:	Developing a clean and green district
Policy Considerations:	Any enforcement action taken will follow the Council's approved enforcement policy.
Safeguarding:	Any safeguarding concerns raised will be referred as appropriate.
Equalities/Diversity:	An equality impact assessment has been completed.
Customer Impact:	Residents will have the opportunity to take part in improving the environment they live in.
Economic and Social Impact:	The LYN campaign is targeting areas where there are reduced recycling rates, high levels of littering and fly tipping. These communities will have an opportunity to apply for funding through grants.
Environment, Climate Change and Zero Carbon:	The work will contribute towards improving the environment in North West Leicestershire by reducing environmental crime and educating the residents.
Consultation/Community/Tenant Engagement:	The LYN campaign will involve working with communities to improve the environment.
Risks:	As part of its Corporate Governance arrangements, the Council must ensure that Risk management is considered and satisfactorily covered in any report put before elected Members for a decision or action. Volunteer litter pickers are acting in an individual capacity, however, because the Council supports them by providing litter picking equipment guidance is provided by the Council on litter picking safely.
Officer Contact	Paul Sanders Head of Community Services paul.sanders@nwleicestershire.gov.uk

Zero litter theme	Zero litter action	Lead team	What went well?	What did not go so well?	What have we learnt from this?	Based on learning, what should we do next / in the future?
Changing Behaviours	1.1 Participate in the countywide fly tipping campaign	Environmental Protection	<ul style="list-style-type: none"> All local authorities in Leicestershire participated, including the City Raised awareness across the county in relation to waste which is not always associated with fly tipping, such as garden waste NWLDC reduced fly tipping during the campaign NWLDC Issued two fines in relation to fly tipping NWLDC engaged on social media with over 8000 impressions. Joint working with Hinckley and Bosworth District Council on fly tipping issued on the border 	<ul style="list-style-type: none"> No report from the lead authority and limited feedback from the other authorities on their data and activities. This means we can only show results from our campaign Very little presence on social media by the other authorities 	<ul style="list-style-type: none"> The Leicestershire Waste Partnership group would be best equipped to take a lead on collecting the data from each authority. This is now in place for 2024/25 	<ul style="list-style-type: none"> A lead has been confirmed for the forthcoming campaigns
	1.2 Undertake a roadside litter campaign each month	Environmental Protection	<ul style="list-style-type: none"> Consistent patrols Staff participation Offences witnessed 	<ul style="list-style-type: none"> Needed to increase the use of social media to promote patrols by officers 	<ul style="list-style-type: none"> The public could of been made more aware that officers proactively patrol hotspot areas for littering and dog fouling 	<ul style="list-style-type: none"> Increase the use of social media to highlight enforcement patrols to show officers are proactively out on the district
	1.3 Participate in the Keep Britain Tidy (KBT) annual Big Spring Clean	Environmental Protection	<p>KBT Big Spring Clean was another successful campaign in terms of numbers of volunteers and volumes of waste collected. See figures below</p> <p>2022/23</p> <ul style="list-style-type: none"> 107 volunteers 12 streets covered plus open spaces 73 bags of waste collected weighing in at 530kg <p>2023/24</p> <ul style="list-style-type: none"> 104 registered volunteers 24 Streets covered 86 Bags of waste collected weighing in at 720kg 	<ul style="list-style-type: none"> By being slightly out of line with KBT dates, it meant the campaign did not have as much impact. This was due to capacity within the team 	<ul style="list-style-type: none"> To bring the dates of the community litter pick in the Spring back in line with KBT's Big Spring Clean 	<ul style="list-style-type: none"> Community litter pick for 2025/26 will be in line with KBT Big Spring Clean
	1.4 Use social media to promote homeowner responsibilities when disposing of waste	Environmental Protection	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Other forms of communication the message were used due to issues with not having a dedicated Facebook 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> All messages for enviro campaigns can now be posted via the corporate Facebook account and posts are provided to the Communications team

			page for enviro crime at the time of the campaign.		who post on behalf of the enviro crime team.	
1.5	Distribute litter picking equipment to volunteers	Environmental Protection	Continued to receive a large number of requests for volunteer litter picking equipment. Here are the figures: 2022 – 2024 <ul style="list-style-type: none"> • Total of 591 volunteers • 319 litter pickers given out. • 304 hi vis vests supplied. • 19,765 bags given out. • 319 new volunteers. • 20 group litter picks consisting of a total of 419 volunteers. • Supported KBT, Big Spring Clean – see 1.3 	<ul style="list-style-type: none"> • Increases in cost for equipment and bags • Capacity within the team to deliver equipment and bags 	<ul style="list-style-type: none"> • Officers encouraged to make deliveries in conjunction with their other duties • Officers from other team are willing to help with deliveries 	<ul style="list-style-type: none"> • Due to the benefits of the volunteers and all of the work they do to support keeping the District cleaner and greener, the Council will continue to support individual volunteers and groups such as the North Leicestershire Litter Wombles
1.6	Refresh dog watch rural	Environmental Protection	<ul style="list-style-type: none"> • 16 landowners participated • Positive feedback from social media posts • Positive feedback from the landowners • Fresh new design for sign encouraging landowners to report issues • Fresh new design for signs to encourage dog walker to pick up and dispose of bagged waste responsibly 	<ul style="list-style-type: none"> • Confusion with other agencies promoting 'stick and flick' 	<ul style="list-style-type: none"> • Collecting data for measuring the outcome of the campaign is difficult and time consuming • Landowners reluctant to come forward 	<ul style="list-style-type: none"> • A new impact assessment is currently being prepared to improve outcome measures

Zero litter theme	Zero litter action	Lead team	What went well?	What did not go so well?	What have we learnt from this?	Based on learning, what should we do next / in the future?
Litter Infrastructure	2.1 Monitor if additional vehicles and staff are required to help with demand of bin emptying/litter picking	Waste Services	<ul style="list-style-type: none"> Waste Services review initiated. This will be a review of current services and operational requirements 	<ul style="list-style-type: none"> Sickness levels remain high and deployment of staff to ensure coverage is widely practised Industrial action affecting waste collection staff created priority of statutory duties and distribution of qualified staffing 	<ul style="list-style-type: none"> Further procedural review and policy changes are required to manage sickness and absence levels 	<ul style="list-style-type: none"> HR supporting through review of current sickness and absence policy
	2.2 Monitor litter bin technology i.e. solar and funnel and trial in appropriate areas	Waste Services	<ul style="list-style-type: none"> Footfall analysis confirmed North West Leicestershire district is predominately rural, main towns do not produce footfall for expense and maintenance programme for equipment 	<ul style="list-style-type: none"> Expense of equipment Maintenance support annual fees unsupported through financial requirements 	<ul style="list-style-type: none"> Continue to monitor litter levels and plan for installation of equipment if required Continue to monitoring market development for future improvements 	<ul style="list-style-type: none"> Continue to monitor and explore developing products available to the market in support of further recycling avenues
	2.3 Monitor litter bin usage and remove if not needed	Waste Services	<ul style="list-style-type: none"> Identified areas that require further support and utilised grant funding 	<ul style="list-style-type: none"> New product development on the market place has not satisfied placement investigations within North West Leicestershire District. Products are aimed at high traffic city centres 	<ul style="list-style-type: none"> Current system and supply of litter bins adequate for usage at present levels 	<ul style="list-style-type: none"> Explore recycling street litter bins to ensure the Council is supportive of legislation changes and maximising capacity to recycle more

Zero litter theme	Zero litter action	Lead team	What went well?	What did not go so well?	What have we learnt from this?	Based on learning, what should we do next / in the future?
Enforcement	3.1 Undertake a roadside litter campaign each month	Environmental Protection (EP)	<ul style="list-style-type: none"> Offences witnessed 28 FPN's issued for littering One prosecution for littering, £220 fine, total costs £1,118.00 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Continue to undertake the campaign as it was successful 	<ul style="list-style-type: none"> Campaign very successful and the Council will continue to use this approach to catch people who litter in the District
	3.2 Use the Council's technology e.g. cameras, CCTV to investigate hot spot areas	Environmental Protection	<p><u>Matrix Trailer</u></p> <ul style="list-style-type: none"> The Matrix trailer was will have been deployed on 34 occasions during 2023/24 and in line with the pre-planned schedule. Supporting the A42 Litter pick Supporting LWP with the "Its all fly tipping" campaign covering 132 miles across the county. Supporting district events for example Party in the Park. Supporting Community Safety Partnership in Ashby over the Christmas period giving "Stay Safe advice" <p><u>Cameras</u></p> <ul style="list-style-type: none"> Trail cameras have been deployed on 14 occasions in hotspot locations in an attempt to catch offenders committing fly tipping offences The pod camera has been deployed on three occasions capturing two offences with quality images from 73m 	<p><u>Matrix trailer</u></p> <ul style="list-style-type: none"> Wet weather conditions resulting in wet and soft verges have hampered the deployment. <p><u>Cameras</u></p> <ul style="list-style-type: none"> Difficulties in find suitable pod camera locations. Weather conditions not only affects the lens but hampers deployment. 	<ul style="list-style-type: none"> Consider using Council owned land with hard standing where a matrix trailer cannot be deployed, without a permit and at short notice Consider using private land to install pod cameras 	<ul style="list-style-type: none"> Be flexible with the schedule to enable the matrix trailer to be deployed without the need of a risk of going onto soft verges Contact landowners in rural areas to assist in deploying pod cameras Look into modifying the matrix trailer so a pod camera can be fitted
	3.3 Look at external campaigning funding to support the work of the Taskforce around cleaner and greener District	Zero litter campaign working group members		<ul style="list-style-type: none"> Although no external funding was secured as North West Leicestershire was not eligible for external funding at the time, the Zero Litter group did stay within budget and was able to deliver all of the relevant campaigns 	<ul style="list-style-type: none"> North West Leicestershire District Council was not eligible due to the criteria of some of the funding sources at the time 	<ul style="list-style-type: none"> N/A

	3.4 Investigate reports of littering/fly tipping where sufficient evidence is available	Environmental Protection	<ul style="list-style-type: none"> Although evidence is often difficult to find there has been good success from fly tips visited by EP Seven FPN's for fly tipping offences Toolbox talks arranged with the Parks Team and Street Cleansing on best practise evidence gathering which resulted in six quality statements and evidence being presented to EP from the Parks Team 	<ul style="list-style-type: none"> Enforcement is difficult and involves a lot of Officer time Cases are totally reliant on evidence found 	<ul style="list-style-type: none"> Finding evidence is crucial so the tool box talks have helped Education to prevent fly tipping in the first place is essential 	<ul style="list-style-type: none"> Continue tool box talks to support other teams to identify evidence Encourage more members of staff to report fly tipping and littering
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Zero litter theme	Zero litter action	Lead team	What went well?	What did not go so well?	What have we learnt from this?	Based on learning, what should we do next / in the future?
83	4.1 Waste Services and Environmental Protection will meet on a bi-monthly basis	Waste Services and Environmental Protection	<ul style="list-style-type: none"> Established Zero Litter working group to deliver the campaign, this also included other departments 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Involving multiple teams improves the way enviro crime is tackled to improve the District 	<ul style="list-style-type: none"> Continue to work together and involve more teams to further improve the District i.e. Housing
	4.2 Partnership working with the District and Parish Councils	Community Focus (CF)	<ul style="list-style-type: none"> Utilising Parish monthly newsletters to provide information and updates on campaigns Parish Fair workshop (18 attended) and information stand September 2022 May 2022 Enviro-crime workshop attended by 13 councillors and clerks CF officers' regular meetings with parish Councils and providing intelligence to EP on local issues 	<ul style="list-style-type: none"> Parish fair was attended by 42 clerks and councillors throughout the evening, which is considered a low attendance in relation to the number of councillors elected across the district. 	<ul style="list-style-type: none"> Information sharing is key, enables parishes to communicate scheme and initiatives to the wider community using their own social media. They feel included and informed. 	<ul style="list-style-type: none"> Consider opportunity for EP officers to attend district days Consider the use the trailer for pop up events in hot spot areas
	4.3 Debrief from annual litter pick of A42 – intelligence from Street Cleansing	Waste Services and Environmental Protection	<ul style="list-style-type: none"> Litter pick went ahead and was completed as planned Volume of waste collected: Sweepings and detritus – 38.620T, Litter picked waste – 15.440T 	<ul style="list-style-type: none"> Takes a lot of time due to when the work can be carried out 	<ul style="list-style-type: none"> Better understanding of what waste has been discarded 	<ul style="list-style-type: none"> Can make the enforcement campaign more targeted now there is more detail on waste type and location Undertaking a Countywide campaign on A roads through Love Your Neighbourhood Regular enforcement patrols in the lay-bys on "A" roads with the CCTV van Continue with matrix sign on slip roads to educate road users Looking to use the pod camera with matrix sign

							<p>to catch perpetrators who litter from vehicles</p> <ul style="list-style-type: none">• Improve signage in lay-bys
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LOVE YOUR NEIGHBOURHOOD

April 2024 - March 2027




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This document and action plan is managed and implemented by the following teams:

- Waste Services
- Environmental Protection
- Communications
- Community Focus
- Parks and Open Space
- Health and Wellbeing
- Housing Management





Executive Summary

During 2022 to 2024, we ran a Zero Litter campaign which involved taking a 'one team, one council' approach to reduce litter, change behaviour and educate people about the impact of littering.

This campaign was very successful, and to continue its success and expand into a bigger campaign involving more teams from across the council Love Your Neighbourhood has been developed.

This is a three year campaign to continue the focus on reducing litter, changing behaviour and educating people, and it also includes a weekend of action across the whole district.



Introduction

To continue the success of Zero Litter and take on board the learning from it, we have developed a three year 'Love Your Neighbourhood' campaign that involves work from across the authority.

The national picture

∞ The government's Anti-Social Behaviour Action Plan, published in May 2023, is committed to increasing on the spot fines for certain offences. On 31 July 2023 these regulations came into force in England, increasing upper limits on the following Fixed Penalty Notices (FPNs):

- The maximum amount those caught fly-tipping could be fined would increase from £400 to £1,000
- The maximum amount those who litter could be fined would increase from £150 to £500
- The maximum amount those caught fly-posting and graffitiing could be fined would increase from £150 to £500
- The maximum amount those who breach their household waste duty of care could be fined would increase from £400 to £600.

Regarding waste and recycling collections, the government has confirmed a national recycling target of 65% by 2035 in England. To help meet this target, councils will be required to collect the following:

- Food waste and tetra packs from 2025 onwards
- Plastic bags and wrapping from 2027 onwards.

Local context

In line with the Government's Anti-Social Action Plan the upper limits and early repayment discounts for the following Fixed Penalty Notices for 2024/25 are as follows and came into force on the 1 April 2024.

- The maximum amount for those caught fly-tipping could be fined will increase from £400 to £600, discounted to £535 if paid within 10 days of issue
- The maximum amount those who litter could be fined will increase from £150 to £225, discounted to £200 if paid within 10 days
- The maximum amount those caught graffitiing or fly-posting could be fined will increase from £150 to £225, discounted to £200 if paid within 10 days
- The maximum amount those who breach their household waste duty of care could be fined will increase from £400 to £600, discounted to £525 if paid within 14 days.

Introduction

Enforcement data:

2022-2023

- 587 reported incidents
- Seven Fixed Penalty Notices Issues for fly tipping related offences
- 33 Fixed Penalty Notices issued for Duty of Care offences (commercial)
- 39 Fixed Penalty Notices issued for litter related offences
- Three Fixed Penalty Notices issued for breaches in PSPO's (dog-related)
- 16 vehicles removed for abandonment
- 12 deployments of the matrix sign including support for the annual A42 litter pick

2023–2024 (excluding February and March)

- 459 reported incidents
- Seven Fixed Penalty Notices Issues for fly-tipping-related offences
- Two Fixed Penalty Notices issued for Duty of Care offences (commercial)
- 28 Fixed Penalty Notices issued for litter related offences
- 16 vehicles removed for abandonment
- 24 deployments of the matrix sign including support for the annual A42 litter pick
- Seven deployments of the matrix sign countywide to support the countywide 'It's all Littering' campaign

Volunteer litter pickers and equipment given out 2022-2024:

- 591 volunteers
- 319 litter pickers given out
- 304 hi vis vests supplied
- 19,765 bags given out
- 319 new volunteers
- 20 group litter picks consisting of a total of 419 volunteers.

To tackle this issue we have:

- 2 senior enforcement officers
- 2 enforcement officers
- 591 volunteer litter pickers
- 13 street cleansing staff
- 10 vehicles including sweepers and vans
- One CCTV van
- Seven trail cameras
- Two pod cameras
- Drone



Street cleansing

It is our responsibility as a litter authority to ensure that our district (or land for which we are responsible) is, so far as is practicable, kept clear of litter and refuse. The street cleaning team regularly empties litter bins, litter picks, removes fly tipping, and sweeps road networks, footpaths and public areas including car parks.

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The team operates three different sized sweepers - two large HGVs, a medium sized sweeper for roads and car parks, and two pavement sweepers. These follow regular routes and are on a rota system covering main urban and rural roads.

Our pavement sweepers also follow a more intricate rota to ensure our town and village centres and areas where the larger sweepers cannot safely operate, remain cleansed seven days a week. In addition, the services operate in response to weekend social activities, periods of high foot fall and support for community events.

Litter picking and harder to reach areas such as heavily parked streets, narrow walkways are cleared using pushed collection barrows.

A range of vehicles is used following fly tipping reports. Before the removal, the crew must complete an analysis of the waste being collected and identify any evidence of where the waste has originated from to pass to our enforcement team. The crews use a variety of collection vehicles, from caged tippers to hiab lorries, which use a crane loading system. On average our crews collect a weekly tonnage of five tonnes for the removal of fly tipping occurrences across the district.

Our programme of litter collections takes place on a weekly basis along the A42 road network. This is a 15 mile stretch of major trunk road, connecting the east midlands between the M1 and M42. Each week our team collects over a tonne of litter from laybys along this stretch of road. Every year we carry out an extended litter pick of the verges under the guidance and approval of the highways agencies and traffic management companies who partially close live traffic lanes to allow our teams to operate safely.

Litter bins

During the Zero Litter campaign, we increased the number of council-owned litter bins from 500 to 600. The street cleansing team ensures these bins are emptied on a regular schedule, and we dispose of around 0.5 tonnes on a weekly basis.

The standard bins are easy to install and can be removed without causing any damage to the highway. Post-mounted bins are installed in areas that do not need a large capacity bin or where the footpath is not wide enough.

Litter bin installation requests are dealt with on an individual basis, to assess safety installations and emptying.

Placement of bins in laybys attract fly tipping and abuse, therefore if there are problems with litter in these areas the approach is to litter pick more frequently and to develop targeted communication and enforcement.

Technological advances for litter bins mean the world of litter collection is continuously evolving. As part of this action, the team will consider several options including suitability, cost, efficiency and safety. The team will also consider installing trial bins in appropriate areas and monitor before investing in more.

Our recycling focus

Our Recycle more... campaign was adopted in 2019 to encourage people to recycle more materials, more often. Since it was adopted, some of the following has been introduced and achieved:

- A weekly food waste collection trial for 4,000 households on selected streets in Coalville, Whitwick, Measham and some rural parts of the district
- The introduction of household battery and mobile phone recycling at the kerbside for all households
- Exploring the type of recycling containers residents will use in the future, with 500 households already trialling two different recycling container systems.

The LYN project will help to identify areas of the district where recycling participation is lower, enabling Recycle more... and its aims to be delivered and focused at a local and community-based level, supporting residents to recycle more.



Zero Litter – how successful were we?

- Participated in the county-wide fly tipping campaign
- The Keep Britain Tidy Big Spring Clean resulted in 1,250kg of waste being collected over the two years
- There are now nearly 600 volunteer litter pickers – 319 have been recruited during the two years of the campaign
- Over 19,000 bags have been given out to volunteer litter pickers
- 28 FPNS and one prosecution for littering from vehicles
- 34 successful deployments of the matrix trailer covering 132 miles of the county
- Litter picking on the A42 resulted in 38 tons of sweepings and detritus and 15 tons of litter picked

As part of the evaluation of Zero Litter, we have recognised that more teams from across the council need to be involved. Therefore Parks and Open Spaces and Housing Management have been included in LYN.

Community engagement

Opportunities to represent the district council at events to educate and share information on the campaign include large community events such as Picnic in the Park, Jims Tractor Run, the Emergency Services Open Day, Christmas in Coalville, which are well attended by 2000+ people and have high engagement levels.

Smaller pop-up events working in partnership with smaller parish councils and events groups and resident involvement team for our own social housing scheme event.

The VCSE Newsletter will continue to be published every three weeks and circulated to over 500 community groups, village halls and charitable organisations across the district. Organisations are encouraged to share the content with their members and service users.

Monthly parish newsletters will be circulated to all parish and town councils across the district. Articles relating to the scheme will highlight updates and success stories throughout the term of the campaign. Parish and town councils will be encouraged to share this information with their residents.

Quarterly Parish Liaison meetings are an opportunity to provide information directly and in person.





Love Your Neighbourhood

By evaluating Zero Litter, the working group has developed four key themes for Love Your Neighbourhoods first year. These are:

- **Changing behaviour**
- **Enforcement**
- **Community engagement**
- **Weekend of action**

Action Plan 2024 / 2025

Theme one	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Changing behaviour	Working with schools delivering a series of enviro- crime and recycling workshops.	Contact schools and local groups e.g. Scouts to arrange delivery of two workshops on enviro crime and recycling Produce a detailed project campaign plan with communication plan	Confirm the schools and local groups for the workshop Prepare workshop materials. liaising with the Recycling Officers	Deliver the series of workshops	Send out questionnaires to the schools and local groups that participated to evaluate the use of the workshops	Workshops delivered in five primary school classes, five secondary school classes and local groups e.g. Scouts	Environmental Protection

Action Plan 2024 / 2025

Theme one	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Changing behaviour	Deliver recycling and enviro-crime awareness at summer fetes	Identify the fetes in the district and prioritise those with the greatest opportunity for impact e.g. Picnic in the Park	Attend the fetes throughout the district	Evaluate campaign – how effective was the use of attending summer fetes		Level of engagement at fete Measure footfall to the stands and engagement Number of Fetes attended	Waste Services Development Officer

Action Plan 2024 / 2025

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Theme one	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Changing behaviour	Attend staff roadshows and team briefings to encourage staff to report incidents of enviro-crime and volunteer as a litter picker	Develop a presentation on reporting enviro-crime and engaging as a volunteer litter picker	Attend one roadshows or team briefings To encourage reporting enviro-crime and becoming a volunteer litter picker	Attend one roadshows or team briefing to encourage reporting enviro-crime and becoming a volunteer litter picker	Evaluate number of individual and group litter picks	Increased number of enviro- crime reports received from members of staff to help tackle enviro- crime Staff attendance at the Roadshows, number of Team Briefings attended and number of staff and group litter picks	Environmental Protection
		Look to streamline statements online and supporting evidence for staff	Supply information on the quantity of litter picked by staff volunteers	Supply information on the quantity of litter picked by staff volunteers	Number of reports made Enviro Team.		
		Engage with Team Managers to attend team briefings	Publish the presentation on the staff intra- net so staff that could not attend can access the information	Publish the presentation on the staff intra- net so staff that could not attend can access the information	Publish competition results (pending feasibility from Q1)		
		Look at feasibility of running staff competition for number of reports received					

Action Plan 2024 / 2025

Theme one	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Changing behaviour	Develop an Enviro charter with businesses within NWL	Identify two hotspot areas within the district to sign up to the charter. Produce a detailed project campaign plan with communication plan to assist with developing the charter	Identify two businesses within each of the specific hotspot areas to sign up to the charter and launch the charter at their premises	Work with the businesses that have signed up to the charter with their launch event and use media to publicise their launch event	Evaluate campaign and continue to engage with businesses signed up and build on success ready for 2025/26	Environmental Protection	

Action Plan 2024 / 2025

Theme one	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Changing behaviour	Design and develop a LYN, 'No Littering' and 'No Fouling' signs	Produce a detailed project campaign plan with communication plan to produce new signs to deter littering and dog fouling. 'It's All Littering'	Launch new designed enviro signage along with social media messages	Deploy signs in areas where concerns have been raised Continue awareness messages on social media	Evaluate success and feedback and continue work from Q3	Number of signs on the district Social media messages engagements Have reports increased or decreased in comparison with previous year(s)	Environmental Protection
	Deploy Matrix sign at key locations throughout the district to communicate and educate the public on littering	Detailed plan to include major events around the district and to apply for relevant permits for the year Produce information for other council's to use the matrix sign for a fee to generate income to contribute to costs	Deploy matrix sign at key locations and events Investigate the feasibility to promote the use of the matrix sign with other Leicestershire and neighbouring councils to generate income	Continue deployment of the matrix sign at key locations and events	Continue deployment of the matrix sign at key locations and events Evaluate success and feedback from use of the sign	Number of deployments Number of social media messages/ engagements	Environmental Protection

Action Plan 2024 / 2025

Theme two	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Enforcement	Raise awareness of Duty of Care with householders including the requirement for waste carriers to be licensed	Produce a detailed project campaign plan with communication plan Send out information to all households through the council tax annual billing system advising households on their duty of care. Include S.46 information, requirements to present waste in line with legislation	Continue communications around householders' duty of care using social media platforms available	Continued communications around householders' duty of care using social media platforms available	Evaluate campaign, Plan and design information for 2025/26 around householders' duty of care through the council tax annual billing system. Include S.46 information, requirements to present waste in line with legislation	Number of reaches to householders and social media engagements	Environmental Protection

Action Plan 2024 / 2025

Theme two	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Enforcement 100	Deliver fly tipping campaign targeting rural and private land.	Identify hot spot areas through analysing data and encourage landowners to report fly tipping on their land	Support and work with landowners. Raise awareness on social media It's all fly-tipping. Install cameras on private land to support landowners	Continue to support and work with landowners. Raise awareness on social media. It's all fly-tipping Install cameras on private land to support landowner	Evaluate campaign Evaluate the use of cameras on private land	Number of private landowners, compare with previous years Have cameras worked as a deterrent? and number of offences capture	Environmental Protection
		Identify hot spot areas for littering and dog fouling and produce a schedule for the patrols Produce communication information to publicise the outcome of the patrols so the public are aware and to act as a deterrent	Identify hot spots areas for the next quarter Undertake patrol and publicise the outcome Potential use of technology from matrix sign to cameras	Identify hot spots areas for the next quarter Undertake patrol and publicise the outcome Potential use of technology from matrix sign to cameras	Evaluate campaign Continue... Identify hot spots areas for the next quarter Undertake patrol and publicise the outcome Potential use of technology	Number of fixed penalties issued Evaluate any improvement in the areas that were patrolled Social media engagements Number of technology related deployments	

Action Plan 2024 / 2025

Theme two	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Enforcement	Deliver a Bag it and Bin it RURAL Campaign.	Produce a detailed project campaign plan with communication plan Continue to monitor areas and work with landowners already signed up from 2023/24 Identify further hotspot areas within a rural environment using social media, signage and leaflets	Carry out assessment visits and install signage as required within any new hotspot areas Use social media, radio to promote best practices when walking in the countryside	Continue with assessment visits and install signage as required within any new hotspot areas Use social media, radio to promote best practices when walking in the countryside	Evaluate campaign Continue with assessment visits in this quarter and install signage as required within any new hotspot areas Use social media, radio to promote best practices when walking in the countryside	Number of rural landowners engaged Number social media engagements Number of Fixed Penalty Notices issue	Environmental Protection
101							

Action Plan 2024 / 2025

Theme three	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Community Engagement	Work with Housing Associations and NWL housing team to change waste disposal behaviours	Produce a detailed project campaign plan with communication plan	Develop a working group with Recycle More, Housing, environmental Protection and Communications teams	Deliver the educational workshops within identified hotspot areas to engage local community groups, parish councils, schools and clubs	Evaluate campaign	Reduction in fly tipping	Waste Services
102		Work collaboratively with NWL housing team to identify the issues and hot spots	Work alongside Recycle mores existing projects which identify hotspots and educational interaction within that community			Increase use of bulky waste services	
		Engage the Housing Associations to identify the issues and hot spots	Create further educational workshops within identified hotspot areas to engage local community groups, parish councils, schools and clubs			Encourage re-use	
		Devise campaign	Use social media outlets to highlight issues, share success and progress			Increased recycling	

Action Plan 2024 / 2025

Theme three	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Community Engagement	Work with Parks and Open Spaces and Waste Services to reduce abuse of public litter bins	Produce a detailed project campaign plan with communication plan which includes the Green Flag award	Use social media out put to highlight issues Deploy enforcement cameras where possible	Engage public at council event Deploy enforcement cameras where possible Continue with social media out put during summer months	Ramp up social media output for Christmas holidays and post Christmas clear outs Early in October - engage schools	Reduce abuse of public litter bins Number of camera deployments	Parks
103		Target known hotspots; identify potential hotspots. Create signs for bins. Late in Q1, get ready for summer Engage with local community groups	Engage schools prior to holidays Tie in with keep Britain Tidy (Green Flag)	Use matrix sign if needed. Review information ready for the Q3,4			

Action Plan 2024 / 2025

Theme three	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Community Engagement	Engage with People Zones / Projects	<p>Develop a campaign to include identifying opportunities for funding and new initiatives.</p> <p>Use social media to highlight issues and engage with community groups / parish council to promote positive activities</p> <p>Work alongside Recycle mores existing projects which identify hotspots and educational interaction within that community</p>	Engage schools and community groups prior to holidays. Tie in with district, county and national campaigns	Work with NWL housing team, Community Safety, EP, Parish Councils and community groups to identify the issues and hot spots	Engagement, evaluation and planning for the next year	Reduction in fly tipping and enviro crime, Evaluate any improvement in the areas, Response to community engagement. Yearly evaluation of the area	Health and Wellbeing Team and Community Focus
104							

Action Plan 2024 / 2025

Theme three	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Community Engagement	Big Spring Clean	Participate in a district wide Big Spring Clean engaging with parish and town councils, volunteer litter pickers and Leicestershire Wombles	Encourage and support volunteers Design a sign - LYN, this area has been litter picked by volunteers	Encourage and support volunteers	Participate in the Keep Briain Tidy Big Spring Clean engaging with parish and town councils, volunteer litter pickers and Leicestershire Wombles	Number of volunteers, new and current Number of bags and equipment given out	Environmental Protection
105 Community Engagement	Implement the Community Lottery Scheme (Gatherwell)	Cabinet to agree for the scheme to go ahead. Start the process with Gatherwell, this will take 20 weeks	Final checks, development of the website. The launch of the scheme to be held end of September (VCSE / Parish Fair)	Delivering marketing on the scheme and encourage 'causes' to sign up and generate ticket sales Monitoring of data	Monitoring of data. Engagement with causes Marketing of the scheme	40 community groups set up causes via the Community Lottery Scheme website 100 ticket sales	Community Focus

Action Plan 2024 / 2025

Theme four	Task	Action				Outcome / Measurable	Lead Team
		Q1	Q2	Q3	Q4		
Weekend of action	To hold a day of action in targeted areas to engage with residents and improve the area	Review data to identify areas Data sets to include: fly tipping, street cleansing rounds, volunteer litter pick areas, recycling rates, complaints	Develop a plan for the day of action to include working with local community groups, parish councils, parks and open spaces, waste services, Enviro crime, volunteer litter pickers, housing estate teams, community focus, communications team Key themes to tackle will include dog fouling, littering, fly tipping and taking pride in the area Use this as an opportunity for other services within the council to promote their services Promote other initiatives e.g. free trees / bulbs that are appropriate at the time and lottery	Deliver the day of action Promote using social media, radio	Evaluate the day of action Number of people / groups engaged on the day Number of bulbs / trees planted	Day of action held Opportunity to engage with residents on issues specific to each area Through community engagement, evaluate the impact of the day of action and gauge the buy-in from the community Leave behind a legacy for residents to 'Love their Neighbourhood' Recycling rates Number of volunteers Number of dog fouling, littering and fly tipping reports	Environmental Protection, Housing Resident Involvement and Community Focus

Monitoring

The learning from the evaluation of the Zero Litter campaign has highlighted a need to improve the monitoring and measurement of the outcomes and outputs.

Taking the learning from Zero Litter into LYN, the group has established some Key Performance Indicators (KPIs) so we are able to measure the outcome and the outputs from the campaign. This will help in future years in terms of shaping campaigns ensuring we are targeting resources and establishing key priorities for the district.

The group has also improved the detailed action plans that the group uses to deliver the actions on the ground to include SMART measurements so we can understand if a campaign has made a difference, been effective and good value for money.

A number of KPIs have been developed to monitor the progress of LYN.

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Theme 1 - Changing behaviour

Ref	Task	KPI	Outcome
1.1	Working with schools to deliver educational programme on littering	Deliver the programme to five local primary schools and five secondary / youth groups. Reach a satisfaction score from post talk survey of 80% or more.	Children educated on enviro crime and recycling to reduce litter and increase recycling
1.2	Attend NWLDC Staff Roadshows to promote recycling and educate on enviro crime	Attend two roadshows or briefings, one in Q2 and one in Q3. Reach a satisfaction score from post roadshow survey of 80% or more.	Staff briefed on how to report littering and have a better understanding on recycling
1.3	Deploy the matrix trailer	To see an improvement in the level of littering through the assessment score, before and after the deployment.	Residents and visitors to the district understand the penalties of committing enviro crime. The matrix trailer acts as a deterrent to enviro-crime

Theme 2 – Enforcement

Ref	Task	KPI	Outcome
2.1	Participate in the countywide 'It's all fly-tipping' campaign	To see an improvement in the level of fly tipping through the assessment score, before and after the campaign	Reduced fly tipping and raised awareness
2.2 108	Undertake enforcement patrols in lay-bys with substantial littering throughout the district	To see an improvement in the level of littering through the assessment score, before and after the patrols	FPNs have been issued to offenders and enforcement officer presence is a deterrent
2.3	New impact assessment form developed for 'Bag it bin it rural' campaign	10% reduction in dog fouling	Dog fouling reduction in the campaign areas

Theme 3 – Community engagement

Ref	Task	KPI	Outcome
3.1	Work with Parks and Open Spaces and Waste Services to reduce abuse of public litter bins	To see a reduction in the amount of abuse of public litter bins using an assessment score	Reduced levels of litter and less incidents of abuse of litter bins
3.2	Community Lottery Scheme delivered	40 community groups set up causes via the Community Lottery Scheme website 100 ticket sales	Communities have benefited from the lottery scheme

Theme 4 – Weekend of action

Ref	Task	KPI	Outcome
4.1	Hold a weekend of action	To see an improvement in all areas using an assessment score. 100% of the grant is allocated	That community volunteers come together to improve the area where they live and create a visual impact. That volunteers are provided with the equipment they need to continue to volunteer in their area



Future years

Towards the end of 2024/2025 the working group will evaluate and review the success of the first years action plan along with statistics such as fly tipping collection, complaints etc and develop the 2025/2026 action plan.

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL



CABINET - TUESDAY 23 APRIL 2024

Title of Report	PERFORMANCE MONITORING REPORT – QUARTER 4 2023/24	
Presented by	Councillor Keith Merrie MBE	
Background Papers	Council Delivery Plan Council meeting held on 14 November 2023.	Public Report: Yes
		Key Decision: Yes
Financial Implications	None arising from the report.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	None arising from the report.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	The Council Delivery plan sets out the priorities for the Council for a five-year period so has significant corporate and staffing implications.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To report the performance of the Council during the second measurable quarter of the new Council Delivery Plan as agreed by full Council in November 2023.	
Reason for Decision	To make Members aware of the early progress of the Plan.	
Recommendations	THAT CABINET CONSIDERS THE MONITORING REPORT AND HIGHLIGHTS THE ELEMENTS MAKING POSITIVE PROGRESS AND THOSE WHERE THERE IS A NEED FOR EARLY INTERVENTION.	

1.0 BACKGROUND

- 1.1 The Council prepared a new Council Delivery Plan during late 2023, and the Plan is scheduled to cover the lifetime of the Council administration for the period 2023/24 until a year beyond the next election in May 2027 (to ensure continuity after the election and to allow time for a new plan to be developed). The Plan was developed with input from the Corporate Scrutiny Committee and the opposition groups and was agreed by Council at its meeting on the 14 November 2023.
- 1.2 The Plan will be monitored in relation to the targets and a suite of performance indicators on a quarterly basis in line with the performance management framework. This will involve quarterly reports to Cabinet, the outcomes of the reports will then be shared with the Corporate Scrutiny Committee. Further information on the progress of the set of plans that sit below the Council Delivery Plan, the directorate and service plans, are monitored at officer level by the Corporate Leadership Team.
- 1.3 The Council is at an early stage in the Council Delivery Plan's life cycle, the Plan having only been adopted in November 2023. Accordingly, the reporting progress is inevitably going to be limited at this point in time. The reporting period for this report runs from 1 January 2024 to 31 March 2024.

2.0 PERFORMANCE REPORT

Executive Summary

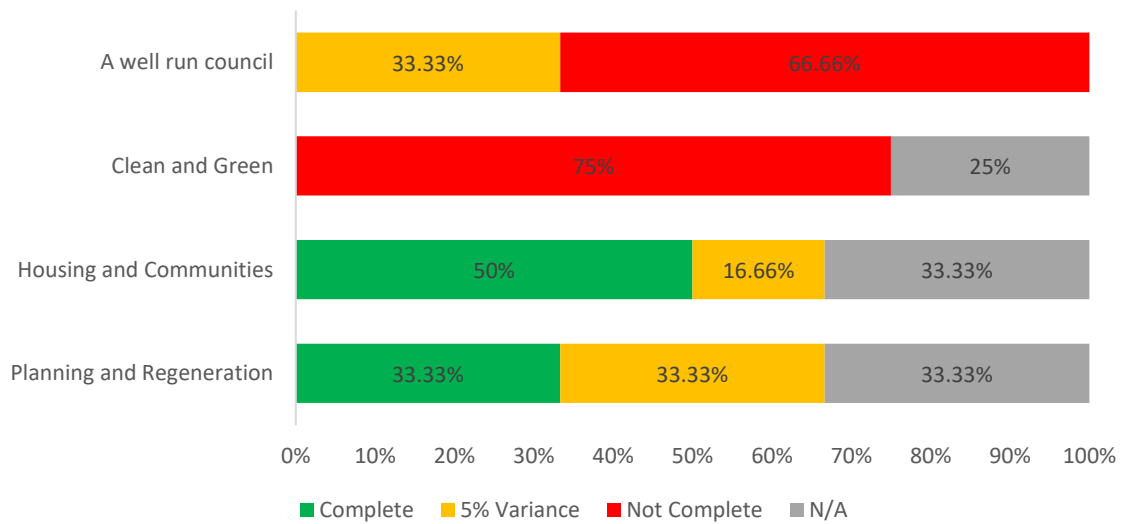
- 2.1 The Council Delivery Plan contains four key priority areas – notably “A well run Council, Clean and Green, Housing and Communities and Planning and Regeneration.”
- 2.2 There are 18 Key Performance Indicators (KPIs) in the Council Delivery Plan.

Six relate to Planning and Regeneration, Five to Housing and Community Services, four relate to Clean and Green and three relate to A Well-run Council.

The table below shows the performance in quarter 4 overall against each of the four priority areas.

The table shows the priorities that have been completed, those that were within a 5% variance of being completed, those that were not completed at all and those that were not applicable (usually due to no data being available, because they are scheduled for completion at a later stage of the plan.)

Our Priorities



There are 18 KPIs in the Council Delivery Plan.

Six relate to Planning and Regeneration, two are on track, two are within a five percent variance and two are scheduled for completion at a later stage.

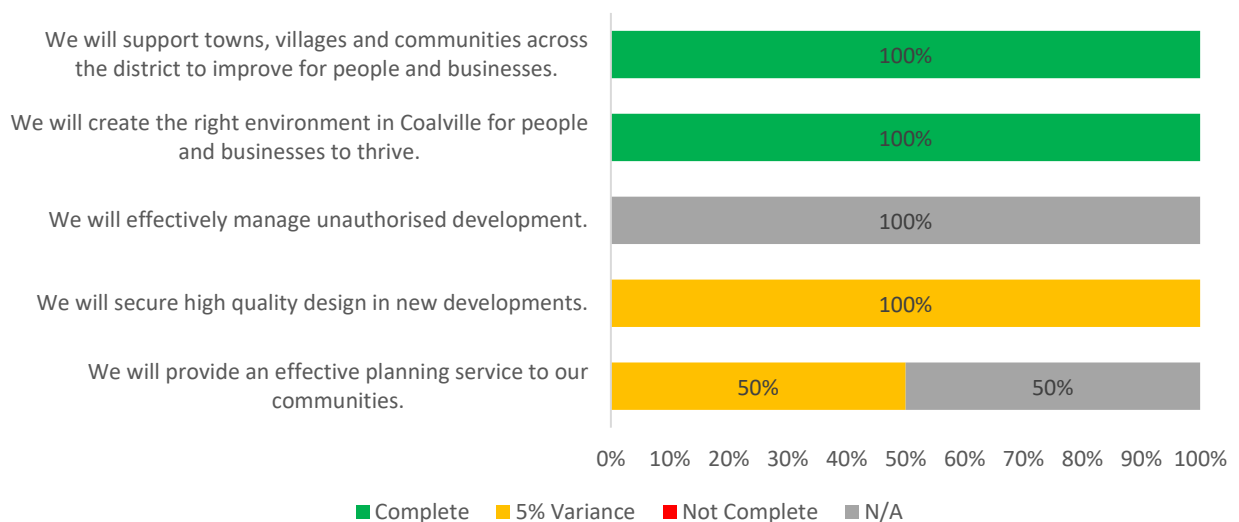
Five relate to Housing and Community Services - Three are on track, one within the five percent variance and two scheduled for completion at a later stage.

Four relate to Clean and Green - Three are not complete and one is scheduled for completion at a later stage.

Three relate to A Well-Run Council. One is within a five per cent variance and two have not been completed.

The following four tables show the more detailed breakdown of the indicators as they relate to each of the priority areas using the same assessment scale in relation to percentage completed etc. For each of the priority areas more information is provided in the later stages of the report together with detailed commentary on the progress. The performance tables have been amended since Quarter 3 following feedback from the Corporate Scrutiny Committee who requested more explanation of the information behind the percentages.

Planning and regeneration



Planning and regeneration_ Overview of Performance in Percentage of KPI

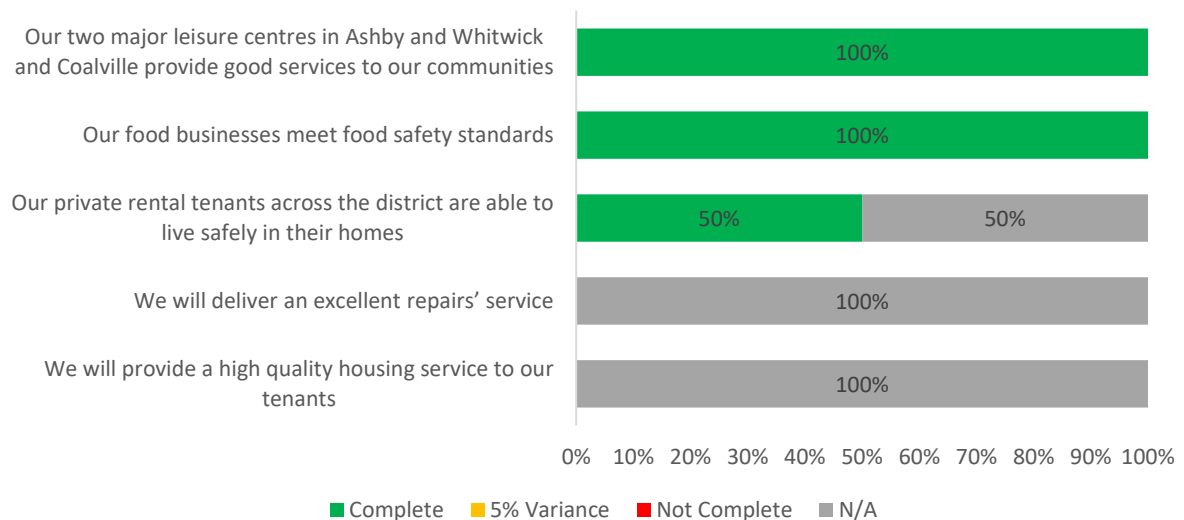
As a percentage of applicable KPIs	Complete	5% Variance	Not Complete	N/A
We will provide an effective planning service to our communities. (Split into two sections)		50%		50%

We will secure high quality design in new developments.	100%
We will effectively manage unauthorised development.	100%
We will create the right environment in Coalville for people and businesses to thrive.	100%
We will support towns, villages, and communities across the district to improve for people and businesses.	100%

Planning and regeneration_ Overview of Performance in KPI numbers

As a number of applicable KPIs/KPI sections	Complete	5% Variance	Not Complete	N/A
We will provide an effective planning service to our communities. (Split Across 2 KPIs 1. Adoption of a local plan by 2026 and 2. Timely determination of planning applications- Major, Minor and other)		1		1
We will secure high quality design in new developments.		1		
We will effectively manage unauthorised development.				1
We will create the right environment in Coalville for people and businesses to thrive.	1			
We will support towns, villages, and communities across the district to improve for people and businesses.	1			

Housing and Communities



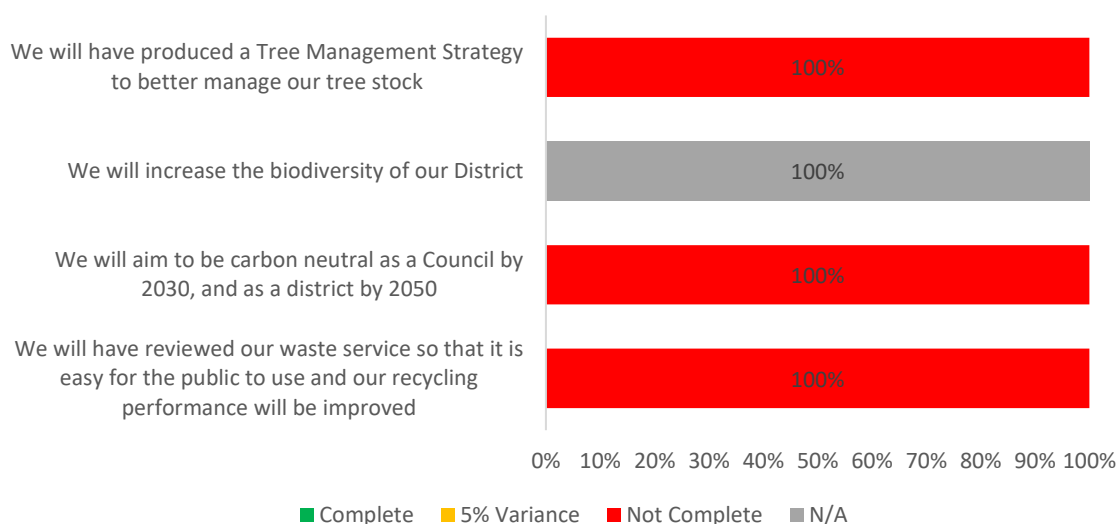
Housing and Communities- overview of Performance in Percentages of KPIs

As a percentage of applicable KPIs	Complete	5% Variance	Not Complete	N/A
We will provide a high-quality housing service to our tenants				100%
We will deliver an excellent repairs' service				100%
Our private rental tenants across the district are able to live safely in their homes	50%			50%
Our food businesses meet food safety standards	100%			
Our two major leisure centres in Ashby and Whitwick and Coalville provide good services to our communities	100%			

Housing and Communities- overview of Performance in KPI numbers

As a number of applicable KPIs/KPI sections	Complete	5% Variance	Not Complete	N/A
We will provide a high-quality housing service to our tenants				1
We will deliver an excellent repairs' service				1
Our private rental tenants across the district are able to live safely in their homes (This KPI is split across two distinct Services- Private Landlord compliance with MEES standards which is dealt with Environmental protection Team and Private Landlord's charter which is dealt with by Housing)	0.50			0.50
Our food businesses meet food safety standards	1			
Our two major leisure centres in Ashby and Whitwick and Coalville provide good services to our communities	1			

Clean and Green



Clean and Green- overview of Performance in Percentages of KPIs

As a percentage of applicable KPIs	Complete	5% Variance	Not Complete	N/A
We will have reviewed our waste service so that it is easy for the public to use and our recycling performance will be improved			100%	
We will aim to be carbon neutral as a Council by 2030, and as a district by 2050			100%	
We will increase the biodiversity of our District				100%
We will have produced a Tree Management Strategy to better manage our tree stock			100%	

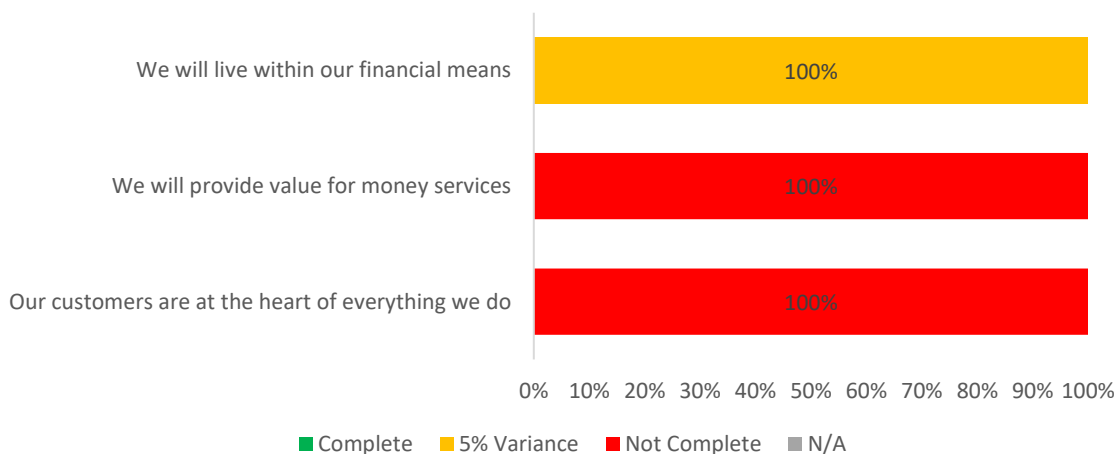
Clean and Green- overview of Performance in number of KPIs

As a number of applicable KPIs/KPI sections	Complete	5% Variance	Not Complete	N/A
We will have reviewed our waste service so that it is easy for the public to use and our recycling performance will be improved			1	
We will aim to be carbon neutral as a Council by 2030, and as a district by 2050			1	
We will increase the biodiversity of our District				1

We will have produced a Tree Management Strategy to better manage our tree stock

1

A well-run Council.



Well, Run Council- overview of Performance in Percentages of KPIs

As a percentage of applicable KPIs	Complete	5% Variance	Not Complete	N/A
Our customers are at the heart of everything we do			100%	
We will provide value for money services			100%	
We will live within our financial means		100%		

Well, Run Council- overview of Performance in numbers of KPIs

As a number of applicable KPIs/KPI sections	Complete	5% Variance	Not Complete	N/A
Our customers are at the heart of everything we do			1	
We will provide value for money services			1	
We will live within our financial means		1		

3.0 Detailed analysis of developments in the quarter.

Planning and Regeneration

- 3.1** The local plan consultations generated a healthy number of responses – over 600 have been received. The responses will be assessed and reported to the Local Plan Committee for consideration before a report is prepared for full Council.
- 3.2** Considering the performance indicators for handling the various types of planning applications: -
- 14 of the 16 Major applications received in the period were determined within 13 weeks (87.5% against a target of 60%)
- 28 of the 48 Minor Applications received in the period were determined within eight weeks (58% against a target of 65%) This minor fall against the target is attributable to staff absence and a vacancy. Arrangements are underway to recruit to the vacancy and absences are being managed in line with the Council’s attendance policies to place the performance back on track in future quarters.
- 93 of the 104 “other” applications were determined within eight weeks (89.42% against a target of 80%)
- 3.3** A number of important stakeholders including Leicestershire County Council (LCC) Highways, National Forest Company, Active Together (formerly Leicester-Shire and Rutland Sport) and some selected developers were consulted in the period on the new draft local design guide and their feedback will be helpful in developing the final draft for public consultation. Public consultation will take place later in the year with adoption due by the end of Q4 2024/5.

Housing and Communities

- 3.4** There is acknowledgement that the Housing Repairs service needs improvement. A service improvement plan has been developed which has been considered by both a Corporate Scrutiny Committee and Cabinet, contractors are being procured to assist the Council and there has been a focus on recruitment and a restructure to address this.

Clean and Green

- 3.5** Work is continuing on the review of the Council’s waste services which will aim to both improve the service delivery for customers and the recycling rates in future years.
- 3.6** The target for food hygiene rates in businesses was exceeded 81.5% having a rating of 5 against a target of 80%. The Council continues to work with businesses to provide support and advice to those businesses with a lower rating to help them further improve.


A Well-Run Council

- 3.7** The percentage of customer complaints being completed within the time frames were slightly below target for both Stage 1 and Stage 2 complaints. The feedback team continues to work with individual services to help them process complaints in line with the timeframes set out in the Council Delivery Plan. Some service areas receive higher numbers and higher complexity complaints in line with the types of services that they deliver – a notable example being the Housing Service. Cabinet has already agreed a number of actions in this service all of which will assist in the processes of complaints in a timelier fashion. This includes reorganising resources to deliver a better outcome for our tenants. This work is on-going and is actively addressing these issues.
- 3.8** The difficulties in obtaining sign off of the 2021/22 Statement of accounts have been previously shared with Council, Cabinet and the Scrutiny Committees. This is a national issue for many councils due to capacity issues in the external audit teams. This Council is doing everything it can to progress this to a conclusion, but this situation is a wider external issue.
- 3.9** The final objective relating to the Council’s financial performance and demonstrating that the Council is Well Run, relates to having a zero-funding gap in the longer term. Details of the Council’s financial position at quarter 3 2023/24 were considered by Cabinet on 26 March 2024 which demonstrated an overall overspend of £333k. However, it is important to note that these overspends are largely attributable to one-off activities or temporary measures that have been implemented. For example:
- Industrial action within the waste collection services necessitated additional expenditure to maintain service continuity.
 - A delay in the delivery of new vehicles led to increased costs due to the need for extended vehicle hire.
 - Earlier in the year, there was a deficit due to the loss of rental income; however, this has been partially mitigated as some previously unoccupied units are now tenanted.

The report indicated that these are not recurring costs and are associated with unforeseen circumstances or investments that will not persist into future budgets.


Policies and other considerations, as appropriate	
Council Priorities:	This report measures progress against all of the new Council priorities
Policy Considerations:	Council Delivery Plan

Safeguarding:	No direct considerations
Equalities/Diversity:	No direct considerations, the Plan impacts across all of the district's communities.
Customer Impact:	The plan seeks to improve customer impacts and interactions with the Council's many customers. An indicator around customer response times is included.
Economic and Social Impact:	The plan seeks to improve the economic and social impact of the Council's activities in the district.
Environment, Climate Change and Zero Carbon:	The plan contains the Council's commitments to a clean, green and zero carbon district.
Consultation/Community/Tenant Engagement:	No current or planned consultations.
Risks:	Consideration has been given to the corporate risk register when compiling the plan.
Officer Contact	<p>Mike Murphy Head of HR and OD Mike.murphy@nwleicestershire.gov.uk</p> <p>Allison Thomas Chief Executive Allison.thomas@nwleicestershire.gov.uk</p>

Priority	KPI reference	Key Aim	Q4 Progress	Target	Commentary	Head of Service	RAG rating
 Planning and regeneration	1	We will adopt a local plan by 2026	Six-week consultation completed- 5 February- 17 March 2024.	2023-4 Submit local plan (Reg 18 consultation). 2024/5 Pre-submission consultation (Reg 19) Submission of local plan and examination.	Consultation generated over 600 responses. These are being assessed before being reported to Local Plan Committee who will consider the need for changes before a report to Council to agree the Regulation 19 Plan.	Chris Elston	
	2	We will deal with your planning applications for major, minor, and other developments by consistently meeting and exceeding the government's targets of 60%, 65% and 80%, respectively.	The team have exceeded the national targets for major and other applications but have fallen beneath the 65% target for minor applications this quarter. This has been due to the team carrying a number of vacancies and some unforeseen staff absences. However, performance on the minor category exceed the national target for the whole of	Major- At least 60% of applications determined within 13 weeks. Minor- At least 65% of applications determined within 8 weeks. Other- At least 80% of applications determined within 8 weeks.	87.5% 14 out of 16 major determined in time. 58.33% 28 out of 48 minors determined in time. 89.42% 93 out of 104 other applications determined in time	Chris Elston	

			<p>the financial year at 76.31%.</p> <p>Performance on majors for the whole of the financial year was 87.50% and others was 89.42%.</p>				
	3	<p>We will have developed a new local design guide, and new developments will comply with it.</p>	<p>Work continues on the new Good Design Guide for North West Leicestershire.</p>	<p>2023-4 Develop a new Design Guide for North West Leicestershire adopting current best practice in accordance with the Governments National design guide.</p> <p>Undertake public consultation on the new Design Guide for North West Leicestershire.</p> <p>2024/5 Adopt the new design guide for North West Leicestershire.</p> <p>New development complies with the</p>	<p>Although public consultation was not undertaken in Q4, a number of important stakeholders including LCC Highways, National Forest Company, Active Together (formerly Leicester Shire & Rutland Sport) and some selected developers were consulted on the draft document and their feedback will be helpful in developing the final draft for public consultation.</p> <p>Public consultation will take place later in the year and with adoption due by the end of Q4 2024/5.</p>	Chris Elston	

				requirements of the adopted design guide.			
	4	We will effectively manage unauthorised development.	N/A	<p>Work begins in 2024/5. Adopt a new local enforcement plan by the end of Q2 24/25</p> <p>Monitor and measure response times against the targets set out in the adopted Local Enforcement Plan and report biannually to Planning Committee in Q3 and 4 24/25</p>	Work on this KPI has not yet begun, the next key milestone for this project is Q2 24/25- so nothing to report currently	Chris Elston	
	5	We will have delivered our ambitious Coalville Regeneration Framework.		Quarterly progress statement plus an additional Annual Framework review in Q4	Refresh will commence Q1 April/May/June 2024/25.	Paul Wheatley	

	6	We will have developed a regeneration framework and will be on the way to supporting thriving towns, villages, and communities across the district.		Work begins in Q4 with the production of the NWL Regeneration Framework	Framework to be published in Q1 24/25- currently awaiting the input of the scrutiny committee.	Paul Wheatley	
 Housing and Communities	7	We will provide a high-quality housing service to our tenants.		2023/4 First data publication	<p>Our overall Tenant Satisfaction Measure for the Housing service is 64% (annually updated)</p> <p>The regulator has indicated it will be late summer early autumn 2024 before benchmarking data from across the sector will be available and published which will enable us to set targets.</p>	Jane Rochelle	
	8	We will deliver an excellent repairs' service.		2023/4 First data publication	<p>Our overall Tenant Satisfaction Measure for the repairs service is 62% (annually updated)</p> <p>The regulator has indicated it will be late summer early autumn</p>	Jane Rochelle	

					2024 before benchmarking data from across the sector will be available and published which will enable us to set targets.		
	9	Our private rental tenants across the district are able to live safely in their homes.	100%	100% of Landlords contacted within the specified time-period within the MEES policy for non-compliance	<p>All landlords were contacted within the specified time.</p> <p>The number of non-compliant properties following enforcement intervention in Q4 has reduced from 64 in Q3 to 47 in Q4</p> <p>The baseline number in September 2023 was 118 non-compliant properties</p>	Paul Sanders	

	10	Our food businesses meet food safety standards.	81.5%	2023/24 80% of food businesses having a hygiene rating of 5 (very good)	81.5% of food businesses in the District currently have a food hygiene rating of 5. Rating breakdown: 5 – 674 4 – 106 3 – 38 2 – 4 1 – 4 0 – 1	Paul Sanders	
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	11	Our two major leisure centres in Ashby and Whitwick and Coalville provide good services to our communities.	Achieved	The leisure centres will be assessed independently against a national standard and achieve a 'good' or higher rating. (This will be provided annually in Q3)	<p>As reported in Q3 Quest is the national Sport England recommended independent assessment to assess levels of customer service in leisure centres. Full assessments are undertaken biennially with a direction of travel review being undertaken in the interim year. Both assessments include a mystery customer visit. Facilities are ranked as either Excellent, Very Good, Good, Satisfactory, or Unsatisfactory.</p> <p>In June 2023 Whitwick and Coalville Leisure Centre had a full assessment and was classed as 'Excellent'.</p> <p>Ashby Leisure Centre and Lido had a full assessment in May 2022 when it was classed as 'Very Good'. Consequently, a Direction of Travel Review was undertaken in May 2023 where the assessment of 'Very Good' was upheld.</p>	Paul Sanders	
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Clean and Green



	12	<p>We will have reviewed our waste service so that it is easy for the public to use and our recycling performance will be improved.</p>	Baseline KPI 43 % - achieved	<p>46.6% Recycling rate 2021/22</p> <p>We saw the reduction of our recycling rates by 3.6% during 2022/23 to 43% however this meets our planned target as set out in the KPI</p>	<p>A reduction in recycling rates for 2022/23 to 43% was reported through Defra. This was largely due to collecting 1836 less tonnage of garden waste owing to the hot summer months of 2022. NWLDC remains the second highest recycling rate amongst local authorities within Leicestershire and are the 9th highest authority in the East Midlands of 39 local authorities. Household waste collected has reduced per person by 36.7kg which is the highest reduction in Leicestershire.</p> <p>The implementation of a weekly collection service for food waste is being led by project board to ensure we are aligning to legislation requirement of district wide collections from April 2025.</p> <p>Procurement of vehicles and containers through Capital funding has been awarded with our officers</p>	Paul Sanders	
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					<p>requesting a review of allocation for NWLDC. The planned phased roll out will align with legislation dates.</p> <p>Waste Services review on dry recycling collections is in the next phase of development, following further investigation in the three selected methods. Public and Staff consultations are being completed and will be communicated.</p> <p>Operational requirements for cost, staffing and disposal contracts are now being completed through our consultants Eunomia. These will be presented to Members vis workshops and Scrutiny and Cabinet submission later in 2024/5.</p>		
	13	<p>We will aim to be carbon neutral as a Council by 2030, and as a district by 2050.</p>		<p>2023/4 Development of assessment work and target setting</p>	<p>We are progressing our EV fleet plans and developing approaches for our General Fund & Housing Revenue Account portfolios.</p>	Paul Sanders	

	14	We will increase the biodiversity of our District.	Major Developments now subject to BNG target affecting applications from 12/2/24. New target and therefore data not currently available. Temporary exemption for non-major development (until April 2024). Development which is not defined as major development under Article 2 Town and Country Planning (Development Management Procedure) (England) Order 2015 is exempt until 2 April 2024. The exemption will continue to apply to section 73 permissions where the original permission which the section 73 relates to was subject to this temporary exemption.	10% Biodiversity Net Gain on large developments with planning permission	Biodiversity net gain requirements for all planning application types other than householder and other similar sized developments are now in force as of the 2 nd of April. Since BNG became live, only one application has been submitted which is subject to the BNG requirements and it has yet to be determined, so therefore there is no data to currently present on the performance of the team in relation to the delivery of BNG.	Chris Elston	
	15	We will have produced a Tree Management Strategy to better manage our tree stock.		2023/24 Cataloguing of Housing tree estate complete.	Due to resource and procurement pressures, work to catalogue and risk assess the trees within the Housing Portfolio is yet to commence. It is	Paul Sanders	

					<p>anticipated this will be picked up in the new financial year 2024/5 once resources are on board.</p> <p>Work on developing the Tree Management Strategy continues. The document will give detail around how the Council will manage its tree and hedgerow stock as well as the partners the Council will work with to develop tree planting projects, identifying areas where additional trees could be planted, and highlighting tree planting projects and targets to help support the Council's Zero Carbon targets.</p>		
	16	Our customers are at the heart of everything we do.		2023-4 70% of Complaints responded to on time by end of year	Stage 1 – 66% Stage 2- 56%	Nichola Oliver	
	17	We will provide value for money services.		Unqualified Opinion to be provided	It was intended to have the 2021/22 Statement of Accounts signed off by Audit and Governance Committee on 10 April 2024. However, this is no	Anna Crouch	

					longer feasible as there is insufficient capacity in the external audit team.		
	18	We live within our means.		Zero funding gap	A deficit of £333k reported at Quarter 3 for the General Fund. The funding gap has reduced over the medium term as a result of budget options proposed for 2024/25.	Anna Crouch	

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Agenda Item 10.

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Agenda Item 11.

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