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Meeting	COMMUNITY SCRUTINY COMMITTEE
Time/Day/Date	6.30 pm on Thursday, 28 September 2023
Location	Forest Room, Stenson House, London Road, Coalville, LE67 3FN
Officer to contact	Democratic Services (01530 454530)

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	
To receive questions from members of the public under rule no.10 of the Council Procedure Rules. The procedure rule provides that members of the public may ask any question on any matter in relation to which the Council has powers or duties which affect the District, provided that three clear days' notice in writing has been given to the Head of Legal and Support Services.	
4. MINUTES	
To approve and sign the minutes of the meeting held on 13 June 2023	3 - 6
5. THE EFFECTIVENESS OF OUR LEISURE CENTRES IN DELIVERING HEALTH AND WELLBEING	
Report of the Head of Community Services	7 - 158
6. AN UPDATE ON THE COUNCIL'S WORK ON ENFORCING STANDARDS IN THE PRIVATE RENTED SECTOR AND AN UPDATE ON TACKLING FUEL POVERTY IN THE PRIVATE RENTED SECTOR	
Report of the Head of Community Services	159 - 164

- 7. HOMELESSNESS STRATEGY TO APPROVE THE COUNCIL'S NEW FIVE YEAR HOMELESSNESS STRATEGY**
- Report of the Strategic Director of Communities **165 - 194**
- 8. REVIEW OF HOUSING ALLOCATIONS POLICY TO ACCEPT ANY PROPOSED CHANGES TO THE HOUSING ALLOCATIONS POLICY AS A RESULT OF A REVIEW AND CONSULTATION**
- Report of the Strategic Director of Communities **195 - 246**
- 9. ITEMS FOR INCLUSION IN THE FUTURE WORK PROGRAMME**
- To consider any items to be included in the work programme. The plan of forthcoming Cabinet decisions and the current work programme are attached for information. **247 - 262**

Circulation:

Councillor T Eynon (Chair)
Councillor M Blair-Park (Deputy Chair)
Councillor M Ball
Councillor M French
Councillor K Horn
Councillor S Lambeth
Councillor P Lees
Councillor A Morley
Councillor E Parle
Councillor L Windram

MINUTES of a meeting of the COMMUNITY SCRUTINY COMMITTEE held in the Room 101, Old Council Offices, Whitwick Road, Coalville, LE67 3FJ on THURSDAY, 13 JULY 2023

Present: Councillor T Eynon (Chair)

Councillors M Blair-Park, M French, K Horn, S Lambeth, A Morley, E Parle, J G Simmons (Substitute for Councillor P Lees) and L Windram

In Attendance: Councillors D Cooper and J Legrys

Portfolio Holders: Councillors M B Wyatt

Officers: Mr J Arnold, Ms K Hiller, Mr J Knight, Mr P Sanders and Mrs R Wallace

1. APOLOGIES FOR ABSENCE

Apologies were received from Councillors M Ball and P Lees.

2. DECLARATION OF INTERESTS

There were no interests declared.

3. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

4. MINUTES

Consideration was given to the minutes of the meeting held on 5 April 2023.

It was moved by Councillor J Simmons, seconded by Councillor T Eynon and

RESOLVED THAT:

The minutes of the meeting held on 5 April 2023 be approved as an accurate record of proceedings.

5. ITEMS FOR INCLUSION IN THE FUTURE WORK PROGRAMME

Consideration was given to the inclusion of any items on the work programme.

The Strategic Director of Place set out what the Work Programming group had discussed on 6 July 2023.

In response to a question, the Strategic Director explained the role of the work programming group and the scope to shape the work programme moving forwards.

The work programme was noted.

6. RURAL ENGLAND PROSPERITY FUND

The Economic Development and Regeneration Manager presented the report to Members.

In response to a question about what happens to any unspent money, and who was administering it, the Economic Development and Regeneration Manager advised that his

team was administering the fund and that they expected that the grant would likely be oversubscribed. If, and this was rare, it did look like the money would not get spent, there would be a push to further communicate with the public the existence of the grant.

In response to a question about how grants would be monitored, the Economic Development and Regeneration Manager advised that his team monitored and kept in touch with businesses. He also emphasised the importance of publicising successful applicants to showcase what we can achieve to support businesses and use as cases to use in further funding application.

It was agreed that a report on the results of the grant would be brought before the committee in due course.

The Chair thanked members for their comments.

7. HERMITAGE RECREATION GROUND ECOPARK

The Head of Community Services presented the report and the Leisure Services Team Manager spoke to the proposed design as was circulated in colour at the meeting.

In response to a question about the materials used and what proportion were to be recycled, the Head of Community Services advised that this would be considered in the procurement process. He added that lots of walkways would be grassed, to reflect the national forest theme.

In response to a member inquiry about the project's funding, the Head of Community Services advised that approximately £300,000 would be from external funding sources to undertake the work; day to day maintenance would come from existing budgets.

In response to a question about the consultation process, the Head of Community Services advised members on how feedback was processed, the occasional challenges of doing so, and how the project would be publicised moving forwards.

In response to a question about cycling trails, the Head of Community Services advised that there would be hard footpaths and grassed trails – both open too both pedestrians and cyclists.

In response to a question about wheelchair accessibility, the Head of Community Services advised that the plans improved on what accessibility currently existed.

In response to a question about the feasibility and prudence of relying on volunteers, the Head of Community Services advised that Earthwatch would develop a group of volunteers and that the Council would take over if this method of maintenance stopped being effective.

The Chair thanked Members for their comments which would be presented to Cabinet when they considered the report on 25 July.

8. PROPOSALS FOR THE ESTABLISHMENT OF A SCRUTINY COMMISSION

The Strategic Director of Place presented the report to Members and noted the comments of the Corporate Scrutiny Committee on 11 July 2023.

A discussion was had on the general operation of the current Work Programming Group and the consensus was that it was working well. Several Members felt that the establishment of a Scrutiny Commission was a good way forward for the scrutiny function,

however it was felt that due to the current unstable political environment, the timeframe should be adjusted slightly so that the commission be appointed to and be operational from Annual Council in May 2024 rather than November 2023. This suggestion was not supported by all Members of the Committee and a thorough discussion was had.

Regarding the proposed terms of reference for the Scrutiny Commission, it was suggested that the composition be 5 Members as detailed but with an additional member from the largest political opposition group to be appointed as Chair.

The Infrastructure Portfolio Holder was invited to address the Committee and utilising his experience of Scrutiny at the County Council, he spoke in support of the establishment of the Scrutiny Commission.

Following further discussion on the comments made in relation to the terms of reference and the implementation timeframe, it was moved by Councillor A Morley, seconded by Councillor Lambeth and

RECOMMENDED THAT:

- a) The Scrutiny Commission be operational from the Civic Year 24/25 and be appointed to at Annual Council in May 2024.
- b) The Scrutiny Commission to comprise five Councillors in political balance to include the Chairs of both Scrutiny Committees, plus a sixth councillor from the largest political opposition group to act as Chair.

9. SCRUTINY ANNUAL REPORT

The Strategic Director of Place presented the report to Members.

A Member noted that the Leicestershire County Council annual report was much more public facing and friendly, and perhaps this demonstrated to the organisation a way to improve the report moving forwards. Officers noted the feedback.

Although Members agreed it was useful to see the work undertaken by the Committees, it was felt that more detail and a sharper focus on outcomes to demonstrate to the public the hard work of the Committees would be beneficial, particularly with the Task and Finish Groups.

The Chair thanked members for their comments.

The meeting commenced at 6.30 pm

The Chairman closed the meeting at 7.40 pm

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

COMMUNITY SCRUTINY COMMITTEE – THURSDAY, 28
SEPTEMBER 2023

Title of Report	THE EFFECTIVENESS OF OUR LEISURE CENTRES IN DELIVERING HEALTH AND WELLBEING	
Presented by	Paul Sanders Head of Community Services	
Background Papers	None	Public Report: Yes, apart from Appendix D which is confidential
Financial Implications	The financial implications are set out in Section 4 of the report and Appendix D. There is an estimated cost for utility benchmarking of £62,721 for 2022/23 and an estimated cost of £65,000 for 2023/24.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	None	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	None	
	Signed off by the Head of Paid Service: Yes	
Reason Agenda Item Submitted to Scrutiny Committee	To update members on the performance of the leisure partnership with Everyone Active for the period May 2022 to April 2023	
Recommendations	THAT COMMUNITY SCRUTINY COMMITTEE NOTES AND COMMENTS ON THE PERFORMANCE OF THE LEISURE PARTNERSHIP WITH EVERYONE ACTIVE FOR THE PERIOD MAY 2022 TO APRIL 2023.	

1. BACKGROUND

- 1.1 The leisure partnership commenced on 1 May 2019 when Everyone Active (EA) was appointed as the Council's partner to manage the leisure centres in Whitwick and Ashby, currently Whitwick and Coalville Leisure Centre (WCLC) and Ashby Leisure Centre and Lido (ALCL).
- 1.2 As part of the performance management of the leisure centres, an annual report is presented to Community Scrutiny Committee outlining performance for the previous

year, alongside the impacts and outcomes some of the services delivered have had on improving the health and wellbeing of residents.

- 1.3 Members will receive a presentation from Council and Everyone Active officers. Attached at **Appendix A** is a copy of Everyone Active’s Annual Services Report which gives more details on service provision during the period 1 May 2022 until 30 April 2023 in addition to the report detail below.

2. KEY PERFORMANCE INDICATORS

- 2.1 There are a number of key performance indicators used to monitor performance of the leisure centres. These include:

Levels of Participation

- 2.1 Participation targets are set out in the contract and were initially based on historical usage at Hermitage and Hood Park Leisure Centres. However, these have been reviewed and revised due to the impact of the Covid pandemic.

- 2.2 Below is an overview of participation against targets for year four of the contract;

	Q1	Q2	Q3	Q4	Total
Predicted	220,857	257,254	240,546	294,613	1,013,270
Actual	304,991	304,543	275,132	325,829	1,210,495
Variance	84,134	47,289	34,586	31,216	197,225

- 2.3 The table below highlights the monthly usage at each site against target:

Centre	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	Totals
ALC & Lido	30,552	32,886	37,309	36,766	35,556	40,256	40,128	30,167	43,432	44,882	45,138	38,296	455,368
Actual	36,653	36,177	38,068	38,740	34,161	33,264	33,248	22,276	36,087	33,482	38,119	32,667	412,882
Difference	+6,101	+3,291	+759	+1,974	-1,395	-6,992	-6,880	-7,891	-7,345	-11,400	-7,019	-5,629	-42,486
W&CLC	39,360	39,744	41,006	47,573	46,080	51,023	47,480	36,658	42,681	52,908	55,789	57,600	557,902
Actual	69,606	61,435	63,052	70,021	62,622	65,735	66,316	45,921	71,284	68,681	78,436	74,444	797,493
Difference	+30,246	+21,691	+22,046	+22,448	+16,542	+14,712	+18,836	+9,263	+28,603	+15,773	+22,647	+16,874	239,591
Total	69,912	72,630	78,315	84,339	81,636	91,279	87,608	66,825	86,113	97,790	100,927	95,896	1,013,270
Actual	106,259	97,612	101,120	108,761	96,783	98,999	99,564	68,197	107,371	102,163	116,555	107,111	1,210,435
Difference	+36,347	+24,982	+22,805	24,422	+15,147	+7,720	+11,956	+1,372	+21,258	+4,373	+15,628	+11,215	197,225

- 2.4 Whilst participation levels have exceeded expectation at WCLC, this is in part due to a migration of users from ALCL which has meant participation there was below target. However, across both sites, the participation targets were exceeded by 197,225.

- 2.5 The table below gives an overview of targeted participation at both sites:

Targeted	Target May 22 – April 23	Actual May 22 – April 23	Variance (+/-)
Under 5's	48,405	67,031	+18,626
Age 5 - 10	211,120	223,994	+12,874
Age 11- 16	82,115	93,532	+11,417
Club Activ8 Schools	40	40	0
Club Acitv8 Card Holder Usage	36%	23.1%	-12.9%**
Over 60's	58,842	60,570	+1,728
Accessible Users	1,872	2,540	+668
Club Engagement	56	78	+22
Community Activities	73	75	+2
Events & Competitions	122	104	-18

** An investigation is currently being undertaken by Everyone Active's Head Office team as it is believed that the data is potentially incorrect

2.6 Participation rates by targeted groups have exceeded targets, and this can be attributed to the following factors:

- An increase in swimming lesson capacity following the opening of WCLC
- An 83% uplift in attendances to Active Antz play sessions
- The popularity of the Virtual Fitness Class programme with users aged 60+
- A further extension of the Enrych partnership programme, to include social activities for people with disabilities, as well as opportunities for being physically active
- The addition of 23 community-based clubs to the programme, including SK8 (Roller skating), Castle Basketball, Sturges Football and MA Kickboxing.

2.7 The number of events across the sites has reduced. This is predominantly as a result of two factors. Firstly, the unsuitability of WCLC to host certain events and the reduced size of the sports hall at ALCL has led to a number of cancellations and, secondly, a number of event requests being declined so as to ensure continued community use by regular users of the sites.

Membership Levels

2.8 The table below shows the increase in fitness members across each site:

	May 2022	April 2023	Increase
WCLC	3,514	3,933	419
ALCL	1,532	1,672	140
Total	5,046	5,605	559 (10%)

2.9 The table below shows the increase in swimming lesson members across both sites:

	May 2022	April 2023	Increase
WCLC	1,825	2,154	329
ALCL	1,490	1,378	(112)
Total	3,315	3,532	217(6.5%)

Utility Consumption

2.10 EA is committed to supporting the Council to achieve its net ambitions through the reduction of utility consumption and carbon emissions. Interventions funded by EA and delivered throughout the year to effect reductions include:

- The installation of a new Building Management System (BMS) which has reduced energy usage by 20%
- Continuous daily monitoring of the BMS system as well as daily energy monitoring
- The replacement of two lido pool pumps with lower energy units
- The replacement of internal lighting with LED lamps
- The reduction of pool temperatures by 0.5C
- The installation of lighting timers on the Ashby 3G Football Hub
- Encouraging customers to use green forms of active travel

2.11 The tables below show the utility consumption at each site in 2022/23 (year four of the contract) as compared to 2021/22 (year three). Whilst year four is baseline data for WCLC, it highlights the following for ALCL;

- A reduction of 199,375 kwh of gas used, or 9%
- A reduction of 70,569 kwh of electricity used, or 29.5%

Partnership Year 4	Whitwick & Coalville	Ashby LC	Total
Gas (kwh)	2,108,651 kwh	2,030,354 kwh	4,139,005 kwh
Electricity (kwh)	377,216 kwh	167,156 kwh	544,372 kwh
Total (kwh)	2,485,867 kwh	2,197,510 kwh	4,683,377 kwh
Partnership Year 3	Hermitage / W&C	Ashby LC	Total
Gas (kwh)	1,376,553 kwh	2,229,729 kwh	3,606,282 kwh
Electricity (kwh)	400,510 kwh	237,725 kwh	638,235 kwh
Total (kwh)	1,777,063 kwh	2,467,454 kwh	4,244,517 kwh

3. OUTCOMES

3.1 The contract initiated the appointment of an Active Communities Manager which is integral to ensuring delivery of outcomes. Although employed by EA, a large proportion of their time is spent working as part of the NWL Health and Wellbeing team to ensure there is a joined up and synergised approach to delivering outcomes and supporting delivery of the NWL Health and Wellbeing Strategy and targeted groups within the Sport and Physical Activity Commissioning Plan. This work is underpinned by delivery of the EA Community Wellbeing Action Plan, and the 2022/23 version of this can be found at **Appendix B**. The Action Plan includes a number of outcomes, some of which are captured below, as well as case studies which show the impact the partnership has had on the lives of various individuals.

Improving Health and Wellbeing and Reducing Health Inequalities

3.2 Examples of this include:

- A social value return of £149,448 for NWL residents on improved physical and mental health. This is calculated based on the health care cost savings for eight identified health outcomes (depression, dementia, back pain, hip fractures, type 2 diabetes, colon cancer, breast cancer, and CHD/stroke) based on the reduced risk and prevented cases combined with the reduced GP visits and psychotherapy usage for physically active people
- A social value return of £493,733 for NWL residents on improved subjective wellbeing. This refers to the increase in life satisfaction. It is calculated by multiplying the value of increased wellbeing derived from a participant's engagement in sport by the number of people taking part
- 35 previously inactive NWL residents are now achieving 150 minutes of moderate physical activity per week following attendance on a twelve-week Exercise Referral Course
- 48 previously inactive NWL residents are now achieving two sessions of resistance training per week following attendance on a twelve-week Exercise Referral Course
- 70% of attendees of the twelve-week Exercise Referral Course stated that their health was either somewhat better or much better than prior to the course
- 75% of attendees of the twelve-week Exercise Referral Course stated they agreed or strongly agreed that they have improved or stabilised their health condition since starting the programme
- 78% of attendees of the twelve-week Exercise Referral Course stated that they were either likely or very likely to continue being active after the programme
- 16 previously inactive NWL residents are now achieving 150 minutes of moderate physical activity per week following attendance on a Cardiopulmonary Course
- 17 previously inactive NWL residents are now achieving two sessions of resistance training per week following attendance on a Cardiopulmonary Course
- 17 attendees of the Cardiopulmonary Course stated they were very likely to continue with physical activity
- Attendees at the Enrych session have stated 'Football has built up my confidence and I feel lots better', 'meeting new people is brilliant and I feel more fit'
- A previously inactive resident who was obese and now plays Pickle Ball four times per week having lost four stone
- Case studies attached to **Appendix B** which evidence the impact the partnership has had on their lives include Pickle Ball, the Exercise Referral Scheme, the Cardiopulmonary scheme and Inclusive Play Sessions

3.3 The interventions and initiatives being delivered by the partnership extend beyond health outcomes:

Providing Local Economic Benefit

3.4 Examples of this include:

- The appointment of 48 new members of leisure centre staff who live within the district
- 73 members of leisure centre staff who have secured professional qualifications
- Four attendees of the Work Live Leicestershire initiative targeting improved physical, mental, and emotional wellbeing undertook work placements at the leisure centres, one of whom went on to gain full-time employment
- The delivery of national events that draw audiences from wider afield than North West Leicestershire. It is anticipated the events programme delivered

between May 2022 and April 2023 brought the following economic benefit to North West Leicestershire through participants using local taxi firms, hotels, pubs, and eateries.

Attendee Type	Number of Attendees	Local Spend Value Per Head (£)	Value (£)
Local	19,619	£18-19	£356,870
Non-Local	8,815	£39-59	£348,986
Total	28,434	N/A	£705,856

- As highlighted in the table below, a total value of £218,284 in ongoing discounted or free usage arrangements with local community partners, a 52% uplift on the previous year's £144,054;

Description	Number	Unit Value (£)	Total Value (£)
Children In The Community (CA8) Primary School	29,147	3-30	96,185
Children In The Community (CA8) Secondary School	14,575	4-90	71,418
Children In The Community (CA8) Upper School	5,058	8-20	41,475
Talented Athletes Complimentary Annual Membership	11	299-90	3,299
Adult & Child Complimentary Swim Pass	45	4-85	218
Disabled User Complimentary Passes	22	4-85	107
Work Live Leicestershire Complimentary Passes	42	8-15	342
Various Requests Complimentary Passes	107	8-15	872
NWLDC Employee Membership Discount	21	8-00	168
NWLDC Event & Local Team Sponsorship	5	400-00	3,900
School Sports Partnership (SSP) Events	6	50-00	300
Total			£218,284

Supporting Safe and Inclusive Neighbourhoods

3.5 Examples of this include:

- A social value return of £225,552 for NWL residents on improved social and community development. This represents the reduction in crime rates for young males and the social capital based on improved networks, trust, and reciprocity
- The rolling out of Making Every Contact Count (MECC) training to EA staff, following the Active Communities Manager becoming an accredited tutor
- Working in partnership with the Youth Justice System, seven children and young people identified as likely to participate in anti-social behaviour have been engaged in using the leisure centres

- A case study attached to **Appendix B** highlights the impact the Youth Justice System partnership work has had on transforming the life of a twelve-year old child

Educating, protecting and providing opportunities for young people

3.6 Examples of this include:

- A social value return of £9,265 for NWL residents on improved individual development. This refers to the improvement in educational attainment and higher starting salaries gained through participating in sport at university
- The appointment of 29 new members of leisure centre staff aged under 19
- Supporting delivery of the Leicester Tigers RFC Employability Programme at Stephenson's College which resulted in eight students obtain a Sports Leaders Award, two of whom went on to have work placements utilising their qualifications in the leisure centres
- Two apprenticeships delivered, both of whom are now employed in the leisure centres
- One work experience placement delivered who is now employed in the leisure centres.

Providing high quality services

3.7 Examples of this include:

- ALCL secured a 'Very Good' Quest assessment banding
- WCLC was shortlisted in the 2022 annual UK Fitness Awards in the 'Best Newcomer' category.

3.8 A copy of the 2023/24 EA Community Wellbeing Action Plan can be found at **Appendix C**.

4. FINANCIAL PERFORMANCE

4.1 The contract with EA stipulates that a management fee will be paid annually. Details of this can be found in **Appendix D**.

4.2 In addition to the management fee, there are two further factors within the leisure contract which impact on the Council's financial position. These are surplus share and utility benchmarking.

Surplus Share

4.3 As part of the contract, EA has projected their income and expenditure for each site on an annual basis. Any surplus above the financial projections, based on a rolling three-year average, results in a profit share between EA and the Council. Details of this can also be found in **Appendix D**.

Utility Benchmarking

4.4 The current leisure contract with EA includes a utility benchmarking clause which allows either party to call for a utility benchmarking exercise if energy prices increase or decrease by amounts greater than inflation.

4.5 This is a standard clause within the sector recommended by Sport England as best practice through their procurement methodology template for leisure contracts. This

approach was an integral aspect of the Council's decision making at Cabinet in 2017 and 2018 to appoint a leisure partner.

- 4.6 Utility benchmarking is included in leisure contracts to ensure that councils only pay for the actual utility costs and leisure partners don't price in risk factors for increased utilities as part of their submission bids which may never occur and, therefore, the council ends up paying for inflated utility costs. In addition, it only relates to increased prices and EA take the risk on increased consumption.
- 4.7 As a result of the significant increases in energy costs, EA has triggered the utility benchmarking during the financial year 2022/23. Officers have at this stage predicted a likely exposure of £62,721. In addition, there is an anticipated cost of £65,000 for utility benchmarking in 2023/24.
- 4.8 Any surplus share generated in 2022/23 or 2023/24 will be used to offset the costs of utility benchmarking. From 2023/24, any additional costs above and beyond the amount of the surplus share generated will be covered from the management fee, meaning the income as highlighted in **Appendix D** may be reduced.
- 4.9 In order to help mitigate against the impact of rising utility costs, EA has taken a number of actions as highlighted in section 2.10. In addition, in partnership with EA, the Council will be submitting a bid to the recently announced Sport England Swimming Pool Support Fund (Capital) for solar panels at both WCLC and ALCL to complement the existing panels already in situ at WCLC. The application process for the fund opens on 4 October and closes on 17 October.

Policies and other considerations, as appropriate	
Council Priorities:	Insert relevant Council Priorities: <ul style="list-style-type: none"> - Supporting Coalville to be a more vibrant, family-friendly town - Support for businesses and helping people into local jobs - Our communities are safe, healthy and connected
Policy Considerations:	Supporting delivery of the NWL Health and Wellbeing Strategy and the Zero Carbon Project
Safeguarding:	None
Equalities/Diversity:	None
Customer Impact:	Ensuring customers have access to high quality and affordable leisure facilities
Economic and Social Impact:	As highlighted within the report
Environment, Climate Change and Zero Carbon:	As highlighted within the report.
Consultation/Community Engagement:	None

Risks:	Utility benchmarking costs may be higher than estimated but this will be monitored and reported as part of the financial performance management monitoring on a periodic basis.
Officer Contact	Paul Sanders Head of Community Services paul.sanders@nwleicestershire.gov.uk

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL



LEISURE SERVICE PARTNERSHIP

YEAR 4 - MAY 2022 – APRIL 2023



Whitwick & Coalville LC and Ashby LC & Lido



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ANNUAL SERVICES PERFORMANCE REPORT

1. Scope of Report and Definitions

The Annual Services Report collates two main report functions in one concise document.

- Summary of Monthly Performance Requirements
- Analysis Of The Annual Performance Requirements

This Annual Services Report also meets the reporting need of the Authority's Outcomes strategic Objective 1 – Improve the Health and Wellbeing of Residents, as detailed in 1.5 of the Services Specification. In addition to that it contributes to the ethos of other objectives, such as providing local economic benefit, supporting safe and inclusive neighborhoods, providing opportunities for young people, providing high quality services, and being environmentally aware and proactive.

The Annual Reporting Schedule is shown in **Section 13**. Copies of these reports sit within EA's L-Drive. In addition to that NWLDC set up a shared drive in 2022, in which these documents are stored and collectively accessed.

The Performance Monitoring Report is a document submitted monthly, detailing outcomes against the respective headings identified in the Monthly Performance Requirements, including the measurement of delivery to that point, and any failures to meet the performance standards as set out in the Services Specification.

2. Services Specification Performance Requirement Reference

The table below references the Services Specification performance requirement.

Services Specification Performance Requirements	Services Specification Performance Reporting	Services Specification	Annual Services Report Reference
Programme of Use	Part 1C & D – Availability	1.22.11 & 1.22.31	Programme and Events
Equipment	Part 1D – Availability	1.24	Service
Maintenance of Building Plant Equipment	Part 1C - Monthly	1.16	Service
Cleaning	Part 1C – Monthly	1,11	Service
Environment Management	Part 1C – Monthly	1.12	Environment
Customer Complaints and Feedback	Part 1C – Monthly	1.13	Service
NWL Physical Activity, Health & Economic Support Outcomes Framework.	Part 1C – Monthly	1.19a	Sports Development & Reducing Health inequalities
Annual Marketing Plan	Part 1C – Monthly	1.19.17	Customer
Major Incident Reporting	Part 1C – Monthly	1.19.c	Health and Safety
Lighting Report	Part 1D- Annual	1.31	Health and Safety
Fire Certificate	Part 1D – Annual	1.23.7	Health and Safety
Electrical Certificates	Part 1C – Annual	1.16.7	Health and Safety
Operational Expenditure and Income	Part 1C – Monthly	1.19.63	Financial
Performance Monitoring Report	Part 1C – Monthly	1.19.63	Scope of Report
Annual Services Report	Part 1C – Annual	1.19.65	Scope of Report
Annual Outcomes Report	Part 1B – Annual	1.5	Authority Priorities / Outcomes
Quest Accreditation	Part 1D – Annual	1.6	Quality Assurance
Participation Targets	Part 1D – Monthly	1.7	Participation

1,210,435
User Visits 

47% Usage
Growth 

45% Swim
Participation Growth 

Ashby Lido –
94 Years Young 

61% Fitness Gym
& Class Growth 

166% Virtual Class
Usage Growth 

23% Sport &
Activity Growth 

Most Successful Holiday
Activity Scheme (EA East Region) 

Social value
Generated - 878,003 

PARTNERSHIP YEAR 4 HEADLINE NEWS

W&C LC – Shortlisted UK
Active Awards 2023 

W&C LC – Shortlisted
National Fitness Awards 2022 

78 Weekly
Activity Partners 

73 Colleagues Secure
Professional Qualifications 

48 New District
Based Employees 

97% LED Lighting
@ ALC & Lido 

Quest Excellence – ALC & Lido
Environmental Module 

705,856 – Economic
Value Generated 

38% Increase – Under 5's Participation 

ALC & Lido – Quest 'Very Good' Banding 

25 Community Wellbeing Outcomes Delivered 

66 Events Held 

40 Schools Registered to CA8 Highest Since Scheme Started (2005) 

23 New Clubs & Sports Activities 

W&CLC – BREEAM Excellent Rating 

36% Increase – Accessible User Participation 

Ashby 3G Football Hub Opened 

PARTNERSHIP YEAR 4 HEADLINE NEWS

ALC & Lido – 4.1/5.0 Google Reviews 

W&C LC – 4.3/5.0 Google Reviews 

68,701 EA Card Holders within NWL 

6.42 Complaints Per 10,000 Visits 

£218,284 Free or Discounted Activity 

0.98 Accidents Per 10,000 Visits 

2x Lives Saved 

3. Participation

The period May 2022 – April 2023 represented the fourth year of the council's partnership with Everyone Active, following the decision to outsource its leisure centre service from May 2019.

The year commenced eleven weeks after the opening of the £23 million Whitwick & Coalville Leisure Centre, and on the back of a short period of both unprecedented, and to a degree unexpected usage growth when aligned to Everyone Active's tender submission of 2018.



During the period 14th February 2022 (day the new centre opened) and 30th April 2022, average weekly usage levels increased by **250%**, with fitness memberships rising from **1,472** to **3,514**, and swim lesson pupils from **1,442** to **1,825**; However, whilst these figures were understandably celebrated and deemed highly encouraging, they included a degree of swim pupil customer migration from Ashby Leisure Centre & Lido that has subsequently continued.

The success of the new centre continued well into Partnership Year 4, and within certain facility areas continues to do so; However due to a combination of facility capacity limitations and increased local competition particularly within swim lesson delivery, the following Participation sub sections and associated tables capture a clear plateauing of growth.



3.1 Swimming

Participation for Swimming and Swimming Lessons combined was **529,476** compared to **365,023** in 2021/22. A **45%** year on year increase.



These figures can be attributed to four main factors, with the former being the main contributor; -

- Increased capacity, and improved quality of facilities within the new Whitwick & Coalville Leisure Centre.
- Associated impact on Swim Lesson pupil numbers.
- Improved programming, including the re-introduction of children and family fun-based sessions.
- Customers continuing to positively engage with pre-bookable sessions, in the knowledge that each comes with a maximum number cap.

In terms of the first of these, the former Hermitage Leisure Centre had a six-lane pool and small 'Trough' (as it was affectionately known) that acted as a balance tank but was used by adults with small children and for entry level swim lessons. Compared to this the new centre's main pool consists of eight lanes, supported by a dedicated learner pool with moveable floor that can also be used for fitness classes.

An increased pool footprint meant that we were able to offer more swim class provision within the same time slots, which allied to greatly improved changing and support facilities appealed to the swim lesson market. This resulted in pupil numbers at the new centre rising from **1,825** to **2,154** over the course of Partnership Year 4, however Ashby's decreased from **1,490** to **1,378**. Likewise, this increased capacity allowed us to introduce additional programme slots to casual and lane swimming, as well as fun-based family and child sessions.

Whilst its impact has diminished over time, one of the positive impacts of the Covid-19 pandemic on pool related activity was the introduction of pre-bookable swimming, which was continued beyond the lifting of restrictions. Customer feedback consistently echoed a message of support for pre-bookable swimming for all the indoor pools and Lido at Ashby, with users able to see on-line that sessions were limited in terms of numbers (although this had always been in place) and that they could guarantee themselves a place within them as opposed to leaving things to chance.

This had proved to be particularly popular with users of the Lido and led to an immediate cessation of the historic long-term issue of restless and occasionally volatile queues of users, sometimes denied the opportunity to use the facility due to unexpected or high demand. It also allowed the staff team to better plan rotas and resource levels.

Cold Water Swimming sessions had been trialed at Ashby Lido in September 2021, representing the first time that this had taken place since heating was introduced to the facility. The sessions were implemented as part of the collaborative partnership with the Ashby Lido User Group, and on the back of meeting the agreed target of 'cost neutral delivery', they returned in May 2022. Due to a major re-lining project, Cold Water Swimming will be moved from May to September 2023.

The Lido enjoys its **94th** birthday this year and remains the last standing public lido facility within the East Midlands. In recognition of this, an historic timeline feature has been implemented on pool side in advance of the 2023 Lido season. Within it, it captures the facilities rich and proud history since its opening in 1929 in image and narrative format.

3.2 Gym and Group Exercise Classes (Other) (2022/23 - 488,108 vs 2021/22 - 302,569)

Participation in the fitness gym and exercise classes across the two sites was 488,108 for the Partnership Year, compared to 302,569 in 2020/21. A 61% rise.

In line with swimming, this was predominantly attributable to the impact of the new centre, which had seen a 139% rise in fitness members between its opening and the start of Partnership Year 4. The centre started the year with 3,514 members and finished with 3,933, a growth of 12% over the year, with membership at Ashby Leisure Centre & Lido increasing by 9% from 1,532 to 1,672.



Each centre lost 33% of its fitness members because of the Covid-19 pandemic, which was in keeping with the wider corporate picture seen across the 220 centres that Everyone Active managed nationally at the time. As a result of this, cross site membership pricing was reduced initially in 2021 from £46-00 to £24-99 in July 2021, before increasing to £34-99 in October 2021 in order to help facilitate a recovery exercise of this magnitude.

Membership costs within NWL had been amongst some of the highest within Everyone Active's East Region of 70 facilities, given the pricing levels that had been inherited from NWLDC (£39-99 per month at April 2019); However, given that the centres lost 33% of their members due to the Covid-19 pandemic, prices were dropped to just £24-99 in July 2021 when life began to return to a form of normal. Pricing was subsequently increased to £34-99 in October 2021 and £37-99 in January 2023, with a view to a return to the previous level in September 2023. Given the £1.2 million refurbishment of Ashby Leisure Centre & Lido in 2019/20 and replacement of the former Hermitage Leisure Centre with the new £23 million Whitwick & Coalville Leisure Centre, membership pricing remains competitive.

Fitness Class participation forms 488,108 fitness usages advised, with 190,363 fitness class visits recorded in 2022/23 compared to 139,053 in 2021/22, a 37% increase. Whilst much of this is attributable to the increase in members, the uptake of virtual classes has continued to prove a success. These are becoming increasingly prevalent within the wider leisure industry and are provided to support the instructor led fitness class programme and allow users that are reticent to undertake instructor led classes with the opportunity to try them at a length of time and pace to suit. This often subsequently leads to a migration into instructor led classes.

Unfortunately, accurate measurement of Virtual class attendance is difficult, since many of those attending simply migrate to or from the fitness gym following their work out, however 18,572 visits were recorded, representing a 166% increase of pre-booked recorded attendance between Partnership Year 3 and 4.

3.3 Sports and Activities (2022/23 – 164,417 vs 2021/22 – 133,993)

Sports and Activities realised a combined usage of **164,417** compared to **133,933** in Partnership Year 3, representing a **23%** increase.

This was down to five contributory factors, namely having a full years' worth of benefit from a 25% increased sports hall footprint at the new centre compared to the former Hermitage, the introduction of what have subsequently proved to be highly successful 'in-house' delivered activity sessions, the addition of equally successful partner activities, the securing of a high profile block booking, and hosting the most successful Holiday Activity scheme within Everyone Active's East Region (South) area.

As a rule of thumb, sports hall utilisation within leisure centre's nationally is 40 -50%, due to limited day time demand, however whilst Ashby's Partnership Year 4 usage was **49%**, Whitwick & Coalville's was **67%**. This was particularly impressive given that the sports hall is of eight court design against the standard four or six usually found. This was delivered on the back of some excellent work by our Active Communities Manager, who led on the implementation of in-house delivered gymnastics and trampoline weekly courses through which over **160** youngsters attend each week, and the securing of the NWL Volleyball League who use the centre as its base for all league fixtures with **200** players attending each week.

In addition to that an average **25** users per week attend the inclusive user sessions that we deliver in partnership with Enrych to provide opportunities for adults with disabilities or long-term health issues. Our Holiday Activity programme are delivered through a further partner in TayPlay, and regularly attract between **20-45** daily usages at Ashby and **50-70** at Whitwick, easily the best attended within the 23 leisure centres that make up Everyone Active's East Region (South).

3.4 Events (2022/23 – 28,434 vs 2021/22 - 22,286)

Events realised a cross site usage of **28,434** compared to **22,286** in Partnership Year 3, representing a **28%** increase.

Both the former Hermitage Leisure Centre and Ashby Leisure Centre & Lido enjoyed a long and proud tradition of hosting a diverse programme of events, ranging from local and regional fayres and boxing shows to internationally acclaimed occasions such as Armageddon Darts and the Larpcn Festival. In Partnership Year 1, the centre's realised 34,990 event visits as a part of this success, however the impact of the Covid-19 pandemic meant that in Partnership Year 2 that figure dropped to zero with no events taking place.

At the start of Partnership Year 3 several restrictions were still in place, however over the course of 31 events, 22,286 usage visits were subsequently realised, representing a 64% return on previous pre-Covid numbers.

Due to the design of the sports hall at the new Whitwick & Coalville Leisure Centre, which has a sprung floor and no tiered seating, the facilitating of previously hosted large scale spectator events such as Armageddon Darts and One Nation Boxing at the venue are impractical. As such, tiered seating was moved from the former Hermitage Leisure Centre to Ashby Leisure Centre & Lido, with a view to migrating as many events as possible to the latter, including medium sized spectator events such as Megaslam Wrestling and Motiv8 Boxing; however, there was an acceptance that the continued hosting of major spectator events was no longer possible.

With that in mind a 75% return to Partnership Year 1 usage levels was seen as success, with the eventual 81% being achieved through the securing of new non-spectator events such as guilds and fayres, and additional bookings from the likes of Megaslam and Motiv8.

3.5 Overall Participation

Overall participation for the period May 2022 – April 2023 was 1,210,435 compared to 823,871 for the same period the previous year. A 47% increase. It was broken down as follows:

Table 3.5.1 – 2022/23 Participation

	May 22	June 22	July 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	Total
Activity	8395	5,133	4,527	5,519	4,641	5,648	6,067	4,165	6,671	5,902	6,577	5,869	69,114
Gym	27,096	23,134	22,618	24,659	21,385	23,210	24,584	18,509	29,282	26,565	29,513	27,190	297,745
Sports	7864	7,023	6,489	6,393	7,950	8,073	8,403	7,265	8,746	8,695	9,905	8,497	95,303
Swim	44827	45,187	51,353	55,070	43,696	43,221	40,104	26,880	42,649	43,747	45,851	46,891	529,476
Other	15,977	15785	15683	16,020	16,057	16,972	17,101	9,588	17,048	16,259	17,809	16,064	190,363
Events	2100	1,350	450	1,100	3,054	1,875	3,305	1,730	2,975	995	6,900	2,600	28,434
Total	106,259	97,612	101,120	108,761	96,783	98,999	99,564	68,137	107,371	102,163	116,555	107,111	1,210,435

Table 3.5.2 – 2021/22 Participation

	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	Total
Activity	134	199	22	829	1,013	1,160	1,543	1,504	1,886	1,947	3,958	7,872	22,067
Gym	12,829	13,692	11,503	10,607	10,261	9,309	9,792	6,969	11,501	16,685	26,146	24,221	163,516
Sports	5,253	5,220	5,870	6,407	7,851	10,823	12,006	9,525	12,230	11,516	15,943	9,282	111,926
Swim	20,993	23,261	28,338	30,438	25,759	26,168	25,159	17,257	27,699	41,521	46,978	51,453	365,023
Other	10,502	10,419	11,026	11,408	12,106	12,556	12,661	7,645	12,226	9,768	14,498	14,238	139,053
Events	1,500	400	816	900	600	2,350	3,900	1,575	1,500	1,470	4,350	2,925	22,286
Total	51,211	53,191	57,575	60,589	57,590	62,366	65,061	44,475	67,042	82,907	111,873	109,991	823,871

Predicted usage targets for Partnership Year 4 were requested by NWLDC in January 2023, meaning that they were set prior to both the opening of the new Whitwick & Coalville Leisure Centre, and the period (14/02/23 – 30/04/23) in which early usage patterns and the impact on Ashby Leisure Centre & Lido could be assessed. As such, accuracy was always going to be quite challenging. Subsequently usage of 1,210,435 was realised against predicted usage of 1,013,270, representing a 19% positive difference.

Centre	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	Totals
ALC & Lido	30,552	32,886	37,309	36,766	35,556	40,256	40,128	30,167	43,432	44,882	45,138	38,296	455,368
Actual	36,653	36,177	38,068	38,740	34,161	33,264	33,248	22,276	36,087	33,482	38,119	32,667	412,882
Difference	+6,101	+3,291	+759	+1,974	-1,395	-6,992	-6,880	-7,891	-7,345	-11,400	-7,019	-5,629	-42,486
W&CLC	39,360	39,744	41,006	47,573	46,080	51,023	47,480	36,658	42,681	52,908	55,789	57,600	557,902
Actual	69,606	61,435	63,052	70,021	62,622	65,735	66,316	45,921	71,284	68,681	78,436	74,444	797,493
Difference	+30,246	+21,691	+22,046	+22,448	+16,542	+14,712	+18,836	+9,263	+28,603	+15,773	+22,647	+16,874	239,591
Total	69,912	72,630	78,315	84,339	81,636	91,279	87,608	66,825	86,113	97,790	100,927	95,896	1,013,270
Actual	106,259	97,612	101,120	108,761	96,783	98,999	99,564	68,197	107,371	102,163	116,555	107,111	1,210,435
Difference	+36,347	+24,982	+22,805	24,422	+15,147	+7,720	+11,956	+1,372	+21,258	+4,373	+15,628	+11,215	197,225

3.6 Next Year - Partnership Year 5

Due to a combination of investment in Ashby Leisure Centre & Lido, the impact of Covid-19, and the opening of the new Whitwick & Coalville Leisure Centre, Partnership Year 5 will represent the first year in which comparative year on year data can be applied. Strictly speaking that isn't true, as the final element of the new centre, namely the Trim Trail is due to be implemented, however this was delayed due to an intent by both NWLDC and Everyone Active to see the trail included within the eagerly anticipated Eco Park that is due to be implemented within the Hermitage Recreation Ground footprint.

Table 3.6.1 :- Partnership Dynamics Years 1-5

Partnership Year	Dates	Dynamics/Issues
1	2019/20	Contract started in May 2020 + Ashby LC & Lido refurbishment + Centres closed due to Covid-19
2	2020/21	Ongoing closure + Subsequent closures + Reduced programme and usage
3	2021/22	Ongoing closure + Restrictions in place + Hermitage LC closes + Whitwick & Coalville LC opens
4	2022/23	First full years base data secured
5	2023/24	First year of comparative year on year data can be applied

Partnership Year 5 will come with both challenges and exciting opportunities and developments.

The new Whitwick & Coalville Leisure Centre promised much, however, it's fair to say that the degree of its early successes has surprised both Everyone Active and NWLDC. Having increased from 1,472 at Hermitage Leisure Centre to **3,933**, fitness membership has plateaued, however those relinquishing their memberships are in the main not critical of the centre or its programme, but more of the size of the fitness gym.

Within the industry it is recognised that the ideal member to station (item of fitness equipment) ceiling ratio is 1:30, however at the end of Partnership Year 4 that figure was **1:36**. Whilst the numbers are impressive, health monthly sales levels are being matched by leavers. With that in mind, Everyone Active are currently looking at potential options to address the issue, which will be shared with NWLDC for consideration.

Local swim lesson competition remains a real issue for the centres. Where a typical centre might expect to see one local competitor (in many cases none, or with a sister centre representing the closest competitor), however within NWL we have four. Of those, three are relatively large in terms of pupils and market share and are developing both pool space and pupil numbers. The impact of this can be seen within our own centre's pupil numbers, where we had 3,532 on 01/05/23 and 3,569 on 12/09/22.

Swim Lesson prices within Everyone Active's North West Leicestershire contract remain the lowest in the East Region (South), so simply lowering prices isn't a ready made option, especially in light of the significant rise in utility costs. Discussion on how best address this concern are ongoing at the time of writing this report.

Sports Hall utilisation levels at Ashby are at the top end of national average parameters, whilst Whitwick & Coalville's utilisation sits nearly **20%** higher than that. Whilst we continue to work with partners as well as identifying potential additional in-house activities, the realities are that improving on what is already a strong position will be challenging. It's no coincidence that at the time of writing, Whitwick & Coalville has been shortlisted for the 2023 UK Active, Best Newcomer Award, on the back of the growth of its activity programme across the past year.

As stated earlier, the Eco Par/Trim Trail is an exciting multi-partner biodiversity project that will hopefully be realised in Partnership Year 5, with Everyone Active having a key role to play within it. In addition to that we have ambitious plans to develop the Climbing Wall programme at Whitwick & Coalville and potentially extend the Lido programme at Ashby to offer cold water swimming and other activities either side of the main summer element. The Contract Manager has also recently become a Director of the Ashby BID (Business Improvement District) with a view to ensuring that the leisure centre and Lido are considered at the forefront of event programming and initiatives.

4. Authority Priorities / Outcomes

The outcomes achieved and highlighted in this Annual Services Report, contribute to the ethos and achievement of the strategic objectives highlighted by the Council as detailed in the Authority Outcomes section – 1.5 of the Services Specification.

There are five authority outcomes; - Providing local economic benefit, supporting safe and inclusive neighbourhoods, educating protecting and providing opportunities for young people, providing high quality services, and sustainability and environmental improvements.



NWLDC and Everyone Active agreed to incorporate all these (other than sustainability and environmental improvements) into the collaboratively produced Community Wellbeing Action Plan 2022/23 (CWAP) that is attached to this report. Within the CWAP report the outcomes are listed within a table, with each having a key reference (A,B,C,D,E). These were then referenced within the 31 CWAP targets, with year end and quarterly updates provided.

Sustainability and Environmental Improvement outcomes are covered in the separate [Energy Engagement Plan – Document 6 Annual Reporting Compliance](#)

This CWAP demonstrates that through working in partnership with the Council, the investment and delivery of high-quality activities is making a significant and valuable contribution to the community, as well achieving the authority's corporate goals.

Improving the Health and Wellbeing of residents is obviously the main function, goal, and achievement for the leisure services provision. Much of this can be measured by quantitative statistics as highlighted by the participation statistics in this report; however, the outcomes achieved also contribute to other Authority Priority objectives, which are more qualitative.

4.1: Improving Health and Wellbeing and Reducing Health Inequalities

In essence every activity-based visit to the centres (or to our satellite programmes) contributes to improving the health and wellbeing of local residents, with usage data relating to those activities provided elsewhere within the report totaling **1,210,435**.



Within that, several the programmes and activities that we offer, either in a standalone capacity or delivered in conjunction with the council, contribute towards the addressing of health-related inequalities such as age, financial resource, and accessibility to facilities etc.



Within this we continue to work with partners such as the NWL Health & Wellbeing Team, Community Focus, Work Live Leicestershire, Enrych, Home Start, Youth Justice, and the Children & Families Centre, collectively aiming to tackle areas of priority including health inequalities within the district.

4.2: Social Value

At the end of Partnership Year 3, Everyone Active entered a partnership with 4Global a multi-national company that have helped clients solve inactivity problems, through the creation of one of the world's most extensive sport and activity software and data platforms. Their technology and know-how have made them a trusted and valued partners to some of the world's most prominent organisations, cities, and governments, with Everyone Active seeing the benefits of securing information from their Data Hub platform for both them and their partners such as NWLDC.



An initial Social Value report was produced in June 2022, which captured Social Value for the period June 21- May 22 measured against similar data for the period June 19 – May 20 (the period June 20 – May 21 being severely interrupted because of the Covid-19 pandemic). This has subsequently been followed by the issue of a report that aligns to standard reporting year models for the period April 22 – March 23. It provides comparative data aligned to the previous year and is attached within the appendices.

The report is broken into four subsections, which collectively provide a total Social Value (£).

Physical & Mental Health (£149,448) - Calculated based on the health care cost savings for eight identified health outcomes (including depression, dementia, back pain etc) based on the reduced risk and prevented cases combined with the reduced GP visits & psychotherapy usage for physically active people.

Subjective Wellbeing (£493,733) - Refers to the increase in life satisfaction. It is calculated by multiplying the value of increased wellbeing derived from a participant's engagement in sport by the number of unique people taking part

Individual Development (£9,265) - Refers to the improvement in educational attainment and higher starting salaries gained through participating in sport at university.

Social & Community Development (£225,552) - Represents the reduction in crime rates for young males and the social capital based on improved networks, trust, and reciprocity.

The 2022/23 report advised a social value total within the NWL partnership of **£878,003**. This represented the highest total across the eight contracts within Everyone Active's East Region (South), with the **£644,506** aligned to Whitwick & Coalville Leisure Centre being the highest of the 25 sites that sit within it. Whitwick & Coalville Leisure Centre also enjoyed the highest year on year growth (**93%**), however this should be tempered due to the centre only opening in mid-February 2022.

Whilst the 4Global Social Value reports remain somewhat in their infancy, they are already recognised as the industry social value measurement tool, being championed by Sport England and further developed within Moving Communities as a standardised online survey designed for local authorities and leisure operators to understand their local communities and support engagement. 4Global are currently developing SVC3 in partnership with Sheffield Hallam University.

4.3: Providing Local Economic Benefit

Everyone Active have been actively championed for their work in this area, within both the Ashby Leisure Centre & Lido and Whitwick & Coalville Leisure Centre QUEST assessments. The reports issued on the bac of each have highlighted strength in the hosting and promotion of a large and diverse internal and external partner delivered activity programme, employment opportunities provided to local residents, the impact of a nationally recognised event programme, and the use of local suppliers and service providers.



Within our activity programme we have **78** partnership delivered weekly activity sessions running across the two centres, including a portfolio of 16 in-house sessions. In total, **21** new activities were added to the programme in Partnership Year 4, which included Pickleball, Clubs Complete Tots Craft, Head over Heels Gymnastics, Hockey England Coaching, FA Inclusive Football and Enrych Fit Steps.

During Partnership Year 4 we added a total of **48** new district-based colleagues to our team, whilst training **73** of our colleagues in professional qualifications. Additionally, **33** of our colleagues have been trained in new roles within our centres.

This year we have employed **48** new staff members, **29** falling within the under 19 age bracket.

The Partnership Year 1 report captured £ 804,814 of economic value, either secured or brought into the district because of the leisure centre events programme. This was based on industry advised data at the time pointing to an average £16 per head spent within the local economy by NWL based residents per event, and a £35 per head spend by non-district-based event attendees. Due to the impact of the Covid-19 pandemic on our event programme, this figure reduced to zero in Partnership Year 2.

The slow return of confidence allied to the staged lifting of restrictions led to the return of events to our centres in Partnership Year 3, which resulted in 22,286 event visits. Of these 71% were locally based, with 29% residing outside of the district. With inflation taking the spend per head of district and non-district event attendees to £17 and £37 respectively, a total of £508,122 of economic value secured or brought into the district as a result of events held within our centres.

Partnership Year 4 saw the number of event visits rise to **28,434**, with the industry advised spend per head rising to £39-59 for non-residents and £18-19 for non-residents. With a 31% / 69% split, a total of **£705,856** economic value was secured or brought into the district as a result of events held within our centres. A year-on-year increase of **£197,734**.

Table 4.3.1 – Event Aligned NWL Economic Benefit - Partnership Year 4

Attendee Type	Number of Attendees	Local Spend Value Per Head (£)	Value (£)
Local	19,619	£18-19	£356,870
Non-Local	8,815	£39-59	£348,986
Total	28,434	N/A	£705,856

4.4 Supporting Safe and Inclusive Neighborhoods

One of our key colleague developmental focuses for Partnership Year 4 was to have a trained Making Every Contact Count (MECC) approach trainer. Since subsequently becoming an accredited tutor for the course, our Active Communities Manager (ACM) has been part of the Leicestershire County Council network for development of MECC. Additionally, the accreditation has allowed our ACM to deliver sessions for NWLDC staff to help diversify their conversational skills, consequently helping to support all residents. On the back of this, our ACM is currently in the planning stages of helping to roll this training out with teams of colleagues across the two centres, as well as regionally for Everyone Active.

During Partnership Year 4, Whitwick & Coalville Leisure Centre hosted a collaborative school event to help teach children basic and essential skills. The event was attended by eight schools and 120 children who amongst other things were taught basic communication skills, the understanding of inclusive needs, and basic first aid. The event proved to be such a success that it will now become an annual addition to our ever-growing portfolio of diverse events.

In partnership with Enrych, NWLDC, and Active Together, Whitwick & Coalville Leisure Centre hosted a Health & Wellbeing event focusing on safe and inclusive provisions within the district, helping to raise understanding and profile for inclusive needs. The event featured 26 stall holders and included a programme of activities in which over 100 attendees participated.

Menphys, a charitable organisation who aim to support Children and Young People with Disabilities to have equal choices and opportunities, saw their inclusive provision sessions become an increasingly popular feature within the two centres over the course of Partnership Year 4, with an additional session added to at Whitwick & Coalville Leisure Centre towards the end of it.

In addition to that we entered a partnership with Choices for Life, a locally based organisation who aim to provide an active community in which people feel safe, valued, and supported, through the provision of wellbeing and healthy life choice opportunities. As part of that their users attend our centres for pool and sports hall-based activities.

A further addition to our programme during Partnership Year 4 was Walking Football at Ashby Leisure Centre & Lido, on the back of the activity being highlighted as a need by local residents within our annual open day, as well as through our 50+ User Group.

A further key target within our 22/23 Community Wellbeing Plan was engagement with the Youth Justice System (YJS), or a similar organisation to assist in the reduction of crime. We subsequently set up a partnership which provides centres usage opportunities to children and young people on YJS projects, to allow centre use as an intervention to re-offending as well as boosting physical, mental, and emotional wellbeing. We currently have seven people accessing the scheme on a weekly basis and are looking at capturing case studies to evidence the benefits gained.

4.5 Educating, Protecting and Providing Opportunities for Young People

Partnership Year 4 saw our Active Communities Manager (ACM) play an integral part in assisting Active Together (organisation focused on making physical activity and sport more accessible and part of our everyday lives across Leicestershire, Leicester, and Rutland) help promote and educate Children & Young Persons (CYP) regarding the opportunities within leisure, particularly those offered or delivered by Everyone Active. As part of this, he was invited to Sports Park - Loughborough, to be interviewed in relation to the inclusion of promotions and educational material within the Active Partnerships website. This information is also being sent to schools, colleges, and universities to help promote the leisure industry as an employment sector of choice.



To further promote employment opportunities within the leisure industry, our ACM has developed our already highly acclaimed work placement pathway with various local educational partners. This has been facilitated amendments to our core work placement programme modules, as well as through attending mock interviews with students aligned to these education providers to help provide them with invaluable self-promotion skills and experience. We have also been a key stake holder in the SMB Group's (Brooksby, Melton & Stephenson, Colaville) Employers Skills Forum. This forum includes other professions such as the police, emergency services, sports clubs, and other professional entities, who engage with the college to help with work placements, events, and employment.

One of our core local objectives is for our centres is to be seen as an integral partner in creating opportunities for young people. To help achieve this we facilitated more young people's events than previous in Partnership Year 4, such as School, School Sports Partnership (SSP) and Health & Wellbeing events. As part of this we were integral to several additional projects aimed a providing opportunity for young people. The REACH programme ran by Leicestershire County Council (LCC) assists children who are highlighted by school as at risk of exclusion, and in conjunction with them we have set up a partnership which provides centre use as an intervention to help engage the students back into education and provide positive experiences.

In addition to this we have worked closely with the Leicester Tigers RFC Employability Programme at Stephenson's College. As part of that our ACM ran a 6 week Sports Leader Award course which saw eight students complete their qualification and all subsequently move on to work placements, two of which were within our centres.

EA's ACM has been a key partner during the planning stages for The People Zone, situated in Whitwick and Thringstone. This project aims to help access funds to help build a legacy project within those areas, focusing on 'getting everyone moving,' and is also partnered by Active Together, NWLDC, and local community groups and sports clubs.

4.6 Providing High Quality Services



Everyone Active and NWLDC look to provide affordable services through a combination of industry, regional, and local benchmarking. This has been made easier through Everyone Active managing most council owned leisure facilities within Leicestershire.

Allied to, and key to this, is the role that external benchmarking and strong levels of customer satisfaction play within the measuring of high-quality service, with Everyone Active able to demonstrate both robust and frequent monitoring and positive outcomes.

In terms of external benchmarking, Everyone Active are current holders of several national industry related awards such as Swim England's 'Operator of the Year', whilst Whitwick & Coalville Leisure Centre was shortlisted in the 2022 annual UK Fitness Awards, 'Best Newcomer' category. At more localised level, the positive QUEST assessment outcomes (See Section 9) seen at both sites point to high quality service provision.

Customer satisfaction and feedback is measured through a number of platforms, which include the following; -

- Single Customer View (SCV) customer feedback portal.
- Social Media accounts
- School service questionnaires
- Bespoke surveys for Swim Lessons, Parties, Holiday Camps, After School Sports Clubs, Adult Activities, Health Programs and Sport Courses
- Swim Passport portal.



Bespoke surveys are captured within the centre's Business Plan, with a prime example of positive outcome captured within the Swim Lesson Annual Survey undertaken at each site captured in section 8.1.

4.7 Sustainability and Environmental Improvements



We contribute to the green agenda by committing to nationally recognised best practice programmes such as Environmental ISO14001 management standards. This includes implementing proactive Environmental Action Plans focused on reducing energy and water consumption, as well as promoting green travel to staff and customers, and encouraging increased waste re-cycling.

Partnership Year 4 saw the evolution of a comprehensive updated Environmental Action Plan (Annual Reporting Schedule - Document 6) providing details and desired outcomes relating to projects aimed at reducing utility consumption. Within this it captured that in 2022/23 we managed to save 38% v budgeted usage on electricity and 32% vs budgeted usage on gas at Ashby LC & Lido, while at Whitwick & Coalville we saved 25% electricity, however, Gas utilisation was 4% over budget.

The action plan also included lighting resource being progressed towards a full portfolio of LED fittings and at the end of Partnership Year 4 this had migrated to an impressive 97% at Ashby and 100% at W&CLC. The start of year desired implementation of a new Outdoor Pool cover at Ashby Leisure Centre & Lido was delivered, resulting in each of the pools across the two centres having these in situ.

QUEST is the Sport England recommended Continuous Improvement Tool for leisure facilities and sports development teams, designed to measure how effective organisations are at providing customer service. The assessment at Hermitage LC in Partnership Year 1, had seen the assessor comment that Environmental action planning was the “best that he could remember seeing”. In addition to that the subsequent QUEST Prime modules that the centres were measured on in Partnership Year 2, saw both sites assessed on environmental management, with the assessors both commenting positively on the level and quality of environmental commitment and the way in which customers were informed of, and actively engaged in achieving its objectives.

Ashby Leisure Centre & Lido completed the latest cycle of QUEST assessment in Partnership Year 4 and the Environmental element of the report once again scored ‘Excellent’ and drawing similar positive comment. This is the highest banding achievable under the Quest scoring model. As a result, the last four assessments delivered across our centres have all been scored ‘Excellent’ in this category.

Collectively these externally delivered assessments evidence a sustained commitment to environmentally associated best practice.

Section 11 of the report provides performance and outcome detail relating to Sustainability and Environmental Improvements.

5. Programmes and Events

As covered within Section 4.2 of the report, under NWLDC the centres enjoyed a strong reputation for the diversity and scope of both its activity and event programmes, which has been continued under Everyone Active despite the cancellation of the entire event programme in Partnership Year 2 due to the impact of the Covid-19 pandemic. With Covid-19 regulations still in place for the first half of Partnership Year 3, programme recovery along with the addition of new events proved challenging, however by the end of the year 82% of previous hires had been retained going into Partnership Year 4, despite increased competition from other local and regional events venues.

With the new Whitwick & Coalville Leisure Centre deemed uncondusive to bar aligned events such as darts and boxing, these were naturally lost to these competitors; However, they were replaced with more pool based gala events. In total 66 events were held across the two centres during Partnership Year 4.

Concerted efforts continue to be made to migrate existing events across to Ashby Leisure Centre & Lido, whilst we continue to endeavour to convince prospective new event hirers to the venue as opposed to Whitwick & Coalville Leisure Centre. Both have met with a degree of success with events listed in red type falling into that category

Table 5.1 –Events Held @ Whitwick & Coalville Leisure Centre – Partnership Year 4

Date	Event
01/05/2022	Welsh Corgi Dog Show
14/05/2022	Coalville Swimming Gala
15/05/2022	Coalville Swimming Gala
22/05/2022	Coalville Swimming Gala
26/05/2022	Collaborative Vocal Performance
09/06/2022	NWLDC - Open Consultation Evening
12/06/2022	Coalville Swimming Gala
19/06/2022	Coalville Swimming Gala
20/06/2022	Holy Cross Sports Day
21/06/2022	Health and Wellbeing Day
23/07/2022	Coalville Swimming Gala Featuring Olympic Legends
03/09/2022	Ace Gift Fair
04/09/2022	Coalville Swimming Gala
14/09/2022	School Partnership Ambassadors Day
24/09/2022	Ibstock Band Competition
25/09/2022	Coalville Swimming Gala
30/09/2022	Mega Slam Wrestling
02/10/2022	Coalville Swimming Gala
09/10/2022	Coalville Swimming Gala
12/10/2022	Castle Rock School Event
23/10/2022	Coalville Swimming Gala
26/10/2022	Castle Rock School Event
04+05/11/2022	Larpcon Market
06/11/2022	Coalville Swimming Gala
24/11/2022	NWL Sports Awards
26/11/2022	Coalville Swimming Gala
18/12/2022	Derby County Community Trust Activity Day
14/01/2023	Coalville Swimming Gala
28/01/2022	Guildhall Antiques Fayre

Date	Event
28/01/2023	Leicestershire County Swimming Gala
29/01/2023	Leicestershire County Swimming Gala
11/02/2023	Derek Meakin Badminton Competition
03-05/03/2023	Larpcon Event
04/03/2023	Coalville Swimming Gala
06/03/2023	Leicestershire County Council Roadshow
07/03/2023	NWL School Gala
08/03/2023	Collaborative Schools Event
12/03/2023	Coalville Swimming Gala
19/03/2023	Dark Star Volleyball Tournament
24/02/2023	NWSSP Celebration Day
26/03/2023	Coalville Swimming Gala
25/03/2023	Coalville Swimming Gala

Ashby Table 5.2 – Events Held @ Ashby Leisure Centre - Partnership Year 4

Date	Event
18/04/2022	LR Antiques Fayre
30/04/2022	National Band Competition
21/05/2022	Ashby Rotary Club =- The Big Clean Up
02/06/2022	LR Antiques Fayre
07/08/2022	Aldread Dance Competition
11/08/2022	Pop Up Play Centre
18/08/2022	Pop Up Play Centre
29/08/2022	Ace Antiques Fayre
03/09/2022	Motiv8 Boxing
11/09/2022	Mum 2 Mum Market
13/11/2022	Samoyed Dog Show
20/11/2022	Hunt, Point Dog Show
03/12/2022	Motiv8 Boxing Event
10/12/2022	Ace Gift Fayre
13/12/2022	Ashby Day Nursery Xmas Fete
01/01/2023	AceAntiques Fayre
14/01/2023	Baby & Toddler Market
29/01/2023	Midland Chihuahua Show
18/03/2023	Baby & Toddler Market
24/03/2023	Mega Slam Wrestling
25/03/2023	National Band Competition
03/03/2023	Ashby 20 Road Race
10/4/2023	Ace Antiques Fayre
22/4/2023	Motiv8 Boxing Event

Unfortunately, due to a combination of the limitations of Ashby, having a near 70% sports hall utilisation occupancy at Whitwick, and a need to protect those hirers, we have also had to turn away several additional or new events as a result.

Table 5.3 - Events Requests Declined In Order to Protect Existing Hirers – Partnership Year 4

Event	Reason
Ace Gift Fairs	Seeking 3 x additional dates, however no availability @ either centre
Guildhall Antiques Fairs	Seeking 2 x additional dates, however no availability @ either centre
Yours to Mine Car Boot	Ashby too small. No availability at W&CLC
British Midland Gymnastics Show	Ashby too small. No availability at W&CLC
Mixed Martial Arts Competition	Ashby too small. No availability at W&CLC
Karate Tournament	Ashby too small. No availability at W&CLC
Ladies National Shopping Event	Ashby too small. No availability at W&CLC
Carl Greaves Showcase – Boxing	Ashby too small. No availability at W&CLC
Amateur Championship Boxing	Ashby too small. No availability at W&CLC



6. Community Wellbeing Action Plan (including Outcomes Framework) & Targeted Groups

Due to the dynamics and nature of the Authority Outcomes within the NWL Partnership, a collective decision was taken in 2020 to incorporate all of these (except the final one relating to Sustainability & Environmental Improvement) into one all-encompassing collaboratively produced 'Community Wellbeing Plan'.

The overarching aim of the plan is to deliver against the Authority Outcomes, whilst in partnership with NWLDC, to deliver programmes to support the health and wellbeing of residents through physical activity, movement, and sport, capturing actions that support the NWL Health & Wellbeing Strategy, and the NWL Sport & Physical Activity Commissioning Plan.

The document was worked up over the course of Partnership Year 3 and was jointly signed off to commence at the start of Partnership Year 4. Quarterly updates on each of the targeted outcomes were then subsequently captured. The document sits as an appendix to the Annual Service Report and captures the delivery of 25 of the 31 desired outcomes.

Aligned to the 'Community Wellbeing Strategy', monthly Performance Monitoring Reviews (PMR's) capture delivery, development, success, and challenges in relation to collectively agreed 10 targeted groups. Data relating to this is captured at the rear of these documents in a dedicated Key Performance Indicator (KPI) section. A Partnership Year 4 overview of this is captured within Table 6.1 with associated individual narrative provided within sections 6.1 – 6.9.

Table 6.1 –Targeted Groups Overview - Partnership Year 4

Targeted	Target May 22 – April 23	Actual May 22 – April 23	Variance (+/-)
Under 5's	48,405	67,031	+18,626
Age 5 - 10	211,120	223,994	+12,874
Age 11- 16	82,115	93,532	+11,417
Club Activ8 Schools	40	40	0
Club Acitiv8 Card Holder Usage	36%	23.1%	-12.9%**
Over 60's	58,842	60,570	+1,728
Accessible Users	1,872	2,540	+668
Club Engagement	56	78	+22
Community Activities	73	75	+2
Events & Competitions	122	104	-18

** An investigation is currently being undertaken by Everyone Active's Head Office team as it is believed that the data is potentially incorrect

6.1 Under 5's (+38% Against Target)

This age group has continued to deliver strong growth on the back of previously reported success in Year 3.

One of the main contributory factors has been the increased learner pool capacity at Whitwick & Coalville Leisure Centre (W&CLC) compared to its predecessor Hermitage Leisure Centre. Additionally, a highly successful social media marketing campaign delivered towards the end of 2022 led to a **83%** uplift in attendances to our Active Antz play sessions that run twice a week at W&CLC with the majority of the attendees falling into this age category.



Our Tots Gym sessions continue to grow, currently averaging 15 attendees per week, whilst internally and externally delivered children's parties facilitated through Tayplay have grown year on year by **21%**, despite the limitations of availability slots due to the demands on sports hall usage. Additionally, our Clubs Complete Crafts and Dream Academy have also seen increased user numbers within this age group.

6.2 Age 5-10 (+6% Against Target)

This age group continues to trend as being the most participated age group within the centres.

The NWL Everyone Active contract is internally championed as being the strongest within the East Region (South) consisting of 21 leisure centres for its children's holiday activity programme, delivered through our appointed partner, Tayplay. In addition to that we continue to enjoy strong attendance numbers to our badminton, gymnastics, trampoline, clip and climb, and pool inflatable sessions.



Unfortunately, a somewhat stagnant swim lesson scheme as a result of higher-than-average levels of local competition have prevented further growth within this age group.

6.3 Age 11-16 (+14% Against Target)



This age group also benefitted from the continued growth of several new activities that were introduced to the centre programmes toward the latter part of Partnership Year 3, such as gymnastics, trampoline, and clip and climb. In addition to that Whitwick & Coalville Leisure Centre also saw school swim bookings increase from three to seven schools.

Club feeder sessions linked to both the North West Leicestershire Volleyball Club and North West Leicestershire Netball League have also provided good levels of usage within this age banding along with direct organic growth into the respective activities. In addition to this several new sessions introduced in Partnership Year 4 including;- SK8 (Roller skating) and Castel Basketball have attracted 11-16 year old users.

6.4 Club Activ8 Schools & Usage (-12.9% Against Target)

An investigation is currently being undertaken by Everyone Active's Head Office team as it is believed that the data is potentially incorrect on the back of significant pupil additions to the scheme over the previous year.



That said, there is an acceptance that a 36% utilisation target was on reflection somewhat ambitious, given a figure of 20.10% in Partnership Year 3 because of gradual recovery from the impact of the Covid-19 pandemic. In addition to that, it is also accepted that it can take time for newly signed up pupils to fully integrate themselves into the benefits of the scheme.

Everyone Active's Active Communities Manager is to be congratulated for attracting a further five schools to the scheme during Partnership Year 4, thereby taking the total number to 40. This represents the highest number in the schemes 18-year history, and an equally impressive 48% growth since the impact of the Covid-19 pandemic (that had seen several schools exit the scheme) on the leisure centres diminished.

The greatest success was arguably the addition of 200 pupils from Stephenson's College to the scheme, on the back of the college having been a long-term addition target due to its immediate location to Whitwick & Coalville Leisure Centre.



6.5 Over 60's (+3% Against Target)

Our activity portfolio boasts a strong provision of activities either targeted towards, or attractive to this age group, which include Ladies Leisure, 50+ (most attendees being aged 60+) and No Strings Badminton and Paddleball.

Additionally, our increasingly popular Virtual Fitness Class programme has proved to be particularly attractive to this age group, many of whom prefer to be able to undertake class-based activity in smaller numbers of similar aged attendees.

Daytime casual swimming has also proved popular with this age group, with increased levels of pool-based participation noted.



have seen an increase in participants from this area, potentially highlighting a preference of class activities for this age group. Bridge continues to be a strong contributing factor to these overall numbers as well as our general swimming.

6.6 Accessible Users (+36% Against Target)



NWL has a proportionately high level of people with inclusive needs, with much of the success within this targeted user group attributable to our continually developing partnership with Enrych, a district-based organisation who seek to provide adults living with a disability or long-term health condition with support to enable them to live independently. The partnership now sees weekly sports activity, fitness class, pool, and gym based sessions taking place.

In addition to that, partnerships with Menphys (providing choices and opportunities for disabled children and young people), Forest Way (special needs school) and Elite Tuition (non-mainstream educational provider) have also contributed to strong performance within this area.

6.7 Club Engagement (+39% Against Target)

Club Engagement within our centres continued to increase at pace, on the back of previous successes in relation to this target group seen in both Partnership Years 2 and 3. This has been attributable to recently improved facilities and space options, targeted promotion and marketing, and a strong historic reputation for our collaborative approach to club engagement.

In total we added 23 new sessions to our programme during Partnership Year 4, which included SK8 (Roller skating), Castle Basketball, Sturges Football and MA Kickboxing.



6.8 Community Activities (+3% Against Target)

The level of success within this target area had to all intents reached something of a ceiling due to our Active Communities Manager's work capacity; However, we have continued to facilitate growth through the delivery of community events within our centres, such as the Collaborative Schools Choir event, and through our Sales Team becoming integral partners within several community activities.

Delivery at Health & Wellbeing and Schools Sport Partnership (SSP) events continues, along with delivery within school assemblies with career /mock interview days having recently been added as a bolt on to those.

6.9 Events & Competitions (-15 Against Target)

As covered elsewhere within the report, we have secured extended partnerships with several of our historic event partners, migrating many of these to Ashby Leisure Centre & Lido, as well as attracting new events to Ashby; However, the unsuitability of Whitwick & Coalville Leisure Centre in terms of certain hosting types of events, Ashby's venue space not being big enough, and higher than average levels of sports hall utilisation within the same facility, have contributed to our falling short of Partnership Year 4 target.



This doesn't mean that interest in our venues has decreased; However, as can be seen in Table 5.3 we have had to turn away 12 events due to the above. Had those bookings been secured then we would have been only 5%, as opposed to 15% short of target.

Having migrated the tiered seating from the former Hermitage Leisure Centre to Ashby, we continue to retain and develop our spectator aligned events; However, there is an acceptance that event and competition delivery is no longer at the forefront of our delivery, or reputation within the local, regional, and national event scene.

7. Customer Engagement

7.1 Marketing

The objective of the marketing plan ([Annual Reporting Schedule - Document 15](#)) is twofold in terms of its overall principal. Firstly, it aims to communicate with our existing and new members using the 'Activity Ladder' model to encourage the inactive to become active and the already active to be multi active. Secondly it aims to support both the council and our other partners (i.e., event promoters) in the delivery of either joint initiatives or those that we host.



The marketing plan is split into two parts: the corporate marketing strategy and the local marketing plan and calendar. The corporate strategy provides direction and a robust reporting structure that is used analytically, informing us of future direction. The marketing calendar outlines the campaigns we use throughout the year. These campaigns have a strong corporate message, but with local variations to suit the market in each area. In Partnership Year 4 the campaign schedule comprised of:

Corporate Marketing Strategy Content

- 6 fitness related campaigns
- 4 swimming lesson campaigns
- 16 sport, club, and activity campaigns
- 4 retail campaigns

Local Marketing Plan & Calendar Content

- Scheduling of fitness and swimming lesson campaigns
- Exercise referral and health intervention schemes
- Club and activity campaigns
- Retail campaigns
- Club Activ8 scheme
- Environmental awareness and green transport campaigns
- International, national, regional, and local events
- Charity Campaigns (Macmillan; May – July 2022, Dementia UK; August 22 – April 23)
- Local community events

The marketing team (head office, external partners and the site lead) collectively produce creative content to promote these areas of the programme through videos, photos, competitions, and quirky social interactions involving both staff and customers to add a personal community touch.

Throughout the year we advertise our leisure services at local community events through promotional outreach. In Partnership Year 4 these included events such as the Coalville Emergency Services Hub Open Day (May 2022) and Ashby Sport & Club Engagement Fun Day (June 2022)

Through our dedicated Everyone Active Public Relations Lead, we promote positive changes and success stories. In Partnership Year 4 these included the Brown Girl Can't Swim Campaign (September 2022), shortlisting of Whitwick & Coalville Leisure Centre for the UK National Fitness Awards (October 2022), Opening of the new Ashby 3G Football Hub at Ashby Leisure Centre & Lido (November 2022), and Whitwick One Year On (February 2023).

7.2 Community Engagement



We monitor participation habits so that we can tailor our engagement with the community according to their own personal circumstances, giving them bespoke messages relevant to the activity they personally undertake. We do this by asking our customers to use an Everyone Active card (issued free).

As of the end of April 2023, there were **104,666** card holders in the community. Of that number **68,701 (66%)** live within the district boundary, with **14,998 (22%)** having used our facilities within the past 12 months.

The steady and ongoing increase in the total number of card holders is a very good barometer of how affective our communication and engagement strategy has been and is a good indicator of the increased penetration of the local market. In alignment with the Community Wellbeing Strategy, the focus going forwards will be around increasing usage among the existing card holders as opposed to increasing the number of card holders.

SWIM LESSON SURVEY 22/23

YOUR VIEWS MATTER

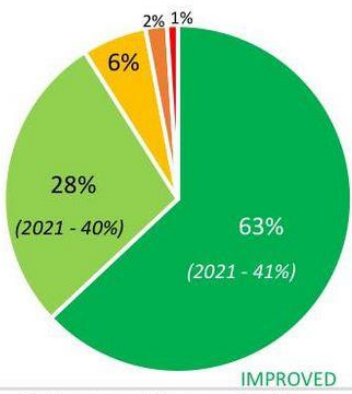
In August 2022 we undertook a comprehensive survey with the parents of our swim lesson scheme pupils at Whitwick & Coalville Leisure Centre, covering 14 areas of our delivery. The aim of this survey was three-fold. We sought to identify an overall feel for the programme and our delivery of it, highlight areas where parents believe we are performing above expectation and identify areas where they felt improvements could be made.

A total of 324 parents took part in the survey, which means that the feedback received is reflective of general parent views. Figures in brackets represent the 2021 scores where the same question was asked. Feedback has been considered, with our intended plan of action provided. We will undertake an identical survey in August 2023 in order to measure our direction of travel.

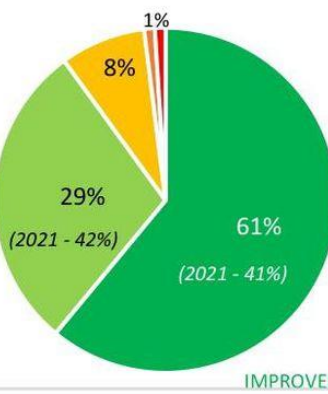
Customer engagement and collaborative working sits at the core of our DNA, and we wish to thank all of the parents that have helped us shape our service.

Scoring key: **Outstanding / Very Good / To Expectation / Poor / Very Poor**

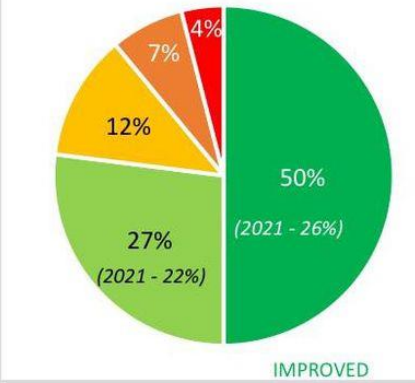
1. How likely are you to recommend swimming lessons with everyone active?



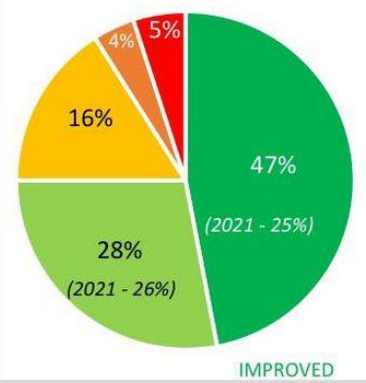
2. How high would you rate the standard of teaching at the leisure centre?



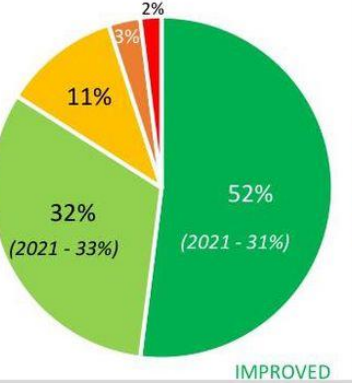
3. How satisfied are you that the stages of swimming lessons progress have been communicated to you by the centre?



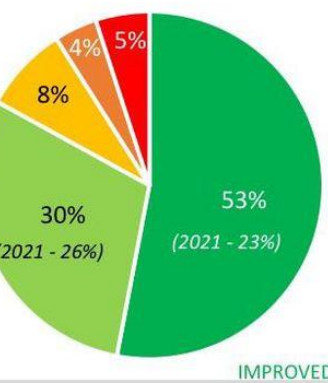
4. If applicable, how satisfied are you that the transfer process on the APP is effective?



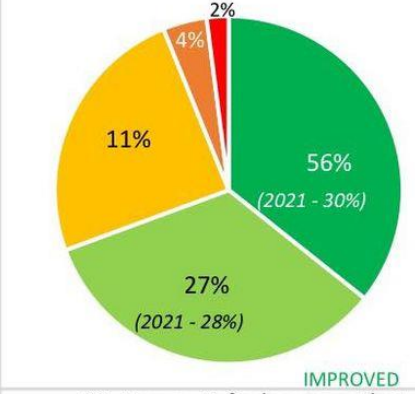
5. How would you rate the feedback and encouragement offered by the teacher to all students?



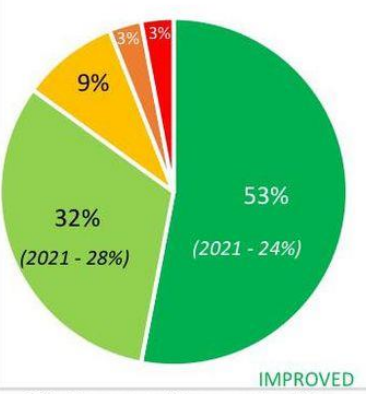
6. Does the teacher assess the students regularly and give relevant awards?



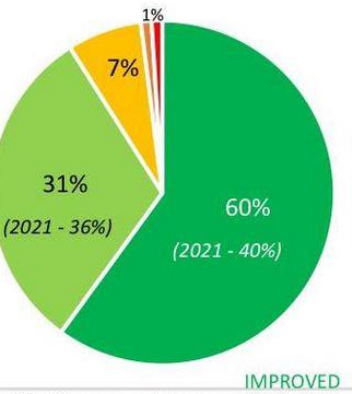
7. How satisfied are you that the swim manager is accessible and answers all queries sufficiently?



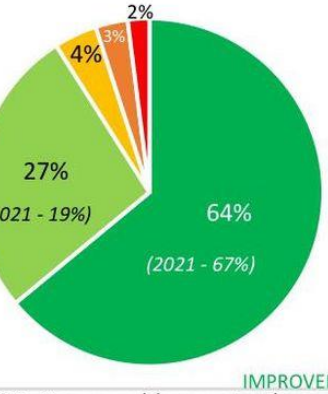
8. How satisfied are you that the swim scheme offers value for money?



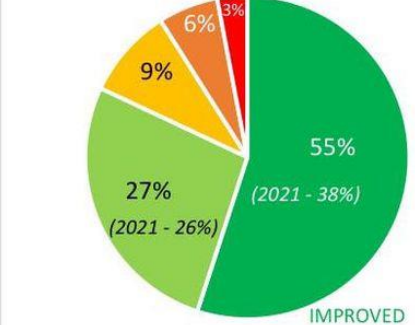
9. How satisfied are you that the swim scheme offers a varied programme of class times & days?



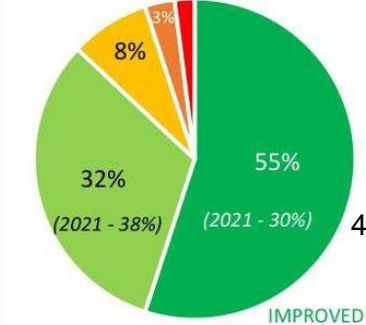
10. How satisfied are you that the swim teacher is always punctual?



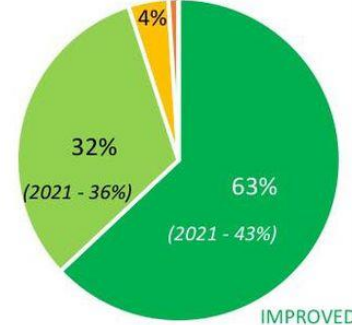
11. How satisfied are you that the teacher/student ratio is acceptable?



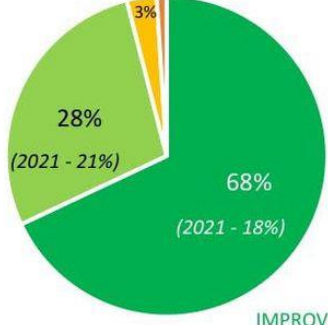
12. How would you rate the booking process, from signing up to moving stages/classes?



13. How would you rate the quality of equipment made available during lessons?



14. How would you rate the state of the facilities in the centre during your lesson?



SWIM LESSON SURVEY 22/23

YOUR VIEWS MATTER

Swim Lesson Survey 2022/23 Feedback

Area Of Improvement	Feedback
Communication, Assessment & App	Whilst our Aqua Passport app is well regarded within the wider UK swim lesson sector, it has not been without its problems, leading to parent critique relating to communication and ongoing assessment information. Everyone Active recognise this and are currently in the process of migrating to a new platform in mid-2023.
Swim Pupil to Teacher Ratio's	These are pre-determined by our national & regional swim management team, who align them to a corporate delivery model that sees Everyone Active as the current UK Swim Scheme Operator of the Year. In simple terms, our pupil to teacher ratio's form part of a best practice model that is used in over 150 centres nationally. We believe the feedback here directly relates to the Covid-19 pandemic, where pupil to teacher ratio's were dropped in order to reduce the spread of the virus. Unfortunately, these ratios were neither practical as we exited restrictions, or aligned to the aforementioned best practice model.



SWIM LESSON SURVEY 22/23

YOUR VIEWS MATTER

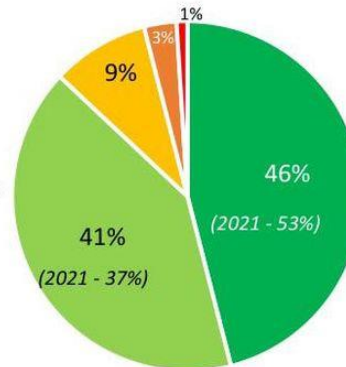
In August 2022 we undertook a comprehensive survey with the parents of our swim lesson scheme pupils at Ashby LC & Lido, covering 14 areas of our delivery. The aim of this survey was three-fold. We sought to identify an overall feel for the programme and our delivery of it, highlight areas where parents believe we are performing above expectation and identify areas where they felt improvements could be made.

A total of 209 parents took part in the survey, which means that the feedback received is reflective of general parent views. Figures in brackets represent the 2021 scores where the same question was asked. Feedback has been considered, with our intended plan of action provided. We will undertake an identical survey in August 2023 in order to measure our direction of travel.

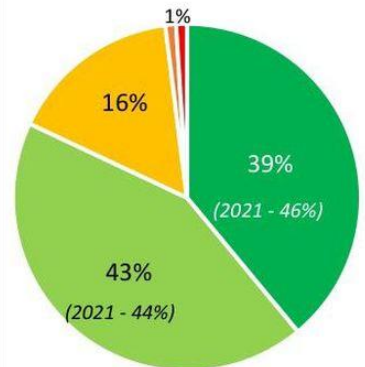
Customer engagement and collaborative working sits at the core of our DNA, and we wish to thank all of the parents that have helped us shape our service...

Scoring key: **Outstanding** / **Very Good** / **To Expectation** / **Poor** / **Very Poor**

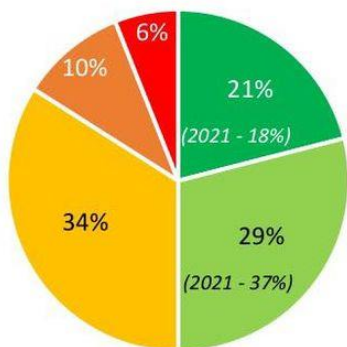
1. How likely are you to recommend swimming lessons with everyone active?



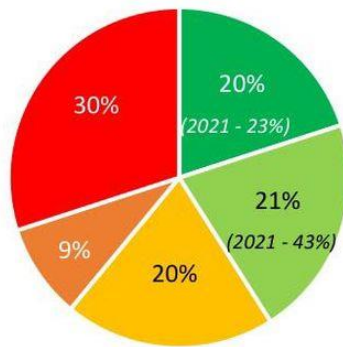
2. How high would you rate the standard of teaching at the leisure centre?



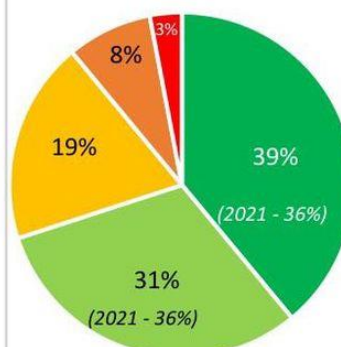
3. How satisfied are you that the stages of swimming lessons progress have been communicated to you by the centre?



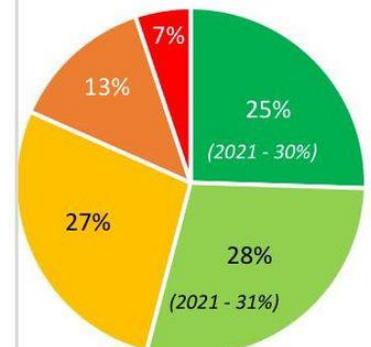
4. If applicable, how satisfied are you that the transfer process on the APP is effective?



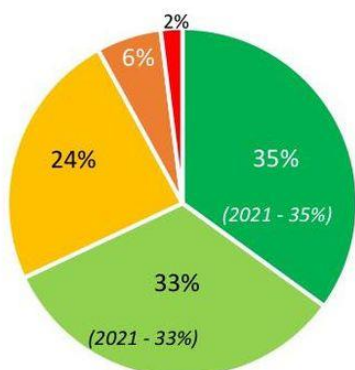
5. How would you rate the feedback and encouragement offered by the teacher to all students?



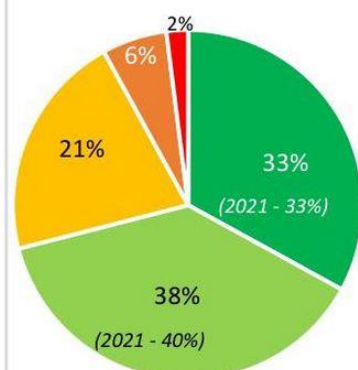
6. Does the teacher assess the students regularly and give relevant awards?



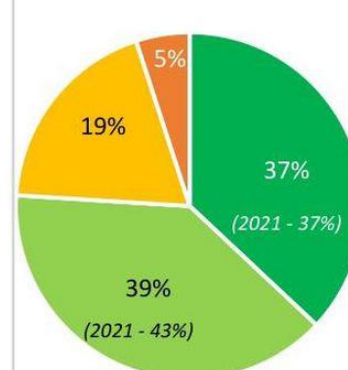
7. How satisfied are you that the swim manager is accessible and answers all queries sufficiently?



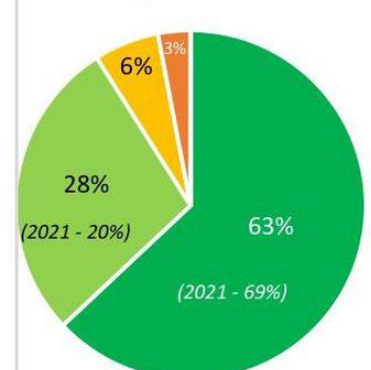
8. How satisfied are you that the swim scheme offers value for money?



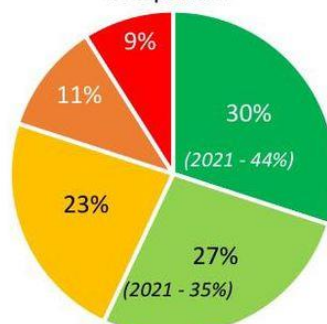
9. How satisfied are you that the swim scheme offers a varied programme of class times & days?



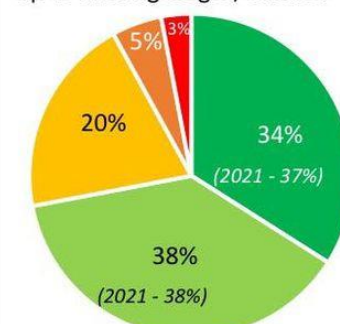
10. How satisfied are you that the swim teacher is always punctual?



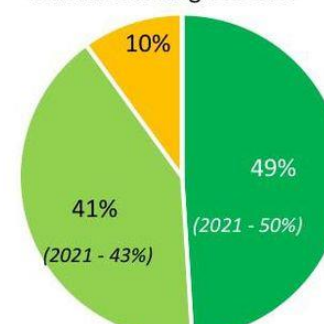
11. How satisfied are you that the teacher/student ratio is acceptable?



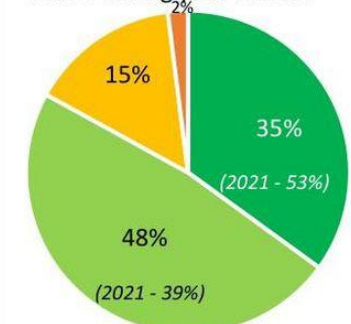
12. How would you rate the booking process, from signing up to moving stages/classes?



13. How would you rate the quality of equipment made available during lessons?



14. How would you rate the state of the facilities in the centre during your lesson?



SWIM LESSON SURVEY 22/23

YOUR VIEWS MATTER

Swim Lesson Survey 2022/23 Feedback

Area Of Improvement	Feedback
Teacher Standard & Delivery	Over the past year we have unfortunately seen several of our more experienced teachers leave in order to either retire or venture into different sectors of employment, much of this on the back of a number of lengthy centre closures as a result of the Covid-19 pandemic. This has seen several new recruits join our team, and as with their predecessors when they first started, whilst they are keen to learn and develop, this will naturally take time. We are confident that in time, these young colleagues will blossom into strong teachers.
Communication, Assessment & App	Whilst our Aqua Passport app is well regarded within the wider UK swim lesson sector, it has not been without its problems, leading to parent critique relating to communication and ongoing assessment information. Everyone Active recognise this and are currently in the process of migrating to a new platform in mid-2023.
Swim Pupil to Teacher Ratio's	These are pre-determined by our national & regional swim management team, who align them to a corporate delivery model that sees Everyone Active as the current UK Swim Scheme Operator of the Year. In simple terms, our pupil to teacher ratio's form part of a best practice model that is used in over 150 centres nationally. We believe the feedback here directly relates to the Covid-19 pandemic, where pupil to teacher ratios were dropped in order to reduce the spread of the virus. Unfortunately, these ratios were neither practical as we exited restrictions, or aligned to the aforementioned best practice model.
Facility Cleanliness	Whilst customer feedback indicates cleaning standards to be good, our rating within the highest scoring bracket has dropped. Staffing resource aligned to cleanliness has not reduced, however due to our exit from Covid-19 measures, customer numbers have increased significantly and extra cleanliness and hygiene measures relating to the pandemic have been reduced.



8. Service

8.1 Customer Feedback

Customer feedback and collaborative working form a key element of the DNA within the NWL partnership, with Quest assessors and associated reports consistently highlighting it as a major area of strength that is far and above what is typically found within leisure centres nationally.



Feedback that is subsequently used as part of decision-making processes is sought through a variety of methods including websites, direct mail, social media, verbal comments, user forums, manager clinics and through our customer interaction system – single customer view.

Dedicated noticeboards located within key areas of footfall advise customers on the various channels through which we engage with them, whilst our customer charter is displayed in each centre, along with a summary of popular customer feedback themes and the centre management teams responses to those in a “You Say We Did” style template that is updated on a bi-monthly basis.

8.2 Customer Satisfaction



In Partnership Year 4 we undertook a comprehensive 14 question swim lesson survey at both sites in August 2022 that covered all areas of the programme from initial contact to end outcome. Strong pre-issue promotion of the survey highlighting its importance in terms of helping to shape service resulted in **324** responses at Whitwick & Coalville Leisure Centre (16% of the swimmers on scheme) and **209** at Ashby Leisure Centre & Lido (15% of the swimmers on scheme)

The outcomes were compared directly to those secured to the same questions in August 2021, evidencing that all **14** scores had risen (green traffic light outcomes) year on year at Whitwick & Coalville Leisure Centre. Unfortunately, despite the scores remaining generally very positive, all but two had dropped at Ashby Leisure Centre & Lido.

The surveys were displayed publicly, with the feedback from them considered within Quality Action Plan briefings held with the Swim Managers at each site. This was subsequently shared publicly alongside the surveys. Given that they represented 16% of the entire swim lesson pupil user base, the feedback was deemed reflective of overall customer satisfaction and a follow up survey is planned for August 2023 (Partnership Year 5).

Customer satisfaction is currently measured through bespoke surveys such as the above, and monthly complaints per 10,000 visits. Going forwards, it has been agreed with NWLDC that Google Review scores for each of the sites will also form part of the customer satisfaction barometer.

8.3 Compliments

Whilst compliments are not formally measured by Everyone Active, the two centres received a high number of compliments over the course of the fourth partnership year, with these captured on a month-by-month basis within the formal Performance Monitoring Review (PMR) reports and then verbally in Client/Contractor Meetings. Common themes reported included; -



- The standard and maintenance of facilities within the two centres.
- Lido refurbishment investment. Customers are appreciative that it remains the last public lido in the East Midlands
- Swim lesson standards and associated value for money
- The continued delivery of Cold-Water Swimming, with an agreed intent to potentially extend it by a month.
- Information at site and on-line, including the way in which it is presented.
- GP Referral scheme management and health intervention outcomes
- Customer and club engagement delivery
- Club Activ8 scheme management and communication
- The delivery of various high-profile events
- Staff customer service standards
- New additions to the activity programme.

8.4 Complaints

Customer complaints are recorded and analysed against participation levels, with all complaints responded to. The number of complaints received for the fourth partnership year was **777** from 1,210,435 visits. This represented an average of **6.42** complaints per 10,000 visits, which compared favourably against the 6.63 per 10,000 visits seen in the third year of the partnership. It was also the lowest figure recorded to date.

Table 8.4.1 - Hermitage Leisure Centre/Whitwick & Coalville Leisure Centre Complaints – Partnership Years 1-4

Measure /P/Year	Partnership Year 1	Partnership Year 2	Partnership Year 3	Partnership Year 4
Attendance	339,931	94,274	418,618	797,493
Number of Complaints	244	61	271	508
Complaints / 10,000 Visits	7.18	6.49	6.47	6.36
Complaints Responded To	100%	100%	100%	100%

Table 8.4.2 - Ashby Leisure Centre & Lido Complaints – Partnership Years 1-4

Measure / P/Year	Partnership Year 1	Partnership Year 2	Partnership Year 3	Partnership Year 4
Attendance	386,057	122,432	405,253	412,882
Number of Complaints	268	80	275	269
Complaints / 10,000 Visits	6.94	6.54	6.78	6.51
Complaints Responded To	100%	100%	100%	100%

Table 8.4.3 - Overall Complaints (Both Sites) – Partnership Years 1-4

Measure / P/Year	Partnership Year 1	Partnership Year 2	Partnership Year 3	Partnership Year 4
Attendance	725,988	216,706	823,871	1,210,435
Number of Complaints	512	141	546	777
Complaints / 10,000 Visits	7.06	6.51	6.63	6.42
Complaints Responded To	100%	100%	100%	100%

We analyse complaints for common themes and use these as areas for improvement as soon as possible. As with ‘compliments’, these are reported to the council through the monthly [Performance Monitoring Reviews \(PMR\)](#) reporting framework.

- Common themes experienced within the fourth year of the partnership included;-
- Periodic closures of the Health Suite at Whitwick & Coalville Leisure Centre
- Fitness class programme size and booking issues associated with other members booking and then cancelling sessions at the last minute (both sites) at both centres, but predominantly Whitwick & Coalville Leisure Centre.
- Event car park management at both centres.
- Shower temperature issues at Ashby Leisure Centre & Lido
- Unpleasant smell emanating from the dry side changing rooms at Whitwick & Coalville Leisure Centre (flush/drainage issue)



8.2 Maintenance of Buildings, Plant and Equipment

We have maintained our registration under Health & Safety OHSAS 18001 management standards, thus demonstrating our commitment to best practice and compliance. This informs the strategy and direction of how we manage maintenance of the buildings, plant, and equipment.

The management of maintenance is split into proactive and reactive. The Planned Preventative Maintenance (PPM) schedule provides a programme of servicing and maintenance to ensure plant and equipment realise their economic life. The PPM schedule incorporates the relevant statutory inspections required to be compliant with all relevant legislation (see Health & Safety section for more information on statutory inspections). These reports (Document 24) have been submitted to the Council as part of the annual reporting process.

The reactive schedule provides a structured approach for dealing with breakdown and repairs to ensure the buildings and services are maintained to a high standard. On a monthly basis we submit a reactive maintenance log indicating the number tasks raised and completed in the month, as well as a yearly summary report ([Annual Reporting Schedule - Document 19](#)). This indicates the volume of tasks being generated and completed monthly. The variety of these jobs is huge, varying from putting up a notice board, replacing a lamp, or replacing an air filter to larger jobs such as repairing a dosing line or arranging for a full pump repair.

Table 8.2.1– Maintenance Task Undertaken By The In-House Maintenance Team – Partnership Year 4

Site	Q1 - May 22 – July 22	Q2 Aug 22 – Oct 22	Q3 - Nov 22 – Jan 23	Q4 – Feb 23 – April 23	Total
Whitwick & C’ville LC	147	131	119	124	521
Ashby LC & Lido	121	82	71	101	375
Total	268	213	190	225	896

8.3 Equipment

Equipment is maintained to be safe, fit for purpose and able to meet programming requirements. The inventory is updated on a regular basis to reflect any changes. These reports ([Annual Reporting Schedule - Document 7](#)) continue to be submitted to the Council as part of the annual reporting process.



8.4 Cleaning

Cleaning tasks are split into routine/planned and reactive. Cleaning and housekeeping standards are clearly set out in operational audit books as well as in dedicated cleaning schedules which dictate the frequency of the tasks i.e., daily, weekly, monthly, quarterly, annual, as well as the times of the day they should be complete by whom.

These are captured within the [Cleaning Schedule \(Document 3\)](#) within the annual council reporting compliance schedule. Regular ‘deep cleaning’ of key areas are a fundamental part of this regime. Specialist cleaning tasks such as external window cleaning is contracted to third parties and scheduled as part of the cleaning regime.

Monitoring and auditing is carried out vigorously to ensure compliance of the required standards. Auditing is carried out by several different people and organisations:

Internal audits:

- 6 monthly audits by the Regional Health, Safety and Quality Manager.
- Weekly inspections by the Area and Partnership Manager.
- Daily and weekly audits by the General Manager and Department Managers.
- Daily audits by the Duty Managers.

External audits:

- Monthly by the Council
- Annually as part of Quest Accreditation.

8.5 Service Improvement

Continuous improvement is an integral part of quality service delivery and has been incorporated into an overarching Quest Accreditation & Contract Action Plan report ([Annual Reporting Schedule - Document 22](#)) that by its very nature evolves continually.



This all-encompassing document pulls together actions derived from several sources such as Council inspections, health & safety audits, customer feedback, internal inspections, Quest assessment feedback and colleague suggestions.

8.6 Service Interruptions

During Partnership Year 4 the centre's experienced two maintenance related facility closures. The first saw the main indoor pool at Ashby closed on 15-16 November due to a major power failure resulting in the swimming pool temperatures dropping below 25 degrees. All swim lesson customers were contacted with associated refunds issued.

During the period 14-16 December 2022 a pool closure was scheduled at Whitwick & Coalville Leisure Centre to allow for pool pipe replacement works to be undertaken due to a leakage within the plant room. These works were programmed in to align to swimming lessons finishing for Christmas to minimise service interruption. Customers were notified well in advance of the works with normal service resumed on 17 December.

8.7 Community Contributions (Free Activity)

Within Everyone Active's tender submission document, reference was made to our providing a minimum value of £500 per month (£6,000 pa) of free public activity within our Oadby & Wigston partnership.

A commitment to undertake similar within the NWL partnership was made; However, this has consistently been significantly exceeded throughout the partnership to date via our front foot approach to engaging with and supporting the local community.



In total we provided a value of **£218,284** in ongoing discounted or free usage arrangements with local community partners, a **52%** uplift on the previous year's already impressive £144,054.

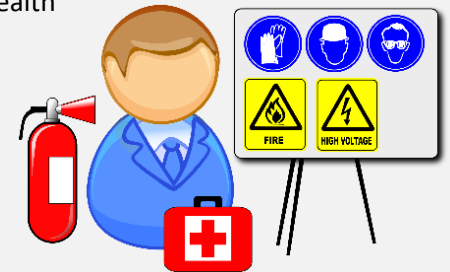
Table 8.7.1 – Summary of Free Activity & Community Contributions – Partnership Year 4

Description	Number	Unit Value (£)	Total Value (£)
Children In The Community (CA8) <u>Primary School</u>	29,147	3-30	96,185
Children In The Community (CA8) <u>Secondary School</u>	14,575	4-90	71,418
Children In The Community (CA8) <u>Upper School</u>	5,058	8-20	41,475
Talented Athletes Complimentary Annual Membership	11	299-90	3,299
Adult & Child Complimentary Swim Pass	45	4-85	218
Disabled User Complimentary Passes	22	4-85	107
Work Live Leicestershire Complimentary Passes	42	8-15	342
Various Requests Complimentary Passes	107	8-15	872
NWLDC Employee Membership Discount	21	8-00	168
NWLDC Event & Local Team Sponsorship	5	400-00	3,900
School Sports Partnership (SSP) Events	6	50-00	300
Total			£218,284

9. Quality Assurance

9.1 Internal Health and Safety Audits

Health and Safety audits are carried out by the Everyone Active Regional Health and Safety Management Team. Following the principle of continuous improvement, the assessments inform an action plan designed from the feedback.



For the avoidance of doubt, our Health and Safety audits set a standard far higher than required to safely operate the centres. The criteria stipulate an ‘all or nothing’ approach and each item requires consistent records to achieve the mark.

Under previous assessment criteria, Everyone Active historically sought new sites to secure an initial minimum score of 65%, subsequently migrating to 95% by the fourth cycle of assessment. With respective scores of 90.0% and 91.4% secured in their third cycle of assessment, both Hermitage/W&CL and Ashby LC & Lido were well on course to achieve the desired benchmark, having increased from scores of 78.0% and 80.0% recorded the previous year.

Assessment criteria was changed in 2022, with sites advised that a score of 85% be secured within Year 1 (2022), migrating to the previous standard of 95% at the third cycle of assessment in 2024. As the table below shows, with Year 1 scores of 87.4% and 87.1% both centres are on course to meet corporate expectations.

Table 9.1.1 – Health & Safety Audit Scores – Partnership Years 1-4

Centre	2019 (PY 1)	2020 (PY 2)	2021 (PY 3)	2022 (PY 4)
Hermitage LC / W&CLC	70.0	78.0	90.0	87.4
Ashby Leisure Centre & Lido	71.0	80.0	91.4	87.1
Average	70.50	79.0	90.7	87.3

9.2 External Audit / Inspections



Towards the latter part of Partnership Year 1 monthly monitoring inspections undertaken by NWLDC’s appointed Client Officer commenced, with a formal reporting template created that captured findings and agreed rectification timescales, with updates on subsequent remedial action taken subsequently provided by Everyone Active.

Due to the impact of the Covid-19 pandemic the councils Client Officer was unable to undertake any of these inspections during Partnership Year 2, however, these resumed towards the end of Partnership Year 3. In Partnership Year 4 a shared drive was set up by NWLDC within which the template now sits, with inspections continuing to take place on a monthly basis.

9.3 Quest Accreditation

Quest is the Sport England recommended Continuous improvement Tool for leisure facilities and sports development teams, designed to measure how effective organisations are at providing customer service, their proficiency at delivering varied activity programmes in a clean and well-maintained environment, along with assessing their impact on the health and wellbeing of communities.



The scheme is currently managed by Right Directions, on behalf of Sport England.

Hermitage Leisure Centre / Whitwick & Coalville Leisure Centre

Hermitage underwent a QUEST Prime Covid assessment in December 2020, receiving an overall rating of 'Very Good', with the assessor advising the centre to be closing in on the 'Excellent' banding level. Due to the age of the facility, this represented a hugely satisfying testament to the service.

As a result of the pandemic, the centre subsequently closed its doors for a period of four months, reopening them with a limited programme and decreased usage levels. When allied to the centre being due for closure in 2022, Right Directions agreed that Hermitage need not undergo further assessment and would retain its banding and current score until such time as it closed, with a fresh cycle of assessment commencing at the new Whitwick & Coalville Leisure Centre once it had become established.

Whitwick & Coalville Leisure Centre is due to undergo its first cycle of assessment in June 2023 (Partnership Year 5), meaning that at the end of Partnership Year 4 the existing final Hermitage Leisure Centre assessment represented the last one undertaken for the two facilities as a collective. Within it, the following observations were made in terms of strengths.

Mystery Visit Strengths

- Centre was well presented, smelling fresh and clean with no opportunities for improvement Identified.
- Witnessed staff taking a proactive approach to cleaning, wiping down both surfaces and high points.
- Comprehensive staff return to work inductions and Covid training were evident.
- Clear Covid related information relating to centre protocols and activities was provided.
- Environmental information was comprehensive and well presented.
- Clear evidence of strong social media & associated customer engagement throughout the Covid period was noted.

Assessment Strengths

- Comprehensive cleaning schedules were in place
- Information and the way in which it was presented.
- Social media and customer engagement.
- Significant levels of positive customer feedback was noted
- Swim lesson programme.
- Community engagement
- Strong programming throughout all dry based activities

Ashby Leisure Centre & Lido

Ashby Leisure Centre & Lido underwent a full QUEST assessment on 19 May 2022, securing a 'Very Good' banding, with the assessor also advising that it had every chance of securing an 'Excellent' banding at the next cycle of assessment. Mystery Visitor and Assessor strengths were advised as follows:-

Mystery Visit Strengths

- The centre was very well-presented throughout, with all notice boards full of strong eye-catching information.
- Cleaning and hygiene standards were good throughout.
- The maintenance and housekeeping at the centre were to a high standard.
- The Lifeguards were watching the pool professionally and attentively.
- All telephone calls to the centre were answered within a reasonable timeframe and with a standard corporate greeting.
- Best practice approaches were in place to provide customer confidence that cleaning standards, sanitising, and disinfecting are being constantly maintained.

Assessment Strengths

- Due to the Club Activ8 scheme, wider community clubs have become involved with the centre, with discounts and benefits offered to those previously unable to use the centre.
- The EQMS management system was user friendly, brilliantly designed, and provided a great support to the centre in terms of day to day operation.
- Continuously improving Health & Safety audit scores pointed to a strong direction of travel against corporate expectations
- The Swim Lesson program was designed within the Swim England Framework and is overseen and managed to a high standard by the Swim Manager.
- There is strong evidence that customer feedback is followed up, responded to, and action is implemented if appropriate to improve the service.
- There was a regular schedule of customer forum meetings held at the centre, with a selection of stake holders, members, and local politicians having a seat on the forum. Over time it has proven itself to be an effective way of communication and 'getting things done'.
- Each employee has access to EQMS and all the information on there, as well as Absorb Training which they need to complete pre-employment.
- EQMS checks were completed on time, with system in place that provide internal competition as well as highlighting missed checks.
- There was a good feel to the centre, with lots of customers interacting with the management team evidencing a strong community vibe.
- Staffing levels within the centre were sufficient to meet customer and programme demand.
- Customer information within dedicated notice boards was to a very high standard.

10. Health & Safety

10.1 Major Incidents

In Partnership Year 4 there were two major incidents that occurred at Ashby Leisure Centre & Lido, although the first of these was external to the centres red line boundary.

- **20th May 2022** – Attention was brought to the centre staff team that an Injured Person (IP) located within an adjacent play area was experiencing repeated seizures and loss of consciousness, vomiting blood, and had irregular breathing. He was treated by member of our team prior to being taken to hospital by ambulance. He later made a full recovery.
- **5th August 2022** – An IP suffered a heart attack whilst exercising in the Lido. CPR and Defib was applied prior to him being taken to hospital by ambulance. He later made a full recovery.

There were no major incidents at Whitwick & Coalville Leisure Centre.

10.2 Accident Analysis

Table 10.2.1 – Accident Analysis – Partnership Year 4

Information	Whitwick & Coalville LC	Ashby Leisure Centre & Lido	Total
Site Attendance	797,493	412,882	1,210,435
Accidents	74	45	119
Riddors	4	3	7
Accidents Per 10,000 Visitors	0.93	1.09	0.98

The average accidents per 10,000 across the 70 sites in the SLM East Region is 4.95, so it is pleasing to see both Hermitage and Hood Park significantly well under this benchmark for a third successive year.

10.3:- Statutory inspections

To achieve legislative compliance, we have a programme of statutory inspections. These are part of the [Planned Preventative Maintenance \(PPM\) Schedules \(Annual Reporting Schedule - Document 24\)](#) and continue to be submitted to the Council as part of the annual reporting process.



11. Environmental

11.1 ISO14001

The Corporate Environmental Policy informs the structure and direction of how we manage environmental issues. Everyone Active have maintained our ongoing registration under Environmental ISO 1400 management standards. This sets out our objectives for carbon reduction, energy reduction and re-cycling.

In September 2022 Whitwick & Coalville was chosen along with four other sites within Everyone Active's East Region of 78 centres, to undergo ISO 1400 accreditation assessment. We subsequently achieved this, securing excellent feedback from the assessor in relation to our ongoing commitment to environmental management.

Both centres deliver a yearly contract specific Energy Engagement Plan (EEP) (Document 6 – Annual Reporting Schedule) and an Energy Reduction Plan aligned to ISO 1400 performance standards. These are well received by NWLDC and championed by QUEST as examples of best practice.

The following headlines sit within these plans:

- Reduce energy usage and carbon emissions by 5% v budget
- Aim to Install Solar Panels at Ashby LC
- Reduce DEC rating at each site
- Reduce waste levels
- To recycle 20% of our waste
- Encourage colleagues and customers to use green forms of transport
- Compliance with ISO 14001 accreditation

The new Whitwick and Coalville Leisure Centre has a BREEAM Excellent rating that demonstrates a sustainability-focussed approach to the building and operating of the facility. The building incorporates a photovoltaic (PV) array mounted on the roof; EV charging bays in the carpark; energy-efficient LED lighting throughout and smart building controls via a state-of-the-art building management system (BMS).

Environmental management actions taken at Ashby Leisure Centre & Lido include;

- The installation of a new BMS system which has reduced energy usage by 20%
- Continuous daily monitoring of the BMS system as well as daily energy monitoring
- The replacement of 2 lido pool pumps with lower energy units
- The replacement of internal lighting with LED lamps
- The reduction of pool temperatures by 0.5C
- The installation of timers on the Ashby 3G Football Hub
- Encouraging customers to use green forms of active travel

In addition to this, all colleagues undertake regular environmental training at both centres. In addition to that, we have a Green Champion in place across the two centres who is responsible for implementing policies and ensuring staff awareness.

Aside from corporate and site level environmental management delivery, Everyone Active work closely with NWLDC on its Carbon Zero Project, with the partnership deemed to be far in advance of the majority seen elsewhere within Everyone Active's East Region. The companies Group Sustainability Manager puts this down to a combination of a proactive local authority and fully engaged EA contract, with the Contract Manager and General Manager recently being asked to present an overview of our delivery to other Leicestershire based local authority representatives.

11.2 Display Energy Certificate (DEC)

Ashby Leisure Centre achieved a Display Energy Certificate (DEC) rating of 69 in November 2022. This represented a decrease of 13 on the previous year and is a clear indicator that our Energy Engagement plan, Energy Reduction plan, and partnership with NWLDC's Carbon Net Zero plan is working. Given that the centre's facility mix includes three swimming pools, a rating of this level is impressive.

Whitwick & Coalville LC will receive its inaugural DEC rating shortly, having now been open for over a year (sites are not required to have DEC's in place for the first year of operation)

11.3 Energy Consumption



We use a software analytics package to record energy consumption via Automated Meter Readings (AMR's) which subsequently provides our energy consultant partners with half hour, hourly, daily and monthly usage data which is displayed on our energy portal.

This in turn provides daily, monthly, and annual trends with regards to consumption, with monitoring, investigation, and action managed collaboratively between Everyone Active's Regional Technical Manager and the management team at site.

In addition to that the Duty Management team undertake meter readings daily.

We have Combined Heat & Power (CHP) units in place at both centres which are monitored daily to ensure optimum efficiency performance. Gas consumption tends to be affected much more than electrical consumption, as it is gas that runs the water and heating systems, so varies dependent on usage levels and ambient air temperatures. Electricity consumption is related to the operation of lights and air handling, so is less open to variance unless we experience issues with the CHP units.

Both centres have brand new Building Management Systems (BMS) in place that allow us to control and monitor the usage of electrical / plant equipment such as air conditioning and pool pumps. These are set on timers within the BMS, which allow us to ramp down during quieter times or at night when the centre is closed.

Whilst energy saving measures such as a migration to LED Lighting at Ashby LC & Lido and improvements made to the pool plants at each site clearly impact on energy consumption, providing tangible comparative year on year data has proved difficult due to a combination of redevelopment, a new build, and the impact of a pandemic.

In Partnership Year 1 the then Hood Park LC underwent a major redevelopment, before the year ended with the centre's closed for the last 6 weeks due to the Covid-19 pandemic. Partnership Year 2 saw the centre's closed for seven months across three separate closure periods because of the pandemic, with activities and usage curtailed in between due to best practice measures. Partnership Year 3 commenced with the centres operating a reduced programme and facility usage due to the impact of the pandemic, before finishing with the closure of Hermitage LC and the opening of the new Whitwick & Coalville Leisure Centre.

Partnership Year 4 represents the first year that we will be able to secure 'base line' data that can then be subsequently bench marked against.

Table 11.3.1 ; - Energy Consumption 2022/23 - Partnership Year 4

Partnership Year 4	Whitwick & Coalville	Ashby LC	Total
Gas (kwh)	2,108,651 kwh	2,030,354 kwh	4,139,005 kwh
Electricity (kwh)	377,216 kwh	167,156 kwh	544,372 kwh
Total (kwh)	2,485,867 kwh	2,197,510 kwh	4,683,377 kwh

Table 11.3.2 ; Energy Consumption 2021/22 - Partnership Year 3

Partnership Year 3	Hermitage / W&C	Ashby LC	Total
Gas (kwh)	1,376,553 kwh	2,229,729 kwh	3,606,282 kwh
Electricity (kwh)	400,510 kwh	237,725 kwh	638,235 kwh
Total (kwh)	1,777,063 kwh	2,467,454 kwh	4,244,517 kwh

Table 11.3.3 ; Energy Consumption 2020/21 – Partnership Year 2

Partnership Year 2	Hermitage LC	Hood Park LC	Total
Gas (kwh)	1,408,983	1,386,835	2,795,818
Electricity (kwh)	347,514	282,943	630,460
Total	1,756,497	1,669,778	3,426,278

Table; 11.3.4 ; Energy Consumption 2019/20 Partnership Year 1

Partnership Year 1	Hermitage LC	Hood Park LC	Total
Gas (kwh)	1,801,690	3,249,999	5,051,689
Electricity (kwh)	311,263	267,029	578,292
Total	2,112,953	3,517,028	5,629,981

Water Quality is monitored daily by the site teams and also on a monthly / quarterly basis from our specialist contractors – Kingfisher Environmental Services Ltd. All the bacteriological reports for the period May 2022 – April 2023 came back highly satisfactory and there were no reported incidents.



12. Financial

12.1 Operational Expenditure and Income

Operational Expenditure and Income for Partnership Year 4 (May 2022 to April 2023) has been reported to NWLDC in line with contractual requirements.



13. Reporting Schedule

NWL/ SLM Report Schedule		
Partnership Year 3: May 2022– April 2023		
Document Ref Number	Report Type	Submitted
1	Annual Service Report	Y
2	Physical Activity, Health and Economic Support Outcomes Framework	Y
3	Cleaning Schedule	Y
4	Electrical Certificate	Y
5	Emergency Action Plan	Y
6	Environmental & Energy Plan	Y
7	Equipment Inventory	Y
8	Event Management Plan	Y
9	Facility Health & Safety Procedures	Y
10	Fire Risk Assessment	Y
11	Grounds Maintenance Schedule	Y
12	Legionella Reports	Y
13	Licensing & Legislation Compliance	Y
14	Lightening Conductor	Y
15	Annual Marketing Plan	Y
16	Opening Hours	Y
17	Performance Monitoring	Y
18	Pricing Schedule	Y
19	Programmed Maintenance	Y
20	Programme of Use	Y
21	Property Database	Y
22	Quest Accreditation & Contract Action Plan	Y
23	Staff Training Plan	Y
24	5 Year Maintenance Plan	Y
25	Club Activ8 Scheme Annual Report	Y

14. Appendix


14.1 Social Values



SOCIAL VALUE CALCULATOR REPORT

OPERATOR NAME :
EVERYONE ACTIVE


REPORT DATE:
11.05.2023



1 - FILTERS

4GLOBAL Social Value Calculator uses filtering based on date, location, demographics, membership and activity type. The following filters have been selected to generate this Social Value report.

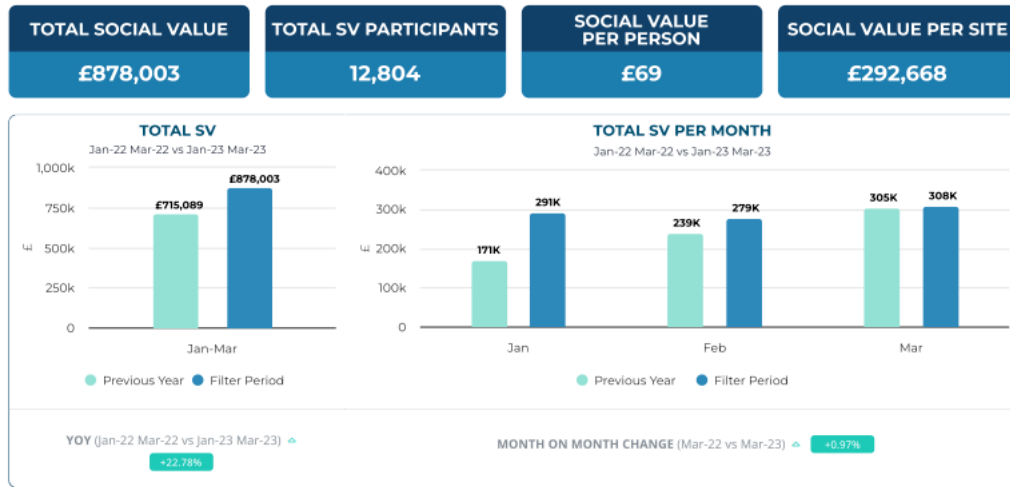
DATE	01-2023 to 03-2023
BENCHMARK PERIOD	Same period last year
LOCATION	NORTH WEST LEICESTERSHIRE CONTRACT
DEMOGRAPHICS	Gender: All Age: All
CASUAL / MEMBER	All
MEMBERSHIP TYPE	All
ACTIVITY TYPE	All





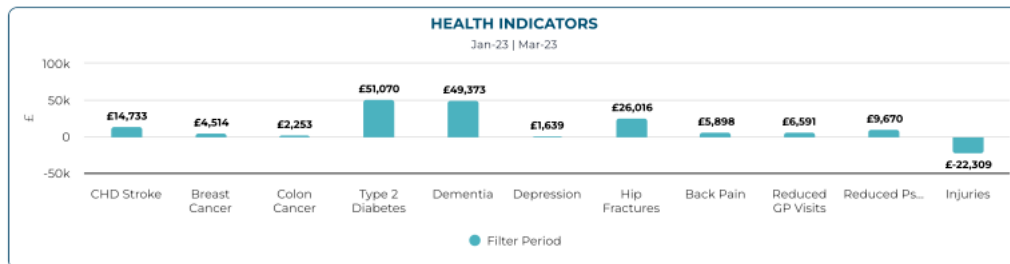
2 - SOCIAL VALUE DASHBOARD

The dashboard displays the main Social Value KPIs based on selected filters: 1-Total social value generated, 2-Total number of participants generating social value 3-Average social value per person, 4-Average social value per site. The total social value is then broken down by month within the selected time period and benchmarked against the same time period from the previous year.



2

INDICATORS



HEALTH INDICATORS

The Social Value for **Physical and Mental Health** is calculated based on the health care cost savings for eight health outcomes based on the reduced risk and prevented cases combined with the reduced GP visits & psychotherapy usage for physically active people.

The Subjective Wellbeing outcome refers to the increase in life satisfaction. It is calculated by multiplying the value of increased wellbeing derived from a participant's engagement in sport by the number of unique people taking part.

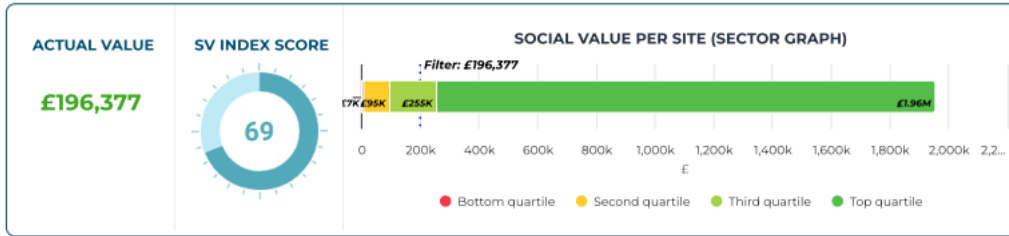
Individual Development refers to the improvement in educational attainment and higher starting salaries gained through participating in sport at university.

Social and Community Development outcome represents the reduction in crime rates for young males and the social capital based on improved networks, trust and reciprocity.

3

3 - BENCHMARKING

This section provides comparisons for the selected KPIs (social value per site, social value per person and social value growth) against the sector benchmarks. For each KPI, you can see the Actual Value, the Index Score and the Sector Graph, which groups all individual sites from the sector into four quartiles based on their performance in the selected KPI.

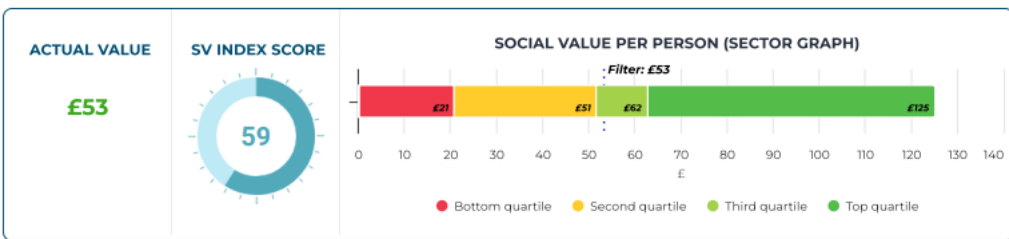


SOCIAL VALUE PER SITE

The average social value generated by each site within the selected time period is calculated by the division of the total social value generated by the operator by the number of sites included in the filter. This value is then benchmarked with all sites the sector on the quartile graph.

- Actual Value:** The actual social value delivered by the operator (or the selected sites) within the selected time period.
- Index Score:** The percentage score (1 to 100) given to the operator (or the site) based on their performance against the rest of the sector – a higher score represents better performance (i.e. 100 is the best performing site/ operator).
- Sector Graph:** The graph with all sites from the sector matching the selected filters grouped into four quartiles based on their performance – i.e. Top Quartile includes the best performing 25% of the sites in the sector and Bottom Quartile included the worst performing 25% of the sites in the sector for the selected KPI.

4



SOCIAL VALUE PER PERSON

Average social value generated by each person within the selected time period. This value is calculated by the division of the total social value by the number of participants that generated social value.



SOCIAL VALUE CHANGE (%) - YOY

This value represents the change in social value generated by the selected operator/site compared to the same time period in the benchmark year.

5



4 - PEOPLE OUTCOMES

This section focuses on the activity levels of individuals required to generate social value following the WHO guidelines for physical activity. Social value is generated for 'active' participants at the physical activity threshold of 150+ minutes per week of moderate activity. In addition, for health outcomes, social value is also generated for 'fairly active' participants (30-149 minutes) based on the reduced risk of developing various health conditions.

SOCIAL VALUE PARTICIPANTS	PERSON TYPE BREAKDOWN		ACTIVITY LEVEL BREAKDOWN		SOCIAL VALUE PER PERSON	
12,804	12,803	1	5,173	7,630	£166	£1.68
	MEMBER	CASUAL	ACTIVE	FAIRLY ACTIVE	ACTIVE	FAIRLY ACTIVE

NOTES

In addition to the activity level classification based on the activity duration within the month, each member is assigned to a demographic segment based on their age and gender and to a Mosaic segment based on their postcode information. These three indicators (activity level, demographic and Mosaic segmentation) combined are used to determine the risk reduction rates for health outcomes and impact the social value generated.

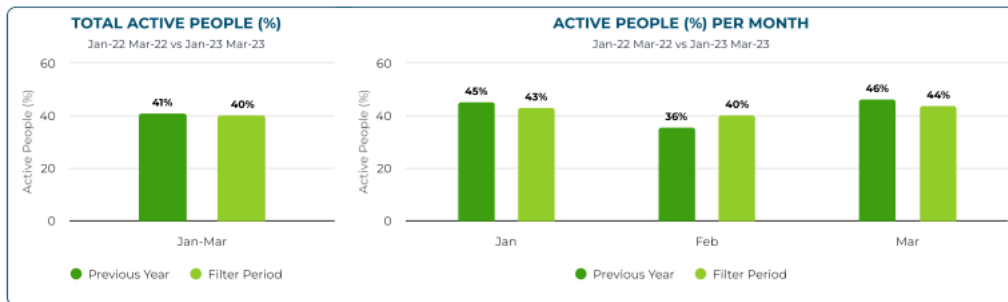
Social Value Participants: The total number of unique individuals (member and casual users) that generated social value within the selected time period.

Person Type Breakdown: Members are defined as facility users with an active subscription (paid or unpaid) to use the facility. Casuals are all facility users without an active subscription using the facility to do physical activity occasionally or regularly.

Participant Breakdown: The total number of Active (150+ minutes per week) and Fairly Active (30-149 minutes per week) participants averaged across a month, including members and casual users.

Social Value Per Person: Average social value generated by each Active (150+ minutes per week) and Fairly Active (30-149 min per week) person within the selected time period

6



TOTAL ACTIVE PEOPLE

In the above graph, the percentage of active people (150+ minutes per week) over total number of leisure centre users for each month within the selected time period is compared with the same time period in the benchmark year.

PHYSICAL & MENTAL HEALTH	SUBJECTIVE WELLBEING	INDIVIDUAL DEVELOPMENT	SOCIAL & COMM. DEV.
12,647	4,487	353	4,646

SV PARTICIPANTS PER OUTCOME

Total number of unique individuals (members and casual users) that generated social value in four outcome areas - physical and mental health, subjective wellbeing, individual development and social and community development are displayed above.

7



5 - LEAGUE TABLE

The data tables in this section display the main social value KPIs for the top five regions, contract and sites of the operator based on selected filters with comparisons against the same period in the previous year. The full tables are available in SVC3 and can be exported in excel, csv and pdf format.

HIGHEST SV (REGION) £878,003 <small>EAST REGION</small>	HIGHEST SV (CONTRACT) £878,003 <small>NORTH WEST LEICESTERSHIRE C</small>	HIGHEST SV (SITE) £644,506 <small>WHITWICK & COALVILLE LEISURE</small>	HIGHEST SV GROWTH (SITE) 93% <small>WHITWICK & COALVILLE LEISURE</small>
---	---	--	--

SOCIAL VALUE LEADERBOARD

The region, contract and leisure centre of the operator generating the highest total social value within the selected time period are displayed in the above KPI boxes. In addition, the leisure centre with the highest growth in social value generation is presented with its year-on-year growth rate.

LEAGUE TABLE - REGION (TOP 5)

REGION	SOCIAL VALUE (FILTER PERIOD)	SV YOY % CHANGE	PEOPLE COUNT (FILTER PERIOD)	AVG VALUE PER PERSON (FILTER PERIOD)	AVG SV YOY % CHANGE
EAST REGION	£878,003	+22.78%	12,804	£69	+20.67%

8

LEAGUE TABLE - CONTRACT (TOP 5)

CONTRACT	REGION	SOCIAL VALUE (FILTER PERIOD)	SV YOY % CHANGE	PEOPLE COUNT (FILTER PERIOD)	AVG VALUE PER PERSON (FILTER PERIOD)	AVG SV YOY % CHANGE
NORTH WEST LEICESTERSHIRE CONTRACT	EAST REGION	£878,003	+22.78%	12,804	£69	+20.67%

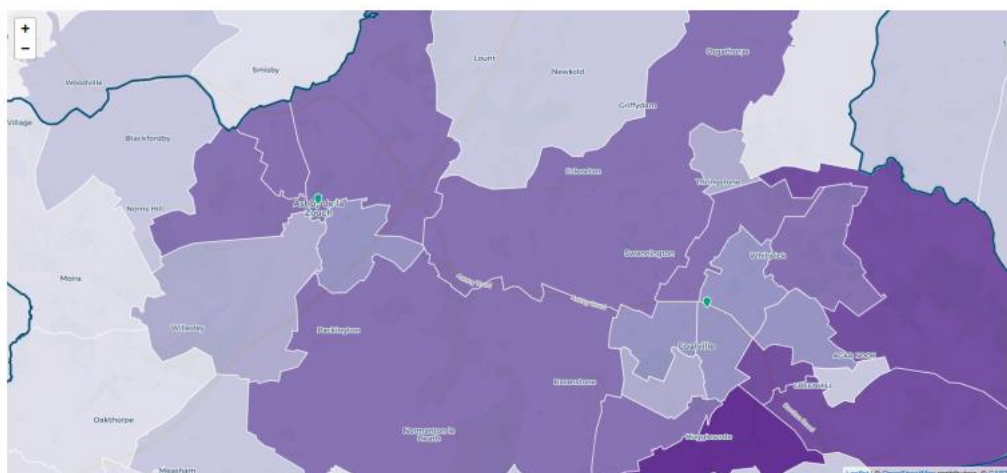
LEAGUE TABLE - SITE (TOP 5)

SITE	CONTRACT	REGION	SOCIAL VALUE (FILTER PERIOD)	SV YOY % CHANGE	PEOPLE COUNT (FILTER PERIOD)	AVG VALUE PER PERSON (FILTER PERIOD)	AVG SV YOY % CHANGE
WHITWICK & COALVILLE LEISURE CENTRE	NORTH WEST LEICESTERSHIRE CONTRACT	EAST REGION	£644,506	+52.68%	8,995	£72	+39.21%
ASHBY LEISURE CENTRE AND LIDO	NORTH WEST LEICESTERSHIRE CONTRACT	EAST REGION	£233,220	-6.71%	3,805	£61	-6.18%
HERMITAGE LEISURE CENTRE	NORTH WEST LEICESTERSHIRE CONTRACT	EAST REGION	£277	-	3	£92	+59.66%

9

6 - MAP

The heat map displays the social value generated by the selected sites on a map view using the same filters from the dashboards.



10

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14.2 Everyone Active & NWLDC Community Wellbeing Plan

Everyone Active & NWLDC
Community Wellbeing Plan

Delivering our Key
Community Programmes

2022 – 2023
Everyone Active - North West Leicestershire

www.everyoneactive.com

1. Introduction

Everyone Active (EA) is a charitable trust that manages leisure centres and facilities across the country. In 2019 Everyone Active was awarded the contract to manage Ashby Leisure Centre and Lido and Whitwick and Coalville Leisure Centre. The health and wellbeing of North West Leicestershire (NWL) residents and the positive impact that we can have through our leisure centres is a priority for us.

The aim is to, in partnership with North West Leicestershire District Council, deliver programmes to support the health and wellbeing of residents through physical activity, movement and sport as highlighted in this strategy. This plan captures EA's actions which aim to support the *NWL Health & Wellbeing Strategy*, and the *NWL Sport & Physical Activity Commissioning Plan*.

It is important to note that the Leisure Industry, as a result of closures and restrictions during the Covid-19 pandemic, has seen considerable financial impact, with our local centres being no exception to this. Therefore, this plan also includes actions to support our centres recovery through reengagement in activity and sporting participation whilst ensuring activities are identified and executed in a way that will have greatest impact on wellbeing. Leisure recovery and stabilising the centres for the future creates enormous benefit for NWL residents. The plan will evolve over the coming years to shift the focus to community support.

Key – the below colours indicate that an action aims to support the *NWL Health & Wellbeing Strategy* or the *NWL Sport & Physical Activity Commissioning Plan*

- *NWL Health & Wellbeing Strategy*
- *NWL Sport & Physical Activity Commissioning Plan*

2. The power of Physical Activity, Movement and Sport

'Step right up! It's the miracle cure we've all been waiting for.' (NHS.UK)

It is well documented and backed up by strong scientific evidence that moving more, being physically active and participating in sport can have huge benefits to a person's physical health.

The Chief Medical Officer (CMO) recommends that children aged 5- 18 years old be physically active for at least 60 minutes per day and adults 150 minutes per week including 2 days of strength building.

Physical activity can reduce the risk of developing type 2 diabetes by 30-40% and can reduce the risk of conditions such as heart disease, dementia, and stroke to name but a few.

As well as a tool to prevent disease it can be used for rehabilitation and to manage certain medical conditions such as recovering from cancer or heart conditions or living with long term conditions such as arthritis.

Building more movement into daily life can improve strength, balance and motor skills which are essential to living longer in better health. NWL has a rate of hip fracture that is significantly worse than the national average, increased levels of physical activity amongst residents could encourage a downward trend in the prevalence of hip fracture.

Meeting the CMO guidelines for physical activity is an important aspect of maintaining a healthy weight. This plan aims to support the wider work of the county's Healthy Weight Strategy implementation and local work through the NWL Health and Wellbeing Partnership and Primary Care Network. NWL's prevalence of overweight and obesity is significantly higher than the national average in adults with 71.3% (Public Health 2021) of our adults classed as overweight or obese.

Scientific evidence also indicates that physical activity can support our residents to have the best start in life, reduce mortality, increase energy levels, support better sleep and manage pain effectively.

As well as having an impact on physical health, physical activity, movement and sport can also positively impact in other ways too. Evidence suggests that physical activity contributes to good mental wellbeing, it has the ability to reduce depression and in some cases anxiety.

Physical activity provides opportunity to overcome challenges, improve self-confidence, increase sense of purpose, build resilience, and make social connections. All of which can contribute to fun, enjoyment, happiness, and life satisfaction.

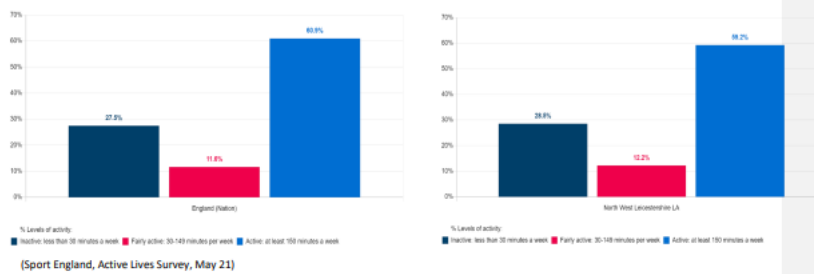
Physical activity can support individual development. There is evidence that being active improves educational behaviour and attainment. NWL has a lower than the national average attainment 8 score (GCSE grades achieved across 8 subjects), encouraging our children and young people to be more physically active could help improve grades.

Physical activity can help to reduce anti-social behaviour giving young people activities to get involved with. It also provides opportunity to volunteer which supports the development of skills, such as integrity and leadership.

Sport and physical activity bring people together, encourages community and integrates people from all backgrounds. *'Sport and physical activity contribute £39 billion to the UK's economy and a significant portion of this comes from grassroots sport. The sector boosts the economy in two ways. Directly, through job creation, and indirectly by reducing healthcare costs due to a healthier population and reducing crime.'* (Sportengland.org)

3. Assessing Need

Over 40% of North West Leicestershire Adults are reportedly not meeting the CMO guidelines for physical activity, of which 28.5% are reportedly inactive (active less than 30m per week). This is reflective of the England data as shown in the charts below.



Only 38% of NWL's children and young people are meeting the CMO guidelines for physical activity compared to the England Average of 44.6%. However, 39.1% are fairly active meaning we perform significantly better than the England average for inactive children at 22.9% compared to an England average of 32.4%. (Sport England, Active Lives Survey, May 21)

When developing the programmes set out in sections 7 we have taken into consideration the new Sport England Strategy 'Uniting the Movement' and the issues identified within the strategy as set out below. The issues each specific programme will aim to address are set out in the table in section 7.

Issue	Supporting Issue Description
S1	Recover and re-invent
S2	Connecting communities
S3	Positive experiences for children and young people
S4	Connecting with health & wellbeing
S5	Active environments

The plan considers and supports priorities identified through the following.

- The NWL Health and Wellbeing Strategy
- The Leicestershire Health and Wellbeing Strategy
- The NWL Healthy Communities Plan
- NWL Sport and Physical Activity commission plan
- Active Together Framework
- Leicestershire Joint Strategic Needs Assessment (JSNA) 2018 – 2021 Obesity: Physical Activity, Healthy Weight and Nutrition
- Leicestershire Healthy Weight Strategy
- Integrated Care System's Life Course; Best start in life, Staying Healthy and Well, and Living and Ageing Well.
- The NHS CORE20PLUS Health Inequalities (Tackling health inequalities by supporting the 20% most deprived residents, plus those with poor access to healthcare and have a condition recognised in the NHS 5 clinical areas of focus)



Barriers to participation:

- Socio-economic status – families and personnel from lower socio economic backgrounds have less expendable money which can be used to participate in sport/ activity. NWL has a number of low socioeconomic areas/residents which has the knock on affect on activity/ sports participation
- Disability – Inclusivity and access for accessible users is a key barrier to participation. The percentage of people living in the district with a disability is higher than the national average.
- Travel & time – Being a 'rural' district poses its own issues/ barriers for residents. Resident report not having available activities close enough to them to engage in. Additionally, travel links need further work to allow NWL residents to travel around the district cheaply and easily.

4. Aims

Both a national and local issue.... 'Physical INACTIVITY is responsible for one in six deaths and costs the country an estimated £7.4 billion a year.' (Public Health England)

This plan aims to tackle some of the barriers to physical activity and support more residents to become more active. We aim to deliver on our vision of 'Uniting communities through Activity'. In addition, the plan also aims to support some of the wider outcomes within the delivery specification around providing local economic benefit, supporting safe and inclusive neighbourhoods, educating, protecting and providing opportunities for young people, and providing high quality services.

The specific aims of each programme are set out in the table in sections 7.

5. Outcomes

Everyone Active's Key Programmes to Support Community Wellbeing – These programmes are Everyone Active's (EA) core corporate programmes which are used to underpin programming within every contract.

Programme	Outcome Description
1. Community & Education Employment	Delivery of governments new Kickstart programmes, apprenticeships, and online community education courses
2. Club support	Work with our clubs to support a return of club-based activities by providing flexible working relationships
3. Social Prescribing	Support groups to re-engage with activity providing improved access to a range of activities at the centres Delivery of the exercise referral programme for adults and children working with GP practices and school nursing teams
4. Supporting Inequalities	Support groups to re-engage with activity providing improved access to a range of activities at the centres
5. Partner and Local Network	Work with national partnerships to support local community networks gain greater access to our facilities and provide viable activities for under-represented groups in the community.
6. Digi-activity Programme	Utilise our digital activity platform to provide wider access of activity services to priority areas that lack facilities and provision to take part in regular physical and social activities

Leisure Contract Specification – Authority Outcomes

This strategy sets out how we intend to meet the specified outcomes in the NWLDC Leisure Services contract. The NWLDC outcome that each specific programme will aim to support is set out in the table in section 7.

Outcome Key	Outcome Description
A	Improving Health and Wellbeing and Reducing Health Inequalities
B	Providing Local Economic Benefit
C	Supporting Safe and Inclusive Neighbourhoods
D	Educating, Protecting and Providing Opportunities For Young People
E	Providing High Quality Services
F	Sustainability and Environmental Improvements (sits within the appendix – Energy Engagement Plan 2022/23)



The strategy broadly aims to achieve the following outcomes:

- Tackle and reduce health inequalities across the district
- Provide skills, employment opportunities and local economic benefit
- Provide opportunities for the inactive to be physically active
- Provide exercise and activity referral intervention for health-related conditions
- Support disadvantaged groups in our communities to be more physically active
- Support our community clubs to provide stability and developmental opportunities
- Work collaboratively with partners to provide active spaces for community groups
- Use digital platforms to reach rural or isolated residents with less opportunity to access to physical activity provision
- Educate, protect and provide opportunities for young people
- Play an integral part in the districts journey towards a carbon net zero future

The specific outcomes of each programme are set out in the table in section 7.

Monitoring, Evaluation and Learning

All programmes will be evaluated using Active Together's (Leicester, Leicestershire and Rutland's Active Partnership) Monitoring, Evaluation and Learning (MEL) Framework. This is a consistent approach across Leicester, Leicestershire and Rutland.

The principles and approach within the framework have been designed using national guidance set out by Sport England and the Office for Health Improvement and Disparities (formerly Public Health England).

The framework supports the production of accurate, high-quality reporting to understand value and demonstrate impact. It allows the generation of evidence in order to learn and guide future actions. It promotes interaction and reflection across our local system to connect, exchange and develop our learning. It allows us to demonstrate what is working and learn from what is not. It's helps us to evidence and tell a story about the impact on people and places.

The Framework provides a tool kit which includes a bank of standard questions to build our own pre and post questionnaires/data collection tools and guidance to adapt the questions to ensure that they are accessible. The framework also provides pre-populated question templates, an evaluation plan template, logic model, learning log and learning case study templates.

The framework encourages MEL throughout the programme, this allows learning to happen during and adjustments made accordingly.



Any targets or outcomes detailed in the plan are for both centres collectively, unless otherwise stated.




7. Community Wellbeing Plan

Community & Education Employment (Everyone Active Targeted Programme 1)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Locations)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Work Live Leicestershire (WLL)	Ongoing until March 2023 Monitored quarterly	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Group NWL Residents CORE20PLUS Partners WLL	Provide leisure facilities to help increase physical mental and emotional wellbeing of scheme users	60 x centres visits per year (15 per quarter) impacting 10 individuals	Improve physical, mental and social wellbeing in professional and personal life	S1, S2 D Staying Healthy and Well	20	20	24	24
Number of Apprenticeships/ Work Experiences	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Group NWL Residents Apprenticeship – Generally aimed at personnel over age of 18 Work placement – For personnel in current education CORE20PLUS Partners Colleges / schools Local sports clubs/ partners Job Centre Kick Start Programme Lifetime Training	Identify apprenticeship opportunities for new applicants and existing colleagues to train and develop in multiple positions to support both centre and community-based services. Provide opportunity for experience and potential employment within our centres	2 x apprenticeships delivered 4 x work placements	1 x apprentice secures a full or part time employment role within the centres.	S1, S2 E Staying Healthy and Well	0 1 1	1 0 2	0 1 1	0 0 2
L2 Skills Programme including - Sport Leader Awards (SLA)	March 2023	Whitwick & Coalville Leisure Centre	Target Group CORE20PLUS / Residents / current EA employees	Identify members of the current workforce and NWL residents to sign up	2022 / 23 will aim for	All who undertake training will have	S1, S2 E				

Swimming Teacher L1 & L2 Qualification. National Pool Lifeguard Qualification(NPLQ)		Ashby Leisure Centre & Lido	Partners Community Groups / i.e. Coahville Can. Inclusive Play Scheme NWLDC	to the L2 skills programme to train up in Lifeguard, Fitness, front of house, Sales, and coaching.	2 x L2 SLAs (Sep – Dec) (Jan – March) 2 x Swimming teachers	opportunity to apply for employment or additional roles within our leisure centres. All will be offered volunteer opportunity. It has recently been identified that there is a shortage of volunteers and swim teachers in NWL. This programme would help to fill the gap.	 	0	1	0	0
							1	1	1	0	

Club Support (Everyone Active Targeted Programme 2)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Supporting Talented Athletes	Ongoing	Whitwick & Coahville Leisure Centre Ashby Leisure Centre & Lido	Target Group Athletes operating at regional, national, and international performance level. Partners NWLDC Active Together Sports Clubs NWL Sport	Operating under the Everyone Active Sporting Champions and Go Gold scheme, working with the local authority, active partnerships and the clubs EA will offer membership support, providing free access to high quality facilities for those competing at regional and national level. The athletes must be able to evidence that they are competing at regional or national level. Implement a dedicated information board to track and promote athlete progress	5 x Athletes (5 free memberships)	Accommodating these athletes helps further the talented athletes training and development. Showcasing the benefits of using health & leisure service may inspire others to participate in sport and physical activity... Successful athletes helps to raise the district's profile in competitive sport. These athletes can be used as advocates of sport and physical activity at both EA and NWLDC community interventions and events to inspire children and young people.	S2, S3, S5 C, B Best Start in Life Staying Healthy and Well 	4	0	1	0

Programming	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	<p>Target Group Local Sports Clubs Community Groups</p> <p>Partners Active Together NWL Sport Inclusive Steering Group NWLDC</p>	<p>Reviewing the programming requirements of the clubs, balancing time for casual use, clubs, and courses.</p> <p>Assessing resident club's existing and developmental needs for the new NWLDC.</p> <p>Work with local clubs, residents and NWLDC Sports Development Officer to identify gaps in the district's sporting provision.</p> <p>Secure new partners and activities to complement the existing programme.</p>	<p>Flexible programming for clubs to continue residency and development within our centres</p> <p>3 x new clubs / activities added to the programme</p>	<p>Working with existing clubs/ bookers to help grow our external bookings portfolio, consequently giving more opportunity for NWL residents to engage in sport, health, leisure and social activities.</p> <p>Provides additional support to the voluntary sector to continue the great work they do to provide opportunity for residents to be active.</p>	<p>S1, S2, S5 C, B</p> <p>Best Start in Life</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p>	1	1	1	1
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Social Media	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	<p>Target Groups Residents CORE20P+US Club Acti8 (CAB) members</p> <p>Partners NWLDC Local Sports Clubs Active Together</p>	<p>Centres to support localised social media (SM) strategies through a planned and structured approach (Marketing Plan 2022/23) to increase club registrations / memberships.</p> <p>Working to the same campaign plan as NWLDC Health and Wellbeing Team to deliver consistent messaging, supporting local and national campaigns relating to health, wellbeing and moving more including 'Let's Get Moving'.</p> <p>Promote CAB partners</p> <p>Promote NWLDC & partners SM and promotions</p>	<p>52 x Social media posts</p>	<p>SM posts will help inform and advertise to NWL residents of the activities which they can access at their local centres. Additionally advertising other local partners for a bigger SM reach. SM will be used to encourage residents to be more active and take steps towards a healthy lifestyle through the promotion of national and local campaigns.</p>	<p>S1, S2, S5 E</p> <p>Best start in Life</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p>	12	14	15	12
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Pricing	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Groups New and existing Local Sports Clubs	Support small and medium sized clubs to integrate and establish themselves into the centres activity portfolio.	Having a pricing policy that supports clubs / activities starting in the leisure facilities i.e. flexible tiered pricing strategy at the point of entry.	Considered on an individual basis to help accommodate more bookings within the centre, consequently increasing opportunity for residents to be physically active and supporting behaviour change. This approach will help smaller/ less financially secure clubs to access our state of the art facilities as well as king to make substantial sized bookings.	S1, S2, S5 C, B Best Start in Life Staying Healthy and Well Living and Ageing Well	Ashby Netball made 1.5hr booking	Hermitage Volleyball added extra evening for matches	Pickleball sessions started at both centres in partnership with NWLDC	Elite Education run use our centre for their students 4x per week
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Social Prescribing (Everyone Active Targeted Programme 3)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Exercise Referral & Social Prescribing	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Groups Adults with low to medium risk, health conditions. CORE2OPLUS5 Partners NWLDC Local GP Surgeries other medical professionals hospitals social prescribing teams Active Together Leicestershire Public Health	Providing 4 x level 3 exercise referral qualified instructor led gym / exercise sessions per week. Provide discount on both casual use for the duration of their time on the scheme (12 weeks) and discount membership for 6 months. Provide space for Cardiopulmonary classes at each centre. Provide access, where appropriate for clients that have graduated from the Cardiopulmonary scheme. Provide space for the Steady Steps Plus programme.	25% achieve 150 minutes of activity per week 40% of people on programme continue after programme finishes (12 weeks)	Providing a robust health support programme for people with low to high risk health conditions to exercise safely. Supporting social prescription will alleviate additional pressure on the NHS and related services by increasing participant's weekly activity. Contributing to a better quality of life. Improvement and management of medical conditions and support their ability to manage own physical and mental wellbeing. Improve posture, stability, strength, and balance in older adults to reduce the risk of falling. Year 1 will provide a baseline, due to the pandemic affecting delivery over the previous 2 years.	S4 A Staying Healthy and Well Living and Ageing Well	22.7%	29.5%	28.1%	25.3%

Supporting the promotion of the Exi Exercise Referral App on Everyone Active on Demand (EAD) platform (Personalised Exercise Prescription)	Ongoing	Everyone Active on Demand Exi App	<p>Target Group Adults who have low to medium risk health related conditions. CORE20PLUS Exercise referral participants.</p> <p>Partners Exi Partner NWLDC</p>	<p>Everyone Active and NWLDC to support the promotion of the Exi app via:</p> <ul style="list-style-type: none"> Social Media Endorsement of Exercise Referral Networking with Primary care partners such as GPs, Pharmacies, NHS Community Health Services, Public Health, and CCG's <p>*The app will be used to add value to the exercise referral scheme as a supplement not a replacement of face to face support.</p>	<p>Raising the profile of the Exi app and the number of people registering on the platform.</p> <p>50% of exercise referral participants register to the app.</p>	<p>Utilising the app for referred clients will help give easily accessible information to them, allowing tailored activities to access. This enhancement to the scheme will support participants to stay on track in regards to their physical and mental health. The additional resource is expected to reduce attrition rates. The Exi App will help in regards to inclusivity as the app is bespoke to each person who uses it, giving users a specific personal exercise plan/ assistance.</p>	<p>S1, S2, S4 A</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p>	N/A	Awaiting update	31	59
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Supporting Inequalities (Everyone Active Targeted Programme 4)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Activity subscriptions supporting families on low incomes	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido Local community facilities	<p>Target Group Families which are on low incomes identified by the Children and Families Wellbeing Service or through the Active Families Scheme</p> <p>CORE20PLUS.</p> <p>Partners Children & Families wellbeing service (LCC) Community clubs and delivery partners NWLDC</p>	<p>Use a whole family approach to physical activity.</p> <p>Assessed on a case-by-case basis we will work with NWLDC and the children and families wellbeing service to provide free or low cost access to sessions and activities.</p> <p>We will work with resident clubs to provide low cost access to sports.</p> <p>We will work with partners to support access to equipment and sports clothing where required and where possible.</p>	<p>Deliver a 5% increase in the number of supported children and families utilising our centres based on 2019/20 data (last non Covid-19 mature year) – No previous data</p>	<p>This approach will support engagement with residents from low socio-economic backgrounds; and provide opportunity to access activities, equipment and state of the art facilities that they otherwise would not have the opportunity to access.</p>	<p>S2, S3 Best Start in Life</p> <p>Staying Healthy and Well</p>	Awaiting report	Awaiting report	454 Leisure Link memberships in relation to supporting families on low income	546 Leisure Link memberships in relation to supporting families on low income

Activity subscriptions for care leavers	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	<p>Target Groups Young people / adults who are in the process of leaving care.</p> <p>Partners Leicestershire County Council Care Leavers Team Community clubs and delivery partners NWDC</p>	<p>Care leavers, and people in current care generally have limited access to leisure activities due to barriers such as cost.</p> <p>Everyone Active will support Care Leavers by providing a free membership subscription to any care leavers living in NWL that wish to use the leisure centres.</p> <p>This will be reviewed by the authority teams periodically to determine if any additional support is required.</p>	<p>Accommodate all referrals for this type of subscription</p> <p>Number of care leavers accessing the scheme and number of visits will be captured to give baseline data.</p> <p>It is important to note that neither Everyone Active nor North West Leicestershire District Council have any control of number of referrals made, we only have control over retention rates.</p>	<p>Success will be monitored through the use of anonymised case studies due to the specific and sensitive nature of this scheme.</p> <p>We intend to impact each individual's life with social, physical and emotional benefits.</p>	S2, S3 Staying Healthy and Well	1	1	0	1	We have now devised a pre and post questionnaire to be used for care leavers.
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Partner & Local Network (Everyone Active Targeted Programme 5)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Providing active spaces for disability groups	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	<p>Target Groups People with disabilities and additional needs Local disability groups</p> <p>Partners Enrych Memphys NWDC NWL Inclusive Steering Group Active Together</p>	<p>Work with NWDC to promote opportunities for local Disability Groups/Schools to use the centre.</p> <p>Provide activity space for inclusive play/sessions</p> <p>Liaise with the local Disability Groups to understand what they require to be active.</p> <p>Member of the NWL Inclusive Steering Group</p>	<p>5% increased utilisation of facility space for disability groups/ 5% increased disability participation against 2019/20 space and usage levels (last non Covid-19 mature year)</p> <p>Previous 1635 accessible users participations (2019/2020)</p> <p>5% increase, Target 1715</p> <p>2 x new accessible user sessions running per week</p>	<p>In partnership with NWDC, we have identified a lack of provision within the district for residents with disabilities and additional needs. Providing additional space/activities for this target group will allow them to access physical activity opportunities locally. The burden of having to travel to the city or elsewhere in the county can have a considerable negative effect or mean that they are not able to access sessions.</p>	S1, S2, S5 A,C,D Staying Healthy and Well	Increased Enrych bookings by 1 hour per week	Choices for life using sports hall 1 hour per week	2050 accessible user participation	2300 accessible user participation

Providing active spaces for older adults	March 2023	Whitwick & Coalville Leisure Centre	<p>Target Group Older people CORE20PLUS</p> <p>Partners Older people delivery partners (e.g. Age Concern) NWLDC</p>	<p>Work with Local Authority Partners to connect with older people groups.</p> <p>Discounted use for resident groups i.e. Ashby Bridge Club</p> <p>Offer free sports hall / meeting space for organisations supporting older people's mental and physical activity programmes</p> <p>Support the Steady Steps programme with facility space to deliver the classes.</p>	<p>5% increased utilisation of facility space for older people groups against 2019/20 space and usage levels (last non Covid-19 mature year)</p> <p>Previous 37,373 usages for this age group 2019/2020 5% increase, Target 39,000</p>	<p>Older people naturally have a higher risk of illness and ailment. Providing additional space/activities will help increase the weekly activity levels for this demographic supporting postural stability, reducing frailty and living longer in better health.</p> <p>NWLDC has high levels of hip fracture, programmes such as this can positively impact on the rate of hip fracture.</p>	S1, S2, S5 A,C,D Living and Ageing Well	20,895 usages	30,009 usages	40,999 usages	47,350 usages
Providing active spaces for children support groups	March 2023	Whitwick & Coalville Leisure Centre	<p>Target Groups Disadvantaged children and families</p> <p>Partners Sported Save the Children Children and Families Wellbeing Service NWLDC</p>	<p>Work with Local Authority partners to map provision and identify groups providing activities for disadvantaged children and identify gaps.</p>	<p>Identify & understand the need of potential partners. Understand the gaps in provision.</p>	<p>Instilling an active lifestyle into children from a young age will help create a habit for life. This has many benefits, including increasing physical activity levels, benefits physical and mental health and allowing additional socialisation for children.</p>	S1, S2, S5 A,C,D Best Start in Life	Provided room for NW Leics Sport meeting	Additional activity trial session with Manphys	Initial meetings held with REACH Scheme at LCC. Aiming to provide activity for children facing exclusion	

Digi-activity (Everyone Active Targeted Programme 6)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Provide Everyone On Demand (EAD) subscriptions to special support schools	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	<p>Target Groups Children with disabilities and special educational needs.</p> <p>Partners NWLDC NWL Sport School Sports Partnership Active Together</p>	Connect with SEN schools which are rural to discuss opportunities around the EAD platform and activities to deliver after school.	1 x new SEN schools accessing the EAD platform Collect baseline data for app usage.	Use this app to give further opportunities to people and schools with disabilities and SEN. Can support this target group to be more physically active. As well as increasing physical activity participation, this app helps to simplify the delivery of physical activity for the school.	S1, S2, S3, S5 A,C,D Best Start in Life	0	0	0	0
Identify opportunities for youth crime prevention	Start date, Aug 2022	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	<p>Target Groups Children and young people identified as likely to participate in anti-social behaviour.</p> <p>Partners NWLDC Active Together and Charles Booth Centre (Tackling Inequalities Project) People Zone Impact workers / Police</p>	Working with People Zone to explore opportunities for EA to enhance the people zone offer and opportunities in Thringstone and Whitwick.	Identify actions and programmes to be delivered as part of the 'People Zone' project. Review success of what will be a pilot scheme.	Overall outcomes to be defined as part of the People Zone planning process	S1, S2, S3, S5 A,C,D Best Start in Life	in discussions with Y5 & LCC	Set up membership partnership with Y5 as intervention to reoffending.	7 participants still accessing	6 participants now accessing facilities. Looking at personal training/ case study for one YCP user

Children, young people, and families

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicator	Q1	Q2	Q3	Q4
Increase in physical activity participation rates in: CYP (Children & Young People) After School Sports	April 2022 Participation data will be reported monthly via our PMS (Performance Management Review)	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido NWL District	Target Groups Children and Young People CORE2PLUS Partners Primary schools School Sports Partnership / School Games Officer NWDC	EA will offer a varied range of activities and sports to help encourage CYP into activity within our centres and additionally with our partners. We have identified gaps in provision across the district for trampolining and gymnastics. Gymnastics clubs were reporting a 2-year waiting list. Session starting in April 2022. 6 x gymnastics 4 x trampoline 2 x adventure mania	Baseline year = 311,073 usages, this year's target (5% increase) 326,626 usages for this age group	Introducing new activities to our portfolio will help to engage new participants into our centres. Introducing new activities to our portfolio will help to engage new participants into our centres. Starting these new sessions will reduce the waiting lists of local clubs, providing more opportunities for Children and young people to be active.	A, B, C, E S3, S4, S5 Best Start in Life ■	77,837 usages	153,177 usages	245,514 usages	337,453 usages

Hold an Open/Play/Activity day for all activities	16 th April 2022	Whitwick & Coalville Leisure Centre / Hermitage Recreation Grounds (HRG) Ashby Leisure Centre & Lido (including outdoor facilities)	Target Groups Children and Young People Families CORE2PLUS Partners Clubs based within both our facilities and the wider community NWDC	Taster sessions provided in a wide range of activities over 1 day A minimum of 4 x clubs based at each site and 2 x clubs not based at the sites provide taster sessions within the Open Day.	Engage with attendees to understand how likely they are to revisit the centre (and understand their historical use of leisure services) We are encouraging residents who would not normally access a leisure centre to come along, just taking that step to come and have a look can be a massive step to contemplating a healthier lifestyle.	Using this open day/ activity day as an opportunity to celebrate and encourage people into sport and activity. Giving experience of varied activities, that they may otherwise never have the opportunity to try. This will have a positive impact on clubs as they will gain additional exposure, helping them to increase their member base and consequently sustainability of their sport. We are encouraging residents who would not normally access a leisure centre to come along, just taking that step to come and have a look can be a massive step to contemplating a healthier lifestyle.	A, B, E S3, S3, S4, S5 Best Start in Life ■	1	2	1	4
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Club Activ8 Scheme	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido NWL District	Target Groups Children and Young People CORE20PLUS Partners Primary schools Upper schools All schools in district School Sports Partnership / School Games Officer NWLDC	Engaging with NW Leicestershire schools to increase weekly activity levels and leisure centre usage. Promoting local clubs and partners	Increase overall scheme usage from 34.5% to 36.2% Increase schools signed up from 34 to 36	Increasing CAB usage will consequently increase junior/adolescent NW Leics resident's activity levels. Having a positive impact on their physical, mental and emotional health. Scheme usage will help encourage children into new activities which they may not have experienced before. Scheme users can engage with further local opportunities such as local clubs and business's	A, B, E S2, S3, S4, S5 Best Start in Life	21%	22.9%	22%	33	34	36	37	<p>Commented [JK1]: Can we have some commentary on what's being done to get this back on track please?</p> <p>Commented [ML2R1]: It is highly unlikely we will achieve our previous recorded numbers for multiple reasons: •Points are now not used to pay for holiday activities (although children gain discounts through our provider) •Points are not used to pay for badminton sessions anymore (although we offer a discounted rate) •Children on our swim scheme get free swimming which has severely reduced the use of points for swimming •I have queries over the report as I don't believe its pulling off all the related info needed to work out the usage %</p>

Improve engagement for people with physical and learning disabilities, mental wellbeing conditions

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Output	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Inclusive play session	Ongoing	Whitwick & Coalville Leisure Centre	Target Group 5-11yr olds with learning disabilities and special educational needs Partners Special Educational Needs (SEN) schools Enrych Memphys NWLDC NWL Inclusive Steering Group	Continue to provide 1 x hour play session for children with disabilities per week for a minimum of 16 x weeks	Average of 20 x people attending per session	To engage this group in physical activity/play sessions to help increase their weekly activity levels. Inclusivity is a key priority, therefore continuing this bespoke session will give opportunity to this target group. We know that there is a lack of inclusive physical activity provision in NWL from mapping and consultation. Currently residents tend to travel to the City or other side of the County to access provisions. Increasing local provision will positively impact both those with disabilities and parents and carers. It will reduce cost, travel time and the pressure that they put on individuals and families	A, B, C, E S2, S4, S5 Best Start in Life Average of 10 x people attending per session	8	10	10	12

<p>This workshoping every contact count (MECC) Healthy Conversations</p> <p>Making Every Contact Count (MECC) is an approach to improving the health of the population. It uses the day to day conversations that people have to encourage and help people to make healthier lifestyle choices. It is a brief or very brief intervention which traditionally focuses on lifestyle issues such as; stopping smoking, being physically active, healthy eating, alcohol intake and mental health as well as housing, employment, social isolation and debt or money advice.</p>	December 2022	Whitwick & Coalville Leisure Centre, Ashby LC	The general population (residents and visitors to North West Leicestershire)	<p>An action in the North West Leicestershire Health and Wellbeing Strategy, this approach is being adopted in North West Leicestershire. Everyone Active will support this approach by nominating a member of staff to complete the "Train the Trainer" qualification.</p>	<p>1 x MECC Trainer</p> <p>Programme of MECC Training developed for EA staff. A minimum of 1 x external training session delivered with NWLDC Officer.</p>	<ul style="list-style-type: none"> Improved access to health and wellbeing advice and services Improvement in morbidity and mortality risk factors Improve health and wellbeing of population reduce inequalities embed prevention and social prescribing 	A, B, C, E S2, S4, S5	0	1	0	0
				<p>This will allow Everyone Active to deliver MECC training to their staff such as Receptionists, Lifeguards and Fitness Instructors. This will give their staff the skills, confidence, and knowledge to encourage healthier lifestyle choices.</p> <p>Once the identified member of staff is qualified as a trainer, they will develop a MECC programme of training for Everyone Active's workforce (rolling out in 2023) and support the District Council to train other organisations within North West Leicestershire.</p>			0	0	0	1	

Support the provision of sustainable community sport

What (Activity Need / Day / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How (Outputs)	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Host NWL Sport and Health Awards	November 2022	Whitwick & Coalville Leisure Centre	<p>NWL Residents</p> <p>Partners: School Sports Partnership Local Sports Clubs NWL Sport NWLDC</p>	<p>Working in conjunction with key partners to host a sports and health awards evening to recognise the great sporting, physical activity and health achievements of our wonderful residents, clubs, schools, and volunteers.</p>	<p>Achieve 16 x awards with a minimum of 3 nominations per award. 500 x people attending the event.</p>	<p>Celebrating the sporting achievements of people within our district will help showcase the great success that people achieve through sport, activity and a healthy lifestyle. Furthermore, the celebration event helps to galvanize the district through positive promotion of activity. This celebratory event will act as inspiration to residents of NWL through the heart warming and inspiring stories and achievements. It highlights what is possible, no matter who you are and encourages participation in sport and Physical Activity, and to take steps towards a healthy lifestyle.</p> <p>"Sport can be the glue that keeps communities together and is a persuasive tool in promoting shared interests alongside fostering a keen sense of civic pride. I have seen at first-hand the positive power sport and recreation exert, from children of all backgrounds embracing their heroes at their local community facilities to supporters working together to protect the assets they value." MARCUS JONES MP, 2015.</p> <p>It is also an opportunity to recognise and thank the volunteers who work tirelessly to run clubs and activities, NWL has a very good sporting offer which is down to the volunteers. We will survey schools to ascertain their feedback on the event and if their school children were inspired.</p>	<p>A, B, C, D, E S1, S2, S3, S4, S5</p> <p>Best Start in Life</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p>	N/A	Awards were decreased to 9	450 attendees	Discussed changes for next awards

Review and expand the programme of mass participation events run from the Leisure facilities	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre	Swimathons Swimming Galas Public Events	Hosting events across our centres in partnership with local clubs and local, regional, and national organisers.	13 x events held over the year, with an average of 50+ participants per event.	Hosting sporting events/ competitions will help showcase and create traffic for our centres. Additionally, it will encourage people to come to our centres, experience the facilities and consequently return to take part in further sport.	A, B, C, D, E S1, S2, S3, S4, S5 Staying Healthy and Well ■	15	16	12	10
NWL Sport (previously LSA)	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre	Target Groups Local sports clubs Partners School Sports Partnership Active Together NWDC	Understand the wants, needs and challenges facing grassroots sports clubs and where appropriate respond to those needs. Work with clubs to sign up to Club Activ8. Support club workforce development. Support access to facilities. Attend and chair quarterly meetings.	Deliver 2 x user group meetings for each centre.	Playing a key part in NWL Sport will help place our centres in a great position to accommodate local sporting club's needs. The group also allows discussion and formulation of ideas and plans to help reduce barriers to sport and increase activity levels with a collaborative approach.	A, B, C, D, E S1, S2, S3, S4, S5 Best Start in Life Staying Healthy and Well Living and Ageing Well ■	0	1	0	0

parkrun	July 2022	Whitwick & Coalville Leisure Centre	Partners All schools in district School Sports Partnership / School Games Officer NWDC NWL residents	EA & NWDC Health and Wellbeing Team will explore if the WCLC site is suitable for a junior parkrun.		Identify suitability of the area outside Whitwick and Coalville Leisure Centre to host a junior parkrun. If suitable planning will commence for WCLC to host junior parkrun.	A, B, C, D, E S1, S2, S3, S4, S5 Staying Healthy and Well Best Start in Life ■				1 meeting with NWDC
Community/ Themed Walks	March 2022	Whitwick & Coalville Leisure Centre	Partners All schools in district School Sports Partnership / School Games Officer NWDC NWL residents	EA to support NWDC with community and themed walks within the district. Promoting the walks as well as helping facilitate them at EA sites (WCLC).	Assist and partner 2x walking events	Use these walks to engage CYP families and NWL residents into activity participation in a friendly, communal non-competitive manner.	A, B, C, D, E S1, S2, S3, S4, S5 Staying Healthy and Well ■	0	0	1 Supporting CV Cam 'Mega Walk'	1 supported orienteering factor session for schools



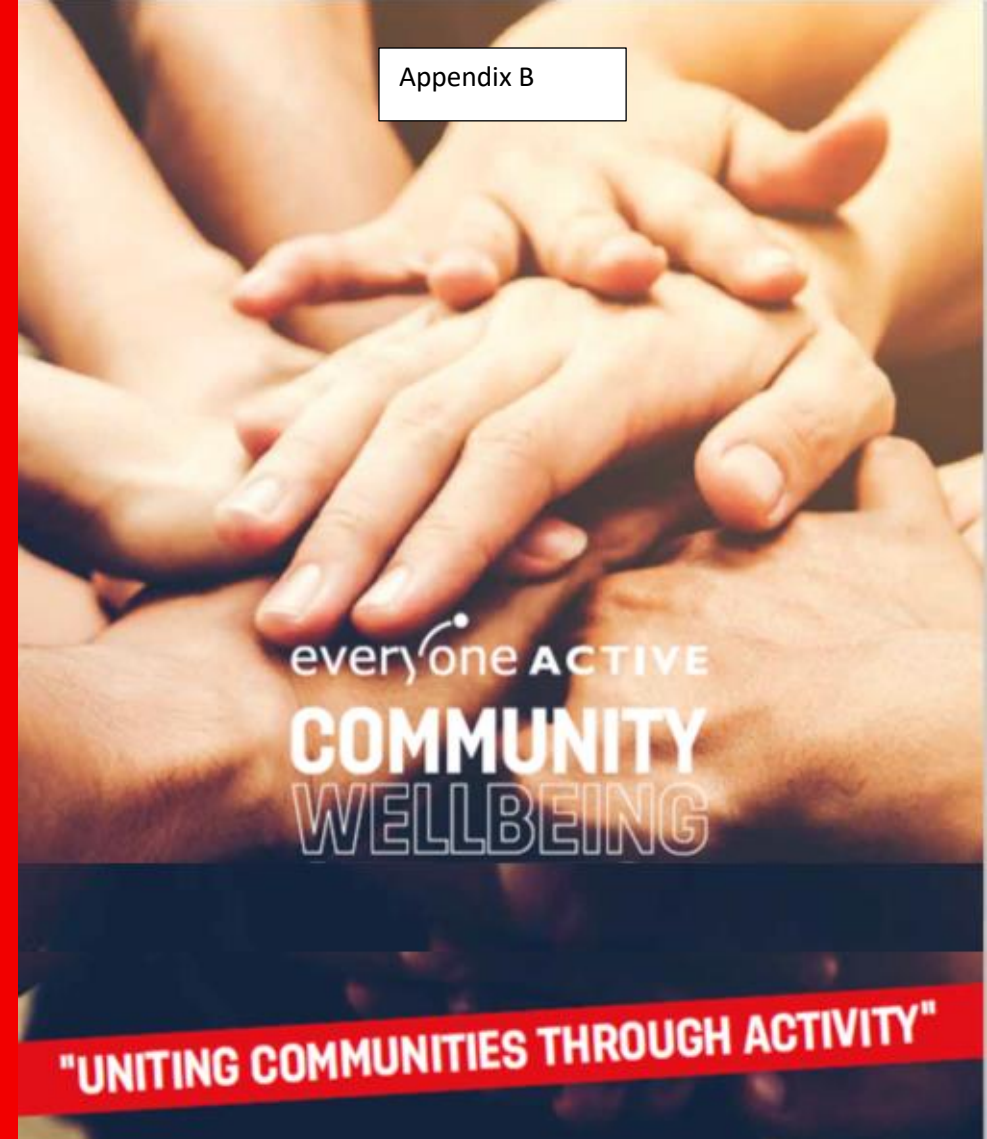
Everyone Active & NWLDC
Community Wellbeing Plan

Delivering our Key Community Programmes

2022 – 2023

Everyone Active - North West Leicestershire

Appendix B



1. Introduction

Everyone Active (EA) is a charitable trust that manages leisure centres and facilities across the country. In 2019 Everyone Active was awarded the contract to manage Ashby Leisure Centre and Lido and Whitwick and Coalville Leisure Centre. The health and wellbeing of North West Leicestershire (NWL) residents and the positive impact that we can have through our leisure centres is a priority for us.

The aim is to, in partnership with North West Leicestershire District Council, deliver programmes to support the health and wellbeing of residents through physical activity, movement and sport as highlighted in this strategy. This plan captures EA's actions which aim to support the *NWL Health & Wellbeing Strategy*, and the *NWL Sport & Physical Activity Commissioning Plan*.

It is important to note that the Leisure Industry, as a result of closures and restrictions during the Covid-19 pandemic, has seen considerable financial impact, with our local centres being no exception to this. Therefore, this plan also includes actions to support our centres recovery through reengagement in activity and sporting participation whilst ensuring activities are identified and executed in a way that will have greatest impact on wellbeing. Leisure recovery and stabilising the centres for the future creates enormous benefit for NWL residents. The plan will evolve over the coming years to shift the focus to community support.

Key – the below colours indicate that an action aims to support the NWL Health & Wellbeing Strategy or the NWL Sport & Physical Activity Commissioning Plan

■ *NWL Health & Wellbeing Strategy*

■ *NWL Sport & Physical Activity Commissioning Plan*

2. The power of Physical Activity, Movement and Sport

'Step right up! It's the miracle cure we've all been waiting for.' (NHS.UK)

It is well documented and backed up by strong scientific evidence that moving more, being physically active and participating in sport can have huge benefits to a person's physical health.

The Chief Medical Officer (CMO) recommends that children aged 5- 18 years old be physically active for at least 60 minutes per day and adults 150 minutes per week including 2 days of strength building.

Physical activity can reduce the risk of developing type 2 diabetes by 30-40% and can reduce the risk of conditions such as heart disease, dementia, and stroke to name but a few.

As well as a tool to prevent disease it can be used for rehabilitation and to manage certain medical conditions such as recovering from cancer or heart conditions or living with long term conditions such as arthritis.

Building more movement into daily life can improve strength, balance and motor skills which are essential to living longer in better health. NWL has a rate of hip fracture that is significantly worse than the national average, increased levels of physical activity amongst residents could encourage a downward trend in the prevalence of hip fracture.

Meeting the CMO guidelines for physical activity is an important aspect of maintaining a healthy weight. This plan aims to support the wider work of the county's Healthy Weight Strategy implementation and local work through the NWL Health and Wellbeing Partnership and Primary Care Network. NWL's prevalence of overweight and obesity is significantly higher than the national average in adults with 71.3% (Public Health 2021) of our adults classed as overweight or obese.

Scientific evidence also indicates that physical activity can support our residents to have the best start in life, reduce mortality, increase energy levels, support better sleep and manage pain effectively.

As well as having an impact on physical health, physical activity, movement and sport can also positively impact in other ways too. Evidence suggests that physical activity contributes to good mental wellbeing, it has the ability to reduce depression and in some cases anxiety.

Physical activity provides opportunity to overcome challenges, improve self-confidence, increase sense of purpose, build resilience, and make social connections. All of which can contribute to fun, enjoyment, happiness, and life satisfaction.

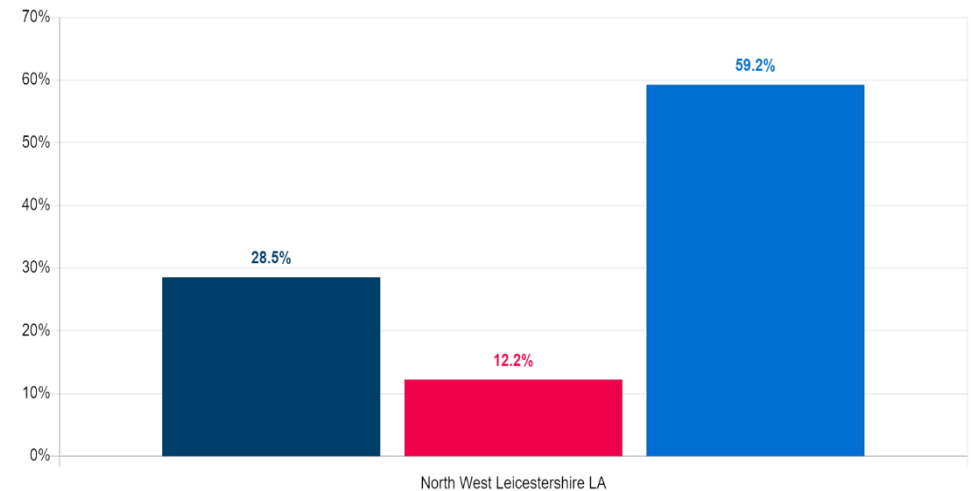
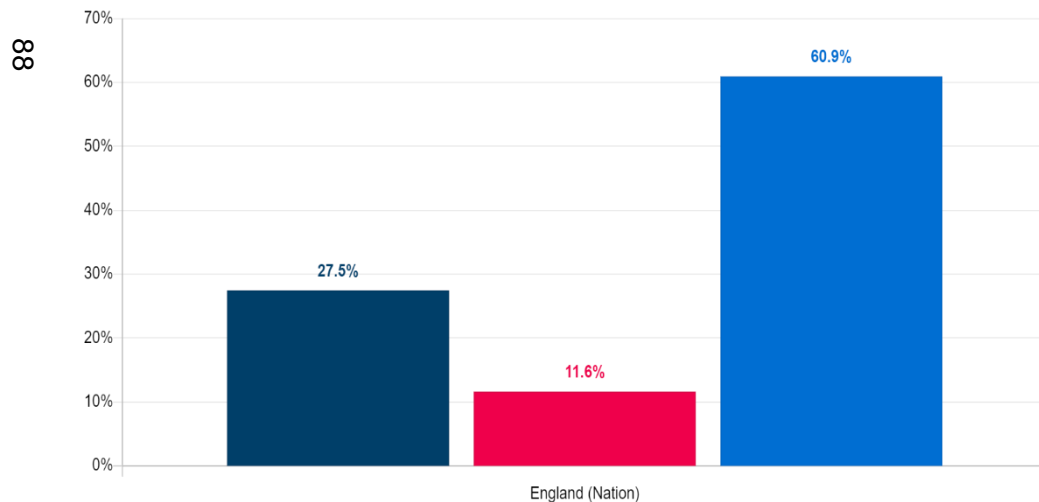
Physical activity can support individual development. There is evidence that being active improves educational behaviour and attainment. NWL has a lower than the national average attainment 8 score (GCSE grades achieved across 8 subjects), encouraging our children and young people to be more physically active could help improve grades.

Physical activity can help to reduce anti-social behaviour giving young people activities to get involved with. It also provides opportunity to volunteer which supports the development of skills, such as integrity and leadership.

Sport and physical activity bring people together, encourages community and integrates people from all backgrounds. *‘Sport and physical activity contribute £39 billion to the UK’s economy and a significant portion of this comes from grassroots sport. The sector boosts the economy in two ways. Directly, through job creation, and indirectly by reducing healthcare costs due to a healthier population and reducing crime.’* (Sportengland.org)

3. Assessing Need

Over 40% of North West Leicestershire Adults are reportedly not meeting the CMO guidelines for physical activity, of which 28.5% are reportedly inactive (active less than 30m per week). This is reflective of the England data as shown in the charts below.



% Levels of activity:

■ Inactive: less than 30 minutes a week ■ Fairly active: 30-149 minutes per week ■ Active: at least 150 minutes a week

% Levels of activity:

■ Inactive: less than 30 minutes a week ■ Fairly active: 30-149 minutes per week ■ Active: at least 150 minutes a week

(Sport England, Active Lives Survey, May 21)

Only 38% of NWL’s children and young people are meeting the CMO guidelines for physical activity compared to the England Average of 44.6%. However, 39.1% are fairly active meaning we perform significantly better than the England average for inactive children at 22.9% compared to an England average of 32.4%. (Sport England, Active Lives Survey, May 21)

When developing the programmes set out in sections 7 we have taken into consideration the new Sport England Strategy ‘Uniting the Movement’ and the issues identified within the strategy as set out below. The issues each specific programme will aim to address are set out in the table in section 7.

Issue	Supporting Issue Description
S1	Recover and re-invent
S2	Connecting communities
S3	Positive experiences for children and young people
S4	Connecting with health & wellbeing
S5	Active environments

The plan considers and supports priorities identified through the following.

- The NWL Health and Wellbeing Strategy
- The Leicestershire Health and Wellbeing Strategy
- The NWL Healthy Communities Plan
- NWL Sport and Physical Activity commission plan
- Active Together Framework
- Leicestershire Joint Strategic Needs Assessment (JSNA) 2018 – 2021 Obesity: Physical Activity, Healthy Weight and Nutrition
- Leicestershire Healthy Weight Strategy
- Integrated Care System’s Life Course; Best start in life, Staying Healthy and Well, and Living and Ageing Well.
- The NHS CORE20PLUS5 Health Inequalities (Tackling health inequalities by supporting the 20% most deprived residents, plus those with poor access to healthcare and have a condition recognised in the NHS 5 clinical areas of focus)



Barriers to participation:

- Socio-economic status – families and personnel from lower socio economic backgrounds have less expendable money which can be used to participate in sport/ activity. NWL has a number of low socioeconomic areas/residents which has the knock on affect on activity/ sports participation
- Disability – Inclusivity and access for accessible users is a key barrier to participation. The percentage of people living in the district with a disability is higher than the national average.
- Travel & time – Being a ‘rural’ district poses its own issues/ barriers for residents. Resident report not having available activities close enough to them to engage in. Additionally, travel links need further work to allow NWL residents to travel around the district cheaply and easily.

4. Aims

Both a national and local issue.... *‘Physical INACTIVITY is responsible for one in six deaths and costs the country an estimated £7.4 billion a year.’*
(Public Health England)

This plan aims to tackle some of the barriers to physical activity and support more residents to become more active. We aim to deliver on our vision of *‘Uniting communities through Activity’*. In addition, the plan also aims to support some of the wider outcomes within the delivery specification around providing local economic benefit, supporting safe and inclusive neighbourhoods, educating, protecting and providing opportunities for young people, and providing high quality services.

The specific aims of each programme are set out in the table in sections 7.

5. Outcomes

Everyone Active’s Key Programmes to Support Community Wellbeing – These programmes are Everyone Active’s (EA) core corporate programmes which are used to underpin programming within every contract.

Programme	Outcome Description
1. <u>Community & Education Employment</u>	Delivery of governments new Kickstart programmes, apprenticeships, and online community education courses
2. <u>Club support</u>	Work with our clubs to support a return of club-based activities by providing flexible working relationships
3. <u>Social Prescribing</u>	Support groups to re-engage with activity providing improved access to a range of activities at the centres Delivery of the exercise referral programme for adults and children working with GP practices and school nursing teams
4. <u>Supporting Inequalities</u>	Support groups to re-engage with activity providing improved access to a range of activities at the centres
5. Partner and Local Network	Work with national partnerships to support local community networks gain greater access to our facilities and provide viable activities for under-represented groups in the community.
6. <u>Digi-activity Programme</u>	Utilise our digital activity platform to provide wider access of activity services to priority areas that lack facilities and provision to take part in regular physical and social activities

Leisure Contract Specification – Authority Outcomes

This strategy sets out how we intend to meet the specified outcomes in the NWLDC Leisure Services contract. The NWLDC outcome that each specific programme will aim to support is set out in the table in section 7.

Outcome Key	Outcome Description
A	Improving Health and Wellbeing and Reducing Health Inequalities
B	Providing Local Economic Benefit
C	Supporting Safe and Inclusive Neighbourhoods
D	Educating, Protecting and Providing Opportunities For Young People
E	Providing High Quality Services
F	Sustainability and Environmental Improvements (sits within the appendix – Energy Engagement Plan 2022/23)



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The strategy broadly aims to achieve the following outcomes:

- Tackle and reduce health inequalities across the district
- Provide skills, employment opportunities and local economic benefit
- Provide opportunities for the inactive to be physically active
- Provide exercise and activity referral intervention for health-related conditions
- Support disadvantaged groups in our communities to be more physically active
- Support our community clubs to provide stability and developmental opportunities
- Work collaboratively with partners to provide active spaces for community groups
- Use digital platforms to reach rural or isolated residents with less opportunity to access to physical activity provision
- Educate, protect and provide opportunities for young people
- Play an integral part in the districts journey towards a carbon net zero future

The specific outcomes of each programme are set out in the table in section 7.

Monitoring, Evaluation and Learning

All programmes will be evaluated using Active Together's (Leicester, Leicestershire and Rutland's Active Partnership) Monitoring, Evaluation and Learning (MEL) Framework. This is a consistent approach across Leicester, Leicestershire and Rutland.

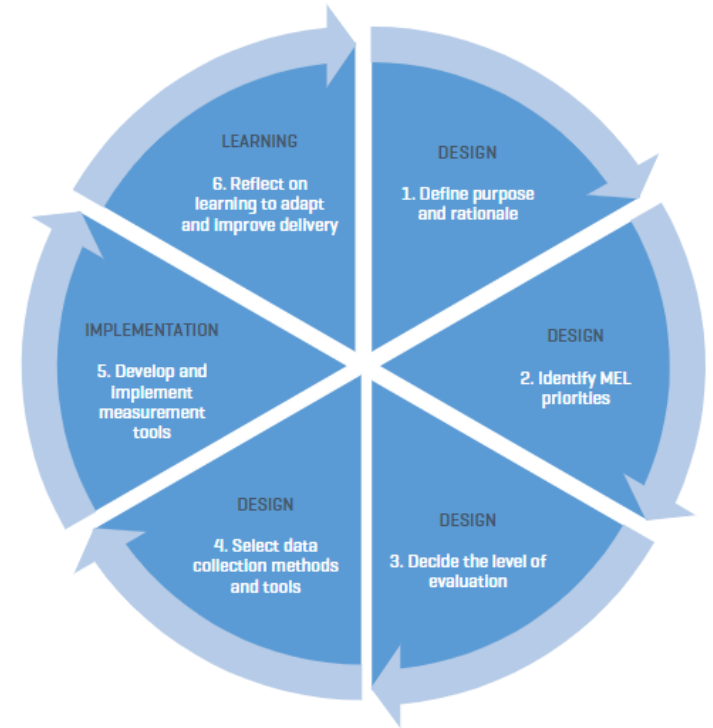
The principles and approach within the framework have been designed using national guidance set out by Sport England and the Office for Health Improvement and Disparities (formerly Public Health England).

The framework supports the production of accurate, high-quality reporting to understand value and demonstrate impact. It allows the generation of evidence in order to learn and guide future actions. It promotes interaction and reflection across our local system to connect, exchange and develop our learning. It allows us to demonstrate what is working and learn from what is not. It helps us to evidence and tell a story about the impact on people and places.

The Framework provides a tool kit which includes a bank of standard questions to build our own pre and post questionnaires/data collection tools and guidance to adapt the questions to ensure that they are accessible. The framework also provides pre-populated question templates, an evaluation plan template, logic model, learning log and learning case study templates.

The framework encourages MEL throughout the programme, this allows learning to happen during and adjustments made accordingly.


Any targets or outcomes detailed in the plan are for both centres collectively, unless otherwise stated.



7. Community Wellbeing Plan




Community & Education Employment (Everyone Active Targeted Programme 1)


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Work Live Leicestershire (WLL)	Ongoing until March 2023 Monitored quarterly	Whitwick & Coalville Leisure Centre	Target Group NWL Residents CORE20PLUS5	Provide leisure facilities to help increase physical mental and emotional wellbeing of scheme users	60 x centres visits per year (15 per quarter) impacting 10 individuals	Improve physical, mental and social wellbeing in professional and personal life	S1, S2 D Staying Healthy and Well	20	20	24	14
		Ashby Leisure Centre & Lido	Partners WLL					This scheme saw 78 usages. We had 4 scheme users undertake work experience. 1 scheme users is now employed by Everyone Active as a Lifeguard and Duty Manager as a result of his experience with us.			
06 Number of Apprenticeships/ Work Experience	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Group NWL Residents Apprenticeship – Generally aimed at personnel over age of 18 Partners Colleges / schools Local sports clubs/ partners Job Centre Kick Start Programme Lifetime Training	Identify apprenticeship opportunities for new applicants and existing colleagues to train and develop in multiple positions to support both centre and community-based services. Provide opportunity for experience and potential employment within our centres	2 x apprenticeships delivered 4 x work placements	1 x apprentice secures a full or part time employment role within the centres.	S1, S2 E Staying Healthy and Well 	0	1 – One W/E has gained employment with Everyone Active as a lifeguard.	1 – Two apprenticeship undertaken, both now employed by Everyone Active (lifeguard, swim teacher).	0
								1	0		2
								1	2	1	

<p>L2 Skills Programme including; - Sport Leader Awards (SLA)/ Swimming Teacher L1 & L2 Qualification. National Pool Lifeguard Qualification(NPLQ)</p> <p>96</p>	<p>March 2023</p>	<p>Whitwick & Coalville Leisure Centre</p> <p>Ashby Leisure Centre & Lido</p>	<p>Target Group CORE20PLUS5 / Residents / current EA employees</p> <p>Partners Community Groups / i.e. Coalville Can, Inclusive Play Scheme NWLDC</p>	<p>Identify members of the current workforce and NWL residents to sign up to the L2 skills programme to train up in Lifeguard, Fitness, front of house, Sales, and coaching.</p>	<p>2022 / 23 will aim for 2 x L2 SLAs (Sep – Dec) (Jan – March)</p> <p>2 x Swimming teachers</p>	<p>All who undertake training will have opportunity to apply for employment or additional roles within our leisure centres.</p> <p>All will be offered volunteer opportunity.</p> <p>It has recently been identified that there is a shortage of volunteers and swim teachers in NWL. This programme would help to fill the gap.</p>	<p>S1, S2 E Staying Healthy and Well</p>	<p>0</p> <p>1</p>	<p>1</p> <p>1</p>	<p>0</p> <p>1</p>	<p>0</p> <p>We did not achieve this goal as we only ran 1x SLA course</p> <p>0</p> <p>We have ran 3 x swim teachers courses, each with 12 participants, 75% of attendees were from NWL</p>
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Club Support (Everyone Active Targeted Programme 2)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
97 Supporting Talented Athletes	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Group Athletes operating at regional, national, and international performance level. Partners NWLDC Active Together Sports Clubs NWL Sport	Operating under the Everyone Active Sporting Champions and Go Gold scheme, working with the local authority, active partnerships and the clubs EA will offer membership support, providing free access to high quality facilities for those competing at regional and national level. The athletes must be able to evidence that they are completing at regional or national level. Implement a dedicated information board to track and	- 5 x Athletes (5 free memberships)	Accommodating these athletes helps further the talented athletes training and development. Showcasing the benefits of using health & leisure service may inspire others to participate in sport and physical activity. Successful athletes helps to raise the district's profile in competitive sport. These athletes can be used as advocates of sport and physical activity at both EA and NWLDC community interventions and events to	S2, S3, S5 C, B Best Start in Life Staying Healthy and Well 	4	0	1	0 See appendix 1 for case study.


				promote athlete progress		inspire children and young people.					
86 Programming	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	<p>Target Group Local Sports Clubs Community Groups</p> <p>Partners Active Together NWL Sport Inclusive Steering Group NWLDC</p>	<p>Reviewing the programming requirements of the clubs, balancing time for casual use, clubs, and courses.</p> <p>Assessing resident club's existing and developmental needs for the new W&CLC.</p> <p>Work with local clubs, residents and NWLDC Sports Development Officer to identify gaps in the district's sporting provision.</p> <p>Secure new partners and activities to complement the existing programme.</p>	<p>Flexible programming for clubs to continue residency and development within our centres</p> <p>3 x new clubs / activities added to the programme</p>	<p>Working with existing clubs/bookees to help grow our external bookings portfolio, consequently giving more opportunity for NWL residents to engage in sport, health, leisure and social activities.</p> <p>Provides additional support to the voluntary sector to continue the great work they do to provide opportunity for residents to be active.</p>	<p>S1, S2, S5 C, B</p> <p>Best Start in Life</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p>	1 Trampolines	1 Castle Basketball	1 Pickleball See appendix 2 for case study.	1 Menphys Inclusive

66 Social Media	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	<p>Target Groups Residents CORE20Plus5 Club Activ8 (CA8) members</p> <p>Partners NWLDC Local Sports Clubs Active Together</p>	<p>Centres to support localised social media (SM) strategies through a planned and structured approach (Marketing Plan 2022/23) to increase club registrations / memberships.</p> <p>Working to the same campaign planner as NWLDC Health and Wellbeing Team to deliver consistent messaging, supporting local and national campaigns relating to health, wellbeing and moving more including 'Let's Get Moving'.</p> <p>Promote CA8 partners</p> <p>Promote NWLDC & partners SM and promotions</p>	52 x Social media posts	<p>SM posts will help inform and advertise to NWL residents of the activities which they can access at their local centres. Additionally advertising other local partners for a bigger SM reach. SM will be used to encourage residents to be more active and take steps towards a healthy lifestyle through the promotion of national and local campaigns.</p>	<p>S1, S2, S5 E</p> <p>Best start in Life</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p> 	12	14	15	<p>12</p> <p>Insight for most recent 3 posts relating to NWL and Let Get Moving:</p> <p>Impact: 750 Reach: 630 Engagement: 2</p> <p>Impact: 1968 Reach: 1735</p>


100											Engagement: 95 Impact: 1211 Reach: 1068 Engagement: 34 TOTAL: Impact: 3929 Reach: 3798 Engagement: 131
Pricing	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Groups New and existing Local Sports Clubs	Support small and medium sized clubs to integrate and establish themselves into the centres activity portfolio.	Having a pricing policy that supports clubs / activities starting in the leisure facilities i.e. flexible tiered pricing strategy at the point of entry.	Considered on an individual basis to help accommodate more bookings within the centre, consequently increasing opportunity for residents to be physically active and supporting behaviour change This approach will help smaller/ less financially secure clubs to access our state of the art facilities as well as king to	S1, S2, S5 C, B Best Start in Life Staying Healthy and Well Living and Ageing Well	Ashby Netball made 1.5hr booking	Hermitage Volleyball added extra evening for matches	Pickleball sessions started at both centres in partnership with NWLDC – see appendix 2	Elite Education run use our centre for their students 4x per week

						make substantial sized bookings.						
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Social Prescribing (Everyone Active Targeted Programme 3)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	2022/23
Exercise Referral & Social Prescribing	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Groups Adults with low to medium risk, health conditions. CORE20PLUS5 Partners NWLDC Local GP Surgeries other medical professionals hospitals social prescribing teams Active Together	Providing 4 x level 3 exercise referral qualified instructor led gym / exercise sessions per week. Provide discount on both casual use for the duration of their time on the scheme (12 weeks) and discount membership for 6 months. Provide space for Cardiopulmonary	25% achieve 150 minutes of activity per week 40% of people on programme continue after programme finishes (12 weeks)	Providing a robust health support programme for people with low to high risk health conditions to exercise safely. Supporting social prescription will alleviate additional pressure on the NHS and related services by increasing participant's weekly activity. Contributing to a better quality of life.	S4 A Staying Healthy and Well Living and Ageing Well 	Exercise Referral 73 Participants completed the 12-week scheme, of which all participant were inactive at the start. 35 (48%) are now achieving 150 minutes of moderate physical activity at 12 weeks. 48 (66%) are achieving 2 days of resistance training per week at 12weeks. 51 (70%) stated that their health was either somewhat better now or much better now.


102			Leicestershire Public Health	<p>classes at each centre.</p> <p>Provide access, where appropriate for clients that have graduated from the Cardiopulmonary scheme.</p> <p>Provide space for the Steady Steps and Steady Steps Plus programme.</p>		<p>Improvement and management of medical conditions and support their ability to manage own physical and mental wellbeing.</p> <p>Improve posture, stability, strength, and balance in older adults to reduce the risk of falling.</p> <p><i>Year 1 will provide a baseline, due to the pandemic affecting delivery over the previous 2 years.</i></p>		<p>55 (75%) stated they agreed or strongly agreed that they have improved or stabilised their health condition since starting the programme.</p> <p>58 (78%) stated that they were either likely or very likely to continue being active after the programme.</p> <p>See appendix 3 for case study.</p> <p>Cardiopulmonary Rehab</p> <p>17 people completed the Cardiopulmonary Course (numbers have struggled to recover since covid).</p> <p>16 out of 17 (94%) are completing 150 minutes of moderate aerobic activity at the end of the programme.</p> <p>All 17 (100%) were performing 2 or more strength training sessions per week.</p> <p>16 (94%) stated they either agree or strongly agree that they have improved their health condition.</p> <p>All 17 (100%) were very likely to continue with physical activity.</p> <p>All 17 (100%) rated the programme a 7 out of 10 or above.</p> <p>See appendix 4 for case study.</p>			
Supporting the promotion of the EXi Exercise Referral App on Everyone	Ongoing	Everyone Active on Demand Exi App	Target Group Adults who have low to medium risk health related conditions.	Everyone Active and NWLDC to support the promotion of the Exi app via:	Raising the profile of the Exi app and the number of	Utilising the app for referred clients will help give easily accessible information to them, allowing	S1, S2, S4				

<p>Active on Demand (EAD) platform (Personalised Exercise Prescription)</p> <p>103</p>			<p>CORE20PLUS5 Exercise referral participants.</p> <p>Partners Exi Partner NWLDC</p>	<ul style="list-style-type: none"> • Social Media • Enrolment of Exercise Referral • Networking with Primary care partners such as GP's, Pharmacies, NHS Community Health Services, Public Health, and CCG's <p>*The app will be used to add value to the exercise referral scheme as a supplement not a replacement of face to face support.</p>	<p>people registering on the platform.</p> <p>50% of exercise referral participants register to the app.</p>	<p>tailored activities to access. This enhancement to the scheme will support participants to stay on track in regards to their physical and mental health. The additional resource is expected to reduce attrition rates. The Exi App will help in regards to inclusivity as the app is bespoke to each person who uses it, giving users a specific personal exercise plan/ assistance.</p>	<p>A</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p> 	<p>N/A</p>	<p>Awaiting update</p>	<p>31</p>	<p>59</p>
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Supporting Inequalities (Everyone Active Targeted Programme 4)


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
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<p>Activity subscriptions supporting families on low incomes</p> <p>104</p>	<p>Ongoing</p>	<p>Whitwick & Coalville Leisure Centre</p> <p>Ashby Leisure Centre & Lido</p> <p>Local community facilities</p>	<p>Target Group Families which are on low incomes identified by the Children and Families Wellbeing Service or through the Active Families Scheme</p> <p>CORE20PLUS5.</p> <p>Partners</p> <p>Children & Families wellbeing service (LCC)</p> <p>Community clubs and delivery partners</p> <p>NWLDC</p>	<p>Use a whole family approach to physical activity.</p> <p>Assessed on a case-by-case basis we will work with NWLDC and the children and families wellbeing service to provide free or low cost access to sessions and activities.</p> <p>We will work with resident clubs to provide low cost access to sports.</p> <p>We will work with partners to support access to equipment and sports clothing where required and where possible.</p>	<p>Deliver a 5% increase in the number of supported children and families utilising our centres based on 2019/20 data (last non Covid-19 mature year) – No previous data</p>	<p>This approach will support engagement with residents from low socio-economic backgrounds and provide opportunity to access activities, equipment and state of the art facilities that they otherwise would not have the opportunity to access.</p>	<p>S2, S3</p> <p>Best Start in Life</p> <p>Staying Healthy and Well</p> 	<p>Awaiting report</p>	<p>Awaiting report</p>	<p>454 Leisure Link memberships in relation to supporting families on low income</p>	<p>546 Leisure Link memberships in relation to supporting families on low income</p>
<p>Activity subscriptions for care leavers</p>	<p>Ongoing</p>	<p>Whitwick & Coalville Leisure Centre</p> <p>Ashby Leisure</p>	<p>Target Groups Young people / adults who are in the process of leaving care.</p>	<p>Care leavers, and people in current care generally have limited access to leisure activities due to</p>	<p>Accommodate all referrals for this type of subscription</p>	<p>Success will be monitored through the use of anonymised case studies due to the specific and</p>	<p>S2, S3</p>				


105		Centre & Lido	<p>Partners Leicestershire County Council Care Leavers Team</p> <p>Community clubs and delivery partners</p> <p>NWLDC</p>	<p>barriers such as cost.</p> <p>Everyone Active will support Care Leavers by Providing a free membership subscription to any care leavers living in NWL that wish to use the leisure centres.</p> <p>This will be reviewed by the centre and the authority teams periodically to determine if any additional support is required.</p>	<p>Number of care leavers accessing the scheme and number of visits will be captured to give baseline data.</p> <p>It is important to note that neither Everyone Active nor North West Leicestershire District Council have any control of number of referrals made, we only have control over retention rates.</p>	<p>sensitive nature of this scheme.</p> <p>We intend to impact each individual's life with social, physical and emotional benefits.</p>	<p>Staying Healthy and Well</p> <p></p>	1	1	0	1
										0	We have now devised a pre and post questionnaire to be used for care scheme.

Partner & Local Network (Everyone Active Targeted Programme 5)


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
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<p>Providing active spaces for disability groups</p>	<p>March 2023</p>	<p>Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido</p>	<p>Target Groups People with disabilities and additional needs Local disability groups Enrych Memphys Partners NWLDC NWL Inclusive Steering Group Active Together</p>	<p>Work with NWLDC to promote opportunities for local Disability Groups/Schools to use the centre. Provide activity space for inclusive play/sessions Liaise with the local Disability Groups to understand what they require to be active. Member of the NWL Inclusive Steering Group</p>	<p>5% Increased utilisation of facility space for disability groups/5% Increased disability participation against 2019/20 space and usage levels (last non Covid-19 mature year) Previous 1635 accessible users participations (2019/2020) 5% increase, Target 1715 2 x new accessible user sessions running per week</p>	<p>In partnership with NWLDC, we have identified a lack of provision within the district for residents with disabilities and additional needs. Providing additional space/activities for this target group will allow them to access physical activity opportunities locally. The burden of having to travel to the city or elsewhere in the county can have a considerable negative effect or mean that they are not able to access sessions.</p>	<p>S1, S2, S5 A,C,D Staying Healthy and Well </p>	<p>Increased Enrych booking by 1 hour per week 890 accessible user participation</p>	<p>Choices for life using sports hall 1 hour per week 1308 accessible user participation</p>	<p>2050 accessible user participation</p>	<p>Enrych FA football session 1 hour per week 19 participants with 16 coming from NWL. Participant quotes: ‘Football has built up my confidence and feel lots better’ ‘meeting new people is brilliant and I feel more fit’ ‘I look forward to learning new skills every week’ 2330 accessible</p>
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													user participation 
107 Providing active spaces for older adults	March 2023	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Group Older people CORE20PLUS5 Partners Older people delivery partners (e.g., Age Concern) NWLDC	Work with Local Authority Partners to connect with older people groups. Discounted use for resident groups i.e. Ashby Bridge Club Offer free sports hall / meeting space for organisations supporting older people's mental and physical activity programmes Support the Steady Steps programme with facility space to deliver the classes.	5% Increased utilisation of facility space for older people groups against 2019/20 space and usage levels (last non Covid-19 mature year) Previous 37,371 usages for this age group 2019/2020 5% increase, Target 39,009	Older people naturally have a higher risk of illness and ailment. Providing additional space/activities will help increase the weekly activity levels for this demographic supporting postural stability, reducing frailty and living longer in better health. NWL has high levels of hip fracture, programmes such as this can positively impact on the rate of hip fracture.	S1, S2, S5 A,C,D Living and Ageing Well 						
Providing active spaces for children support groups	March 2023	Whitwick & Coalville Leisure Centre	Target Groups Disadvantaged children and families	Work with Local Authority partners to map provision and identify groups providing activities	Identify & understand the need of potential partners.	Instilling an active lifestyle into children from a young age will help create a habit for	S1, S2, S5 A,C,D						

		Ashby Leisure Centre & Lido	Low income families CORE20PLUS5 Partners Sported Save the Children Children and Families Wellbeing Service NWLDC	for disadvantaged children and identify gaps.	Understand the gaps in provision.	life. This has many benefits, including increasing physical activity levels, benefits physical and mental health and allowing additional socialisation for children.	Best Start in Life 		Provided room for NW Leics Sport meeting	Additional activity trial session with Menphys	Initial meetings held with REACH Scheme at LCC. Aiming to provide activity for children facing exclusion
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Digi-activity (Everyone Active Targeted Programme 6)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
108 Provide Everyone On Demand (EOD) subscriptions to special support schools	March 2023	Special Educational Needs (SEN) Schools (Forest Way) Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Groups Children with disabilities and special educational needs. Partners NWLDC NWL Sport School Sports Partnership Active Together	Connect with SEN schools which are rural to discuss opportunities around the EAO platform and activities to deliver after school.	1 x new SEN schools accessing the EAO platform Collect baseline data for app usage.	Using this app to give further opportunities to people and schools with disabilities and SENs Can support this target group to be more physically active. As well as increasing physical activity participation, this app helps to simplify the delivery of physical activity for the school.	S1, S2, S3, S5 A,C,D Best Start in Life 	0	0	0	0
								This target was not achieved due to schools signing up to use centres in person (rather than via EOD app). Schools we engaged from this population were: Forest Way (gym/swim), Elite Tuition (sports hall), Clovelly			

								House (gym and sports hall) and Lewis Charlton (sports hall)			
Identify opportunities for youth crime prevention	Start date, Aug 2022	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido	Target Groups Children and young people identified as likely to participate in anti-social behaviour. Partners NWLDC Active Together and Charles Booth Centre (Tackling Inequalities Project) People Zone Impact workers Police	Working with People Zone to explore opportunities for EA to enhance the people zone offer and opportunities in Thringstone and Whitwick.	Identify actions and programmes to be delivered as part of the 'People Zone' project. Review success of what will be a pilot scheme.	Overall outcomes to be defined as part of the People Zone planning process	S1, S2, S3, S5 A,C,D Best Start in Life	In discussions with YJS & LCC	Set up membership partnership with YJS as intervention to reoffending. 7 participants accessed EA sites	7 participants still accessing	6 participants now accessing facilities. Looking at personal training/ See appendix 5 for case study

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Children, young people, and families

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicator	Q1	Q2	Q3	Q4
Increase in physical activity participation rates in;- CYP (Children & Young People) After School Sports	April 2022 Participation data will be reported monthly via our PMR (Performance Management Review)	Whitwick & Coalville Leisure Centre Ashby Leisure Centre & Lido NWL District	Target Groups Children and Young People CORE20PLUS5 Partners Primary schools School Sports Partnership / School Games Officer	EA will offer a varied range of activities and sports to help encourage CYP into activity within our centres and additionally with our partners. We have identified gaps in provision across the district for trampolining and gymnastics.	Baseline year = 311,073 usages, this year's target (5% increase) 326,626 usages for this age group	Introducing new activities to our portfolio will help to engage new participants into our centres Introducing new activities to our portfolio will help to engage new	A, B, C, E S3, S4, S5 Best Start in Life	77,337 usages	153,177 usages	245,514 usages	337,453 usages


110			NWLDC	<p>Gymnastics clubs were reporting a 2-year waiting list.</p> <p>Session starting in April 2022.</p> <p>6 x gymnastics 4 x trampoline 2 x adventure mania</p>		<p>participants into our centres</p> <p>Starting these new sessions will reduce the waiting lists of local clubs, providing more opportunities for Children and young people to be active.</p>					
Hold an Open/Play/Activity day for all activities	16 th April 2022	<p>Whitwick & Coalville Leisure Centre / Hermitage Recreation Grounds (HRG)</p> <p>Ashby Leisure Centre & Lido (including outdoor facilities)</p>	<p>Target Groups</p> <p>Children and Young People</p> <p>Families</p> <p>CORE20PLUS5</p> <p>Partners</p> <p>Clubs based within both our facilities and the wider community</p> <p>NWLDC</p>	<p>Taster sessions provided in a wide range of activities over 1 day</p> <p>A minimum of 4 x clubs based at each site and 2 x clubs not based at the sites provide taster sessions within the Open Day.</p>	<p>Engage with attendees to understand how likely they are to revisit the centre (and understand their historical use of leisure services)</p>	<p>Using this open day/ activity day as an opportunity to celebrate and encourage people into sport and activity. Giving experience of varied activities, that they may otherwise never have the opportunity to try.</p> <p>This will have a positive impact on clubs as they will gain additional exposure,</p>	<p>A, B, E</p> <p>S2, S3, S4, S5</p> <p>Best Start in Life</p> 	1	2	1	4

						<p>helping them to increase their member base and consequently sustainability of their sport.</p> <p>We are encouraging residents who would not normally access a leisure centre to come along, just taking that step to come and have a look can be a massive step to contemplating a healthier lifestyle.</p>					
<p>111</p> <p>Club Activ8 Scheme</p>	<p>March 2023</p>	<p>Whitwick & Coalville Leisure Centre</p> <p>Ashby Leisure Centre & Lido</p> <p>NWL District</p>	<p>Target Groups Children and Young People</p> <p>CORE20PLUS5</p> <p>Partners</p> <p>Primary schools</p> <p>Upper schools</p> <p>All schools in district</p> <p>School Sports Partnership / School Games Officer</p> <p>NWLDC</p>	<p>Engaging with NW Leicestershire schools to increase weekly activity levels and leisure centre usage.</p> <p>Promoting local clubs and partners</p>	<p>Increase overall scheme usage from 34.5% to 36.2%</p> <p>Increase schools signed up from 34 to 36</p>	<p>Increasing CA8 usage will consequently increase junior/adolescent NW Leics resident's activity levels. Having a positive impact on their physical, mental and emotional health.</p> <p>Scheme usage will help encourage children into new activities which they may not have experienced before.</p>	<p>A, B, E</p> <p>S2, S3, S4, S5</p> <p>Best Start in Life</p>	<p>21%</p> <p>33</p>	<p>22.9%</p> <p>34</p>	<p>22%</p> <p>36</p>	<p>20.2%</p> <p>37</p>

						Scheme users can engage with further local opportunities such as local clubs and business's						
112									<p>It is highly unlikely we will achieve our previous recorded numbers of usages for multiple reasons:</p> <ul style="list-style-type: none"> • Points are now not used to pay for holiday activities (although children gain discounts through our provider) • Points are not used to pay for badminton sessions anymore (although we offer a discounted rate) • Children on our swim scheme get free swimming which has severely reduced the use of points for swimming • Points are now not used to pay for the lido (although children gain 50% discount as a CA8 member) 			



Improve engagement for people with physical and learning disabilities, mental wellbeing conditions

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Output	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
113 Inclusive play session	Ongoing	Whitwick & Coalville Leisure Centre	<p>Target Group 5-11yr olds with learning disabilities and special educational needs</p> <p>Partners Special Educational Needs (SEN) schools Enrych Memphys NWLDC NWL Inclusive Steering Group</p>	Continue to provide 1 x hour play session for children with disabilities per week for a minimum of 16 x weeks	Average of 10 x people attending per session	To engage this group in physical activity/play sessions to help increase their weekly activity levels. Inclusivity is a key priority, therefore continuing this bespoke session will give opportunity to this target group. We know that there is a lack of inclusive physical activity provision in NWL from mapping and consultation. Currently residents tend to travel to the City or other side of the County to access provisions. Increasing local provision will positively impact both those with disabilities and parents and carers. It will reduce cost, travel time and the pressure that they put on individuals and families	<p>A, B, C, E S2, S4, S5</p> <p>Best Start in Life</p> <p>Average of 10 x people attending per session</p> 	8	10	10	12 See appendix 6 for case study.

<p>This was Making every contact count (MECC) Healthy Conversations</p> <p>Making Every Contact Count (MECC) is an approach to improving the health of the population. It uses the day to day conversations that people have to encourage and help people to make healthier lifestyle choices. It is a brief or very brief intervention which traditionally focuses on lifestyle issues such as; stopping smoking, being physically active, healthy eating, alcohol intake and mental health as well as housing, employment, social isolation and debt or money advice.</p>	<p>December 2022</p>	<p>Whitwick & Coalville Leisure Centre, Ashby LC</p>	<p>The general population (residents and visitors to North West Leicestershire)</p>	<p>An action in the North West Leicestershire Health and Wellbeing Strategy, this approach is being adopted in North West Leicestershire. Everyone Active will support this approach by nominating a member of staff to complete the 'Train the Trainer' qualification.</p> <p>This will allow Everyone Active to deliver MECC training to their staff such as Receptionists, Lifeguards and Fitness Instructors. This will give their staff the skills, confidence, and knowledge to encourage healthier lifestyle choices.</p> <p>Once the identified member of staff is qualified as a trainer, they will develop a MECC programme of training for Everyone Active's workforce (rolling out in 2023) and support the District Council to train other organisations within North West Leicestershire.</p>	<p>1 x MECC Trainer</p> <p>Programme of MECC Training developed for EA staff.</p> <p>A minimum of 1 x external training session delivered with NWLDC Officer.</p>	<ul style="list-style-type: none"> Improved access to health and wellbeing advice and services Improvement in morbidity and mortality risk factors Improve health and wellbeing of population reduce inequalities embed prevention and social prescribing 	<p>A, B, C, E S2, S4, S5</p>	<p>0</p> <p>0</p>	<p>1</p> <p>0</p> <p>Completed Trainer Training</p>	<p>0</p> <p>0</p> <p>0</p> <p>January session cancelled by NWLDC staff (being rearranged)</p>	<p>0</p> <p>1</p> <p>April session planned (moved from February)</p>
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Support the provision of sustainable community sport

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How (Outputs)	Outputs	Outcomes	Performance Indicators	2022
Host NWL Sport and Health Awards (now known as Let's Get Moving Awards)	November 2022	Whitwick & Coalville Leisure Centre	<p>Target Group Sport and activity based participants</p> <p>NWL Residents</p> <p>Partners School Sports Partnership Local Sports Clubs NWL Sport NWLDC</p>	Working in conjunction with key partners to host a sports and health awards evening to recognise the great sporting, physical activity and healthy lifestyle achievements of our wonderful residents, clubs, schools, and volunteers.	Achieve 16 x awards with a minimum of 3 nominations per award. 500 x people attending the event.	<p>Celebrating the sporting achievements of people within our district will help showcase the great success that people achieve through sport, activity and a healthy lifestyle. Furthermore, the celebration event helps to galvanize the district through positive promotion of activity. This celebratory event will act as inspiration to residents of NWL through the heart warming and inspiring stories and achievements. It highlights what is possible, no matter who you are and encourages participation in sport and Physical Activity, and to take steps towards a healthy lifestyle.</p> <p><i>"Sport can be the glue that keeps communities together and is a persuasive tool in promoting shared interests alongside fostering a keen sense of civic pride. I have seen at first-hand the positive power sport and recreation exert, from children of all backgrounds emulating their heroes at their local community facilities to supporters working together to protect the assets they value."</i> MARCUS JONES MP, 2015.</p> <p>It is also an opportunity to recognise and thank the volunteers who work tirelessly to run clubs and activities, NWL has a very good sporting offer which is down to the volunteers. We will survey schools to ascertain their feedback on the event and if their school children were inspired.</p>	<p>A, B, C, D, E S1, S2, S3, S4, S5</p> <p>Best Start in Life</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p>	<p>2022 saw the Sport and Health Awards change their name to the Let's Get Moving Awards to support the local Leicestershire Let's Get Moving Campaign.</p> <p>In partnership with NWLDC Health and Wellbeing Team and the NWL School Sports Partnership we hosted almost 400 people at the Whitwick and Coalville Leisure Centre.</p> <p>We spent an evening celebrating the amazing achievements of all our nominees and in particular our winners, showcased in the videos below.</p> <p>Our guest speaker GB 400m runner Martyn Rooney clearly inspired the audience as did our local trampoline club who put on an impressive show.</p> <p>Primary School Team of the Year Award</p> <p>Secondary School Team of the Year Award</p> <p>School of the Year Award</p> <p>Disabled Sportsperson of the Year Award</p>

[Let's Get Moving for Health Award](#)

[Activator of the Year Award](#)

[Outstanding Contribution Award](#)


[sports Person of the Year Award](#)



[Club of the Year Award](#)

[Team of the Year Award](#)

Our post event survey and school engagement session suggested that a separate event for young people would be preferable.



											
Review and expand the programme of mass participation events run from the Leisure facilities	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre	Swimathons Swimming Galas Public Events	Hosting events across our centres in partnership with local clubs and local, regional, and national organisers.	15 x events held over the year, with an average of 50+ participants per event.	Hosting sporting events/ competitions will help showcase and create traffic for our centres. Additionally, it will encourage people to come to our centres, experience the facilities and consequently return to take part in further sport.	A, B, C, D, E S1, S2, S3, S4, S5 Staying Healthy and Well ■	15	16	12	10
NWL Sport (previously LSA)	Ongoing	Whitwick & Coalville Leisure Centre Ashby Leisure Centre	Target Groups Local sports clubs Partners School Sports Partnership Active Together NWLDC	Understand the wants, needs and challenges facing grassroots sports clubs and where appropriate respond to those needs. Work with clubs to sign up to Club Activ8.	Deliver 2 x user group meetings for each centre.	Playing a key part in NWL Sport will help place our centres in a great position to accommodate local sporting club's needs. The group also allows discussion and formulation of ideas and plans to help reduce barriers to sport and increase activity levels with a collaborative approach.	A, B, C, D, E S1, S2, S3, S4, S5 Best Start in Life Staying Healthy and Well Living and Ageing Well ■	0	1	0	0 Awaiting Sports Dev Officer appointment

				Support club workforce development. Support access to facilities. Attend and chair quarterly meetings.								and induction
parkrun	July 2022	Whitwick & Coalville Leisure Centre	Partners All schools in district School Sports Partnership / School Games Officer NWLDC NWL residents	EA & NWLDC Health and Wellbeing Team will explore if the WCLC site is suitable for a junior parkrun.		Identify suitability of the area outside Whitwick and Coalville Leisure Centre to host a junior parkrun. If suitable planning will commence for WCLC to host junior parkrun.	A, B, C, D, E S1, S2, S3, S4, S5 Staying Healthy and Well Best Start in Life 				Awaiting development of Hermitage Rec Ground.	
Community/ Themed Walks	March 2022	Whitwick & Coalville Leisure Centre	Partners All schools in district School Sports Partnership / School Games Officer NWLDC	EA to support NWLDC with community and themed walks within the district. Promoting the walks as well as helping facilitate them at EA sites (WCLC).	Assist and partner 2x walking events	Use these walks to engage CYP families and NWL residents into activity participation in a friendly, communal non-competitive manor.	A, B, C, D, E S1, S2, S3, S4, S5 Staying Healthy and Well 	0	0	1 Supporting Coalville CAN 'Mega Walk'	1 supported orienteering taster session for schools	

Thomas is currently GB U18 ranked 39 and men's 151. Thomas also achieved a level 1 in coaching tennis which was funded through Team Leicestershire Talent. Having the facilities available on his doorstep has been key to Thomas ascending through the ranks in tennis.

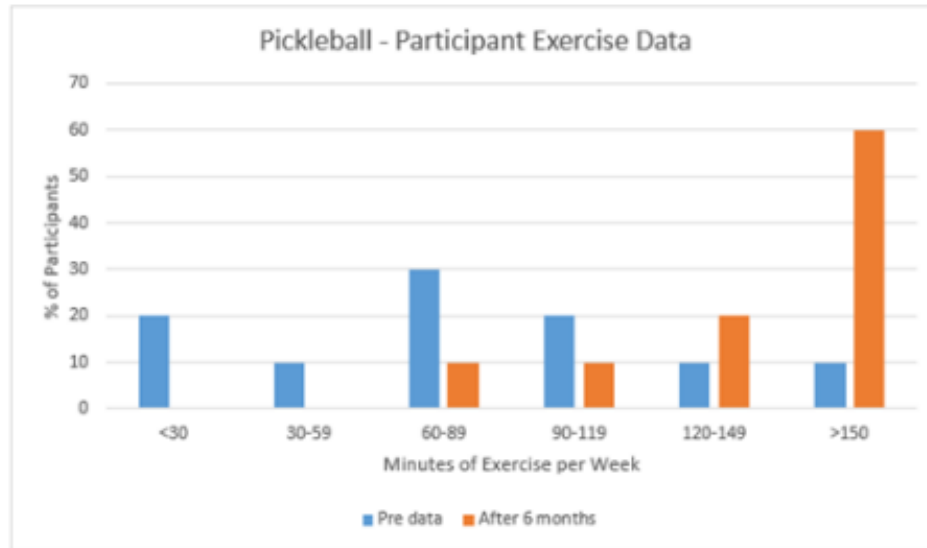
Unfortunately, Thomas experienced a foot stress fracture last year. Using the centres range of facilities really aided his recovery. Due to his complimentary membership through the Talented Athlete Programme, he was able to use varied areas to assist with his rehabilitation. He now has his sights on a scholarship in Tennis in the USA.

Appendix 2

Pickle Ball, in partnership with NWLDC Health and Wellebing Team

- All pickleball participants have increased their weekly activity by at least 1 hour per week
- The most noticeable improvements have been seen in the participants who have suffered from health conditions:
 - One participant was severely obese and has now lost 4 stones and is playing 4 times per week.
 - Another participant, who suffers from Parkinsons has said that pickleball is the only activity he does and that it has provided a great way for him to exercise and socialise

- Both leisure centres have put on an extra session per week to support demand for pickleball, which has allowed a large percentage of the group to increase their activity by 2 hours per week.



Appendix 3

Exercise Referral/GP Referral

Alex has been suffering long term back pain with issues with the discs at L5 and L4. The MRI showed quite a degenerative disc at S1/L5 and another degenerative disc at L5/L4. This included a broad-based disc bulge at both levels with mild lateral recess stenosis. There was also something called focal areas of oedema at the end plates to L5/S1.

After being referred he had a discussion with a member of the health and wellbeing team, and it was decided that joining the leisure centres would be useful to aid in his recovery.

He states that this has been a huge element in his recovery. He has been attending the gym once per week alongside swimming and spin classes.

A result of this, he has been able to start playing a bit of 6 a side football once a week, which the thought of running before this was impossible.

All in all, the days of back pain are more a rarity now, in which before it was a rarity to have a pain free day.

Appendix 4

Rehab, in partnership with NWLDC Health and Wellbeing Team

Participant story 1

Over 10 years ago, having begun to find it harder to undertake tasks that required modest physical effort, I was diagnosed with COPD. During the subsequent years I found it slowly becoming more difficult to do everyday tasks, but I was always able to cope, it just took longer to do them. Having COPD

I was classed as being in the Covid at-risk group so began a long period of self-isolation at home from the start of the first lockdown period. During that period, I also retired so my physical activity fell from little to almost zero and it remained at that level for the following 2 years.

At my 2021 annual COPD review, it was evident that I had become heavily reliant upon the relievers to do the everyday tasks and the doctor suggested taking part in a Cardiac and Pulmonary Rehabilitation Scheme, a 6-week course run by the NHS designed re-establish some level of physical fitness to help in performing those everyday tasks. At the end of the course, I was offered a referral to the NWLDC Health and Wellbeing Team. Having already begun to feel the benefits of regular exercise I was keen to accept as I felt I would be more motivated to exercise within a gym environment than if I just tried to exercise alone at home.

A few weeks ago, I had my introductory meeting which included a tour of the Whitwick and Coalville Leisure Centre. During the meeting we discussed what I had achieved on the NHS course so that at my first gym session, an initial exercise program had been drawn up suitably tailored to my abilities. The instructor took the time to go through it with me and introduced me to the equipment I would be using and how to operate it. Even after just a few weeks into the course, my level of fitness has certainly begun to improve. During each session, the instructor reviews my exercise program and suggests suitable adjustments to take advantage of my improving level of fitness. Having the instructor available during each session certainly helps with the motivation.

My first visit to the gym was daunting to say the least, but I soon settled in and now look forward each session. I would thoroughly recommend the course to anyone who needs to improve their level of fitness in a controlled manner.

Participant Story 2

Having been diagnosed with an aortic tear I was very apprehensive when it came to activity. Knowing how much intensity I could safely perform was a big concern for fear of exacerbating problems.

During rehab this was discussed in length during the consultation and helped to put my mind at ease. Knowing that I could safely push myself to a moderate intensity without fear of problems made my confidence grow dramatically. I began to enjoy the sessions and was keen to attend each week. My physical and mental health increased as the sessions went on. The social aspect was a huge help as seeing others in a similar situation to myself was very motivating.

After the rehab had finished, I had a discussion with the instructor about the next stage. I decided to continue my physical activity by signing up to the gym and attending on a regular basis. The knowledge and confidence gained through rehab set me up for the future by understanding how important physical activity was for cardiovascular health and to reduce the likelihood of a future event.

I would highly recommend cardiac rehabilitation to anyone who may require it.

Appendix 5

Youth Crime Prevention

*for purpose of confidentiality, only initial of first name have been used.

I have been working with L since July 2017, he was 12 years old and was involved in criminal behaviour and was heavily influenced by a local negative peer group, he was involved in drug running and the use of weapons.

His last court order finished in mid-2018 and he has worked with me on a voluntary basis ever since. During that time, he has learnt to trust me and in 2020 disclosed that he was struggling mentally.

He had previously declined support from CAMHS but between myself and his mum we managed to get him there and at the age of 17 was diagnosed with drug induced psychosis, we have managed to get him on the correct medication, and I bring him to Everyone Active to get him in a totally separate environment to slowly integrate him back into mainstream society.

These sessions have been very beneficial to him, and he actually now is asking for them to happen on a more regular basis. L has been consistently unreliable in respects to attending our meetings, however, since using the Everyone Active facilities he has not missed one of our meetings and has reported feeling more positive about himself and his future as well as not involving himself in any antisocial behaviour.

Appendix 6

Inclusive Play Session, in partnership with NWLDC Health and Wellbeing Team

As featured in the [Active Together Annual Review for 2022/23](#) the session continues to support children aged 5-11years with a disability, and their siblings, to access fun and safe play sessions. 15 new participants joined this year, all were inactive before joining and all have increased PA by coming to the session once per week. Read Aaron's story below:

(Active Together Annual Review 2022/23)

ACTIVE TOGETHER working with:

NORTH WEST LEICESTERSHIRE

Annual Review 2022/23

Investment: Total funding secured to support local delivery: **£342,491**

North West Leicestershire Health and Wellbeing Team

Inclusive Play at Whitwick and Coalville Leisure Centre

Our weekly Inclusive Play sessions at Whitwick and Coalville Leisure Centre give children with additional needs, and their siblings, the opportunity to access fun, safe and inclusive ways to be more physically active. Participants have enjoyed sports, yoga, inflatables, climbing, sensory dance and agility courses. Their parents and carers also find support in each other.

Many children have benefitted from Inclusive Play; however one child stands out. A five-year-old who battles selective mutism barely spoke or interacted at the sessions. The coach Neil built up a great relationship with him leading to him speaking - something that surprised his carers. The power of physical activity and having the right person supporting you can be amazing.

The Inclusive Play sessions have also enabled us to support a young coach who started volunteering at the session that his brother attended to gain experience and qualifications. He now finds himself employed in a coaching role and continues to take the session with Neil.

"Aaron in particular struggles to make and maintain friendships and we find the sessions a useful stepping stone towards improving his confidence and self-esteem in that area. Finding clubs and activities for young people with difficulties and differences is very challenging and I for one would welcome more of these sessions."
Carol Sawyer, Carer

www.nwlsport.org



LET'S GET MOVING

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WHITWICK & GOALVILLE

ASHBY LEISURE CENTRE & LIDO

North West
Leicestershire
District Council

everyone
ACTIVE

Everyone Active Community



Wellbeing Plan 23/24



everyone ACTIVE
**COMMUNITY
WELLBEING**

"UNITING COMMUNITIES THROUGH ACTIVITY"

1. Introduction

Everyone Active (EA) is a charitable trust that manages leisure centres and facilities across the UK on behalf of local authorities. Everyone Active is now in its 5th year of running NWLDC facilities our centres are 2 in 260, now the sectors largest leisure operator 75 Local Authorities.

The health and wellbeing of North West Leicestershire (NWL) residents and the positive impact that we can have through our leisure centres is a priority for us. Our aim is to provide access and opportunities to all across our district, and those who are visiting our centres, acting as a catalyst and mechanism to increase activity levels across the district's residents.

Our partnerships aim is to deliver programmes to support the health and wellbeing of residents through physical activity, movement and sport as highlighted in this strategy. This plan captures EA's actions which aim to support the *NWL Health & Wellbeing Strategy*, and the *NWL Sport & Physical Activity Commissioning Plan*.

Key – the below colours indicate that an action aims to support the *NWL Health & Wellbeing Strategy* or the *NWL Sport & Physical Activity Commissioning Plan*

■ *NWL Health & Wellbeing Strategy*

■ *NWL Sport & Physical Activity Commissioning Plan*

2. The power of Physical Activity, Movement and Sport

'Step right up! It's the miracle cure we've all been waiting for.' (NHS.UK)

Benefits of active lifestyle

It is well documented and backed up by strong scientific evidence that moving more, being physically active and participating in sport can have huge benefits to a person's physical health.

The Chief Medical Officer (CMO) recommends that children aged 5- 18 years old be physically active for at least 60 minutes per day and adults 150 minutes per week including 2 days of strength building.

Physical activity can reduce the risk of developing type 2 diabetes by 30-40% and can reduce the risk of conditions such as heart disease, dementia, and stroke to name but a few.

As well as a tool to prevent disease it can be used for rehabilitation and to manage certain medical conditions such as recovering from cancer or heart conditions or living with long term conditions such as arthritis.

Building more movement into daily life can improve strength, balance and motor skills which are essential to living longer in better health. NWL has a rate of hip fracture that is significantly worse than the national average, increased levels of physical activity amongst residents could encourage a downward trend in the prevalence of hip fracture.

Meeting the CMO guidelines for physical activity is an important aspect of maintaining a healthy weight. This plan aims to support the wider work of the county's Healthy Weight Strategy implementation and local work through the NWL Health and Wellbeing Partnership and Primary Care Network.

NWL's prevalence of overweight and obesity is significantly higher than the national average in adults with 70.7% (Public Health 2021) of our adults classed as overweight or obese.

Scientific evidence also indicates that physical activity can support our residents to have the best start in life, reduce mortality, increase energy levels, support better sleep and manage pain effectively.

As well as having an impact on physical health, physical activity, movement and sport can also positively impact in other ways too. Evidence suggests that physical activity contributes to good mental wellbeing, it has the ability to reduce depression and in some cases anxiety.

Physical activity provides opportunity to overcome challenges, improve self-confidence, increase sense of purpose, build resilience, and make social connections. All of which can contribute to fun, enjoyment, happiness, and life satisfaction.

Physical activity can support individual development.

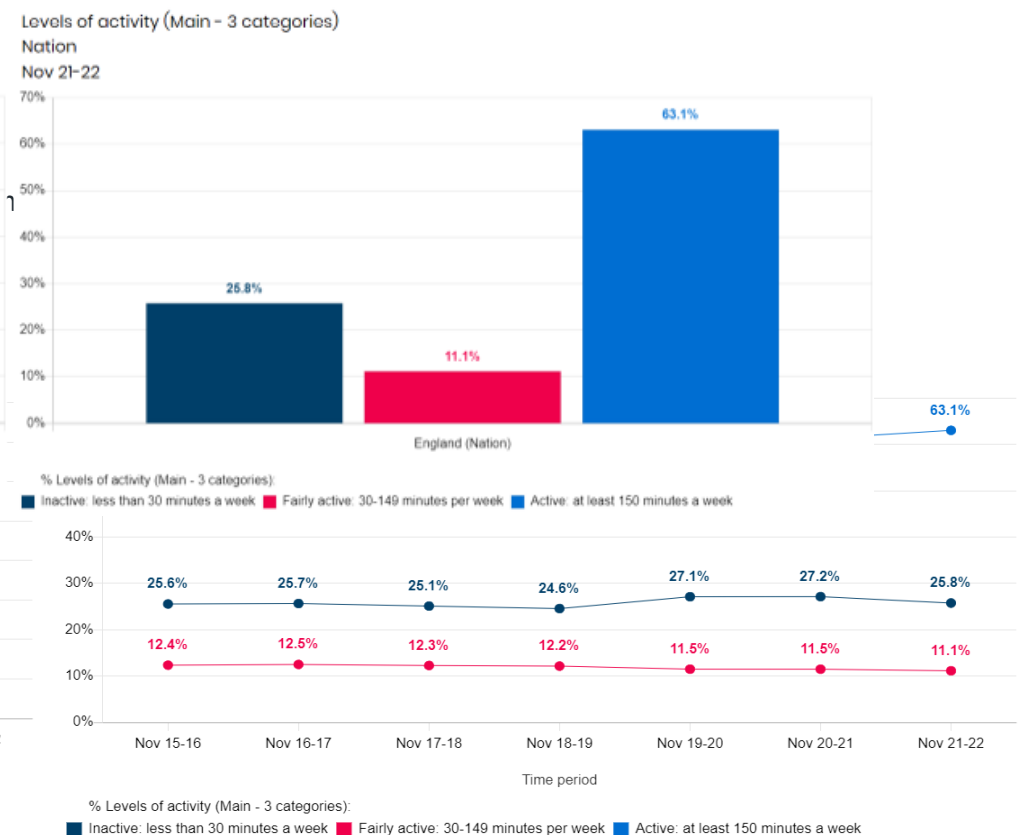
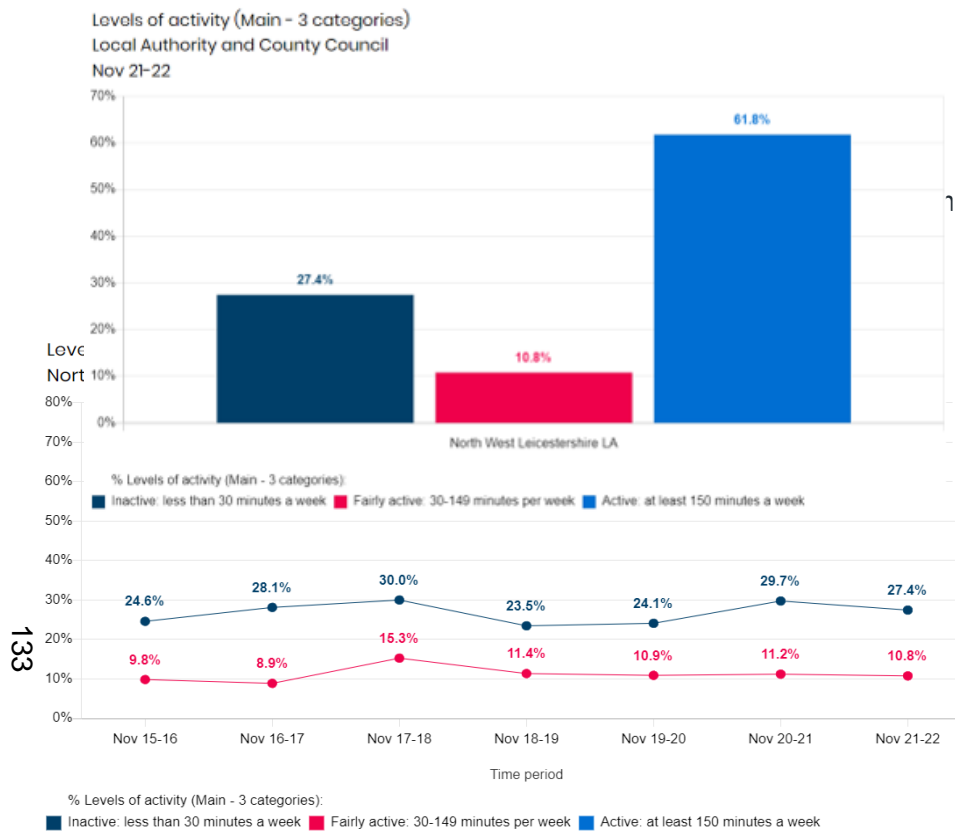
There is evidence that being active improves educational behaviour and attainment. NWL has a lower than the national average attainment 8 score (GCSE grades achieved across 8 subjects), encouraging our children and young people to be more physically active could help improve grades.

Physical activity can help to reduce anti-social behaviour giving young people activities to get involved with. It also provides opportunity to volunteer which supports the development of skills, such as integrity and leadership.

Sport and physical activity bring people together, encourages community and integrates people from all backgrounds. *'Sport and physical activity contribute £39 billion to the UK's economy and a significant portion of this comes from grassroots sport. The sector boosts the economy in two ways. Directly, through job creation, and indirectly by reducing healthcare costs due to a healthier population and reducing crime.'* (Sportengland.org)

3. Assessing Need

38% of North West Leicestershire Adults are reportedly not meeting the CMO guidelines for physical activity, of which 27.4% are reportedly inactive (active less than 30m per week). This is reflective of the England data as shown in the charts below.



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The most recent data available for NWL regarding children’s participation is May 2021 where only 38% of NWL’s children and young people are meeting the CMO guidelines for physical activity compared to the England Average of 44.6%. However, 39.1% are fairly active meaning we perform significantly better than the England average for inactive children at 22.9% compared to an England average of 32.4%. (Sport England, Active Lives Survey, May 21)

When developing the programmes set out in sections 7 we have taken into consideration the new Sport England Strategy ‘Uniting the Movement’ and the issues identified within the strategy as set out below. The issues each specific programme will aim to address are set out in the table in section 7.

The plan considers and supports priorities identified through the following.

- The NWL Health and Wellbeing Strategy
- The Leicestershire Health and Wellbeing Strategy
- The NWL Healthy Communities Plan
- NWL Sport and Physical Activity commission plan
- Active Together Framework
- Leicestershire Joint Strategic Needs Assessment (JSNA) 2018 – 2021 Obesity: Physical Activity, Healthy Weight and Nutrition
- Leicestershire Healthy Weight Strategy
- Integrated Care System’s Life Course; Best start in life, Staying Healthy and Well, and Living and Ageing Well.
- The NHS CORE20PLUS5 Health Inequalities (Tackling health inequalities by supporting the 20% most deprived residents, plus those with poor access to healthcare and have a condition recognised in the NHS 5 clinical areas of focus)
- Active Together Framework 2022-2032
- The developing NWL Community Health and Wellbeing Plan (led by the LLR Integrated Care Board)



Barriers to participation:

- Socio-economic status – families and personnel from lower socio-economic backgrounds have less expendable money which can be used to participate in sport/ activity. NWL has a number of low socioeconomic areas/residents which has the knock-on effect on activity/ sports participation
- Disability – Inclusivity and access for accessible users is a key barrier to participation. The percentage of people living in the district with a disability is higher than the national average.

- Travel & time – Being a ‘rural’ district poses its own issues/ barriers for residents. Resident report not having available activities close enough to them to engage in. Additionally, travel links need further work to allow NWL residents to travel around the district cheaply and easily.

4. Aims

Both a national and local issue.... *‘Physical INACTIVITY is responsible for one in six deaths and costs the country an estimated £7.4 billion a year.’* (Public Health England)

This plan aims to tackle some of the barriers to physical activity and support more residents to become more active. We aim to deliver on our vision of *‘Uniting communities through Activity’*. In addition, the plan also aims to support some of the wider outcomes within the delivery specification around providing local economic benefit, supporting safe and inclusive neighbourhoods, educating, protecting, and providing opportunities for young people, and providing high quality services.

The specific aims of each programme are set out in the table in sections 7.

5. Outcomes

Leisure Contract Specification – Authority Outcomes

This strategy sets out how we intend to meet the specified outcomes in the NWLDC Leisure Services contract.

The strategy broadly aims to achieve the following outcomes:

- Tackle and reduce health inequalities across the district
- Provide skills, employment opportunities and local economic benefit
- Provide opportunities for the inactive to be physically active
- Provide exercise and activity referral intervention for health-related conditions
- Support disadvantaged groups in our communities to be more physically active
- Support our community clubs to provide stability and developmental opportunities
- Work collaboratively with partners to provide active spaces for community groups
- Use digital platforms to reach rural or isolated residents with less opportunity to access to physical activity provision
- Educate, protect and provide opportunities for young people
- Play an integral part in the districts journey towards a carbon net zero future



The specific outcomes of each programme are set out in the table in section 7.

Monitoring, Evaluation and Learning

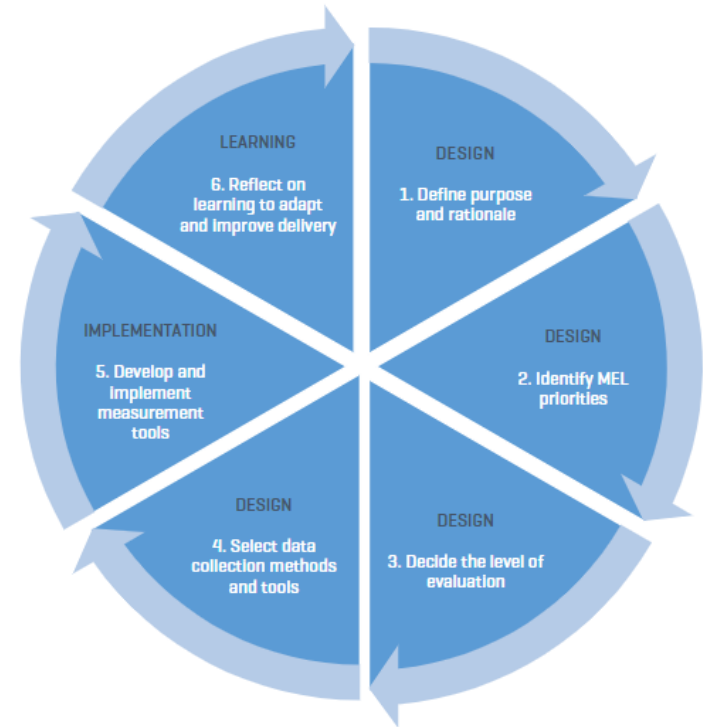
All programmes will be evaluated using Active Together's (Leicester, Leicestershire and Rutland's Active Partnership) Monitoring, Evaluation and Learning (MEL) Framework. This is a consistent approach across Leicester, Leicestershire and Rutland.

The principles and approach within the framework have been designed using national guidance set out by Sport England and the Office for Health Improvement and Disparities (formerly Public Health England).

The framework supports the production of accurate, high-quality reporting to understand value and demonstrate impact. It allows the generation of evidence in order to learn and guide future actions. It promotes interaction and reflection across our local system to connect, exchange and develop our learning. It allows us to demonstrate what is working and learn from what is not. It's helps us to evidence and tell a story about the impact on people and places.

The Framework provides a tool kit which includes a bank of standard questions to build our own pre and post questionnaires/data collection tools and guidance to adapt the questions to ensure that they are accessible. The framework also provides pre-populated question templates, an evaluation plan template, logic model, learning log and learning case study templates.


The framework encourages MEL throughout the programme, this allows learning to happen during and adjustments made accordingly.




Outcome Key	Outcome Description
A	Improving Health and Wellbeing and Reducing Health Inequalities (including Ex Referral)
B	Providing Local Economic Benefit
C	Supporting Safe and Inclusive Neighbourhoods (including demographic inequalities)
D	Educating, Protecting and Providing Opportunities For Young People (including Apprenticeships and Work Experience)
E	Providing High Quality Services (partner & local network)
F	Sustainability and Environmental Improvements (sits within the appendix – Energy Engagement Plan 2023/24)


Any targets or outcomes detailed in the plan are for both centres collectively, unless otherwise stated.


Improving Health and Wellbeing and Reducing Health Inequalities (including Ex Referral)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
139 Exercise Referral & Social Prescribing	March 2024	WCLC & ALC	<p>Target Groups Adults with low to medium risk, health conditions. CORE20PLUS5</p> <p>Partners NWLDC Local GP Surgeries other medical professionals hospitals social prescribing teams Active Together Leicestershire Public Health</p>	<p>Providing 4 x level 3 exercise referral qualified instructor led gym / exercise sessions per week.</p> <p>To have 2 contact points during the 12 weeks on the referral programme for each participant accessing the leisure offer by EA staff to support retention on the scheme and long-term adherence to physical activity.</p> <p>To offer a 6-week circuit-based session for exercise referral participants as a pilot.</p> <p>Provide discount on the scheme (12 weeks) and discount membership for 6 months.</p> <p>Provide space for Cardiopulmonary classes at each centre.</p> <p>Provide access, where appropriate for clients that have graduated from the Cardiopulmonary scheme into mainstream physical activity.</p> <p>Provide space for the Steady Steps and Steady Steps Plus programme.</p>	<p>27.5% complete the course</p> <p>40% go on to exercise beyond the 12 weeks.</p>	<p>40% increased their PA levels.</p> <p>70% report an improvement to their health/wellbeing.</p> <p>Providing a robust health support programme for people with low to high risk health conditions to exercise safely.</p> <p>Supporting social prescription will alleviate additional pressure on the NHS and related services by increasing participant's weekly activity. Contributing to a better quality of life.</p> <p>Improvement and management of medical conditions and support their ability to manage own physical and mental wellbeing.</p> <p>Improve posture, stability, strength, and balance in older adults to reduce the risk of falling.</p> <p>The above will be evidenced using Active Together's MEL (Monitoring, Evaluating and Learning) Framework.</p>	<p>S4</p> <p>A</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p> 				


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
REACH Programme 140	March 24	WCLC & ALC	<p>Target Groups</p> <p>Young people of school age displaying challenging behaviour in school.</p> <p>Partners</p> <p>LCC, REACH Project workers Schools in district NWLDC</p>	<p>REACH is an organisation who are currently working with Castle Rock School and Newbridge with children that have been identified with behavioural challenges.</p> <p>REACH require support to provide suitable activities for young people and accessing the leisure facility is a popular solution.</p> <p>Working with NWLDC and using a whole family approach parents and their children will be offered the opportunity to utilise the facilities via club activ8 and Active Families Programme.</p>		<p>Measurable/noticeable behaviour change and children who are re-engaged in school. REACH to provide feedback/data.</p> <p>Increased activity levels leading to improved physical, mental, and social wellbeing.</p> <p>Spending quality time and overcoming physical challenges with parents and carers improving family socialisation/relationships.</p> <p>Personal development.</p> <p>Outcomes measured through case studies, questionnaires, and engagement with REACH.</p>	<p>Best Start in Life</p> <p>Staying Healthy and Well</p> 				


Providing Local Economic Benefit (and local partner working)


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
parkrun 141	March 2024	WCLC	<p>Target Groups</p> <p>Children and young people</p> <p>Partners</p> <p>All schools in district</p> <p>School Sports Partnership / School Games Officer</p> <p>NWLDC</p> <p>NWL residents</p>	EA & NWLDC Health and Wellbeing Team will explore if the WCLC site is suitable for a junior parkrun.		<p>Influence the design of the Hermitage Rec Ground development to incorporate a hard path system large enough to host a junior parkrun.</p> <p>Work with H&WB Team and Active Together to sign up to parkrun, design the route, provide staff, recruit volunteers, provide parking, storage and changing facilities and support comms.</p> <p>The route would start and finish at the leisure centre.</p> <p>The main outcome is to be in a position by 31st March to launch junior park run early 2024/25.</p>	<p>A, B, C, D, E S1, S2, S3, S4, S5</p> <p>Staying Healthy and Well</p> <p>Best Start in Life</p> 				

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
HWB Roadshow 142	March 2024	WCLC & ALC	Partners NWLDC Active Together LCC Enrych Community Partners SSP NWL residents	Holding health and wellbeing. community event 2 x per year (1 per site) allowing local partners to engage NWL residents highlighting the support available within the district/county. Such as debt advice, cost of living support, health screening, mental health support, healthy eating and weight management, physical activity, support for parents etc.	<ul style="list-style-type: none"> • 5x activities • 20x stall holders • 100 attendees • 30% of residents in attendance sign posted to services 	Residents are aware of and able to access services. Resident's health and wellbeing is improved as a result of accessing services. Stall holders are asked to monitor access to their services as a result of the event and capture a case study where possible.	A, B, C, D, E S1, S2, S3, S4, S5 Staying Healthy and Well 				
Events	March 2024	District Wide	Support NWLDC Health and Wellbeing Team at events to promote health and wellbeing opportunities	Attend/man NWLDC mobile wellbeing van during the summer to raise awareness of services available district/countywide. Deliver a water safety event at Whitwick Lake for children and young people in partnership with NWLDC and the People Zone.	80 residents engage with the van raising awareness of available services. 40 children and young people access the water safety event.	Residents are aware of and able to access services. Resident's health and wellbeing is improved as a result of accessing services. Raised awareness of the dangers of water, how to stay safe and what to do if you get/someone else gets in trouble improves the changes of young people staying safe around the waterways in NWL.					


Supporting Safe and Inclusive Neighbourhoods (including demographic inequalities)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
<p style="text-align: center;">Activity subscriptions for care and care leavers</p>		WCLC & ALC	<p>Target Groups Young people / adults who are in the process of leaving care.</p> <p>Partners LCC Care Leavers Team NWLDC Community clubs and delivery partners</p>	<p>Care leavers, and people in current care generally have limited access to leisure activities due to barriers such as cost.</p> <p>Everyone Active will support Care Leavers by Providing a free membership subscription to any care leavers living in NWL that wish to use the leisure centres.</p> <p>This will be reviewed by the centre and the authority teams periodically to determine if any additional support is required.</p>	<p>Accommodate all referrals for this type of subscription.</p> <p>Number of care leavers accessing the scheme and number of visits will be captured to give baseline data.</p> <p>It is important to note that neither Everyone Active nor North West Leicestershire District Council have any control of number of referrals made, we only have control over retention rates.</p>	<p>Success will be monitored using anonymised case studies due to the specific and sensitive nature of this scheme.</p> <p>We intend to impact each individual's life with social, physical and emotional benefits.</p>	<p>S2, S3</p> <p>Staying Healthy and Well</p> 				


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Providing active spaces for disability groups	March 2024	WCLC & ALC	<p>Target Groups People with disabilities and additional needs</p> <p>Local disability groups</p> <p>Enrych</p> <p>Memphys</p> <p>Partners NWLDC NWL Inclusive Steering Group Active Together</p>	<p>Work with NWLDC to promote opportunities for local Disability Groups/Schools to use the centre.</p> <p>Provide activity space for inclusive play/sessions.</p> <p>Liaise with the local Disability Groups to understand what they require to be active.</p> <p>Member of the NWL Inclusive Steering Group</p>	<p>Increase of 5% disability participation against 2022/23 and usage levels</p> <p>Previous 1715 accessible users participations (2022/23) 5% increase, Target 2330</p>	<p>Providing additional space/activities for this target group will allow them to access physical activity opportunities locally.</p> <p>The burden of having to travel to the city or elsewhere in the county can have a considerable negative effect or mean that they are not able to access sessions.</p> <p>Additionally, these sessions contribute to increasing activity participation for this population, helping provide social and emotional benefit through activity engagement.</p> <p>These sessions further embed inclusivity into our centres.</p> <p>Increase physical activity levels of participants.</p> <p>Participants to report improvement in physical, mental and social wellbeing.</p> <p>Evidenced using Active Togethers MEL Framework.</p>	<p>S1, S2, S5 A,C,D</p> <p>Staying Healthy and Well</p> 				

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Community Walks 145	March 2024	WCLC & ALC	Target Groups Active mums Active families Partners NWLDC Active Together	Work with NWLDC, Active together and local residents	1 x new walk per contract To train volunteers and deliver a community led Walk to become sustainable through volunteer delivery.	These walks will help to build free physical activity and social opportunities for this population that are easily accessible, helping families increase their physical activity levels and improve overall wellbeing and resilience. Using the MEL Framework physical activity and health/wellbeing will be monitored through attendance, questionnaires, and case studies.	S1, S2, S5 A,C,D Staying Healthy and Well 				

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Active Mums 146	March 24	WCLC	Partners NWLDC Active Together NWL residents who are Pre & Post Natal	Provide discounted offers for pre and post natal residents. Train up 1 member of staff to deliver pre and post natal sessions. Deliver a buggy walk pilot to start and finish at the leisure centre.	Discounted swimming 1x per week for 10 participants Train 1x staff members in pre & post natal qualification. Deliver 1x Buggy Walk pilot. Facilitate virtual class for mums. PT to deliver a circuit class Exit route into main stream physical activity.	A social/physical activity support group created for pre and post natal residents. Women reach/ maintain a healthy pre and post natal weight. Women maintain/reach healthy mental wellbeing (combatting post natal depression) Pre and post natal mums have a healthy social balance. Pre and post natal mothers improve physical health, posture, core stability and overall fitness. Programme evaluated using the Active Together MEL Framework.	S1, S2, S5 A,C,D Staying Healthy and Well				


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Youth Crime Prevention 147	March 2024	WCLC & ALC	Target Groups Children and young people identified as likely to participate in anti-social behaviour. Partners NWLDC LCC (YJS) Active Together People Zone Impact workers Police	Work with LCC to facilitate Youth Crime interventions through LC use Project users to access centres 20 times per year	Benefits may include increasing physical activity levels which will positively affect emotional health of the programme users contributing to greater sense of wellbeing and reducing antisocial engagement. Impact will be evidenced through anonymised case studies.	Continue to work with LCC.	S1, S2, S3, S5 A,C,D Best Start in Life 				


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Output	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Active Whitwick/ Thringstone/ People Zone	March 2024	WCLC Community Settings	Whitwick & Thringstone communities/ residents	<p>Leisure partner for Active programmes, including offering reduced cost for activities and outreach work.</p> <p>Provide support and education for People Zone group in relation to water safety at collaborative event</p>	<p>Representation at community steering group.</p> <p>Deliver a Sports Leaders Award Training Course to residents of Thringstone and Whitwick and encourage participants to volunteer and gain experience at local VCSE organisations such as the scouts, Charles Booth Centre and so on.</p> <p>Attend and support delivery of community events x2</p> <p>Support with facility access (at the Leisure Centre)</p> <p>Support with any other possible opportunities that arise.</p>	<p>To engage residents in activity and promoting a healthy active lifestyle.</p> <p>Educate children around water safety Influence the direction, add capacity to delivery and keep momentum of the People Zone – see also events.</p> <p>Local residents trained to deliver physical activity sessions will leave a legacy of sustainable sessions and support access to jobs.</p> <p>Create community cohesion.</p>					


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
NWL Sport	Ongoing	WCLC & ALC	<p>Target Groups Local sports clubs</p> <p>Partners School Sports Partnership Active Together NWLDC</p>	<p>Understand the wants, needs and challenges facing grassroots sports clubs and where appropriate respond to those needs.</p> <p>Work with clubs to sign up to Club Activ8.</p> <p>Support club workforce development.</p> <p>Support access to facilities.</p> <p>Attend and chair quarterly meetings.</p>	Deliver 2 x user group meetings for each centre.	<p>Playing a key part in NWL Sport will help place our centres in a great position to accommodate local sporting club's needs.</p> <p>The group also allows discussion and formulation of ideas and plans to help reduce barriers to sport and increase activity levels with a collaborative approach.</p> <p>Centre users get access to state of the art leisure centres.</p> <p>Engaging with LC's and this network helps to increase advertisement and reach for sports, helping to increase people physical, social and emotional health.</p>	<p>A, B, C, D, E S1, S2, S3, S4, S5</p> <p>Best Start in Life</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p> 				

Educating, Protecting and Providing Opportunities For Young People (including Apprenticeships and Work Experience)


What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
L2 Skills Programme including; - Sport Leader Awards (SLA)/ Swimming Teacher L1 & L2 Qualification. National Pool Lifeguard Qualification(NPLQ)	March 2024	WCLC & ALC	<p>Target Group CORE20PLUS5 / Residents / current EA employees</p> <p>Partners Community Groups, sports clubs</p>	Identify members of the current workforce and NWL residents to sign up to the L2 skills programme to train up in Lifeguard, Fitness and coaching.	<p>1 x L2 SLAs</p> <p>1 x Swimming teachers</p>	<p>All who undertake training will have opportunity to apply for employment or additional roles within our leisure centres.</p> <p>All will be offered volunteer opportunity.</p> <p>It has recently been identified that there is a shortage of volunteers and swim teachers in NWL. This programme would help to fill the gap.</p>	<p>S1, S2 E</p>  <p>Staying Healthy and Well</p>				
150 Number of Apprenticeships/ Work Experience	March 2024	WCLC & ALC	<p>Target Group NWL Residents Apprenticeship – Generally aimed at personnel over age of 18</p> <p>Work placement – For personnel in current education CORE20PLUS5</p> <p>Partners Colleges / schools</p> <p>Local sports clubs/ partners</p> <p>Lifetime Training</p>	<p>Identify apprenticeship opportunities for new applicants and existing colleagues to train and develop in multiple positions to support both centre and community-based services.</p> <p>Provide opportunity for experience and potential employment within our centres.</p> <p>Use work placement booklet for bespoke experience.</p>	<p>1 x apprenticeships delivered</p> <p>6 x work placements</p>	<p>1 x apprentice secures a full or part time employment role within the centres.</p>	<p>S1, S2 E</p>  <p>Staying Healthy and Well</p>				



What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Club Activ8 Scheme 151	March 2024	WCLC & ALC NWL District	<p>Target Groups Children and Young People CORE20PLUS5</p> <p>Partners Primary schools Upper schools All schools in district School Sports Partnership / School Games Officer NWLDC</p>	<p>Engaging with NW Leicestershire schools to increase weekly activity levels and leisure centre usage.</p> <p>Promoting local clubs and partners</p> <p>Work with Schools and SSP to specifically target pupils that are on free school meals or receive Pupil Premium (at one specific school)</p>	<p>Previous years usage is 20.2%</p> <p>New Target 22.5%</p>	<p>Increase in activity levels of participants.</p> <p>Improving physical, mental, social, and emotional health.</p> <p>Participants can experience new activities which may lead to better adherence to physical activity. An increase in children on free school meals and Pupil Premium regularly accessing the scheme and increasing physical activity levels.</p> <p>Pre and post questions will be used to evaluate the scheme along with usage.</p>	<p>A, B, E S2, S3, S4, S5 Best Start in Life</p> 				

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Activity subscriptions supporting families on low incomes	Ongoing	WCLC & ALC Local community facilities	<p>Target Group Families which are on low incomes identified by the Children and Families Wellbeing Service or through the Active Families Scheme</p> <p>Leisure Link Membership CORE20PLUS5.</p> <p>Partners Children & Families wellbeing service (LCC) Active Together NWLDC</p>	<p>Use a whole family approach to physical activity.</p> <p>Provide HAF in collaboration with TayPlay for low-income families (pilot)</p> <p>Use Leisure Link Membership to give access to low income families.</p> <p>We will work with partners to support access to equipment and sports clothing where required and where possible.</p>	<p>Deliver a 5% increase in the number of supported children and families utilising our centres.</p> <p>Target 573</p> <p>Provide 10 x places for HAF</p>	<p>Provide accessibility to state-of-the-art facilities to groups from low socio-economic backgrounds.</p> <p>Increase physical activity levels of participants.</p> <p>Improve or maintain good physical, mental and emotional health.</p> <p>Evidenced using the MEL Framework including pre and post questionnaires and case studies.</p>	<p>S2, S3</p> <p>Best Start in Life</p> <p>Staying Healthy and Well</p> 				

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
Inclusive play session 153	Ongoing	WCLC	<p>Target Group 5-11yr olds with learning disabilities and special educational needs</p> <p>Partners Special Educational Needs (SEN) schools Enrych Memphys NWLDC NWL Inclusive Steering Group</p>	The aim is for Everyone Active to have taken on the session by the end of financial year 23/24 to ensure this session continues on at a subsidised rate for participants.	Average of 10 x people attending per session	<p>Accessibility to local sessions.</p> <p>Participants feel safe and welcome.</p> <p>Increase participants physical activity levels.</p> <p>Develop motor skills.</p> <p>Improve or maintain good mental and social wellbeing.</p> <p>The session becomes sustainable and not reliant on external funding being sourced.</p> <p>Evidenced using the MEL Framework including pre and post questionnaires and case studies.</p>	<p>A, B, C, E S2, S4, S5</p> <p>Best Start in Life</p> 				

Providing High Quality Services (partner & local network)

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
<p align="center">154 Supporting Talented Athletes</p>	Ongoing	WCLC & ALC	<p>Target Group Athletes operating at regional, national, and international performance level.</p> <p>Partners NWLDC Active Together Sports Clubs NWL Sport Sport England</p>	<p>Operating under the Everyone Active Sporting Champions and Go Gold scheme, working with the local authority, active partnerships and the clubs EA will offer membership support, providing free access to high quality facilities for those competing at regional and national level.</p> <p>The athletes must be able to evidence that they are completing at regional or national level.</p> <p>Implement a dedicated information board to track and promote athlete progress</p>	– 5 x Athletes (5 free memberships)	<p>Supports athletes with the cost of elite/high level sport.</p> <p>Supports a talent pool from NWL. Raising NWL's profile.</p> <p>Inspires other residents through advocacy and championing.</p>	<p>S2, S3, S5 C, B Best Start in Life</p> <p>Staying Healthy and Well</p> 				

What (Activity Need / Gap / Development)	When (Timescale)	Where (Location)	Who (Target Group & Partners)	How	Outputs	Outcomes	Performance Indicators	Q1	Q2	Q3	Q4
<p>Making Every Contact Count (MECC) Healthy Conversations</p> <p>155</p>	March 2024	WCLC & ALC	<p>The general population (residents and visitors to North West Leicestershire)</p> <p>To deliver MECC Lite Training to all EA frontline staff.</p> <p>EA Staff having healthy conversations with residents that visit the centre. This is a brief or very brief intervention that can result in signposting the resident to wellbeing support.</p>	<p>deliver MECC training to their staff such as Receptionists, Lifeguards and Fitness Instructors. This will give their staff the skills, confidence, and knowledge to encourage healthier lifestyle choices.</p> <p>Develop a MECC programme of training for Everyone Active's workforce and support the District Council to train other organisations within North West Leicestershire.</p>	<p>Programme of MECC Training developed for EA staff.</p> <p>A minimum of 1 x external training session delivered with NWLDC Officer.</p> <p>1x internal training held</p>	<ul style="list-style-type: none"> Improved access to health and wellbeing advice and services Improvement in morbidity and mortality risk factors Improve health and wellbeing of population reduce inequalities embed prevention and social prescribing 	A, B, C, E S2, S4, S5 				
<p>Host NWL Sport and Health Awards</p> <p>Host Junior Awards</p>	November 2023	WCLC & ALC	<p>Target Group</p> <p>NWL Residents</p> <p>Partners</p> <p>School Sports Partnership</p> <p>Local Sports Clubs</p> <p>NWL Sport</p> <p>NWLDC</p>	<p>Working in conjunction with key partners to host a sports and health awards evening to recognise the great sporting, physical activity and healthy lifestyle achievements of our wonderful residents, clubs, schools, and volunteers.</p> <p>Running two separate events this year to trial new style of awards to further engage district residents.</p>	<p>Achieve 16 awards with a minimum of 3 nominations per award.</p> <p>150 people attending each event.</p>	<p>Celebrate sporting success at all levels, especially grass root level.</p> <p>Celebrate moving more and healthy lifestyles.</p> <p>Celebrate life changing behaviour change through moving more.</p> <p>Celebrate our children and young people.</p> <p>Inspire our residents.</p> <p>Thank our volunteers.</p>	<p>A, B, C, D, E S1, S2, S3, S4, S5</p> <p>Best Start in Life</p> <p>Staying Healthy and Well</p> <p>Living and Ageing Well</p> 				

Likely to contain exempt information under paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

COMMUNITY SCRUTINY COMMITTEE – THURSDAY, 28
SEPTEMBER 2023

Title of Report	AN UPDATE ON THE COUNCIL'S WORK ON ENFORCING STANDARDS IN THE PRIVATE RENTED SECTOR AND AN UPDATE ON TACKLING FUEL POVERTY IN THE PRIVATE RENTED SECTOR	
Presented by	Paul Sanders Head of Community Services	
Background Papers	None	Public Report: Yes
Financial Implications	<p>There are financial implications to be aware of arising from the report.</p> <p>The cost of the enforcement activities are included in the General Fund Revenue Budget. However, there are no income budgeted for any penalties that may be realised. As set out in the Cabinet the level of income from penalties will be kept under review and factored into the Budget 2024/25 and Medium-Term Financial Plan.</p> <p>The Council provides funding to Lightbulb from its revenue budget and Disabled Facilities Grant (DFG) which is part of the Capital Programme. The report to be undertaken by Foundations is expected to be funded from the DFG allocation and will seek to propose options regarding the future use of DFG allocation.</p>	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	There are no legal implications as this is an update report.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	The staffing implications are set out in the body of the report	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To provide an update on the private sector housing work undertaken by the Environmental Protection team and to provide an update on tackling fuel poverty in the private rented sector.	
Recommendations	COMMUNITY SCRUTINY TO NOTE AND COMMENT ON THE CONTENTS OF THE REPORT.	

1.0 BACKGROUND

- 1.1 In June 2023, Cabinet approved a number of housing enforcement policies. After the Cabinet meeting, a call-in request was made, although the call-in request was refused, the Environmental Protection team agreed to provide Community Scrutiny with an update on the implementation of the policies.
- 1.2 The policies came into effect in June 2023 and this report provides an update for the period June to August 2023
- 1.3 In response to a request for the Community Scrutiny work programme, the report also includes an update on the Council's progress in relation to tackling fuel poverty in the private rented sector.

2.0 IMPLEMENTATION OF THE POLICIES

- 2.1 Following the adoption of the policies at Cabinet the Environmental Protection Team has met as a working group and has completed the following actions so far:
- The Private Sector Housing Enforcement Group (comprising of Environmental Health Officer's, Enforcement Officers, Team Leader and Team Manager have developed procedures to ensure consistency across the whole team
 - The Team has been briefed and trained.
 - A review has been carried out of the active private sector housing cases. One case has been identified which may be appropriate for the application of a civil penalty, subject to the expiration of a compliance period for the completion of the works.
 - To identify the properties that did not meet the Minimum Energy Efficiency Standards (MEES), the team used various data sets including Government and County Council data. The data sets had to be reviewed to ensure there were no duplications. This is important because the Team wanted to ensure the relevant owners of properties were contacted and to ensure accurate figures for reporting purposes. This initial data cleanse has resulted in the figures changing from 430 to 203 non-compliant properties.
 - To manage the case load, the Team has developed a risk-based approach to ensure the higher risk properties are tackled first. This risk-based approach is based on a number of factors including; the properties current EPC score, previous complaints regarding the property and the level of works required to improve the property. This is also in line with the Government's requirements to prioritise damp and mould cases.
- 2.2 The figures for each category are shown in Table One below up to August 2023.

Table One

Very High	10
High	15
Medium	46
Low	34
Very Low	5
Need to register for an exemption	8
Total non compliant	118

2.3 Table Two below illustrates the work undertaken to date.

Table Two

Total number of private rented properties in North West Leicestershire (as per Government data)	5787
Number of properties that were not compliant with MEES but are now, as a result of officer intervention, since June 2023	15 out of 430
Number on the Exemption Register	6
Number of owners and tenants notified of the new legislation	203
Number of owners contacted via initial letter - in line with the new policy	60
Number of owners contacted via second letter - in line with the new policy	10
Percentage of properties compliant with MEES in September 2022	93%
Percentage of properties compliant with MEES in September 2023	98%
Proposed Council Delivery Plan Target	98% by 2028

2.4 The working group monitors the progress being made with the very high and high risk properties to ensure that in line with the procedure and civil penalties policy, once they have received two letters, the case is reviewed with a view to receiving a penalty for non-compliance. If the penalty is not paid, then the Council can pursue the payment via the civil route.

2.5 The temporary full time Technical Support Officer and temporary part time Environmental Health Officer contracts have been extended for a further year, until 31 October 2024 and 20 August 2024 respectively. Both officers are working specifically on private sector housing enforcement.

2.6 The Council has been taking advice from Foundations the Housing Charity that supports Councils with their Disabled Facilities Grant (DFG) service. The Council is looking at a commission with Foundations to review the potential for greater flexibility in the use of DFG capital which includes looking at the current level of resources in the Team.

3.0 FUEL POVERTY

3.1 Home Update Grant – Phase 2 (HUG2), this is a Government backed scheme delivered by local authorities to improve home efficiency. People without mains gas heating are able to apply. Through the Lightbulb project, North West Leicestershire have top sliced £150,000 from the Disabled Facilities Grant funding, permissible within the grant criteria, to support take up within the area. There is not any current data on the uptake for HUG2 in NWLDC as the scheme has very recently been launched.

3.2 A pilot project being set up through Lightbulb is the Respiratory illness project. North West Leicestershire officers are part of the working group scoping the project. The proposal for this pilot is to address housing conditions likely to exacerbate asthma and respiratory illness across Leicestershire by improving collaborative working between

housing and health practitioners. This is to ensure that effective intervention is undertaken at the earliest point to reduce the likelihood of serious illness developing.

- 3.5 The MEES compliance work detailed above will also ensure that works are carried out by private sector landlords that in turn will help tenants with the energy costs within their rented properties.

4.0 GENERAL HOUSING ENFORCEMENT

- 4.1 The Council's Housing Strategy and Environmental Protection Teams have met with Derby City Council's Decent and Safe Homes (DASH) team, which the Council is a member of. DASH provides advice and support to councils' Private Sector Housing Teams. The re-launch of the landlord forum in NWLDC and the use of a Landlord's Charter were part of the discussions. During this meeting, DASH also discussed the landlord accreditation scheme that DASH offer and how to promote this to attract more members. The Housing Strategy Team is re-launching the Landlords Forum and is in the process of updating its contacts to attract more Landlords to the Forum in the future. Once the Forum has been re-launched this will be a good opportunity to promote the DASH accreditation scheme and gain views on the establishment of a Landlord's Charter, which reflects the action within the emerging Council Delivery Plan considered by Corporate Scrutiny Committee on 31 August.
- 4.2 Table Three below, illustrates the work undertaken by the Environmental Protection Team in June, July and August.

Table Three

Housing service requests	16
Service requests which involve section 21 notice	2
Park home service requests	5
HMO applications	0

Policies and other considerations, as appropriate	
Council Priorities:	<ul style="list-style-type: none"> - Local people live in high quality, affordable homes - Our communities are safe, healthy and connected
Policy Considerations:	None
Safeguarding:	Any safeguarding concerns raised through the work within the Environmental Protection Team are referred as appropriate.
Equalities/Diversity:	An Equality Impact Assessment was completed when drafting the policies.
Customer Impact:	Improved energy efficient rented properties will help reduce the utility costs for the property
Economic and Social Impact:	Tackling Damp and Mould and improving energy efficiency in the private rented sector will help lower

	utility costs and reduce the risks to health of the tenants in terms of respiratory illness.
Environment, Climate Change and zero carbon:	Environmental Implications including contributions to achieving Zero carbon Council by 2030. The Minimum Energy Efficiencies Standards Financial Penalties policy provides a regulatory framework for improving the energy efficiency in the private rented sector.
Consultation/Community Engagement:	None required
Risks:	None
Officer Contact	<p>Paul Sanders Head of Community Services Paul.sanders@nwleicestershire.gov.uk</p> <p>Clare Proudfoot Environmental Protection Team Manager clare.proudfoot@nwleicestershire.gov.uk</p>

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

COMMUNITY SCRUTINY COMMITTEE – THURSDAY, 28
SEPTEMBER 2023

Title of Report	HOMELESSNESS STRATEGY TO APPROVE THE COUNCIL'S NEW FIVE YEAR HOMELESSNESS STRATEGY	
Presented by	Andy Barton, Strategic Director of Communities	
Background Papers	None	Public Report: Yes
Financial Implications	There are no financial implications arising directly from the approval of the Strategy. However, the impact of the Strategy will need to be considered as part of developing and approving the Budget and Medium Term Financial Plan as homelessness is a pressure within the local government sector.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	No direct legal implications arising from this report	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	None directly	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To introduce the draft Homelessness Strategy for consideration by the Community Scrutiny Committee	
Recommendations	THAT COMMUNITY SCRUTINY COMMITTEE NOTES THE DRAFT HOMELESSNESS STRATEGY AND PROVIDES COMMENTS AHEAD OF CONSIDERATION BY CABINET ON 12 DECEMBER.	

1.0 BACKGROUND

- 1.1 Under the Homelessness Act 2002, all housing authorities must have in place a homelessness strategy based on a review of all forms of homelessness in their district. The strategy must be renewed at least every five years.
- 1.2 The strategy must set out the authority's plans for the prevention of homelessness and for securing that sufficient accommodation and support are or will be available for people who become homeless or who are at risk of becoming so.

1.3 The Council's last Homelessness Strategy was approved by Cabinet on 5 March 2019. As the end of the strategy's lifespan approaches, this new draft strategy sets out the Council's priorities for the next five years

2.0 CONSULTATION

2.1 The draft strategy has been developed in consultation with a range of key partners and stakeholders. Consultation and engagement has included:

- A shared partner engagement day alongside Melton Borough Council and Oadby and Wigston Borough Council
- An online public survey promoted to current and recent service users of the housing choices service
- A presentation to the Tenants and Leaseholders Consultation Forum
- Engagement with the local homelessness prevention forum
- A member workshop.

2.2 Feedback across all of these activities has fed into the draft strategy and emerging actions.

2.3 Following on from consideration by Scrutiny Committee, the strategy will be shared with key stakeholders for comment prior to presentation to Cabinet.

3.0 OVERVIEW OF THE STRATEGY

3.1 The strategy reviews performance over the last five years and then identifies a set of priorities and potential actions to address those priorities.

3.2 Section 179 of the Housing Act 1996 sets out an obligation on the local housing authority to provide advice around homelessness to people in the district. Section 179(2) sets out particular groups the service must be designed to meet the needs of. These are:

- a. people released from prison or youth detention accommodation;
- b. care leavers;
- c. former members of the regular armed forces;
- d. victims of domestic abuse;
- e. people leaving hospital; and
- f. people suffering from a mental illness or impairment.

3.3 The strategy is structured so as to have particular regard to the needs of these groups.

3.4 The Homelessness Code of Guidance for Local Authorities sets out that "in districts where there is evidence that people are sleeping rough, the homelessness strategy should include objectives to work toward eliminating rough sleeping." The strategy also, therefore, considers the needs of rough sleepers in the district.

3.5 Finally, taking on board feedback from service users the strategy places a focus on the customer experience.

3.6 The strategy identifies four priorities and sets out how the Council intends to address these, namely:

- Reduce demand for homelessness services through proactive support;
- Increase the number of positive outcomes for homeless households;
- Reduce demand and increase the quality of emergency accommodation;
- Better meet the needs of people with complex needs; and
- To eliminate rough sleeping where possible.

4.0 PROPOSED IMPLEMENTATION

- 4.1 It is proposed that the draft strategy is now put out to consultation ahead of consideration by Cabinet at the December meeting.
- 4.2 Once the strategy is approved, an annual delivery plan will be developed to address the priorities agreed through the strategy.
- 4.3 Oversight of the delivery plan will be through the Council's multi-agency preventing homelessness forum.
- 4.4 Key performance information in relation to homelessness will also form part of the housing strategy and systems team plan.

Policies and other considerations, as appropriate	
Council Priorities:	Local people live in high quality, affordable homes
Policy Considerations:	None
Safeguarding:	There are no direct safeguarding considerations, however, the policy has particular regard to support for people subject to domestic abuse.
Equalities/Diversity:	An Equalities Impact Assessment has been undertaken and no adverse impacts on protected groups have been identified
Customer Impact:	The strategy identifies the Council priorities for addressing homelessness. These will have a direct customer impact. The strategy endeavours to have a positive impact on some of the most vulnerable customers we support.
Economic and Social Impact:	None directly
Environment, Climate Change and zero carbon:	None directly
Consultation/Community Engagement:	The draft strategy has been developed in consultation with a range of key partners and stakeholders. Consultation and engagement has included: <ul style="list-style-type: none"> • A shared partner engagement day alongside Melton Borough Council and Oadby and Wigston Borough Council • An online public survey promoted to current and recent service users of the housing choices service

	<ul style="list-style-type: none"> • A presentation to the Tenants and Leaseholders Consultation Forum • Engagement with the local homelessness prevention forum • A member workshop.
Risks:	None identified
Officer Contact	David Scruton Housing Strategy and Systems Team Manager david.scruton@nwleicestershire.gov.uk

Homelessness Strategy 2024 – 2029

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Introduction

About this strategy

Not having a home or living somewhere that is unsafe or unsuitable can have a devastating effect on individuals and families. We want to ensure that we are taking the right approach to preventing homelessness and rough sleeping and supporting those who become homeless.

Our Homeless and Rough Sleeping Strategy sets the direction and priorities we will follow for the next five years in order to address homelessness in North West Leicestershire.

The strategy sets out our plans for the prevention of homelessness and for securing appropriate accommodation and support for those who are homeless or at risk of becoming so.

In order to inform and develop this strategy we have carried out a review of our homeless data from the last five years alongside a series of consultation points with customers, stakeholders and key partners. This has allowed us to understand the challenges and gaps within existing homeless services and identify the opportunities that we want to develop over the next five years.

We are lucky to have already developed strong partnerships locally with many homeless services and joint pathways are now being delivered at a County or sub-regional level. We have also maintained our own distinct voice in our locality through a regular homelessness forum for the area and this has allowed us to develop strong working relationships with a range of partners, organisations, and individuals.

Since our last homeless strategy we have increased the affordable housing available to those in need, secured funding for new services and repurposed vacant Council housing into use as emergency accommodation.

But despite the success and progress we have made over the last few years there remains further work to do. Homelessness is not unique to North West Leicestershire and the challenges we face in tackling the underlying issues as well as the effects is significant. This strategy aims to build on the strong foundations we have developed with an ambitious and comprehensive approach to tackling homelessness in North West Leicestershire.

The homeless picture

Much has changed since the last homelessness strategy was developed in 2018.

The Coronavirus created a number of challenges for homelessness services but also created opportunities. The need to redesign services to be delivered remotely has

allowed us to widen opportunities for people to access our services but at the same time other changes have reduced flexibilities in service provision, especially in accommodation settings.

The need to make accommodation covid safe led to changes that mean that some of the short-term emergency accommodation options our providers had in place to respond to surges in demand or extreme weather events, such as shared spaces or through sit up night provision, are no longer available.

Ongoing economic challenges have meant that some services have reduced, are at risk or are under increased pressure. We have had to be proactive with our own resources to fill these gaps. We have sought to work together wherever possible with our neighbouring authorities to maximise opportunities for bringing in funding and creating efficiencies. We have been successful in putting in place a Countywide Rough Sleeper Initiative (RSI) lead by ourselves on behalf of the districts and Rutland which has both improved the range of services and support available to rough sleepers but also allowed us to better understand the true level of need in the district. This is one of a number multi-agency and sub-regional initiatives now in place covering areas such as prison release, hospital discharge and leaving care.

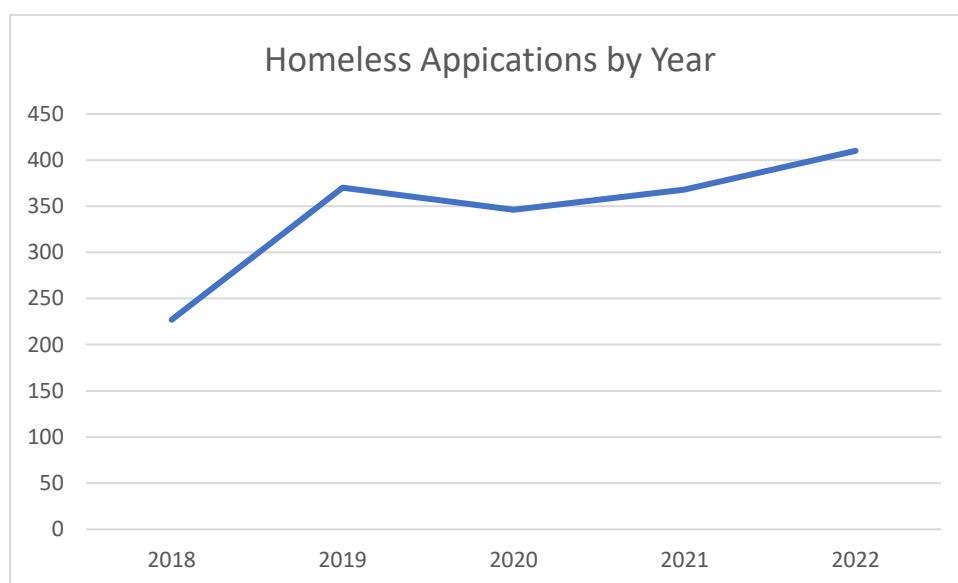
There have been other external factors too which have impacted on demand and have lead to us review our model of support. The most notable is probably the impact of the troubles in Ukraine and the introduction of the Homes for Ukraine scheme whereby members of our community opened their homes to those fleeing the war.

Over the lifetime of the last strategy we saw an increase in demand for our homeless services whilst at the same time a reduction in available accommodation options. Over the lifetime of this strategy we need to work smarter to address these challenges.

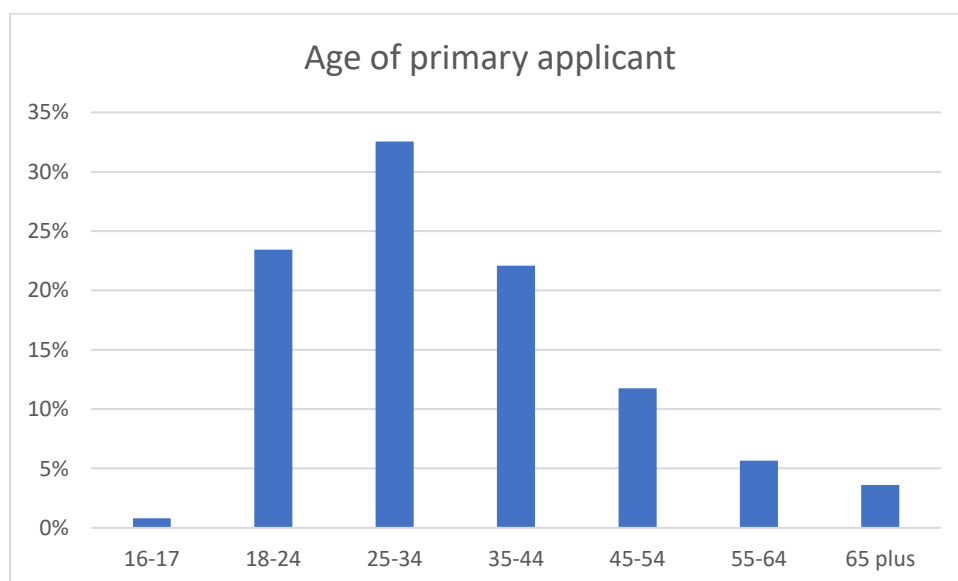
Key Challenges

Increasing Demand

The graph below shows the number of approaches for help received by the Council's Housing Choices Team that were assessed under the Homeless Reduction Act over the last five years.



As can be seen there has been a significant increase in homelessness cases over the period. The biggest jump was between 2018 and 2019 and this may in part be explained by the fact that this was the period where staff and indeed customers were adjusting to the new requirements of the Homelessness Reduction Act but the trend has continued overall since then albeit at a slower place.



The majority of people approaching us for assistance are between the ages of 25 and 34 with 51% identifying as Male. This has been largely consistent over the last five years.

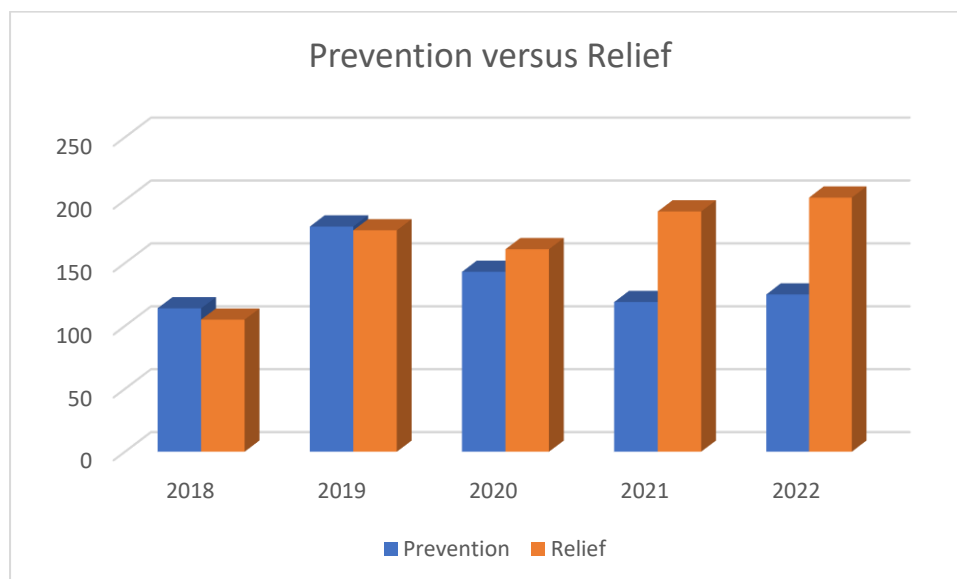
Of the households who are dealt with at the prevention stage 45% contain dependent children. At relief stage this drops to 20%. The split between singles/couples approaching for support and families has remained at a similar level throughout the last five years.

Early Intervention

The chart below shows the split between households approaching at a point where they are still in accommodation (prevention cases) and those who are already homeless (relief cases).

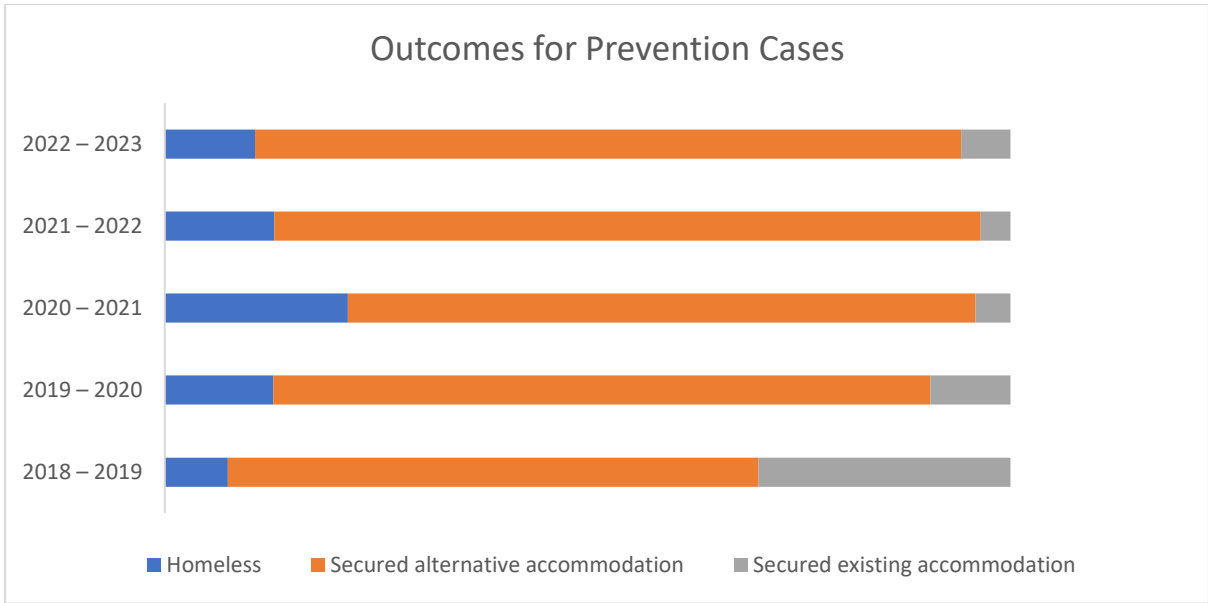
Where households do require assistance this is most effective when it can be provided before someone becomes homeless (so at the prevention case stage).

In 2018 and 2019 prevention cases were outnumbering relief cases however in 2020 this situation reversed and the gap between the two has been increased.

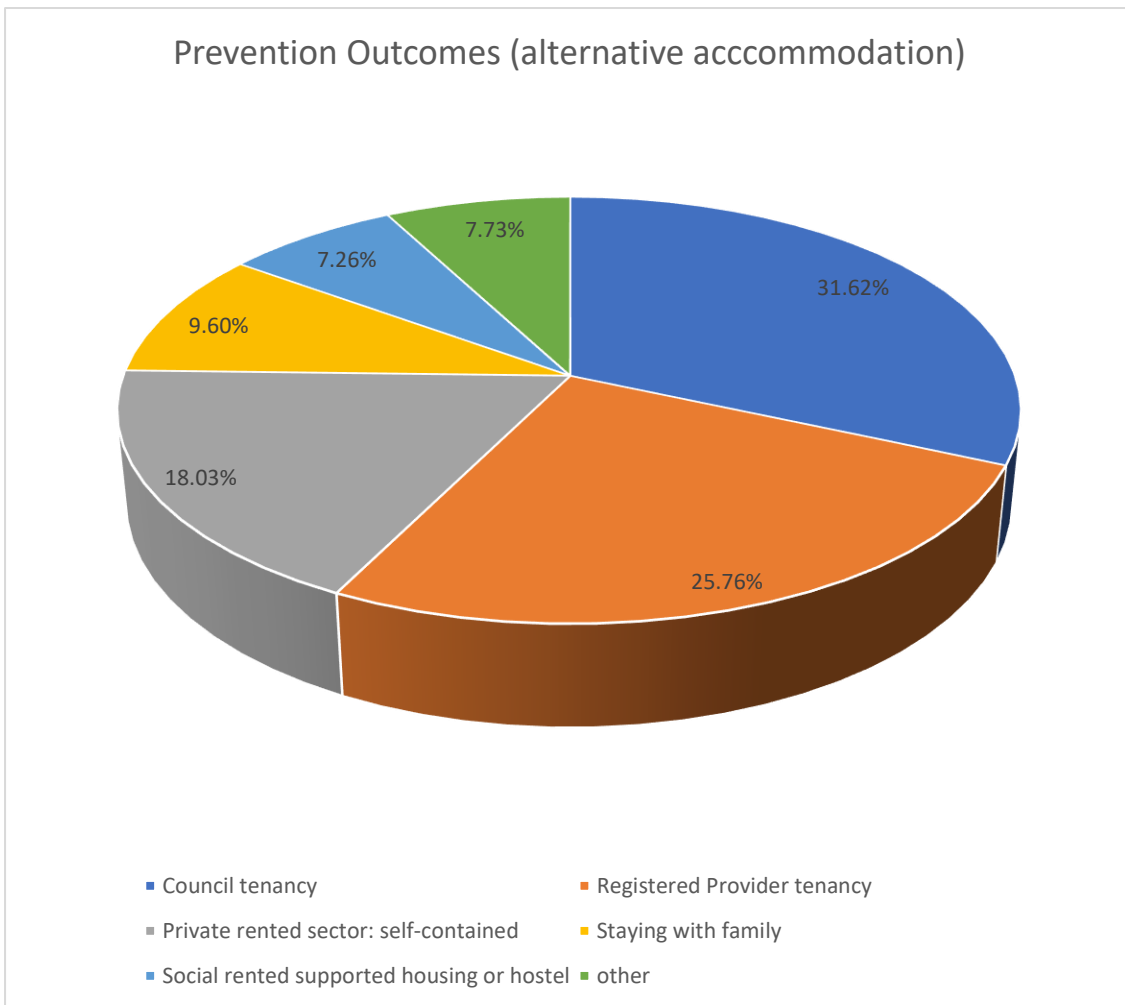


During the prevention stage a positive outcome can be as a result of providing assistance so that someone can remain in their existing accommodation or providing support to access a new home through a planned move. Only around 9% of prevention cases are closed because the household's existing accommodation was secured for at least another 6 months with the number of prevention cases that move through into relief (when homeless cannot be prevented) averaging around 11%.

The graph below illustrates the change in outcomes for those approaching us as threatened with homeless over the last five years. It should be noted though that the profile of cases falling into this category will have fluctuated during the period as a result of government interventions during the Covid pandemic such as the moratorium on evictions.

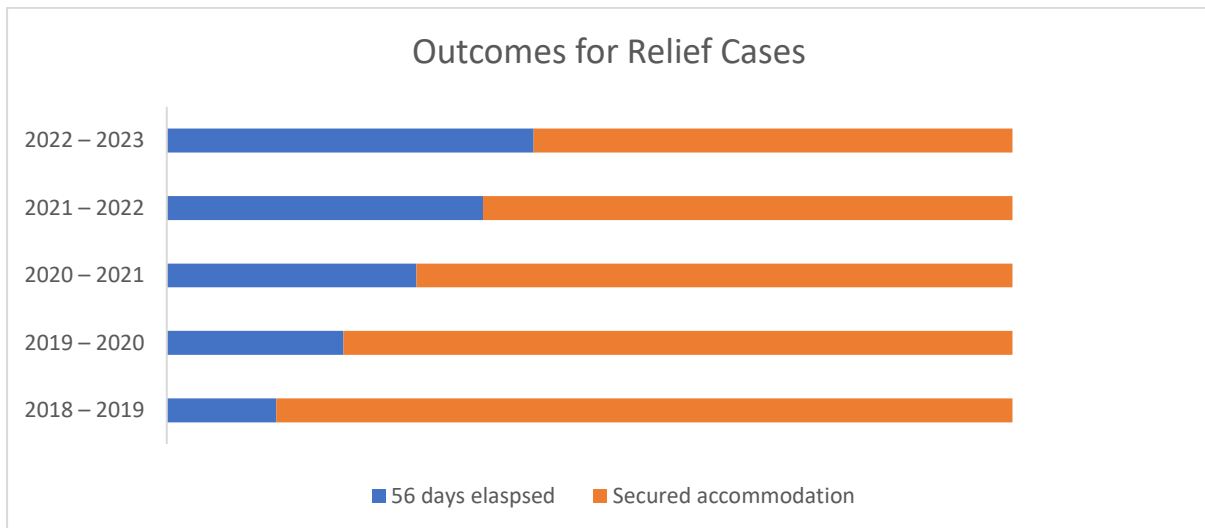


The chart below illustrates the outcomes for those who secure alternative accommodation at the prevention stage. As can be seen well over half move into social housing through the council or a registered provider.



If we are to minimise the impact of homelessness on our customers and make best use of our resources it is critical that we maximise the number of households we support at prevention stage and maximise the number of positive outcomes for all of our customers.

Not only have we seen an increase in the proportion of cases being assisted at relief stage as can be seen from the graph below there has been a steady increase in those not securing alternative accommodation within the 56 day relief period.



Whilst those households to whom we owe a full homeless duty will continue to receive support once the relief stage has ended at the very least this reduction in positive outcomes will lead to extended stays in temporary accommodation and for those to whom we don't owe a full duty the likelihood of a prolonged period of homelessness.

Through engagement with partners during the development of this strategy we have identified a number of areas to explore in terms of additional prevention options.

These include improving access to appropriate advice, ensuring support is available when needed and upskilling customers to maintain accommodation more effectively.

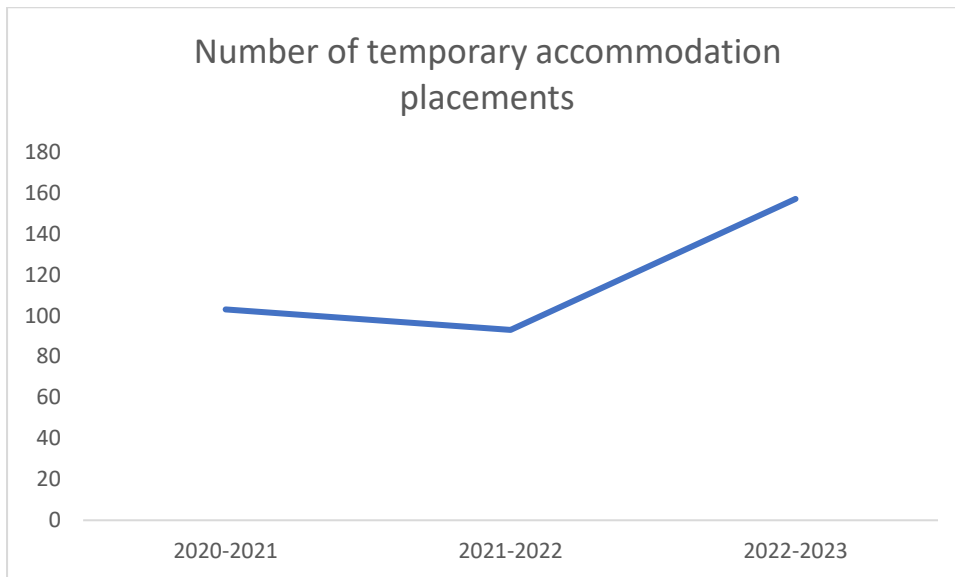
Additionally the opportunities afforded to households through access to social housing has been decreasing particularly to those with lower levels of housing need. In 2016 almost 75% of lettings were to applicants in the lower bands and this had reduced to around 30% by summer 2023. This means the chances of assisting people with planned moves before they reach serious housing difficulty has greatly reduced. As access to social housing constricts we will need to identify alternative options to support people to maintain their existing accommodation or move to more appropriate homes.

Temporary Accommodation

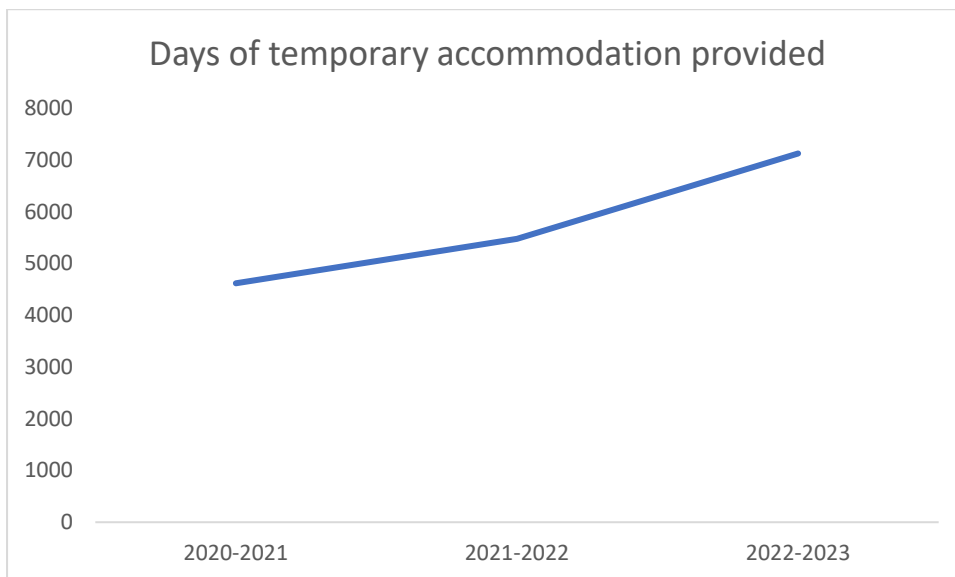
Temporary accommodation is provided to households who are homeless and in priority need. This will be all families with children or where a household member is pregnant but for single people they will need to have been assessed as vulnerable.

Over the last five years we have seen a significant increase in the demand for temporary accommodation.

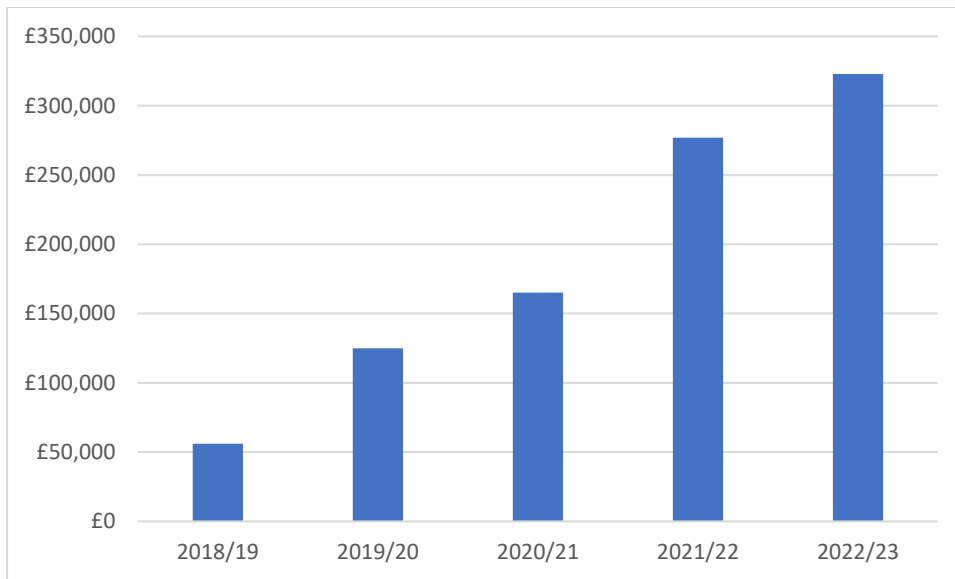
Focussing on the last three years where our data is more detailed the number of people requiring (and entitled to) temporary accommodation has increased from around 100 each year to over 150 (as illustrated in the graph below.) As the Government’s “everybody in” initiative whereby local authorities were encouraged to accommodate those individuals to whom they did not owe a duty was in place in the early part of 2020 the increase in demand over the last three years would inevitable have been even starker was this not the case.



The graph below illustrates the number of days of accommodation provided and this shows that even though the number of placements dropped in 2021/22 the number of nights of accommodation provided still increased.



As a result expenditure on temporary accommodation has also increased.



Of 413 households placed in temporary accommodation since April 2020 almost 84% were in temporary accommodation for less than 3 months. Another 13% were accommodated between 3 and 6 months. Only 15 individuals were accommodated for over six months but whilst our long term placements are fortunately low these cases will be some of the most challenging in terms of suitable long term options.

Around 85% of cases accommodated were single people and childless couples with families with children or expectant mothers making up just 15%

The average length of stay for those with children or who were pregnant was 43 days slightly lower than the 50 days for those without although the longest stay of any family was 221 days as opposed to 404 for a single person suggesting that more challenging cases are often single person households.

89 of the singles/couples or 26% were accommodated for 7 days or less for families this was just below 20%. This demonstrates that any temporary accommodation model developed needs to be responsive to a significant throughput of short stay placements as well as a number of longer term stays.

Whilst reducing temporary accommodation is a key target so too is increasing the quality of Temporary Accommodation when we do need to use it.

If we can improve positive outcomes for people at the prevention stage this will have the direct impact of reducing demand for emergency accommodation as well as delivering better outcomes and reducing uncertainty and disruption to people.

If we are able to increase the range of alternative housing options for all, this will benefit those in emergency accommodation and reduce the length of time households are required to stay in such provision.

The district has seen a significant increase in demand for temporary accommodation. Whilst a key objective is to reduce the overall use of emergency accommodation there will always be a need for some people to access such provision.

Bed and Breakfast is both poor quality in terms of outcomes but also in terms of value for money. Therefore we will continue to work on alternative provision that is improves outcomes for customers by redirecting current expenditure.

We also need to review our approach to charging for emergency accommodation to ensure we are fair and consistent.

Role of the Private Rented Sector

The Private Rented Sector (PRS) Is both a cause of homelessness but also an effective housing option for many customers.

Whilst reforms to the sector, such as the Rent Reform Bill are intended to improve security for private tenants this coupled with other external factors such as interest rate rises do appear to be having an impact on the sector and leading to some movement in the market with smaller landlords in particular looking to withdraw.

PRS accommodation currently makes up a much lower percentage of accommodation outcomes than social housing for our homeless households however it remains an important option particularly for certain households who are unable to access social housing or who have needs that cannot easily be met through the available social housing stock.

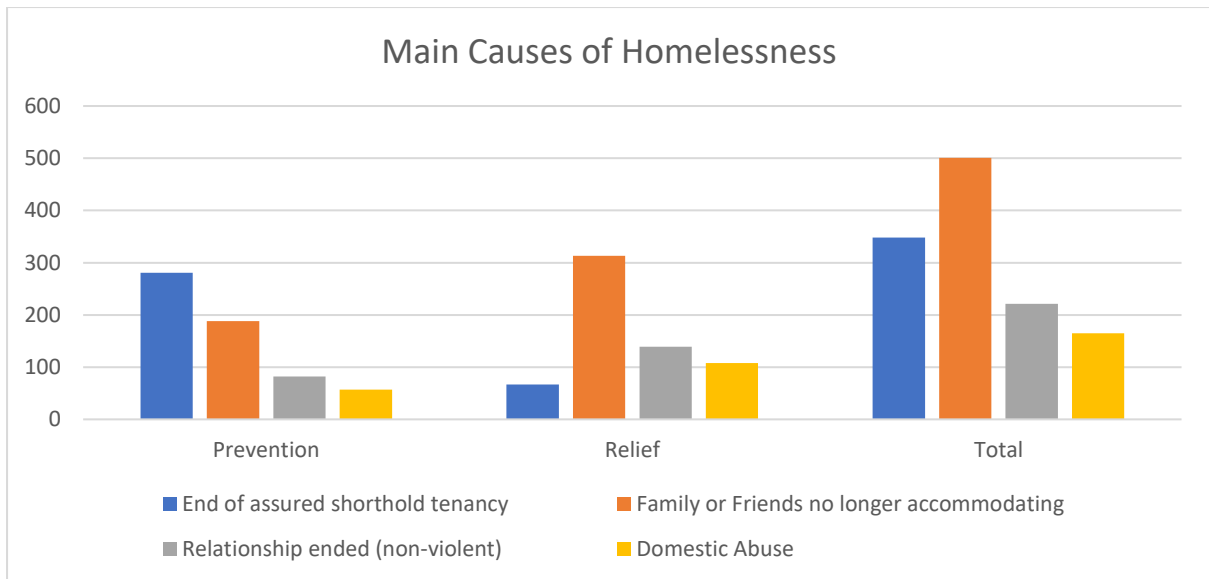
To ensure the PRS works effectively it is important that both tenants and landlords understand their rights and responsibilities and are able to access the support they need.

We therefore need to review our offer of support to existing and potential PRS tenants as well as review our engagement with private landlords in the district to work more effectively with them as well as to try and improve the quality of the PRS and customer confidence.

Key causes of homelessness

The chart below shows the main causes of homelessness in the District. The top four causes of homelessness are the same at both the prevention and relief stage albeit coming out in a different order with notices from private accommodation being the biggest single cause at the prevention stage whilst family and friends asking people to leave is the bigger cause at the relief stage.

Although for homeless monitoring purposes family and friends no longer able to accommodate, are grouped separately, we have chosen to view these as one group as they cover a wide range of similar scenarios.



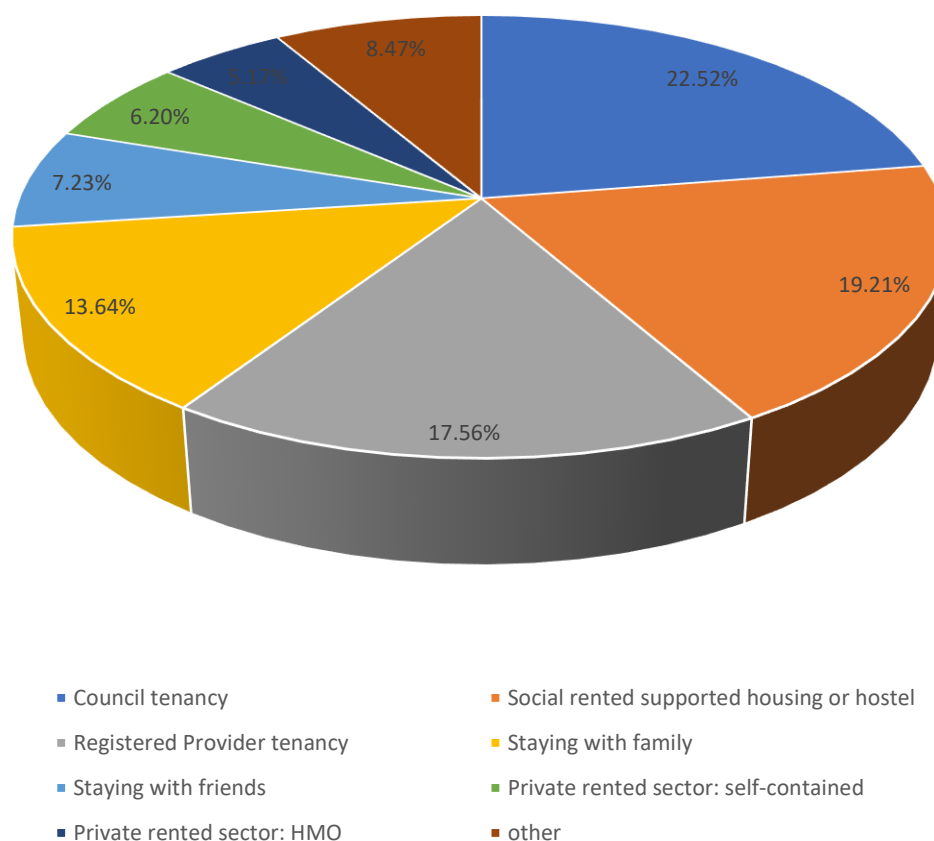
When grouped together, family and friends no longer able to accommodate accounts for 30% of cases overall and the single greatest cause in total.

In most of these scenarios interventions need to focus on facilitating planned moves and managing short term friction rather than sustaining arrangements on a longer term basis.

Accommodation Options

When we look at the accommodation outcomes for people who have become homeless we can see the importance of supported accommodation. Almost a fifth of homeless households move into supported accommodation (usually shorter term accommodation.)

Relief Outcomes (alternative accommodation)



This is likely to be in part because those who find themselves homeless are more likely to have support needs but also because such schemes often prioritise their vacancies based on need so those already homeless will tend to be better placed on waiting lists.

If we want to continue to provide positive outcomes for homeless households we will need to ensure that we have a good supply of supported housing which is able to meet people's needs as well as more flexible options for support. Equally important though is the need to ensure such schemes have effective move on pathways to generate sufficient vacancies. Developing options to support households in general needs accommodation as they transition into independence and at times of crisis is therefore key both to support move on from supported accommodation as well as to assist those for whom supported placements are not available or appropriate.

Improving access to services

As part of the development of this strategy we have asked customers about their experience of the service they received.

Whilst it is reassuring that the majority of customers who have received assistance felt the experience was positive there are key themes that came out of the consultation that we can address to improve the customer experience.

Customers felt that they are approaching the local authority for assistance at the earliest possible opportunity although as can be seen from our data we are seeing an increasing proportion of approaches after people have become homeless.

Customers also reported that they were not sure how to seek assistance and the vast majority approached the local authority in the first instance despite a range of partners in the district who provide advice and support.

Once receiving assistance they felt they would benefit from having more timely information about their case and what was happening.

This insight will help inform future service development.

Meeting the Needs of Particular Groups

Section 179 of the Housing Act 1996 set out an obligation on the local housing authority to provide advice around homelessness to people in the district

Section 179(2) sets out particular groups the service must be designed to meet the needs of

- a. people released from prison or youth detention accommodation;
- b. care leavers;
- c. former members of the regular armed forces;
- d. victims of domestic abuse;
- e. people leaving hospital;
- f. people suffering from a mental illness or impairment;

furthermore we should consider any other group identified as being particularly at risk of homelessness in the district.

When developing the evidence base for this homeless strategy we have specifically looked at each key group to determine what the demand is and what existing service provision looks like. Our consultation work has then identified any gaps in provision and opportunities to improve support which we have then sought to include as potential actions under our identified priorities.

People Released from prison or youth detention accommodation

Available Evidence

Around 5.5% of homeless cases are identified as having a support need as a result of their offending history however this contrasts with less than 1% that are identified as being homeless as a result of leaving custody. This could suggest that the impact of offending goes far beyond the initial homelessness that occurs for some on release from prison.

The majority of referrals that are received through the duty to refer, a statutory requirement for certain agencies to refer homeless households to the local authority are for those within the criminal justice system with an average of 7 referrals a year.

What we are currently doing

North West Leicestershire District Council takes a sub-regional approach to those released from prison and youth detention being a signatory to a protocol shared with the City Council, the other Leicestershire districts and Rutland.

The protocol is currently being reviewed and one of the emerging issues is the fact that because of the structure of the criminal justice system prisoners may be released from a number of prisons and courts across the region.

We have therefore begun work to try and develop more regional approaches to managing ex-offenders.

What we need to do

Two areas identified within the consultation that partners felt were key to this group were ensuring appropriate accommodation was available recognising that those with

an offending history often face additional barriers to accommodating both emergency and long term accommodation with specific offences, such as arson making it particularly difficult to access emergency accommodation.

It was also identified that ensuring that prisoners can access the right advice and services in a timely manner whilst still within prison was key to positive outcomes.

Care Leavers

Available Evidence

Only 1% of applications are identified as having support needs as having been in care (within the age group 18-20) and a smaller proportion again as older care leavers.

The County Council are subject to the duty to refer in terms of children leaving their care. On average we received 2 referrals a year.

Because we take a proactive approach to supporting care leavers access accommodation before their care placement ends we are able to keep the number of homeless cases low.

What we are currently doing

The Leicestershire Districts work closely with the County Council leaving care team to ensure positive pathways for young people leaving care in the County.

As well as reviewing and updating a county wide leaving care protocol we are also working on a number of new accommodation options to better meet need and enable a more appropriate set of transition options.

What we need to do

Whilst wherever possible we work jointly to ensure young people transition into settled accommodation in a controlled way there are occasions where this does not happen. Also a number of people leaving care will not settle effectively in their accommodation and require further assistance after moving into independence. Anecdotally people who have been in the care system are particularly prone to repeat instances of homelessness within a relatively short period of time.

One particular challenge which we have seen is an appropriate offer of support for those within the care system who form relationships with much provision geared up for single people only.

The consultation identified the need for appropriate move on accommodation for young people when they are leaving care but also the need to ensure staff are appropriately trained to understand the needs of care leavers. We also need to ensure that support can meet the range of needs that care leavers present with.

Former members of the regular armed forces

Available Evidence

North West Leicestershire does not have any MoD estate within the district however we do have a strong tradition of support veterans who approach us for support.

On average though only 2 cases a year have been identified where an applicant has support needs as a result of having been in the armed forces and the numbers presenting as homeless as a result of leaving the forces are even lower.

What we are currently doing

As a council we have signed up to the armed forces covenant. We have also framed our allocations policy to offer additional preference to former members of the armed forces

What we need to do

The support available to veterans and agencies working in the district has changed in recent years and we need to ensure all frontline staff are aware of the current offer. We will therefore begin an engagement exercise with relevant stakeholders to ensure that former members of the armed forces are assisted to access all the support that is available.

Victims of domestic abuse

Available Evidence

Around 8.5% of homelessness applicants have an identified support need as a result of domestic abuse. This is slightly lower than the 10% of cases where domestic abuse is the cause of homelessness.

What we are currently doing

We have identified the advantages of taking a pro-active multi-agency approach to supporting victims of domestic abuse.

As a result we have funded a domestic abuse link worker to work within the housing choices team for a number of years.

Recent changes to legislation in particular the Domestic Abuse Act 2021 have widened the responsibilities toward victims of domestic abuse. It is a particular challenge then to ensure we are working effectively with other statutory partners as well as the voluntary sector to ensure that our response is suitable, sustainable and sensitive.

Work is underway to develop a multi-agency pathway for victims of domestic abuse to ensure a clear and consistent offer to those seeking support. Because a number of key partners work across the Leicester, Leicestershire and Rutland (LLR) area and because on occasions those fleeing domestic abuse will want to move away from their existing localities for safety reasons this work is being carried out at a sub-regional level. A scoping workshop with all key agencies is already scheduled.

What we need to do

Consultation identified the need to increase the availability of dispersed accommodation for people fleeing domestic abuse. The County Council are currently in the process of commissioning additional accommodation services and we will work with them to support the delivery of these units.

People leaving hospital

Available Evidence

Whilst the majority of people leaving hospital will have safe and secure accommodation to return to a small number will have lost accommodation as a result of their medical situation or no longer have a home to return to suitable to their needs.

A lack of suitable accommodation to discharge into to continue recovery is a significant drain on health resources and so effective joint working is key to making the best use of scarce resources across the public sector.

That said over the last five years only 4 cases have been recorded as homeless as a result of leaving hospital.

At the same time around 9% of homeless applications are identified as having a support need as a result of physical health (alongside over 15% as a result of mental health issues.) Whilst there is no reason to assume these are approaching us from a hospital setting it may suggest that we need to review our data to ensure we are capturing peoples circumstances correctly particularly in this area.

What we are currently doing

We are part of a sub-regional partnership with our local authority peers and the local NHS services to provide pro-active support to patients who face barriers to discharge from hospital.

The service provides both practical support to allow those with accommodation to return home as well as assistance with accessing alternative housing options where this is not an option.

What we need to do

Consultation has identified the advantages that having appropriate step down accommodation for people leaving hospital would make. It also identified the importance of having appropriately trained staff within housing teams.

People suffering from a mental illness or impairment

Available Evidence

Approximately 15.5% of applicants are identified as having support needs in relation to their mental health

Anecdotally this group is the one that have the greatest difficulty securing, and maintaining appropriate accommodation whether that be emergency placements, short term supported accommodation or longer term housing options.

They are also disproportionately represented within the rough sleeping community a group that are the most excluded from many services.

What we are currently doing

We have been working hard to integrate services to those struggling with their mental health into the wider homelessness offer. Work has been ongoing for a number of years to develop a specialist service for the homeless with mental health issues and we continue to support and advocate on behalf of our colleagues in

health to move this work forward. We have also submitted and supported funding bids for more resources in this area.

What we need to do

The overwhelming feedback from consultation was the need for more specialist accommodation for this client group. This mirrors the conclusion of other work within the County.

Other Groups

The Act encourages us to consider whether there are other groups within the locality who would benefit from a focussed homelessness response. Whilst there have been no other specific groups identified as part of this strategy development we have identified that groups with multiple needs find it particularly difficult to secure appropriate services to meet their complex needs.

Supporting those with complex needs

As part of the homeless assessment, officers have to identify both the accommodation needs of the household but also any support needs.

Whilst around half of households to whom we owe a homeless duty have at least one identified support need around 3.5% of applicants have three or more. Whilst these figures are low overall such cases often require a disproportionate amount of resource to secure positive outcomes and are most likely to become repeat cases after being unable to maintain housing independently.

The Rough Sleeping Initiative has introduced the concept of the Target Priority Group. This involves an assessment to identify those individuals at particular risk of rough sleeping and with additional needs. We are then encouraged to monitor the housing situation of these clients and identify when they are at risk of further homelessness.

We hope to replicate this approach to those without a history of rough sleeping to identify cases where additional resource or a different approach will be required.

The Council has also been part of a pilot programme with health and colleagues in adult social care to develop a complex needs accommodation board where individuals with complex needs whose accommodation needs are not being effectively met can be escalated to a panel of senior staff to unblock barriers and seek creative solutions. We will continue to support this programme and use the learning to improve services more widely.

As a result of the particular challenges those with multiple needs face we have included a priority in this strategy to better meet the needs of this group.

Rough Sleepers

The Homelessness Code of Guidance sets out that “in districts where there is evidence that people are sleeping rough, the homelessness strategy should include objectives to work toward eliminating rough sleeping.”

We are fortunate that in North West Leicestershire reports of rough sleeping are relatively low. The table below shows the number of reports and number or uniquely

identified cases over the last two years. (Reports will often include people who are not actually sleeping rough and multiple reports of a single individual may be received.)

	2021/22			2022/23				2023/23
	Quarter Two	Quarter Three	Quarter Four	Quarter One	Quarter Two	Quarter Three	Quarter Four	Quarter One
Reports	3	9	7	8	16	8	12	16
identified	0	4	1	3	6	0	2	8

As part of the rough sleeping initiative funding we are required to develop an annual ending rough sleeping plan through co-production with our rough sleeping advisor and we will continue to do this however there are a number of key actions that interrelate with the wider objective of this strategy.

We have adopted a definition of ending rough sleeping in keeping with the DLUHC publication “Ending Rough Sleeping For Good.” Our end goal is for rough sleeping to be prevented wherever possible but when it does occur, it must be rare, brief and non-recurring. Achieving this is the final priority of this strategy.

Our Priorities and Actions

This strategy sets out five priority areas that will drive the Council's work over the next 5 years and allow us to deliver our vision for preventing homelessness and rough sleeping

We cannot deliver this work alone and we will therefore work closely with the community and partner organisations to ensure these commitments are delivered..

Priority One: reduce demand for homelessness services through proactive support

WHY? We are seeing more people approaching us for help at the point that they are homeless and in urgent need of housing. We are also finding more people, particularly younger people, returning into homeless services after finding it difficult to maintain a home. We need to focus on prevention and support to reach people at a stage where we can enable a planned move into the best possible home to meet their needs. By the end of this Strategy Period, we are seeking to:

- Work collaboratively with key partners to improve advice and support
- Develop a communications programme to promote the housing choices service and other support available to residents
- Review case work processes to ensure customers are provided regular and appropriate updates
- Develop a training programme for housing choices staff which includes trauma informed approaches
- Carry out a mapping exercise of available support and services to former members of the armed forces within NWL

Priority Two: increase the number of positive outcomes for homeless households

WHY? We are seeing too many households that are unable to resolve their housing situation before becoming homeless and too many cases where households lose contact with services. We need to have the tools available to resolve homelessness rapidly and effectively and the processes in place to monitor and support people during a time of insecurity.

By the end of this strategy period we are seeking to:

- Explore opportunities to introduce mediation services for those asked to leave by family/friends
- Review private rented sector support offer for tenants
- Re-establish landlord engagement projects to promote joint working and take up of local accreditation scheme(s)
- Explore options for step down/move on accommodation for care leavers, those released from hospital, ex-offenders
- Identify opportunities for network of safe disbursed accommodation for those at risk of domestic abuse
- Identify a nominated Single Point Of Contact (SPOC) within the housing department to work with key referral partners
- Explore a regional approach to prison release protocols and pre-release assessments

- Develop multi-agency sub-regional approach to domestic abuse
- Identify pathways into appropriate support for veterans in relation to issues such as PTSD

Priority Three: reduce demand and improve the quality of emergency accommodation

WHY? Staying in temporary accommodation is stressful and takes people away from employment, schools and support networks at an already difficult time. The cost of providing temporary accommodation is increasing and takes valuable funding away from the delivery of other homeless services. We need to ensure that when we provide emergency accommodation it is for as short a time as possible and provides a stable and supportive base that allows people to move forward with their lives.

By the end of this strategy period we are seeking to:

- Undertake a modelling exercise identify our emergency accommodation needs
- Develop alternative provision to bed and breakfast accommodation
- Evaluate and re-commission the floating support service for those in emergency accommodation
- Introduce a charging policy for emergency accommodation

Priority Four: better meeting the needs of people with complex needs

WHY? Households with complex needs face some of the greatest challenges and resolving their housing often requires a sharing understanding and collaborative approach across several agencies. These households are also those most likely to return into homeless services due to difficulties in sustaining accommodation. We need to develop a more innovative approach to resolving homelessness for these households that will improve outcomes and free up resources.

By the end of this strategy period we are seeking to:

- Work with Leicestershire County Council to help roll out a homeless mental health service in the District
- Develop more specialist accommodation for people with mental health issues
- Agreeing a definition of “complex” cases and ensuring cases and individuals are identified and outcomes monitored.
- Developing a multi-agency approach to housing complex cases where housing options are limited due to support needs or past behaviour

Priority Five: End Rough Sleeping

WHY? No one should have to suffer living a life deprived of shelter, warmth and basic necessities. Although rough sleeping numbers in the District are low the impact on the individuals is high. Tackling rough sleeping requires a dedicated and thoughtful response in order to engage and support people with often complex reasons for ending up sleeping rough.

By the end of this strategy period, we are seeking to:

- Explore opportunities for closer working between City and County
- Increase off the street accommodation options for rough sleepers
- Promote the streetlink service so that the public are able to effectively report potential rough sleepers

How we will Measure Success

Our strategy covers a period of five years. It is hard to fully predict the changes that will occur over this time period so we will need to be flexible in our approach to the delivery of the Strategy and be able to adapt and change depending on the circumstances. We will continue to be open to new opportunities wherever they help us to meet the priorities of the Strategy which we believe provide the correct long-term direction for tackling homelessness.

Partnership working is key and the sub-regional homelessness delivery group as well as our local Homeless Prevention Partnership (HPP) will be key to ensuring the right agencies are involved in moving services forward.

To make sure that the delivery of our strategy is monitored and scrutinised, and that work is progressing as it should a regular update will be provided to the HPP alongside an update on the key homeless data to demonstrate the impact of our activity. The Strategy actions will also be reviewed annually to ensure they are still relevant and appropriate with input from the HPP.

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

COMMUNITY SCRUTINY COMMITTEE – THURSDAY, 28
SEPTEMBER 2023

Title of Report	REVIEW OF HOUSING ALLOCATIONS POLICY TO ACCEPT ANY PROPOSED CHANGES TO THE HOUSING ALLOCATIONS POLICY AS A RESULT OF A REVIEW AND CONSULTATION	
Presented by	Andy Barton Strategic Director of Communities	
Background Papers	none	Public Report: Yes
Financial Implications	There are no direct financial implications arising from the review of the Policy. However, the financial implications will need to be assessed on a regular basis and will need to be considered as part of the Budget and Medium Term Financial Plan each year.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	—The Council's Legal Team have reviewed the report and the policy	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	None directly	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To introduce the proposed revised housing allocations policy to the Scrutiny Committee and seek its comments	
Recommendations	THAT COMMUNITY SCRUTINY PROVIDE COMMENTS ON THE DRAFT HOUSING ALLOCATIONS POLICY AHEAD OF ITS CONSIDERATION BY CABINET ON 12TH DECEMBER 2023.	

1.0 BACKGROUND

- 1.1 All local housing authorities are required to set up and maintain an allocations scheme under Part 6 of the Housing Act 1996
- 1.2 The Council's allocations policy sets out amongst other things who is allowed to join the housing register as well the relative priority, applicants will receive for housing and how allocations will be made.

- 1.3 The policy applies to lettings made to Council Housing as well as Registered Provider properties over which the Council has nomination rights.
- 1.4 Currently there are around 900 households on the housing register and around 350 homes are let each year.

2.0 CONSULTATION

- 2.1 The revised policy has been developed in consultation with a range of key partners and stakeholders. Consultation and engagement has included:
- An online public survey promoted to current and recent service users of the housing choices service
 - A presentation to the Tenants and Leaseholders Consultation Forum
 - A member workshop held on 29th August 2023
 - A workshop with allocations staff of partner registered providers held on 4th September 2023
- 2.2 Feedback across all of these activities has fed into the revised policy.
- 2.3 Following on from consideration by Scrutiny Committee and subject to the feedback received, the policy will be shared with key stakeholders and delivery partners prior to consideration by Cabinet at its meeting on 12th December.

3.0 KEY CHANGES

- 3.1 The revised policy is broadly similar to the current policy that is currently in place. The most significant change that impacts on the banding of applications is in relation to how it is proposed homeless households are treated who will be afforded a higher priority at an earlier stage in their homelessness application. It is expected this will reduce the number of homeless households needing to access emergency accommodation and increase the number of cases where homelessness is prevented (see section 7.26 onwards.) This change supports the emerging priorities of the updated homelessness strategy. The policy also introduces a formal procedure for making direct matches to certain homeless households who do not secure alternative accommodation through the bidding process. This approach reflects current advice from the Department for Levelling Up, Housing and Communities (DLUHC) advisors and supports the policy objective of reducing the number of households in temporary accommodation.
- 3.2 The revised policy also renames the housing needs bands replacing priority and high with critical and urgent. It is felt these better reflect the importance of resolving a housing situation in as short a period of time as possible and so reinforces the expectation that applicants in these bands bid on all properties suitable for them.
- 3.3 Qualification for the register has also been reviewed and this has led to updated income and savings thresholds and extended the qualifying period for a local connection as a result of residence in the district from six months to twelve. This reflects the feedback from the consultation and aligns the Council more closely with near neighbours. Income levels have reduced for single people and couples and increased slightly for families. The savings threshold for all groups has reduced.

4.0 POST IMPLEMENTATION REVIEW

- 4.1 It is acknowledged that the changes in relation to homeless applicants are a significant change to the current approach. There will be ongoing monitoring of the implications of the changes once they have been adopted to ensure that all implications of the change are understood.

Policies and other considerations, as appropriate	
Council Priorities:	Local people live in high quality, affordable homes
Policy Considerations:	none
Safeguarding:	The policy does not directly impact on safeguarding but does allow for preference to be given to those who need to move for safeguarding reasons
Equalities/Diversity:	An Equality Impact Assessment has been undertaken and no adverse impacts on protected groups have been identified
Customer Impact:	This policy has a direct impact on service users as it identifies how social housing will be allocated in the district. It has been framed to ensure those in greatest need are best placed to access social housing
Economic and Social Impact:	The policy is framed to assist people who need to move for economic reasons. Local connection considers those who work in the district
Environment, Climate Change and zero carbon:	None directly although the policy can be used to transfer existing social tenants to allow upgrade work to take place more cost effectively on their current home.
Consultation/Community Engagement:	<p>The revised policy has been developed in consultation with a range of key partners and stakeholders. Consultation and engagement has included</p> <ul style="list-style-type: none"> • An online public survey promoted to current and recent service users of the housing choices service • A presentation to the Tenants and Leasholders Consultation Forum • A member workshop • A workshop with allocations staff of partner registered providers
Risks:	no direct risks identified
Officer Contact	<p>David Scruton Housing Strategy and Systems Team Manager david.scruton@nwleicestershire.gov.uk</p>

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

ALLOCATIONS & LETTINGS

POLICY

Autumn 2023

North West Leicestershire District Council
PO Box 11051
Coalville
LE67 0FW
Tel: 01530 454545

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

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Introduction

There is a limited supply of affordable housing in North West Leicestershire and an increasing number of people seeking social housing.

North West Leicestershire District Council aims to allocate the available housing fairly and objectively following the approach described in this Allocation Policy.

The Allocation Policy works within the legal and regulatory framework governing the allocation of social housing. This scheme also takes into account local need and demand as well as local housing conditions.

North West Leicestershire operates a Choice Based Lettings Scheme. This allows applicants to have as much choice as possible in relation to the options they have to meet their housing needs. The Choice Based Lettings approach aims to provide home seekers with information about lettings so they are able to make informed and realistic choices when seeking housing. There are some circumstances where we may have to limit choice to meet our statutory obligations, for example in the case of some homeless households. In these cases the home seeker will, wherever possible, have first been given an opportunity to resolve their situation through their own housing choices.

North West Leicestershire District Council has in place agreements with private registered providers of social housing in the District which allows a wider range of social housing to be made available via the Council's Choice Based Lettings Scheme.

The Allocations and Lettings Policy ensures that those home seekers who are in urgent housing need are given reasonable preference within the Choice Based Lettings scheme.

This Allocation Scheme is subject to periodic review to ensure that the allocation of properties continues to be fair and objective whilst meeting local need and statutory obligations.

Objectives of North West Leicestershire's Choice Based Lettings scheme

- To meet the legal requirements for the allocation of affordable housing
- To ensure appropriate levels of priority are afforded to home seekers
- To ensure priority status on the scheme for home seekers with an urgent housing need
- To offer as much choice to home seekers as is reasonably possible
- To let properties in a fair and transparent way
- To support and assist vulnerable home seekers so that they are able to actively participate in North West Leicestershire's Choice Based Lettings scheme
- To provide feedback to home seekers about homes let through North West Leicestershire's Choice Based Lettings scheme
- To encourage and support sustainable communities and social inclusion

- To ensure home seekers are treated fairly, individually and in accordance with the commitment to Equality and Diversity.
- To make best use of affordable housing, to meet the needs of the local community.
- To ensure that properties are let as quickly as possible

Legislative Context

This Allocation Scheme is governed by the following legislation and guidance, subject to the issue of any further guidance by the Secretary of State:

- Housing Act 1996 (as amended)
- Housing Act 2004, s223 Allocation of housing accommodation by local authorities
- Localism Act 2011 (Parts 6 and 7)
- The Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006
- The Allocation of Housing and Homelessness (Eligibility) (England) (Amendment) Regulations 2012
- Homelessness Code of Guidance for Councils (July 2006)
- Draft Homelessness Code of Guidance for Local Authorities (October 2017)
- The Homelessness (Suitability of Accommodation) (England) Order 2012
- Allocation of accommodation: guidance for local housing authorities in England, 2012
- The Allocation of Housing (Qualification Criteria for Armed Forces Personnel) (England) Regulations 2012
- The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012
- Allocation of accommodation: guidance for local housing authorities in England (Oct 2013)
- The Homelessness Reduction Act 2017

Reasonable Preference

- Under section 166A of the Housing Act 1996 the Council is required to give reasonable preference to the following categories of person:
- Homeless people as defined by Part VII of the 1996 Housing Act, including people who are intentionally homeless and those who are not in priority need
- People who are owed a duty under section 190(2), 193(2) or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any housing authority under s192(3)
- People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- People who need to move on medical or welfare grounds, including grounds relating to disability
- People who need to move to a particular locality in the housing authority area, where failure to meet that need would cause hardship (to themselves or others)

Additional Preference

Under Section 166A (3) of the Housing Act 1996, the Council can give additional preference to applicants that fall within the reasonable preference categories and have urgent housing needs. This means the Council can decide which applicants within a particular category should be given the greatest priority for housing, and which groups should be prioritised over others.

Additionally the Council must give additional preference for members of the Armed and Reserve Forces who fall into a reasonable reference category and have urgent housing needs. The preference rule applied can be found in section 7.43.

Urgent housing needs are considered to include: those who need to move urgently because of a life threatening illness or sudden disability; families in severe overcrowding which poses a serious health hazard ; those who are homeless and require urgent re-housing as a result of violence or threats of violence, including intimidated witnesses, and those escaping serious anti-social behaviour or domestic violence

Equal Opportunities

North West Leicestershire's Choice Based Lettings scheme promotes equal opportunities in the services it provides. Our aim is to implement and maintain services which ensure that no potential, or current home seeker is treated less favourably on the grounds of gender, marital status, race, nationality, ethnic or national origin, colour, disability, age or sexual orientation nor is disadvantaged by the application of a rule, condition, or requirement, which has a discriminatory effect which cannot be justified by law.

Help and assistance is available to ensure that all households are able to access North West Leicestershire's Choice Based Lettings scheme. Information can be translated or made available in large print, or other formats. North West Leicestershire's Choice Based Lettings scheme seeks to ensure that it is accessible to all home seekers by ensuring that individuals who may have difficulty in participating in the scheme receive the help and assistance they require. The Housing Choices Team will assist those who do not have a family member, friend, or advocate who can do this on their behalf.

North West Leicestershire's Choice Based Lettings scheme operates in accordance with the Council's Equality and Diversity Policy.

Data Protection

Home seekers have the right to information on all decisions made about the facts of their application. Applicants have the right to see the information held about them, and receive a copy of information held on computer, or on paper file. This is a "subject access request" for which the Council charges a reasonable administration fee.

Information held by North West Leicestershire's Housing Advice Team about home seekers will only be used in connection with their application for housing. Information

will be held and used in accordance with the Data Protection Act 2018 and any subsequent legislation. In normal circumstances, this information is only to be disclosed to partner Registered Providers or other landlords who may be able to offer accommodation. This means that the information and the fact that a home seeker has applied for housing, will not normally be passed onto any third parties without the home seeker's prior consent, or in exceptional circumstances where disclosure without consent is warranted. These circumstances are defined below:

- Where there are over-riding legal, social, or public interest considerations, e.g. there is a risk of serious harm to the person themselves or others if the information is not disclosed.
- Where information is required by the police as part of a criminal investigation.
- Where information is required by an authority for the assessment or collection of any tax or duty of a similar nature
- Where, because the Council is under a duty to protect the public funds it handles, it may need to use the information provided by home seekers, to prevent and detect fraud. (The information may also be shared for the same purposes with other organisations that handle public funds).
- The information may also be used for statistical purposes, which means we may pass anonymised information, in confidence, to the relevant government department.

There may be circumstances that require a third party to be contacted for information in order to verify the circumstances of an applicant for registration or banding purposes. Home Seekers will be asked for permission for this contact to be made however they should be aware that not granting permission may mean the Council is unable to complete assessment of their housing application. In these circumstances the relevant third party will by default be aware that a housing application has been submitted.

1. The Housing Register

- 1.1 North West Leicestershire District Council maintains a register of home seekers who wish to be accommodated by the Council and/or Registered Providers operating in the North West Leicestershire District. This register is not "open," and this policy sets out the criteria for admission onto the register as well as how priority will be granted between applicants.
- 1.2 Properties that become available to let will normally only be allocated to home seekers on the housing register.

Joining the housing register

- 1.3 Subject to the eligibility and qualification rules set in Section 2, any person over the age of 16 can apply to join the housing register. There are special provisions for 16 and 17 year olds which are detailed in Section 3 of this policy.
- 1.4 Every home seeker must complete an on-line registration form. The information given on the form must be correct. North West Leicestershire District Council

reserve the right to disqualify any home seeker from joining the register, withdraw any offer of a tenancy or assist the landlord to recover possession of an existing tenancy if they have knowingly given false information.

- 1.5 Home seekers must provide proof to support their application; for example, they will be asked to provide proof of identity, income, benefits, access rights to children and levels of capital. The application form will clearly set out what proofs are required
- 1.6 North West Leicestershire's Housing Choices Team will make any other enquiries as they deem necessary in order to assess the application. This may involve contacting previous landlords, health or medical advisors, police, or other relevant agencies.
- 1.7 Home seekers must provide a mailing address to which correspondence can be sent. The address can be the home seeker's home address or an alternative such as that of a family member or friend.

Applicants Responsibilities

1.8 Supplying Information

- Applicants are responsible for giving full and accurate details on all forms and correspondence and in all other communications about their application for housing.
- Applicants must inform the Council of any change in circumstances straight away, especially those which may affect their needs for re-housing
- Applicants should reply to any correspondence/requests from the Council or Registered Provider which needs a reply, within the specified timescales
- Applicants who are made an offer should let the Council or Registered Provider know their decision about whether to accept it within the timescale specified
- If information is not supplied, the Council or Registered Provider may cancel an application, defer it until the information is provided, or withdraw an offer of housing

1.9 Deliberately Worsening Circumstances

Home seekers have a responsibility not to deliberately worsen their circumstances in order to progress to a higher band by an action or inaction. They have the responsibility to make best use of the accommodation they have available to them and will be assessed as if this is the case.

- 1.10 Home seekers should not deliberately deprive themselves of capital or assets in order to gain access to the housing register. This will be treated as a deliberate worsening of circumstances.
- 1.11 Should the home seeker be found to have deliberately worsened their circumstances then they will be placed in the low band for a period of 12 months as per the criteria set out in section 7.23

Review of the housing register

- 1.12 North West Leicestershire District Council will aim to undertake a 12 month rolling review of the housing register. Home seekers will be contacted and asked to confirm whether they wish to remain on the register and whether their circumstances have changed.
- 1.13 Home seekers who do not respond to the review as requested will have their application cancelled. Under normal circumstances an application can be reinstated if the applicant makes contact within three months of the cancellation date.
- 1.14 The decision to reinstate an application more than three months after it is cancelled will be at the Council's discretion. Where an application is not reinstated the applicant may submit a fresh application and this will generate a new application date.

2. Eligibility and qualification

- 2.1 In considering housing register applications, North West Leicestershire District Council will assess:
- Eligibility - whether a home seeker is eligible for an allocation of accommodation because they meet national, legal eligibility criteria, and
 - Qualification – whether a home seeker meets the local criteria for accessing social housing, as described in this policy in sections 2.4 -2.14
- 2.2 Only applicants who are eligible for housing and who qualify for an allocation of housing will be included on the Council's housing register and considered for offers of accommodation. Applicants who are not eligible or do not qualify for housing will not be included on the housing register.
- 2.3 If an applicant has already been included on the housing register and is found to no longer be eligible for housing, or to no longer qualify for housing, they will be removed from the housing register and notified.. Home seekers will have the opportunity to use the review procedure if they feel this decision is incorrect (see section 4).

Eligibility

- 2.4 Eligibility will be assessed in accordance with the regulations. Namely, whether a home seeker is eligible to join the housing register or, may not be allocated accommodation under Part 6 of the Housing Act 1996 S.160ZA because they are persons from abroad who are subject to immigration control or they are a person from abroad, who although not subject to immigration control, are to be treated as ineligible for an allocation of accommodation. Reference will be made to the regulations setting out which classes of persons from abroad are eligible

or ineligible for an allocation of accommodation which are currently contained in the Allocation of Housing and Homelessness (Eligibility) (England) Regulations 2006 (SI2006 No. 1294) and amendment regulations in respect of regulations 4 and 6. However if these regulations are subsequently superseded this policy will by default apply those currently in force.

- 2.5 North West Leicestershire District Council reserves the right to seek independent advice and assistance to resolve the issue of eligibility.

Qualification

- 2.6 The following circumstances will exclude an applicant from the housing register.

- 2.7 **Home seekers with no local connection to North West Leicestershire as set out in section 18**– other than in exceptional circumstances, home seekers from outside the district who have no local connection to the district, will not qualify for social housing. The Council may from time to time allow access to the housing register to applicants without a local connection on the basis that they are only entitled to receive offers on hard to let properties. This is entirely at the Council's discretion.

- 2.8 **Home seekers with the financial means to meet their own housing need** – these home seekers will not qualify for social housing unless they can demonstrate that they have a need for specialist supported, sheltered or extra care housing which they cannot purchase or rent on the open market, or, where the home seeker has a need for wheelchair adapted or other specialist accommodation and they do not have the financial means available (through savings, grants or Equity Loan) to adapt their existing property or the property is not suitable for adaptation and they do not have sufficient resources to secure alternative accommodation that meets their needs (in these circumstances the applicant will usually be restricted to bidding on properties that meet these identified needs.).

Exemptions may be applied where the home seeker only wishes to be considered for hard to let properties.

The tests applied to assess financial means can be found in Appendix Two. These will be reviewed annually and amendments if required applied on the 1st January each year

- 2.9 Being a Home Owner is not a barrier to joining the housing register, however, any offers of accommodation made to a homeowner would be subject to the applicant demonstrating that the property is affordable and that they would satisfy the requirement of occupying the home they were allocated as their main/principal home.

- 2.10 **Home seekers who lack the capacity to enter into and sustain a tenancy agreement** – home seekers will not qualify for social housing if it is considered

that they lack the mental capacity to enter into a tenancy agreement and the obligations and conditions attached to that tenancy. Before making a decision on capacity we will seek representations from professional and other appropriate agencies. Where a home seeker is considered not to have the capacity to hold a tenancy we will work with the appropriate agencies to identify alternative approaches to securing accommodation.

- 2.11 Home seekers considered to be guilty of unacceptable behaviour serious enough to make them unsuitable as a tenant** - Home seekers will not qualify for social housing if they are considered to be unsuitable to be a tenant. This must be evidenced and proportionate and take account of the seriousness of the behaviour, the length of time since occurrence, the situation of the home seeker at the time of the event(s) and what steps have been taken to prevent future incidents. Where a home seeker has been found to be intentionally homeless and they are the perpetrator of unacceptable behaviour they will not be eligible to join the housing register.

The following are examples but not an exhaustive list of reasons as to why a home seeker would not qualify for social housing, either at the point of application or at any time during their time on the housing register.

- a) Behaviour that would give grounds for mandatory possession. For example anti-social behaviour such as causing nuisance and annoyance to neighbours
- b) Behaviour of the home seeker or a member of the home seeker's household which would entitle the landlord to gain an outright possession order
- c) Owing a housing related debt greater than £500 to a Council, registered provider or private landlord and there is no evidence of willingness to reduce/repay the debt. Housing debts could include rent arrears, court costs, temporary accommodation charges, sundry debts such as clearance, damage, council tax or repayment of rent deposit (this is not an exhaustive list).
 - i. A willingness to pay will usually be considered as regular payments made over a 12 week period to reduce the debt as part of an agreement with the organisation the debt is owed to. Except in exceptional circumstances all agreed payments over this time period should be made without fail. To remain on the register the home seeker will be expected to maintain these payments until the debt is clear.
 - ii. In cases of overriding housing need home seekers may be accepted on to the housing register but placed in low band until such time as they are able to demonstrate willingness to pay.

In some circumstances where repayment could lead to further financial hardship a repayment period may be waived. Each case will be considered on its merits and the Council may take into account what other measures a homeseeker is taking to address their financial situation.

- d) Committing certain criminal offences in or near the home and posing a threat to neighbours, the community, staff from the Council, the Council's contractors or Registered Provider or their contractors
- e) Having been convicted of violence towards a partner or members of the family
- f) Obtaining a tenancy by deception, for example giving false information

2.12 When making this decision North West Leicestershire District Council will consider:-

- a) *What action a landlord would have taken against the perpetrator of the unacceptable behaviour.*

The behaviour must be serious enough that a Landlord would have been entitled to an outright possession order under schedule 2 of the Housing Act 1985 or Schedule 2 of the Housing Act 1988. As an example, cases relating to noise problems, domestic violence, racial harassment, intimidation and drug dealing would probably lead to a possession order. (This is not an exhaustive list)

- b) *Whether the behaviour is serious enough to make the home seeker unsuitable as a tenant.*

As an example, accrual of rent arrears that have resulted from factors outside of the home seeker's control, e.g. delays in housing benefit payments or liability for a partner's debts may not be serious enough to make the home seeker unsuitable as a tenant.

- c) *When the unacceptable behaviour took place.*

Consideration will be given to the length of time that has elapsed, whether there has been any change in circumstances and behaviour, and whether there are any mitigating circumstances to consider. Evidence of the home seeker working with agencies to mitigate the likelihood of the behaviour occurring in the future will be taken into consideration.

2.13 All three elements of 2.12 above shall be taken into consideration. When making this decision the Council will consider whether the decision is reasonable taking into account all relevant factors impacting on the home seeker and their household.

2.14 If a home seeker has previously been disqualified for social housing because of unacceptable behaviour but now considers that their circumstances have changed sufficiently they should complete a new housing application. The home seeker will need to demonstrate that their circumstances have changed sufficiently that the above no longer applies, for example, that there has been a sufficient lapse of time since the previous application was submitted and there is evidence of sustained behavioural change.

- 2.15 The decision to exclude anyone from the register on the basis that they do not qualify for social housing rests with the Housing choices Team Leader , and home seekers will be informed in writing of the reason why their application has been rejected. They will have the opportunity to appeal against this decision if they feel it is incorrect (see Section 4).
- 2.16 Home seekers who reapply within a year of securing new social housing- Home seekers will not normally be allowed onto the housing register if they are an introductory or starter tenant within the first year of a social tenancy unless this has been agreed when granting the tenancy or where there has been a significant change in circumstances that was not foreseeable at the time the tenancy was granted.
- 2.17 Where an applicant has demonstrated behaviours that make them unsuitable to be a tenant but would qualify for specialist accommodation or accommodation with specialist support an applicant may be accepted onto the register subject to restrictions as to the accommodation they can be offered. In such circumstances an applicant will be subject to limitations on their availability to bid through choice based lettings and limited to nominations/allocations through alternative arrangements. The applicant will be clearly informed of this at the time of their acceptance onto the register.
- 2.18 All cases will be considered on their merits.

3. Home Seekers under the age of 18

- 3.1 Home seekers must be aged 16 years or over to apply to join the housing register but those home seekers under the age of 18 may be subject to locally agreed protocols which will determine the type of property and support services required for them to be considered for accommodation.
- 3.2 Home seekers aged 16 and 17 looking for social housing in North West Leicestershire must provide details of a guarantor and/or a person to hold the tenancy in trust to be allowed onto and remain on the register. The guarantor/trustee must be a responsible person such as a parent or other close family member, or a representative from a support agency, such as Social Services.
- 3.3 Subject to 3.4 home seekers aged 16 and 17 will be assessed in the same way as all other home seekers joining the housing register.
- 3.4 When an application is received from a homeless home seeker aged 16 or 17, North West Leicestershire District Council will in the first instance, seek to establish if accommodation should be provided under Section 20 of the Children Act 1989 and will request that Children and Young People's Services undertake a "child in need" assessment. If it is established that the child is not a "child in need" and other suitable accommodation cannot be secured through the Council's Homelessness Duties, the application will be assessed in the same way as all other home seekers joining the housing register
- 3.5 When an application is received from a lone parent under the age of 18, North West Leicestershire District Council will seek to carry out a joint assessment of needs and support with Social Services. The assessment will only be undertaken after the home seeker has given their consent.
- 3.6 Although under 18s are allowed on the housing register it is at each landlord's discretion if, and under which circumstances, they will rehouse home seekers under 18.
- 3.7 Six months before an young persons 18th birthday the Council will consider an application for accommodation from someone without a guarantor/trustee as per 3.2 but they may be overlooked for accommodation until their 18th birthday. All other qualification criteria will still apply.

4. Right to Review

- 4.1 Section 166A(9) of the 1996 Act includes a requirement for an allocation scheme to give home seekers a right to review a decision on qualification in s.160AZ(9), and to be informed of the decision on the review and the grounds for it. This is in addition to the existing right to review a decision on eligibility.
- 4.2 By virtue of s.160ZA (9) and (10) the Council must notify a home seeker in writing of any decision that he or she:
- is ineligible for an allocation of accommodation under s.160ZA (2) or (4), or
 - is not a qualifying person under s.160ZA (7)
- 4.3 The notification will give clear grounds for the decision based on the relevant facts of the case. Section 160ZA(10) provides that, where a notification is not received by the home seeker, it can be treated as having been given to him or her, if it is made available at the Council's office for a reasonable period.
- 4.4 If the Council considers that a home seeker may have difficulty in understanding the implications of a decision on ineligibility or disqualification, the Housing Choices Team will arrange for the information to be explained verbally in addition to providing a written notice.
- 4.5 Home seekers also have the right, on request, to be informed of any decision about the facts of their case which has been, or is likely to be, taken into account in considering whether to make an allocation to them (s.166A(9)(b)).
- 4.6 If a home seeker is successfully matched for a property but is refused the offer of accommodation by the Council or one of the Registered Provider partners, they should ask for a review of the decision. The Council and each partner Registered Provider operate their own appeals process. A member of the North West Leicestershire Housing Choices Team will be able to provide the home seeker with a copy of the relevant review procedure.
- 4.7 Under s.166A(9)(c) home seekers have the right to request a review of any of the decisions mentioned in paragraphs 4.2, 4.5 and 4.6 above and to be informed of the decision of the review and the grounds for it. Home seekers wanting to exercise a right to review, or someone appointed by them to act on their behalf, should submit a request, preferably in writing within 21 days of the original decision letter to:

Housing Choices Team Leader
North West Leicestershire District Council
PO Box 11051
Coalville
LE67 0FW

Requests should indicate the reasons why a request for a review is being submitted and any points that the authority is requested to take into account, and the details of any representative they have appointed. Where a home seeker is unable to provide a written submission, verbal representations will also be accepted.

- 4.8 The officer considering the review will not have been involved in the original decision. The review will take account of the allocation scheme, the relevant legislation and guidance, any information provided by the home seeker or his/her representative and any other relevant circumstances.

Reviews will be completed within 15 working days of the application being received.

- 4.9 If the home seeker is not satisfied with the outcome of the review they can ask for their case to be considered by a more senior officer.. A request for a second tier review should be made within 15 working days of the date on the review decision letter.

- 4.10 Any reviewing officer will not have been involved previously in the case and will normally carry out the further review within 40 working days of the request. A written notification of the decision, including grounds for the decision, will be sent to the home seeker.

- 4.11 If the home seeker is not satisfied with the outcome of the second tier review, he/she may challenge the decision in the High Court on a point of law. The home seeker has 3 months from the date of the decision letter to apply.

- 4.12 All correspondence will be sent to the mailing or email address on the home seeker's application as per their correspondence preference.

5. Home Seekers with Mobility Needs

- 5.1 If a home seeker indicates on their registration form that they have a mobility need, then they will be asked to complete a set of questions to determine the, the type of property that would be suitable and any adaptation that would be required to the property.
- 5.2 The mobility needs assessment will be used to assess what the home seekers housing needs are and what property types they will have access to and preference for. Where necessary professional help will be sought in order to accurately assess how the individual's mobility issue affects their housing need.
- 5.3 North West Leicestershire District Council will advertise vacancies as they become available. This includes those properties that are suitable for the needs of home seekers with mobility problems, or those that have been specially adapted in some way. North West Leicestershire District Council will include information on the level of adaptations and/or accessibility features within the property advertisement.
- 5.4 Properties that are suitable for home seekers with mobility problems will be clearly advertised with details of any adaptations or special facilities to allow home seekers to bid for properties that will meet their needs.
- 5.5 The Council will aim to make best use of the available housing by matching property characteristics to a household's needs and circumstances.

Where preference is to given to home seekers with a mobility need such as in the case of level access properties then this will be clearly stated on the advert.

Where a property is particularly suitable to meet a specific mobility need or could be easily adapted to do so, the decision may be taken to allocate the property through a management allocation (according to the process described in section 11). Home seekers will be selected on the basis of their mobility needs assessment. Management allocations will be restricted to situations where a home seeker has very specific needs which are unlikely to be met through the choice based system.

- 5.6 Where a home seeker is unsure as to whether a property would meet their housing need or whether it might be suitable for adaptations they should contact the landlord of the property to inform their decision to bid before the bidding cycle ends.

6. Household Eligibility

- 6.1 Individual landlords have some discretion to set their own eligibility criteria. These will be set out clearly within the advert. By logging in to the Choice Based Lettings system applicants will see the current adverts they are eligible for. If a home seeker thinks that they are unable to bid for properties they believe they should be eligible for, they should contact the Housing Choice Team within the relevant bidding cycle. Where an applicant is bidding for a property that would result in under occupying in terms of benefit regulations they may be overlooked on affordability criteria.

Household Definitions - Guidance

- 6.2 A household is the group of people that would normally be expected to live together. It will often comprise people with caring responsibilities such as a parent, or someone with parental responsibility and children or adults who have demonstrated a long term commitment to living together whether as a couple or other family unit. The purpose of the allocations policy is to house households into suitable accommodation that meets their needs. Moving another person into an existing home will not automatically make them a household member and in some circumstances to address housing need they may be expected to apply for accommodation in their own right. Equally where an applicant expresses a wish to be rehoused with someone they are not currently residing with they will be expected to demonstrate the nature of their long term commitment to living together.
- 6.3 Where a parent has overnight access to their children, an additional bedroom need may be awarded to allow the children to sleep over. Households falling into this category must provide evidence that they have access to the children and provide at least 2 nights of secondary care on a regular basis.

The following conditions apply:

- a. This will normally entitle a household to a single additional bedroom regardless of the number of children to whom the home seeker has access.
- b. A household will not normally be afforded a priority for being a bedroom short except where the current accommodation is a bedsit/studio.
- c. For the purposes of this section a child is considered to be any young person under the age of 18.
- d. An additional bedroom will only be allowed for a household which would be overcrowded when additional children are staying following the rules on bedroom requirements set out in Section 6.14 and 6.15. Those that could be accommodated within the existing household will not generate an entitlement to an additional bedroom.

- e. In cases of a shared residency agreement including a joint residence order, the Council reserves the right to determine a primary carer for housing purposes. Only the primary carer would be entitled to the full bedroom eligibility for the household. When making this decision the Council will follow the same decision process as that used for determining the main responsibility for benefits purposes.
 - f. Single person households or couples with access to children cannot normally be considered for properties larger than a 2 bedroom property irrespective of the number of children they have access to.
 - g. Individual landlords are able to apply their own policies with regard to the size or type of properties that will be available to home seekers awarded an additional bedroom need due to overnight access. The relevant eligibility criteria will be listed on the property advert.
- 6.4 Accommodation designated for older home seekers will be advertised with a minimum age criteria dependent upon the landlord's policy, and properties will be advertised accordingly, indicating any additional services that are available (if any). Where joint home seekers are bidding for this type of property, only one home seeker normally needs to meet the minimum age criteria stated on the advert.
- 6.5 A single parent household is entitled to the same size accommodation as a two parent household with the same number of children.
- 6.6 A child must spend a minimum 4 nights per week with the home seeker in order for them to be classed a permanent resident. Exceptions will be considered, for example in circumstances where the child resides away from the home seeker on a temporary basis but their permanent home is with the home seeker.
- 6.7 A home seeker may add a joint applicant to their housing application. Checks will be made to ensure that joint home seekers added are eligible to join and become a tenant. The home seeker's application will be re-assessed based on the combined circumstances of all household members and they will be notified of any changes, for example a change in their housing need band.
- 6.8 A home seeker may add additional household members to their application. Checks will be made to verify their identity, circumstances and confirm their housing history. Where an adult is added to an application the Council will carry out checks to confirm that there are no impacts on qualification..
- 6.9 A joint home seeker may wish to be removed from the existing application and apply separately in their own name. In such circumstances, the home seeker's new application will be backdated to the date they joined the original joint application.
- 6.10 In exceptional circumstances home seekers may be allowed to bid on properties they would not normally be eligible for. In making this decision North

West Leicestershire's Choice Based Lettings scheme will consider the needs of each household and the needs of each landlord to make best use of their housing stock.

Supported, Sheltered Housing and Extra Care

- 6.11 Home seekers will need to satisfy the advertised age rules for the scheme and/or be assessed as having a support need that can be met within supported or sheltered housing.
- 6.12 Home seekers with assessed support needs will be eligible to bid for properties where support is provided or in some cases in general needs accommodation where alternative support arrangements can be put in place. Where a home seeker has bid for supported accommodation it is expected that they will engage with this support to ensure they are able to maintain their tenancy. Home seekers who are allowed onto the housing register because of a need for sheltered or supported housing who would otherwise not be eligible for the register will only be allowed to bid for suitable supported accommodation. The offer of supported accommodation may be subject to a Social Care Assessment.
- 6.13 In applying this policy it is recognised that there will be circumstances where a household's accommodation needs and support needs will need to be met separately. The priority of this policy is to meet a home seeker's accommodation needs. The Housing Choices Team will, where appropriate, work with relevant agencies to help a home seeker meet their support needs.

Defining Bedroom Requirements

- 6.14 The Council's policy on bedroom need is based on the Housing Benefit rules on bedroom eligibility. This is to ensure that issues of affordability are avoided.

The following rules are used to determine the minimum size of accommodation needed by a household:-

A separate bedroom is normally needed for each of the following:

- Every adult couple or single parent
 - Any other person aged 16 years or over
 - Any two children aged under 16 years of the same sex
 - Any two children aged under 10 years regardless of sex
 - Any other child
- 6.15 Normally to be included in the household a person needs to be living with you all the time. If someone is away from home, they still count as living with you if:
- they intend to return to live with you
 - you haven't sublet their room
 - if they're in the UK, they aren't likely to be away for more than 13 weeks

- if they're outside the UK, they aren't likely to be away for more than 4 weeks

If they're away for up to a year, they can still count as living with you if they both:

- intend to come home
- are in hospital, or away studying or training are an adult child who is serving away from home in the Armed Forces

Medical need for an extra bedroom

6.16 A additional bedroom may be awarded in the following circumstances:

A member of the household has a disability or medical reason that means they are unable to share a bedroom. Behavioral issues can be included as long as they can be evidenced.

A home seeker has a non-resident carer (or group of carers) providing regular overnight care to themselves or a disabled household member

When considering whether an extra bedroom is needed the Council will take into consideration:

- Whether the household receives or would be likely to receive an additional bedroom entitlement for housing costs purposes as part of a benefit claim
- Proof of need and receipt of overnight care
- Any assessment made by a medical or care professional that supports the fact the person can't share a bedroom

6.17 In assessing any bedroom shortage in a household's existing accommodation, the best fit according to these rules will be taken, even if that is different to the pattern of occupation of the existing accommodation.

6.18 Rooms that would normally be expected to be used as a bedroom but are in use for other purposes will also be included in the calculation. An exception will be where a home seeker does not have sole occupancy of the property and does not have control over the use of the rooms.

6.19 Home seekers awarded preference based on having a bedroom shortage or surplus may be restricted from bidding for a property of the same bedroom size as currently occupied. Where a household in these circumstances wishes to bid for a property of the same size they will have their banding amended as though they were adequately housed.

6.20 Large families (i.e. those with five or more children) may be given additional priority over smaller households for larger properties such as those with four or more bedrooms.

- 6.21 Foster carers are entitled to an additional bedroom as long as they have fostered a child or become an approved carer in the last 12 months. Prospective foster carers will be considered, on evidence that Children's Services will approve the home seeker as a foster carer subject to availability of suitable size accommodation
- 6.22 For the purposes of defining bedroom requirements, an unborn child will count as a child from within 6 months of the expected date of delivery. This will be calculated by taking the estimated due date provided by the health service rolled back by 6 calendar months. Home seekers are required to provide proof of birth within 6 months to retain their bedroom entitlement. Landlords retain the right to withdraw an offer should the property be unaffordable to the home seeker at the time of letting.
- 6.23 The same approach as detailed in section 6.22 above will be taken 6 months before each household member's birthday with regard to calculating bedroom eligibility.
- 6.24 A bedsit/studio flat will be deemed as having one bedroom suitable for single occupancy for eligibility and overcrowding purposes and so a single person living in a bedsit with no other issues will be placed in the low or potential band whereas a couple in the same circumstances will be deemed one bedroom short.

7. Assessing Housing Need

- 7.1 Whilst offering choice, North West Leicestershire's Choice Based Lettings scheme must take into consideration the housing needs of each home seeker and their household to allow those home seekers in greatest need to be given greatest preference.
- 7.2 We will consider and assess the housing needs of each household. All home seekers who are eligible to join the housing register will be allocated one of five housing need bands by the Housing Choices Team, determined in accordance with their verified housing need. The five bands are as follows
- Critical Housing Need (highest)
 - Urgent Housing Need
 - Medium Housing Need
 - Low Housing Need
 - Potential Housing Need (lowest)
- 7.3 Home seekers must notify North West Leicestershire District Council immediately of any change in their housing circumstances. The Council may need to undertake further enquiries before reassessing the application. A home seeker's application may move from one housing need band to another following the reassessment.
- 7.4 If a home seeker feels that their application has been assessed incorrectly, they have a right to request a review of the decision (see section 4).

- 7.5 Home seekers will normally be placed in the highest housing need category they qualify for except in the case of Home seekers who fall into the categories outlined in 9.7 or who have been allowed onto the register without a local connection under 9.6. Home seekers to whom the Council has accepted a duty under the homelessness legislation will be dealt with as set out in section 7.26. This approach compliments the band categories as set out below.

Band 1 – Critical Housing Need

- 7.6 Home seekers who have been assessed as having an emergency need to move (see 9.27 onwards) will be placed in the critical housing need band. Home seekers can remain in the critical housing need band for a period of up to 8 weeks. If no suitable properties have become available during the 8 week period, or the home seeker has not been successful in their search for accommodation their application will be reviewed. In exceptional circumstances home seekers may be granted an extension, the length of which will be determined by the Housing Choices Team Leader.
- 7.7 Home seekers in the critical housing need band retain the right to bid for properties of their choice. However, if they fail to use all of their opportunities to bid in any cycle within the critical period the Housing Choices Team reserves the right to place bids for the home seeker on suitable properties that meet their housing need. The time by which the Home Seeker is expected to have used their bids will be agreed in advance with the Home Seeker. Home seekers will be expected to place bids on all suitable properties and consider all offers of suitable accommodation. Failure to bid for suitable properties or refusal of an offer of suitable accommodation may result in the priority not being renewed at the end of the 8 week period. Furthermore at the end of the 8 week period they may be considered to have deliberately worsened their own circumstances and placed in a lower band.

7.8 Critical need to move will be recognised in the case of:-

a) **Emergency Welfare need** – circumstances could include (this is not an exhaustive list)

- Home seekers who are subject to severe harassment, threats of violence or actual violence, or threats of physical, emotional, or sexual abuse.
- Home seekers living in a property where the conditions are classed as unsafe or risk of imminent harm that cannot be remedied within a reasonable time (not resulting from damage caused by the home seeker).

- Home seekers living in a property that is statutorily overcrowded
 - Young people leaving Care. The home seeker will have been through their housing options with the Council and all other options will have been exhausted.
- b) **Emergency Medical need** – circumstances could include a home seeker with a progressive or chronic medical condition combined with other difficulties such as the need for adapted accommodation or the inability to be discharged from hospital to their current accommodation.
- c) **Complex Housing Needs-** Would include a number of high need factors which taken together create an urgent need to move. This could be, for example, a combination of severe physical and learning disabilities combined with stress caused by harassment.
- d) **Management need** – circumstances could include (this is not an exhaustive list)
- Tenants needing an emergency transfer because their current property is in need of urgent repair (includes demolition)
 - Those succeeding to a tenancy that is not suitable to their needs and who have lived in the property for at least the last 12 months
 - Home seekers who have no right in law to remain in their current Council or Registered Provider accommodation, i.e. they have no right of succession but the home seeker has lived in the property for at least the last 12 months.
 - Tenants occupying a wheelchair adapted property they no longer need which is required for another home seeker
 - Other urgent need to move
- e) **Displaced agricultural workers** - who qualify for assistance under the Rent (Ag) Act 1976

Band 2 – Urgent Housing Need

- 7.9 **Two or more needs from the following Medium housing need band sections** - A home seeker will be assessed as Urgent need if the home seeker has been assessed as having two or more needs from the following sections of the Medium housing need band AND these needs do not have the same underlying cause, for example where damp could be considered poor housing conditions but also is likely to lead to medical issues. No more than **one** factor to be taken from **each** of the following sections:

- Poor housing conditions
- Medical need to move
- Welfare need to move
- Overcrowded Housing

Please note that insecure accommodation is not included in the list above.

- 7.10 **Home seekers where there is overcrowding by two or more bedrooms short of the assessed need** - (the home seeker would not normally be considered eligible to bid for the same size property as currently occupied unless their banding is altered to reflect that fact).
- 7.11 **A home seeker who is living in supported accommodation and the Council has a move on agreement with the housing provider** and their key worker and the Council has agreed that independent accommodation would now be appropriate. The Council may require the key worker to provide a “ready to move assessment,” to support their recommendation.
- 7.12 **A home seeker who is living in Residential Care type accommodation where their current needs no longer require such accommodation** and all necessary agencies are in agreement that independent accommodation could be suitable with necessary support **and** such support will be available.
- 7.13 **Social Tenants within the Local Authority area who are under-occupying a home which is in high demand from other home seekers and/or where there is assistance available from a local Tenants’ Incentive Scheme** - (the home seeker would not be considered eligible to bid for the same size property as currently occupied).
- 7.14 **Home seekers who require adaptations that cannot be economically and/or technically achieved in their existing accommodation.** Home seekers who require adaptations beyond level access accommodation where this cannot be economically and/or technically achieved in their existing accommodation, or that fall outside of the policy of their landlord and/or the DFG criteria, will be placed in the Urgent Band. In some circumstances such home seekers will be identified for a direct match to accommodation which is adapted or particularly suitable for the appropriate adaptations.
- 7.15 Home seekers in the Urgent housing need band can remain in this band for up to 26 weeks. If no suitable properties become available during the period, or the home seeker has not been successful in their search for accommodation, their application will be reviewed. In exceptional circumstances, home seekers can be granted an extension up to a further 16 weeks to remain in the Urgent band. The Housing Choices Team Leader will determine the length of any extension, taking into account a range of factors such as the previous availability of suitable properties and the home seeker’s bidding history.

- 7.16 Home seekers in the Urgent housing need band retain the right to respond to properties of their choice. Home seekers will be expected to consider all suitable properties. Failure to bid for suitable properties or refusal of an offer of suitable accommodation will be taken into account if the application is reviewed at the end of the 6 month period. If suitable accommodation had been available within this period the applicant may be considered as having deliberately worsened their own circumstances and placed in low band.
- 7.17 Any applicant that does not have their band extended will be provided with an explanation of why the decision has been made including which properties they would have been expected to bid for. They will be able to request a review of the decision by writing to the Housing Choices Team Leader.

Home seekers who have been given preference due to need for a different sized property may be restricted to bid on properties that meet their needs. Preference will not be applied to home seekers who bid on properties of the same size.

Band 3 – Medium Housing Need

- 7.18 **Poor housing conditions** – home seekers living in unsanitary, or unsatisfactory housing conditions. This could include
- a) **Housing that is not in a reasonable state of repair** - Housing failing on this point will be those where **one or more key building components** are old, in a poor condition and in need of major repair or replacement. This means external walls, roof, external windows/doors, chimneys, central heating boilers, gas fires, storage heaters, plumbing and electrics. Where there is evidence that disrepair is a result of tenant damage, additional preference will not be awarded. When making this assessment consideration will be given to individual circumstances, such as whether the damage was caused by an ex-partner or other former family member.
 - b) **Housing that does not have reasonably modern facilities and services**
-
Dwellings failing on this point are those that lack **three** or more of the following:
 - a reasonably modern kitchen
 - a kitchen with adequate space and layout
 - a reasonably modern bathroom
 - an appropriately located bathroom and WC
 - adequate noise insulation (where external noise/neighbourhood noise is a problem)
 - adequate size and layout of common areas for blocks of flats

- c) **Housing that does not provide a reasonable degree of warmth** - Housing that does not have a heating system or other means of heating the property or the heating system at the property does not work or is in poor condition will fail this point.
- d) **Other poor housing conditions** - In exceptional circumstances, other poor housing conditions will be considered where there is evidence that the housing conditions are having a detrimental effect upon the welfare or health of the household, an example could be mould and damp within the property.

[These criteria will be assessed in partnership with Environmental Health services. Where a home is found lacking in relation to these standards, the Environmental Health Officer will consider using the powers available to ensure that the property owner is made to meet acceptable standards. Where it is expected that the disrepair can be remedied in a reasonable time period priority may not be given unless there are unnecessary delays].

7.19 Medical need to move – home seekers with a medical, disability or mobility problem. This could include

- Verified high medical need where the home seeker's condition is currently, directly affected by their accommodation and a move to alternative accommodation (which they are assessed as eligible to bid for) would resolve or ease their medical condition. Medical need to move is unlikely to be granted where the current property is deemed suitable for the home seekers medical needs.
- Level access accommodation is required and there is no prospect of adaptations to the home seeker's current property being made within 12 months. Suitable proof will be required i.e. confirmation from a local Occupational Therapist or landlord. The home seeker may be referred to local agencies for assistance with adaptations. The need for more complex adaptations may result in an award of Urgent Banding

7.20 Welfare need to move – this could include

- a) Home seekers suffering from harassment or neighbour nuisance such as verbal abuse or damage to the property. The problems will have been reported to the landlord and/or the Police for action but despite co-operation and support from all parties a satisfactory conclusion not found. The harassment is not at a level whereby the home seeker has an emergency need to move.

- b) Home seekers with a need to be near relatives to give or receive assessed care/support. This would only apply where NOT moving would cause physical, financial, or emotional hardship to either party.
- c) Home seekers with an evidenced need to move closer to specialist educational or similar organisation, agency, or institution. This would only apply where NOT moving would cause physical, financial, or emotional hardship to either party.
- d) Home seekers who need to move to access work. They will either have found permanent employment within the District and need to move closer to work to prevent financial hardship or they are unable to take up an offer of work because the workplace is not accessible from their current home. An assessment will be undertaken; this may involve contacting the home seeker's employer or other agencies such as Job Centre staff.
- e) Home seekers who are having difficulty in meeting their housing costs due to financial hardship caused by reasons outside of their control. This could include:
 - Inability to meet housing costs in the private sector due to restrictions in LHA rates where the home is a suitable size
 - Being ineligible for housing benefits due to age
- f) Home seekers who are required to share facilities with people who are not part of their household. This will only apply to households with dependent children or where the home seeker or a member of their household is considered vulnerable for another reason

Home seekers who have been given preference because they have been assessed as meeting the criteria in categories 9.20 (b), (c) or (d) above, may be restricted to bidding for homes advertised in the areas they have demonstrated a need to move to.]

Home seekers who have been given preference under 9.20 (e) will still be required to demonstrate that any accommodation offered is affordable.

7.21 Overcrowded housing - This means a household that is one bedroom short of the assessed need for that household.

Home seekers who have been given preference due to need for a different sized property may be restricted to bid on properties that meet their needs. Preference will not be applied to home seekers who bid on properties of the same size.

7.22 Insecure accommodation – this would include

- a) Home seekers who currently rent accommodation privately on an assured shorthold tenancy or a tied tenancy and have been served with a valid notice to leave.
- b) Home seekers accommodated as a licensee/lodger; or
- c) Home seekers living with family, relatives or friends
- d) Social tenants who have a fixed term tenancy and have been served notice that this will not be renewed, providing they still qualify for the housing register.

Band 4 - Low Housing Need

7.23 Applications will be accepted onto the housing register and considered in low housing need if:

- The home seeker has been guilty of behaviour within the last 12 months that affects their suitability to be a tenant. The behaviour is not serious enough that enforcement action would normally have been taken and does not warrant exclusion from the housing register on the basis that they do not qualify for social housing. This relates to not only the home seeker, but also other members of their household. The home seeker will usually remain in the Low Band for at least 12 months. If there is a relevant change in the household's circumstances during the 12 month period the home seeker may contact the Housing Choices Team to request that their priority is re-assessed. Otherwise the home seeker will remain in Low Band for twelve months following which the home seeker will be able to request a reassessment of their housing need band.
- The Home seeker would otherwise be excluded from the housing register as a result of suitability to be a tenant but have been accepted onto the housing register due to an overriding housing need.
- Home seekers who have deliberately worsened their circumstances to gain an unfair advantage over other home seekers on the housing register may be placed in the Low housing need band for a period of 12 months. This will normally include households who have been found to be intentionally homeless. The application will then be reassessed. If there is a relevant change in the household's circumstances during the 12 month period the home seeker may contact the Housing Choices Team to request that their banding is re-assessed. Home seekers may be considered to have deliberately worsened their circumstances if they have been placed in higher bands but not taken the opportunity to bid for more suitable properties during the fixed period awarded.

- The home seeker is a social tenant who accepted a property knowing that it did not fully meet their needs and whose circumstances have not changed significantly.

7.24 Private Rented Sector Tenants who are adequately housed, who are not subject to a notice and do not have a welfare, medical or other additional need for alternative housing.

Band 5 - Potential Housing Need

7.25 Applications will be accepted but normally given no preference if:

- The applicant is in private rented accommodation and has full security of tenure at least comparable to a full assured or secure tenancy and no welfare or medical need to move.
- The home seeker is a social tenant whose current accommodation is the correct size for them (as defined in section 6.14) and who does not have a welfare, medical or other exceptional need to move.
- The home seeker is seeking to access affordable home ownership schemes only.
- The home seeker has been allowed onto the housing register as they may be suitable for older persons or hard to let accommodation but otherwise would not meet the qualifying criteria. This includes homeowners who have an existing property that is available, suitable and affordable or they can meet their needs within the market
- The home seeker is not considered suitable for general needs accommodation but may be suitable for specialist accommodation subject to an allocation. (an applicants ability to bid through Choice Based Lettings may be restricted whilst placed in this band.)

Homeless Households

7.26 The following section applies to homeless households where the Council has accepted a duty under the homelessness legislation.

7.27 A homeless household will still need to meet the qualification criteria for the housing register.

7.28 Where the Council has accepted a homeless duty and has decided or has reason to believe the home seeker is in priority need and unintentionally homeless and therefore would be owed a main homeless duty the home seeker will be placed in Band 1 – Critical Housing Need for a period of up to 56 days.

- 7.29 If a decision is made during the relief duty that the main homeless duty will not be owed then the application will be reviewed and placed in the appropriate band according to the criteria below.
- 7.30 Upon reaching 56 days in Band 1 – Critical Housing Need, the application will be reviewed. If it is felt on review that the home seeker has:
- (a) not bid on all properties that are suitable during this period, or
 - (b) has not made sufficient endeavours to secure an offer of accommodation
- Then the application will be moved into Band 2- Urgent Housing
- 7.31 The home seeker will continue in Band 2 – Urgent Housing until such time as:
- (a) They accept an offer of accommodation
 - (b) The prevention duty is ended and no relief duty is owed
 - (b) The relief duty is ended
 - (c) 56 days have passed
- 7.32 If a home seeker is found to be owed a main homeless duty then the application will be moved to Band 3 – Medium need and a direct qualifying homelessness offer will be made.
- 7.33 Where the Council has accepted a homeless duty but the home seeker does not qualify for Band 1 – Critical Housing need as per section 7.29 will be placed in Band 2 – Urgent Housing Need for up to 56 days (subject to not falling under the criteria in section 7.35 below).
- 7.34 The home seeker will continue in Band 2 – Urgent Housing until such time as:
- (a) They accept an offer of accommodation
 - (b) The prevention duty is ended and no relief duty is owed
 - (b) The relief duty is ended
 - (c) 56 days have passed
- 7.35 Upon reaching 56 days in Band 2 – Urgent Housing Need the application will be reviewed. If it is felt on review that the home seeker has:
- (a) not bid on all properties that are suitable during this period, or
 - (b) has not made sufficient endeavours to secure an offer of accommodation
- Then the application will be moved into Band 3- Medium Housing Need
- 7.36 If a home seeker reaches the end of the relief duty and no main homeless duty is owed then their application will be placed in Band 3 – Medium Housing Need (subject to not falling under the criteria in 7.37 below).
- 7.37 A homeless home seeker will still be placed in the low band where their behaviour including in relation to their bidding activity, meets the necessary criteria

Moving between housing need bands

- 7.38 A home seeker's housing need band will change if their level of need changes (see 9.4).
- 7.39 When a home seeker moves up to a higher housing need band their effective date will change to the date they moved in to the higher band.
- 7.40 Home seekers who move to a lower housing need band will retain their current effective date **or** the date they were previously in that housing need band.
- 7.41 Where it is determined on review that the home seeker should have been placed in a higher housing need band, they will retain their existing effective date rather than be awarded the higher priority from the review decision date. Where a review introduced new information not available to the original assessor, the reviewing officer will make a judgement as to the appropriate effective date.
- 7.42 Where a home seeker has been placed in the low band due to deliberately worsening their own circumstances this will normally be reviewed after a period of 12 months, however if there has been a significant change of circumstances then this review may take place earlier.

Additional Preference for Armed Forces and former service personnel

- 7.43 The following groups will be awarded additional preference within their allocated banding by receiving an additional 3 months waiting time to their band start date.
- those serving in the regular forces and suffering from a serious injury, illness or disability which is attributable (wholly or partly) to the person's service,
 - those who formerly served in the regular forces,
 - those have recently ceased, or will cease to be entitled, to reside in accommodation provided by the Ministry of Defence following the death of that person's spouse or civil partner who has served in the regular forces and whose death was attributable (wholly or partly) to that service,
 - those serving, or who have served in the reserve forces and are suffering from a serious injury, illness or disability which is attributable (wholly or partly) to their service.

8. Advertising Properties

- 8.1 The Council will advertise between 90-100% of all empty Council properties through North West Leicestershire's Choice Based Lettings scheme and through the operation of an agreed Service Level Agreement, will encourage partner landlords to advertise the same percentage of their empty homes. The advert will contain basic information about the property and the eligibility criteria that home seekers must meet.
- 8.2 Property adverts may be restricted to receiving bids from or giving preference to certain types of home seeker, for instance, where a local lettings policy has been agreed, or the homes advertised form part of a new development that is subject to letting criteria set out in a section 106 agreement. For example, property adverts may be restricted to home seekers by:
- Support needs (i.e. Sheltered, Extra Care and Supported)
 - Banding
 - Home Seeker Age
 - Mobility
 - Household type and size
 - Local Connection
 - Economic Status
- 8.3 (this list is not exhaustive and policies will be adapted to meet the circumstances of the estate/development)
- 8.4 Partner landlords may introduce their own additional criteria for properties. Where this is the case these will be clearly shown on the advert.
- 8.5 Home seekers will be able to view the weekly property adverts online will be able to request support from the Housing Choices Team in order to review and bid on properties.
- 8.6 The property listings **may** include details of other affordable housing options in the District. This may include private rented properties, low cost home ownership and Homebuy options.

9 Local Lettings Policies

- 9.1 From time to time the Council or its partners may introduce a local lettings policy for a specific area or development in order to address local issues or ensure a balanced community. For example a local lettings plan may have regard to the following considerations:
- Providing a mix of household sizes and types in order to provide community stability
 - Reducing the likelihood of anti-social-behaviour in areas that have existing high levels of anti-social behaviour.
 - Strong local demand

- The protection of vulnerable communities
- 9.2 Local Lettings Policies should have consideration for the objectives within the introduction to the Allocations and Lettings Policy and the guidelines set out in Appendix One. They should:
- Be developed with a clear objective in mind
 - Cover the smallest geography required to meet the objective.
 - Be time limited or subject to review.
- 9.3 Where a local lettings policy applies this will be clearly marked on the advert and a copy of the policy or link to the policy will be made available on the Choice Based Lettings website. As far as possible the shortlisting criteria will reflect the conditions of the local lettings policy allowing a home seeker to make informed choices.
- 9.4 For some specialist schemes the local lettings policy may allow for allocations/nominations outside of the Choice Based Lettings scheme. This will be clearly marked within the Local Lettings Policy.

10. Bidding for Vacant Properties

- 10.1 Home seekers are responsible for bidding for properties that are advertised. Bidding **does not** involve pledging any money, it is simply the term used for expressing an interest in a property. If a home seeker is unable to search and bid for properties they will be assisted by a member of the North West Leicestershire Housing Choices team (see 10.5).
- 10.2 Home seekers are responsible for ensuring that they place bids in response to property adverts before the stated closing date. Requests for bids to be made after the closing date **will not** be considered.
- 10.3 Home seekers can currently place up to 2 bids per advertising cycle. Home seekers can cancel bids and place them on other advertised properties at any time during the bidding period. Home seekers will be informed of their position in the short-list at the time of bidding. If a property that a homeseeker has placed a bid on is withdrawn the applicant will be notified as soon as possible and they will have the chance to place the cancelled bid on an alternative property subject to eligibility.
- 10.4 Whilst home seekers are not normally penalised if they fail to respond to properties advertised, home seekers in Critical and Urgent housing bands will be expected to consider **all** suitable properties.
- 10.5 North West Leicestershire District Council retains the right to discharge the authority's statutory main homeless duty by making one suitable offer of accommodation to the homeless home seeker as described in sections 7.27 to 7.35.
- 10.6 North West Leicestershire District Council reserves the right to change the frequency of advertisements, for example due to the Christmas holiday period.
- 10.7 Once an applicant has provisionally accepted an offer of accommodation their application will be suspended and they will not be able to bid on further properties as they are advertised. Once a provisional offer of accommodation has been accepted applicants will normally be overlooked for other properties they have already bid on, however if a landlord becomes aware that the expected availability of the property will be significantly delayed landlords should try to contact the applicant to ask if they would like to continue to bid.
- 10.8 In the case of homeless households any proposals to amend offers due to property availability will be discussed with the Case Officer who may then discuss the implications of not agreeing to an earlier property with the applicant
- 10.9 The Council may make a direct offer or place bids on behalf of homeless households where this could prevent or relieve homelessness or meet the Council's main homeless duty to secure accommodation. In this situation the Council will still have regard to the accepted criteria on suitability of

accommodation. Where the Housing Choices Team intends to make a bid on behalf of a homeless household reasonable attempts will be made to inform the home seeker in advance. Wherever possible the home seeker will be given the opportunity to bid for properties themselves, however an inability to contact the home seeker will not restrict the ability of the Housing Choices Team to place bids on their behalf. The home seeker will not be able to withdraw any bids made on their behalf.

11. Direct offers and Management Allocations

11.1 North West Leicestershire Choice Based Lettings scheme aims to give all home seekers choice in where they live. In exceptional circumstances, it may not be possible to offer the home seeker choice and a direct offer of accommodation, or a Management Allocation, may have to be made.

11.2 A Direct Match or Management Allocation may be made in one of the following circumstances (this list is not exhaustive)

- When a Council tenant or tenant of a Registered Provider partner needs to be decanted from their property because it requires major refurbishment or repair or is identified for demolition
- Where a property has been compulsorily purchased and there is a legal requirement to offer the household a specific property
- Where the home seeker could pose a risk to individuals or other members of the community
- Where the Council or Registered Provider partner has decided that this is the best use of stock.
- Where a home seeker has particular accommodation needs such as mobility requirements that are not likely to be met through the Choice Based Lettings process
- Where a homeless household is occupying a property as temporary accommodation that would be suitable to meet their long term accommodation needs
- Where a homeless household is owed the full housing duty

11.3 Properties to be allocated on a Management Allocation basis will not be advertised through the scheme but information on management allocations will be available to home seekers on the housing register via the Choice Based Lettings website.

12. Difficult to let Properties

- 12.1 The term 'difficult to let' usually refers to properties that have been advertised twice but have not attracted any eligible bids
- 12.2 If a particular property type has a history of falling within the difficult to let definition, the Council or Registered Provider may alter the eligibility criteria on the next advert to encourage home seekers of a different age or household type to bid. The Council will work with all social housing providers to identify and encourage home seekers who would meet the revised criteria to bid. Alternative advertising methods may then be considered and a management allocation made to someone who expresses an interest in and is eligible for the property.
- 12.3 If the property still remains vacant, then following consultation, consideration should be given to other changes in the eligibility criteria and incentives to attract prospective tenants.

13. Short Listing Criteria

- 13.1 For all properties advertised, unless they are advertised on a "best fit basis" home seekers who have placed bids and meet the criteria for that property will be short listed in the following order:

- i) By housing need band (Critical to Potential)
- ii) By effective date (=date of registration or more recent date of change of priority)

If two or more home seekers from the same housing need band respond to a property advert, the home seeker who has been in the housing need band for the longest period will be matched first. If both joined the housing need band on the same date the home seeker who has been on the housing register the longest will be matched first.

- 13.2 In the event of two home seekers with the same registration date applying for the same property, North West Leicestershire housing allocations staff will make a decision between both cases taking into consideration the housing circumstances of each case.
- 13.3 This will generally mean home seekers who receive no preference (potential housing need band) are less likely to receive an offer of accommodation.
- 13.4 Non standard properties, including those that are suitable for those with mobility needs including wheelchair users may be advertised on a 'best fit' basis and preference given to home seekers who have been identified as requiring accessible accommodation. Home seekers will be selected based on the level of adaptation they require and the suitability, if available, of accommodation to meet their needs. These properties may be exempt from the short listing process outlined in 15.1. In some circumstances these properties will be directly matched to an applicant.

13.5 Shortlisting will be carried out in accordance with the policies and criteria of the Council's Housing Management Team or the relevant Registered Provider a copy of which will be available on the Choice Based Lettings Website or by request to the relevant organisation.

13.6 Where there is a shortage of accessible properties, and a failure to adapt a property would lead to unreasonable delays in housing for a disabled person then North West Leicestershire Housing staff will take steps to identify properties which are suitable to be adapted, and consider a management allocation.

14. Offering a property

14.1 The short listing results for each property will be sent to or accessed directly by the relevant social landlord. They will be responsible for contacting home seekers who have matched for the property and for allocating the property in accordance with their individual Allocations Policy. The Council and participating Registered Providers will work from the short list results provided by North West Leicestershire Housing Choices scheme.

14.2 Home seekers who are contacted regarding a property may be asked to provide proof to confirm the circumstances detailed on their North West Leicestershire Choice Based Lettings housing application form are correct.

14.3 Home seekers who owe a housing related debt to the Council or a Registered Provider will be advised that any offer of accommodation is subject to the remainder of the debt being paid in full. Home seekers may be asked to provide evidence to prove the debt has been paid.

In exceptional circumstances the requirement to repay the debt in full may be deferred. Circumstances where this discretion may be applied include where:

- A move to alternative accommodation is necessary to avoid significant/exceptional financial hardship
- The home seekers housing circumstances are such that not offering alternative accommodation would result in an excessive burden to either the home seeker or other household members

This will be at the discretion of the relevant Landlord.

14.4 If the home seeker is unable to provide proof of their circumstances or if their circumstances have changed to an extent that they are no longer eligible for the property or their banding no longer reflects their circumstances then an offer of a tenancy will not be made.

NB. In instances where the home seeker who has matched first for a property is not offered the property, the prospective landlord is required to provide a valid reason for not offering the property and this information should be available to the home seeker either through the choice based lettings website or on request.

The home seeker will have a right to review against the decision (see Section 4).

- 14.5 If the home seeker is able to provide the housing provider with the proof requested then the home seeker should be offered the tenancy of the property.
- 14.6 Where a home seeker is being considered for a property that is deemed larger than their needs for benefits purposes the home seeker may be asked to demonstrate how they will make up the shortfall. If a home seeker cannot provide sufficient assurances that a property will be affordable then an offer will not be made. It is not expected that Discretionary Housing Payments will be considered a suitable justification that a property is affordable. If a home seeker is successful in these circumstances and is rehoused into the property they will not normally be allowed to register for a move in the future based on affordability unless they can demonstrate a change of circumstances.
- 14.7 The housing provider will complete the tenancy agreement with the home seeker. This agreement is the formal contract between the landlord and home seeker, and sets out the details of the property, rental charged, the full names, and the start date of the tenancy.
- 14.8 Landlords will attempt to make contact with the Home Seeker through all means available however if a home seeker is not contactable or does not respond to messages within 48 hours then they may be overlooked for an offer of accommodation. Home Seekers are responsible for updating their contact details to assist with this process. Home Seekers should be given sufficient time to consider an offer of a tenancy. The home seeker will normally have up to 24 hours following a viewing to make a decision.
- 14.9 Home seekers who are identified as vulnerable maybe given longer to consider the offer of a tenancy. Examples of this will include home seekers who are currently in hospital or in some form of temporary accommodation, such as a hostel or refuge or shortly due for release from prison. A decision will be made by the individual landlord according to the circumstances of the home seeker.
- 14.10 Home seekers will not normally be penalised if they refuse the offer of a tenancy but home seekers who refuse, or fail to respond to three suitable offers of accommodation or fail to attend three arranged viewings will have their application suspended for up to six months. They will then be asked to attend an interview with a member of North West Leicestershire's Housing Choices Team. The interview will be used to discuss their housing needs and to offer advice about the type of properties available. Home seekers will be ineligible to make further bids until they have attended the interview.
- 14.11 Home seekers in the Critical need housing need band may jeopardise their status if they refuse a reasonable offer of a tenancy and their critical need status may not be renewed at the end of the initial 8 week period. In the case of "homeless" home seekers in critical or urgent housing need the refusal of an offer of accommodation may result in the Council ending its homeless duty. Homeless Home have a right of review of a decision of suitability of

accommodation through the legislation where a refusal may result in the Council discharging its duty. This will be set out in a formal offer the home seeker will have received.

- 14.12 Home seekers who are owed Prevention or Relief duties under the Homelessness Reduction Act may find those duties coming to an end if they refuse a reasonable offer of accommodation.
- 14.13 The Council and Registered Provider partners to the scheme reserve the right to withdraw any offer of accommodation. Offers will only be withdrawn when there is just cause. The Council or Registered Provider will explain why the offer has been withdrawn. The home seeker will have a right to review against the decision (see Section 4). Reasons to withdraw an offer can include circumstances where the home seekers existing property is in a poor state of repair due to their own actions or failure to rectify or report issues.

15. Joint tenants

- 15.1 Home seekers seeking a joint tenancy should have a joint North West Leicestershire Choice Based Lettings scheme application.
- 15.2 The partner landlords within North West Leicestershire Choice Based Lettings scheme encourage joint tenancies.
- 15.3 If one home seeker of a household is unable to join the register (because they are ineligible or non-qualifying), then a joint tenancy cannot be granted.
- 15.4 The partner landlords will consider offering a joint tenancy to household members who have long term commitments to the home, for example, when adults share accommodation as partners (including same sex partners), friends, or unpaid live-in carers.
- 15.5 When a joint tenant serves notice to quit, the partner landlords can, at their discretion, grant the remaining joint tenant a tenancy in their sole name. In exercising their discretion, the landlords will consider whether this is making best use of their stock. The former tenant may join the housing register as a new home seeker.
- 15.6 Where a household member is already a social housing tenant it is presumed that they will be a joint applicant.

16. Feedback information

- 16.1 North West Leicestershire Choice Based Lettings scheme seeks to provide every home seeker with feedback information on previous allocations. This helps home seekers to make informed choices when bidding for future properties based on past trends.

- 16.2 Information on previous allocations through the scheme and an individual home seekers bidding history will be available to view via the Choice Based Lettings website.
- 16.3 The feedback information will include details of the number of home seekers who placed bids for the property and the date of registration and banding of the successful home seeker.
- 16.4 Home seekers will also be able to see their position on the short list by using the website. Although the Council will seek to make the queue position as accurate as possible, there may be circumstances where queue positions will not fully reflect the actual shortlist. Wherever possible this will be highlighted in the advert.
- 16.5 North West Leicestershire Housing Choices Team will provide advice to all home seekers to help inform their bidding choices. The Housing Choices Team will seek to contact home seekers who have not bid for a property in the Critical, Urgent and Medium Need bands before their band or annual review date to ensure they understand how the scheme works and discuss their housing needs.

17. Agricultural workers and the Rent (Agriculture) Act 1976

- 17.1 Under the Rent (Agriculture) Act 1976 North West Leicestershire Choice Based Lettings scheme has a duty towards agricultural workers who are required to leave their tied accommodation.
- 17.2 When considering an application from a displaced agricultural worker North West Leicestershire Housing Choices Team will need to be satisfied that :-
- The property from which the worker is displaced is needed to accommodate another agricultural worker.
 - the farmer cannot provide suitable alternative accommodation for the displaced worker
 - To re-house the vacating worker would be in the interests of efficient agriculture.

All 3 conditions need to be satisfied.

- 17.3 If North West Leicestershire Housing Choices Team is satisfied that the case is substantiated the home seeker's application will be placed in the Critical housing need band
- 17.4 If the case has not been substantiated then North West Leicestershire Housing Choices Team will assess the application based on the home seekers other housing circumstances.

18. Definition of Local Connection

- 18.1 Home Seekers will normally only be accepted onto the housing register where they can demonstrate one or more connections to the District as defined below. Property adverts will identify any further local connection criteria that must also be met such as to a village or parish.
- 18.2 A local connection is established by a home seeker demonstrating one or more of the following:
- (a) They have normally resided in settled accommodation in the District for at least twelve months at the time of application
 - (b) they have lived in the District for three out of the last five years
 - (c) they, or a member of their household is employed on a permanent basis or a temporary contract running for a minimum of twelve months, within the District (confirmation will be required from the employer)
 - (d) They have parents (including Guardians), brothers, sisters, or adult children who have been living within the District for at least 5 years with whom they have an ongoing close relationship. The applicant will need to provide evidence to support this connection. Step equivalents will be allowed.
 - (e) They have children under 18 years of age for whom they are not the primary carer but where there are formal access arrangements in place and living closer to the child(ren) would be in the child(ren)'s best interest. The applicant will need to provide evidence to support this connection.
- 18.3 The following groups of people are exempt from the rules on local (District) connection, people with:
- (a) No local connection but are owed a relief duty under the homelessness legislation and the Council is not intending to make a local connection referral to another Local Authority.
 - (b) Armed Forces and former service personnel where the application is made within five years of discharge.
 - (c) Bereaved spouse/civil partners of members of the Armed Forces leaving services accommodation following the death of their spouse partner; or
 - (d) Serving or former members of the Reserve Forces suffering from a serious injury, medical condition or disability sustained (wholly or partly) as a result of their service
 - (e) divorced or separated spouses or civil partners of Service personnel who need to move out of accommodation provided by the Ministry of Defence where a move into the district enables them re-engage with family and support networks.
 - (f) Care Leavers who were accommodated by Leicestershire County Council where LCC owes them duties as a former relevant child regardless of the locality in which they were placed will be deemed to have a local connection to NWLDC. This local connection category will apply until the care leaver's 21st birthday or they are pursuing a course of education set out in their pathway plan, until that course of education is finished
- 18.4 The following is not accepted as evidence of a local connection:
- Time spent in any prison or secure unit in the district

- Time spent in hospital in the district
 - Time spent in any institution such as a refuge or rehabilitation centre in the district
 - Time spent in any other accommodation that is not at the choice of the Home Seekers
- 18.5 Other special circumstances may exist, and all applications will be considered on their individual circumstances.
- 18.6 Where a home seeker has left the District to access specialist short-term accommodation they will normally be considered as maintaining a connection to the District. Where a home seeker has accessed specialist accommodation within the District they will normally be considered as having maintained their connection in their originating authority.
- 18.7 Settled accommodation is usually meant to mean accommodation where the home seeker has a security of tenure or residence in the medium to long term such as through a tenancy agreement or licence or through a connection to the person(s) providing the accommodation and their intentions when providing the accommodation, such as in the case of those living in a family home.
- 18.8 A connection made through employment in the District is dependent on the employment requiring the home seeker to spend time regularly at a place or places of work within the District.
- 18.7 **Town, Village or Parish Connection** - For some housing schemes there are planning restrictions requiring that vacancies should go in the first instance to people who have a connection with the town, village or parish. The detail of the planning restrictions may vary from District to District and local lettings policies may apply.
- 18.8 The factors used to determine a village or town connection **in North West Leicestershire** will normally be as follows, where the main home seeker or joint home seeker can answer 'yes' to any one of the following:-
- I have lived in the village for the last 12 months
 - I work permanently in the village (at least 15 hours a week)
 - I was born in the village or previously lived in the village for 3 years or more
 - I have close relatives who have lived in the village for at least 3 years (close relatives are defined as parents, children, siblings, grandparents, or grandchildren). Step equivalents will be allowed.
 - I need to move to the Parish to be close to a relative or other person in order to provide or receive significant amounts of care and support

Home seekers should refer to the criteria set out in the property advert

19. Complaints Procedure

19.1 Requests for service and the reporting of issues should first be made to the Housing Choices Team using the contact details provided.

19.2 In cases where you believe we have not taken the appropriate action or done something wrong then a formal complaint can be made using the Council's complaints procedure.

19.3 Information about the Council's complaints procedure and complaints policy can be found on the Council's website:

https://www.nwleics.gov.uk/complaints_comments_and_compliments

or by calling the customer services team on 01530 454545.

Appendix One: Eligibility for properties

Each landlord participating in the choice based lettings scheme may set their own eligibility criteria for individual properties taking account of a range of factors including:

- supply and demand of different property types and locations.
- Practical factors relating to the design and build of specific units
- Wider neighbourhood considerations
- Other facilities and services associated with the property

However the broad principles the council will expect to be adhered to include:

- To ensure best use of stock in normal circumstances the Council would not expect an allocation that left a household under-occupying by more than one bedroom
- Furthermore we would not expect an allocation to lead to a household being overcrowded except in the case of particularly large households for whom there is not sufficient large accommodation within the district or in other exceptional circumstances where a household has very specific needs for which there is not adequate sized accommodation.
- We would normally expect bungalows and other level access accommodation to be made available to and preference given to people with a mobility need or older people regardless of other support needs unless they form part of specialist provision such as a grouped sheltered scheme.
- Properties that are designed for people with support needs may be advertised specifically to people who have a requirement for support.
- Properties may be advertised with age criteria where there are management grounds to do so.

When using fixed term tenancies North West Leicestershire District Council expect partner landlords to have adopted a clear published tenancy policy. This policy should have regard to the North West Leicestershire Tenancy Strategy 2012.

Appendix Two - Affordability Calculations

A household exceeding either the income or the equity/savings thresholds in the following table will be considered as having the means to meet their own housing needs within the private sector¹. This figure will be reviewed annually.

Home seekers over the age of 60 who are applying only for sheltered or specialist supported accommodation are exempt from the affordability limits.

Household Type ²	Gross Income	Savings and equity
Single	£37,000	£20,000
Couple	£40,000	£20,000
Family with children	£58,000	£30,000

Equity and savings can include but are not limited to: shares; bonds; commercial property; residential property; property abroad and money apportioned through the proceeds of a divorce settlement, inheritance or any form of cash windfall.

The calculation of affordability will take into account:

- The availability of any equity
- Whether the home seeker would be eligible for a mortgage
- The supply and affordability of accommodation suitable for the home seekers specific needs on the private market for either sale or rent (for example where the home seeker requires specially adapted accommodation or supported housing)
- Whether adaptation of the existing property is a viable option
- The capital gained from the sale of any property within the last 5 years and how this was disposed of
- We will disregard any lump sum received by a member of the armed forces as compensation for an injury or disability sustained on active service for the benefit of the calculation

These criteria may be reviewed should application of the policy be seen to be unfairly disadvantaging a home seeker or their household where other factors indicate that they will be unable to meet their needs in the private sector. This will be considered on a case by case basis.

¹ Assessment of income and equity levels is based on housing market and affordability data from Hometrack Housing Intelligence (August 2023).

² The household definitions within section 6 will apply

Contact Details

For more information contact the Housing Choices Team at North West Leicestershire District Council

Visit us at our customer centre on Belvoir Road in Coalville (opposite Insomnia Coffee). Please note that application specific enquiries and support require an appointment.

Write to us at:

Housing Choices
North West Leicestershire District Council
PO Box 11051
Coalville
LE67 0FW

Telephone:

0800 183 0357 (9am to 1pm Monday, Wednesday, Thursday Friday and 9am - 5pm on Tuesdays)

E- mail: MyHome@nwleicestershire.gov.uk

Website: www.nwleics.gov.uk/find_a_home

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Community Scrutiny Committee – WORK PROGRAMME (as at 20/09/23)

Date of Meeting	Item	Lead Officer	Witnesses	Agenda Item Duration
December 2023				
7 December 2023	The Effectiveness of Planning Enforcement - Update	Chris Elston, Head of Planning and Infrastructure	-	30 minutes
7 December 2023	NWLDC Corporate Sponsorship and Advertising Policy	Paul Wheatley, Head of Economic Regeneration	-	30 minutes
7 December 2023	NWL Local Cycling and Walking Infrastructure Plan and Strategy	Paul Sanders, Head of Community Services,	-	30 minutes
7 December 2023	Future of Waste Services	Paul Sanders, Head of Community Services,	-	30 minutes
February 2024				
April 2024				
June 2024				
17 June 2024	Marlborough Square Project Review	Paul Wheatley, Head of Economic Regeneration	-	30 minutes

Work requests considered by the Scrutiny Work Programming Group

Work Request	Status/Progress	Committee date to be considered (provisional)
National Forest Line	Decision taken by the Group: a factual update from officers to be attached to the committee agenda as a 'Pink Paper' for information to Members. Following this a decision can be taken by the committee if further information/report is required.	7 December 2023
A review of the mismatch between housing provision and employment	Further scoping required between officers/scrutiny members and to clarify work request in relation to work of local plan committee. Scrutiny concerned in relation of effectiveness of current/previous local plan and any recommendations for the emerging plan.	TBC
Highways, potholes and footpaths	Officers attempted to make contact with Leicestershire County Council but yet to receive a response. Officers will continue to chase.	-
Air Quality	A report to be considered next year, currently being scoped with the information provided by Councillor Eynon in the scoping form.	4 April 2023
Litter, fly tipping and dog-fouling	A scoping form has been submitted by Councillor Eynon. Decision taken by Group: Once project complete, a report to be taken to committee.	TBC
Tourism	Decision by Group: due to the links with the Council Delivery Plan, a report to be scoped once plan adopted and then prioritised by the Group.	TBC
Community Safety including drug houses, parking and moving traffic offences	A scoping form has been received by Councillor Eynon. Officers currently scoping out report and will be prioritised by the Group.	TBC
Section 106 for Health	A scoping form has been received by Councillor Eynon. Decision taken by the Group: a factual update from officers to be attached to the committee agenda as a 'Pink Paper' for information to Members. Following this a decision can be taken by the committee if further information/report is required.	TBC

Principles and Criteria used for Assessing Items Put Forward

Identify Issues for consideration by Scrutiny

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

Prioritise the potential list of scrutiny topics based on factors including

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

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

DRAFT Notice of Executive Key Decisions

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

Key Decisions

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

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

The Council's Executive

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

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

Confidential Items and Private Meetings of the Executive

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

Access to Agenda and Related Documents

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

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

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
<p>East Midlands Development Company limited</p> <p>253</p>	Cabinet	Key	<p>Private</p> <p>Information relating to any individual.</p> <p>Information which is likely to reveal the identity of an individual.</p> <p>Information relating to the financial or business affairs of any particular person (including the authority holding that information)</p> <p>Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under the authority.</p> <p>Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.</p> <p>Information which reveals that the authority proposes to give under any enactment a notice under or by virtue of which requirements are imposed on a person</p> <p>Information which reveals that the</p>	24 October 2023	<p>Councillor Keith Merrie MBE</p> <p>keith.merrie@nwleicester-shire.gov.uk</p> <p>Strategic Director of Place Tel: 01530 454555 james.arnold@nwleicestershire.gov.uk</p>	East Midlands Development Company limited	No additional funding is being allocated, a decision needs to be made as to whether something that has been previously decided will still go ahead.

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Exemption from the Council's Contract Procedure Rules - Procurement Service	Cabinet	Key	Private Information relating to the financial or business affairs of any particular person (including the authority holding that information)	24 October 2023	Councillor Nicholas Rushton Tel: 01530 412059 nicholas.rushton@nwleicester.gov.uk Head of Finance Tel: 01530 454492 anna.crouch@nwleicester.gov.uk	Contract and Financial Procedure Rules - Exemption Request - Procurement Service Exemption from the Council's Contract Procedure Rules - Procurement Service	Not required to be considered by a Scrutiny Committee. Under the constitution Officers are required to report an exemption from any of the provisions of the Contract Procedure Rules granted to Cabinet.

November 2023

2023/24 Quarter 2 General Fund and Housing Revenue Account (HRA) Finance Update	Cabinet	Key	Public	21 November 2023	Corporate Portfolio Holder Head of Finance Tel: 01530 454492 anna.crouch@nwleicester.gov.uk	2023/24 Quarter 2 General Fund and Housing Revenue Account (HRA) Finance Update	23/11/23
Minutes of the Coalville Special Expenses Working Party	Cabinet	Key	Public	21 November 2023	Councillor Tony Gillard Tel: 01530 452930 tony.gillard@nwleicestershire.gov.uk Head of Property and Regeneration Tel: 01530 454 354 paul.wheatley@nwleicestershire.gov.uk	Minutes of the Coalville Special Expenses Working Party Minutes of the Coalville Special Expenses Working Party	The group is a sub group of Cabinet and therefore does not require scrutiny

December 2023

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non-Domestic Rates and Sundry Debts	Cabinet	Non-Key	Public	12 December 2023	Corporate Portfolio Holder Exchequer Services Team Leader andy.gould@nwleicestershire.gov.uk	Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non-Domestic Rates and Sundry Debts	Function delegated to Cabinet
255 Homelessness Strategy	Cabinet	Key	Public	12 December 2023	Councillor Andrew Woodman Tel: 07970 520357 andrew.woodman@nwleicestershire.gov.uk Housing Strategy and Systems Team Manager david.scruton@nwleicestershire.gov.uk	Draft Homelessness Strategy document Homelessness Strategy	Community Scrutiny on 28 September 2023.
Review of Housing Allocations Policy	Cabinet	Key	Public	12 December 2023	Councillor Andrew Woodman Tel: 07970 520357 andrew.woodman@nwleicestershire.gov.uk Housing Strategy and Systems Team Manager david.scruton@nwleicestershire.gov.uk	Draft Allocations Policy Review of Housing Allocations Policy	Community Scrutiny on 28 September 2023.

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Kegworth Project	Cabinet	Key	Public	12 December 2023	<p>Councillor Tony Gillard Tel: 01530 452930 tony.gillard@nwleicestershire.gov.uk</p> <p>Head of Property and Regeneration, Senior Economic Development Officer Tel: 01530 454 354, Tel: 01530 454678 paul.wheatley@nwleicestershire.gov.uk, emily.marquez@nwleicestershire.gov.uk</p>	Kegworth Project	Corporate Scrutiny Committee - 23 November 2023 or Community Scrutiny Committee - 7 December 2023
January 2024							
Draft General Fund Budget 2024/25	Cabinet	Key	Public	9 January 2024	<p>Corporate Portfolio Holder</p> <p>Head of Finance Tel: 01530 454492 anna.crouch@nwleicestershire.gov.uk</p>	Draft General Fund Budget 2024/25	04/01/24
Draft Housing Revenue Account (HRA) Budget and Rents 2024/25	Cabinet	Key	Public	9 January 2024	<p>Corporate Portfolio Holder</p> <p>Head of Finance Tel: 01530 454492 anna.crouch@nwleicestershire.gov.uk</p>	Draft Housing Revenue Account (HRA) Budget and Rents 2024/25	04/01/24

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Draft Capital Strategy, Treasury Strategy and Prudential Indicators	Cabinet	Key	Public	9 January 2024	Corporate Portfolio Holder Head of Finance Tel: 01530 454492 anna.crouch@nwleicester-shire.gov.uk	Draft Capital Strategy, Treasury Strategy and Prudential Indicators	04/01/24
Draft Robustness of Budget Estimates and Adequacy of Reserves 257	Cabinet	Non-Key	Public	9 January 2024	Corporate Portfolio Holder Strategic Director of Resources (Section 151 Officer) glenn.hammons@nwleicester-shire.gov.uk	Draft Robustness of Budget Estimates and Adequacy of Reserves	04.01.24
Council Tax Base 2024/25	Cabinet	Key	Public	9 January 2024	Corporate Portfolio Holder Head of Finance Tel: 01530 454492 anna.crouch@nwleicester-shire.gov.uk	Council Tax Base 2024/25	Approving the Council Tax Base is the responsibility of Cabinet. The Council Tax Base is calculated in line with legislation.

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
NWL Local Cycling and Walking Infrastructure Plan and Strategy	Cabinet	Key	Public	9 January 2024	<p>Councillor Michael Wyatt Tel: 07773 341531 michael.wyatt@nwleicester.gov.uk</p> <p>Head of Community Services, Leisure Services Team Manager Tel: 01530 454832, Tel: 01530 454602 paul.sanders@nwleicester.gov.uk, jason.knight@nwleicester.gov.uk</p>	NWL Local Cycling and Walking Infrastructure Plan and Strategy	Community Scrutiny - 5 April 2023
NWLDC Corporate Sponsorship and Advertising Policy	Cabinet	Non-Key	Public	9 January 2024	<p>Councillor Tony Gillard Tel: 01530 452930 tony.gillard@nwleicester.gov.uk</p> <p>Economic Regeneration Team Manager Tel: 01530 454822 Barrie.Walford@nwleicester.gov.uk</p>	NWLDC Corporate Sponsorship and Advertising Policy	Community Scrutiny Committee - 07.12.23
Housing Revenue Account (HRA) Budget and Rents 2024/25	Cabinet	Key	Public	31 January 2024	<p>Corporate Portfolio Holder</p> <p>Head of Finance Tel: 01530 454492 anna.crouch@nwleicester.gov.uk</p>	Housing Revenue Account (HRA) Budget and Rents 2024/25	Considered as part of the draft budget at Corporate Scrutiny on the 04/01/24

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Genera Fund Budget and Council Tax 2024/25	Cabinet	Key	Public	31 January 2024	Corporate Portfolio Holder Head of Finance Tel: 01530 454492 anna.crouch@nwleicester-shire.gov.uk	Genera Fund Budget and Council Tax 2024/25	Considered as part of the draft budget at Corporate Scrutiny on the 04/01/24
Capital Strategy, Treasury Management Strategy and Prudential Indicators 2024/25 259	Cabinet	Key	Public	31 January 2024	Corporate Portfolio Holder Head of Finance Tel: 01530 454492 anna.crouch@nwleicester-shire.gov.uk	Capital Strategy, Treasury Management Strategy and Prudential Indicators 2024/25	Considered as part of the draft budget at Corporate Scrutiny on the 04/01/24
Robustness of Budget Estimates and Adequacy of Reserves	Cabinet	Non-Key	Public	31 January 2024	Corporate Portfolio Holder Strategic Director of Resources (Section 151 Officer) glenn.hammons@nwleicestershire.gov.uk	Robustness of Budget Estimates and Adequacy of Reserves	Considered as part of the draft budget at Corporate Scrutiny on the 04/01/24

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Future of Waste Services	Cabinet	Key	Public	31 January 2024	Councillor Michael Wyatt Tel: 07773 341531 michael.wyatt@nwleicester.gov.uk Head of Community Services Tel: 01530 454832 paul.sanders@nwleicester.gov.uk	Future of Waste Services	This item is being considered at Community Scrutiny 7 December 2023.
February 2024							
2023/24 Quarter 3 General Fund and Housing Revenue Account (HRA) Finance Update	Cabinet	Key	Public	27 February 2024	Corporate Portfolio Holder Head of Finance Tel: 01530 454492 anna.crouch@nwleicester.gov.uk	2023/24 Quarter 3 General Fund and Housing Revenue Account (HRA) Finance Update	20/02/24
Minutes of the Coalville Special Expenses Working Party	Cabinet	Key	Public	27 February 2024	Councillor Tony Gillard Tel: 01530 452930 tony.gillard@nwleicester.gov.uk Head of Property and Regeneration Tel: 01530 454 354 paul.wheatley@nwleicester.gov.uk	Minutes of the Coalville Special Expenses Working Party Minutes of the Coalville Special Expenses Working Party	The group is a sub group of Cabinet and therefore does not require scrutiny
March 2024							

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non-Domestic Rates and Sundry Debts	Cabinet	Non-Key	Public	26 March 2024	Corporate Portfolio Holder Exchequer Services Team Leader andy.gould@nwleicestershire.gov.uk	Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non-Domestic Rates and Sundry Debts	Function delegated to Cabinet
Minutes of the Coalville Special Expenses Working Party 261	Cabinet	Key	Public	26 March 2024	Councillor Tony Gillard Tel: 01530 452930 tony.gillard@nwleicestershire.gov.uk Head of Property and Regeneration Tel: 01530 454 354 paul.wheatley@nwleicestershire.gov.uk	Minutes of the Coalville Special Expenses Working Party Minutes of the Coalville Special Expenses Working Party	The group is a sub group of Cabinet and therefore does not require scrutiny
April 2024							
There are no items to be considered at the meeting.							
May 2024							
Treasury Management Stewardship Report 2023/24	Cabinet	Non-Key	Public	21 May 2024	Corporate Portfolio Holder Head of Finance Tel: 01530 454492 anna.crouch@nwleicestershire.gov.uk	Treasury Management Stewardship Report 2023/24	Audit and Governance Committee - 24/04/24

Decision	Decision Maker	Status of Decision	Public or Private (and reason – where private)	Date of Decision	Contacts	Documents to be submitted to the Decision Maker	Considered by Scrutiny or other Committee
June 2024							
Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non-Domestic Rates and Sundry Debts	Cabinet	Non-Key	Public	25 June 2024	Corporate Portfolio Holder Exchequer Services Team Leader andy.gould@nwleicestershire.gov.uk	Former Tenant Rent Arrears, Current Tenant Rent Arrears, Council Tax, Non-Domestic Rates and Sundry Debts	Function delegated to Cabinet