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Meeting	CABINET
Time/Day/Date	5.00 pm on Tuesday, 25 August 2026
Location	Abbey Room, Stenson House, London Road, Coalville, LE67 3FN
Officer to contact	Democratic Services (01530 454512)

AGENDA

Item	Pages
1. APOLOGIES FOR ABSENCE	
2. DECLARATION OF INTERESTS	
Under the Code of Conduct members are reminded that in declaring interests you should make clear the nature of that interest and whether it is a disclosable pecuniary interest, registerable interest or other interest.	
3. MINUTES	
To confirm the minutes of the meeting held on 28 July 2026	3 - 10
4. PUBLIC QUESTION AND ANSWER SESSION	
5. SUPPLEMENTARY ESTIMATES AND CAPITAL APPROVALS	
Report of the Strategic Director of Resources Presented by the Finance and Corporate Portfolio Holder	11 - 14
6. UNIFORM IDOX SOFTWARE AND LICENSING CONTRACT RENEWAL	
Report of the Strategic Director of Resources Presented by the Finance and Corporate Portfolio Holder	15 - 18
7. COUNCIL DELIVERY PLAN - PERFORMANCE REPORT - 2026/27 QUARTER 1	
Report of the Chief Executive Presented by the Leader of the Council	19 - 54

8.	MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY	
	Report of the Strategic Director of Place Presented by the Business and Regeneration Portfolio Holder	55 - 64
9.	REVIEW OF HOUSING POLICIES: REASONABLE ADJUSTMENTS POLICY, NO ACCESS POLICY AND AIDS AND ADAPTATIONS POLICY	
	Report of the Strategic Director of Communities Presented by Housing, Property and Customer Services Portfolio Holder	65 - 98
10.	HOUSING CONTRACTS - EPC SUPPLIER	
	Report of the Strategic Director of Communities Presented by the Housing, Property and Customer Services Portfolio Holder	99 - 104
11.	EXCLUSION OF PRESS AND PUBLIC	
	The officers consider that the press and public should be excluded during consideration of the following items in accordance with Section 100(a) of the Local Government Act 1972 as publicity would be likely to result in disclosure of exempt or confidential information. Members are reminded that they must have regard to the public interest test and must consider, for each item, whether the public interest in maintaining the exemption from disclosure outweighs the public interest in making the item available.	
12.	AWARD OF CONTRACT - COMMERCIAL APPLIANCES (LAUNDRY EQUIPMENT)	
	Report of the Strategic Director of Communities Presented by the Housing, Property and Customer Services Portfolio Holder	105 - 108
13.	HOUSING CONTRACTS - HEALTH & SAFETY CDM CONSULTANT	
	Report of the Strategic Director of Communities Presented by the Housing, Property and Customer Services Portfolio Holder	109 - 116
14.	HOUSING CONTRACTS - GREEN DOCTOR	
	Report of the Strategic Director of Communities Presented by the Housing, Property and Customer Services Portfolio Holder	117 - 124

Circulation:

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

MINUTES of a meeting of the CABINET held in the Abbey Room, Stenson House, London Road, Coalville, LE67 3FN on TUESDAY, 28 JULY 2026

Present: Councillor R Blunt (Chair)

Councillors M B Wyatt, T Gillard, K Merrie MBE, A C Saffell and A C Woodman

In Attendance: Councillor T Eynon

Officers: Mrs A Thomas, Mr J Arnold, Mr A Barton, Mr J Illingworth, Ms B Leonard, Mr Z Fazil and Mrs C Hammond

33. APOLOGIES FOR ABSENCE

Before the meeting began, a minute silence was held in memory of Cabinet member, Councillor Nicholas Rushton.

There were no apologies for absence.

34. DECLARATION OF INTERESTS

There were no interests declared.

35. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

36. MINUTES

Consideration was given to the minutes of the meetings held on the 11 and 23 June 2026.

It was moved by Councillor K Merrie seconded by Councillor T Saffell and

RESOLVED THAT:

The minutes of the meetings held on the 11 and 23 June 2026 be approved and signed by the Chair as an accurate record of the proceedings.

Reason for decision: The Cabinet (Executive) Procedure Rules require that the minutes of the previous meeting are considered and confirmed as a correct record.

37. LOCAL GOVERNMENT REORGANISATION UPDATE

The report was presented by the Leader of the Council.

After the presentation, Councillor J Legrys was invited to speak to the report as Leader of the Labour Group. They spoke in support of the report's conclusions and commented that 'we must move forward to ensure the best Local Government Reorganisation...for all residents of North West Leicestershire.'

In response to questions from Councillor J Legrys, the Chief Executive explained that the Joint Committee membership would be made up of half Leicestershire County Council, 2 from Rutland Council and 1 from each District Councils. The Chief Executive explained that it was anticipated that the representative of North West Leicestershire District Council would be the Leader of the Council.

A member spoke against the decision to have a unitary council, commenting that central government 'failed to listen' and had decided to impose change which would lead to less accountability and make the council more remote and expensive.

It was moved by Councillor R Blunt, seconded by Councillor K Merrie and

RESOLVED THAT:

1. The report, government decision and further updates regarding Local Government Reorganisation be noted.
2. Authority be delegated to the Chief Executive, in consultation with the Leader of the Council, to respond to the decision on Local Government Reorganisation.
3. Subject to the similar approval by all Leicester, Leicestershire and Rutland (LLR) councils, the establishment of one or more voluntary joint committees, in accordance with Section 101 of the Local Government Act 1972 be approved.
4. Authority be delegated to the Chief Executive, in consultation with the Leader of the Council, to nominate representatives to such voluntary committee(s).
5. Authority be delegated to the Chief Executive, in consultation with the Leader of the Council, to nominate and appoint any substitute member to the joint committee(s).
6. Authority be delegated to the Chief Executive, in consultation with the Leader of the Council, to approve the draft terms of reference of the voluntary joint committee(s) and make minor amendments to the same.

Reason for decision: To ensure Cabinet is kept up to date with progress in relation to LGR. To enable voluntary joint arrangements between the LLR authorities.

38. GENERAL FUND FINANCE UPDATE - 2025/26 PROVISIONAL OUTTURN

The report was presented by the Finance and Corporate Portfolio Holder.

It was moved by Councillor K Merrie, seconded by Councillor A Woodman and

RESOLVED THAT:

1. The saving of £1.15m on the General Fund for 2025/26 to be transferred to the MTFP reserve, be noted.
2. The slippage of £15.97m on the Capital Programme be noted.
3. The approval of the creation of the following new earmarked reserves in excess of £100,000 be recommended to full Council:
 - Planning application income reserve (£179,879).
 - ICT cyber assessment framework grant reserve (£150,000).
4. The approval of the addition of £7.309m to the Business Rate Reserve be recommended to full Council.
5. The application of £0.984m of brought-forward UK Shared Prosperity Fund (UKSPF) grant funding to support expenditure incurred during 2025/26 be noted and approved.

Reason for decision: As required under Financial Procedure Rule A19.

39. HOUSING REVENUE ACCOUNT (HRA) FINANCE UPDATE - 2025/26 PROVISIONAL OUTTURN

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

It was moved by Councillor A Woodman, seconded by Councillor K Merrie and

RESOLVED THAT:

1. The 2025/26 HRA revenue provisional deficit of £1.690m which has provisionally been funded through drawing down from the HRA general reserves be noted.
2. The approval of the use of £1.69m of HRA general reserves to fund the 2025/26 deficit position be recommended to full Council
3. The position of the HRA Capital Programme, as detailed in Table 2 be noted.
4. The acceleration of the Home Improvement Programme of £1.260m, stock conditions surveys of £0.012m and roofing programme of £0.988m to be funded through the major repairs reserve be recommended to full Council.

Reason for decision: To enable Cabinet to consider the outturn position and ensure appropriate oversight of the financial performance of the HRA.

40. HOUSING FLEET RENEWAL

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

In response to a question, the Strategic Director of Communities explained that the housing fleet was maintained by the depot garage, and the deliverability of the servicing capacity in the garage had been agreed by Heads of Services.

It was moved by Councillor A Woodman, seconded by Councillor T Saffell and

RESOLVED THAT:

1. The procurement of contracts for the provision of a replacement housing repairs fleet as detailed in Annex A, within the identified financial limits be approved.
2. Authority be delegated to the Strategic Director with responsibility for Housing, in consultation with the Housing, Property and Customer Services Portfolio Holder and the Section 151 Officer, to award the contract to the chosen supplier and enter into all necessary agreements applicable to the contract award.

Reason for decision: To replace the Housing Repairs fleet, which is at the end of its operational life, in order to maintain service delivery, improve reliability, reduce operational risks and support the Council's environmental commitments.

41. ACQUISITIONS AND DISPOSALS - SECTION 106 ACQUISITION

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

Comments were made in support of the decision to increase housing stock and that they hope for future continuation.

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

RESOLVED THAT:

1. The addition to the Council's Housing Revenue Account (HRA) Capital Programme of £3.7m be endorsed, funded from right to buy receipts, and this expenditure be recommended to Council for approval at its meeting on 15 September 2026.
2. Subject to (1) above, a single contract be entered into with Bloor homes (the developer) to acquire twenty-two properties of varying archetypes for £3.7m over three years, as set out in the report, subject to council approving the addition to the capital programme.
3. Authority be delegated to the Strategic Director responsible for Housing to finalise and agree all necessary legal and contractual documents and take all appropriate procedural and operational steps to deliver the above.

Reason for decision: To comply with the constitution of the Council as this report requires Cabinet approval as it is in excess of £100k and to ensure Right to Buy Receipts are spent within their statutory timeframes.

42. WATER MANAGEMENT IN THE COALVILLE STRATEGIC GROWTH AREA - RECOMMENDATIONS OF THE COMMUNITY SCRUTINY COMMITTEE

The report was presented by the Planning Portfolio Holder.

The Planning Portfolio Holder thanked Community Scrutiny Committee for their steer in setting up the Task and Finish group and members of the Task and Finish Group for their work in gathering evidence and producing clear recommendations.

Councillor T Eynon was invited to speak, as chair of Community Scrutiny Committee. Thanks were given to the Chair, the working group, residents, parish councillors, Severn Trent Water representative Stephanie Cawley, East Midlands Councils, and council officers for their contributions to the report on sewage outflows and drainage issues. They expressed appreciation for the Council's positive response to the report's recommendations. Councillor T Eynon welcomed the Council's intention to work with the local MP to encourage the Government to implement the Sustainable Drainage Systems (SuDS) Approval Body provisions. They highlighted the impact on downstream landowners, noting that sewage pollution—including waste and debris—had affected Mary Lorimer's land at Townsend Lane. Councillor T Eynon argued that stronger public oversight of SuDS would help address such situations. They raised concerns about one SuDS pond at the end of Frearson Road, Hugglescote, which appeared different from the others and may not be functioning properly. They suggested that this could be contributing to water ingress during wet weather and therefore to the sewage overflow problems at Townsend Lane. Councillor T Eynon asked the planning and development team to raise this concern with Severn Trent Water, as the infrastructure owner, and concluded by expressing the hope that the company was being held accountable for the environmental impacts occurring on affected land.

In response to a query about Recommendation 3 from Councillor T Eynon, the Strategic Director of Place advised that Cabinet did not have the authority to direct planning enforcement actions, as it was a planning function and that was reflected in the recommendation and Officer response.

They commented that discussions had taken place with the Planning and Development

Team, following the review, which had identified a potential opportunity to introduce additional planning conditions on future developments that could provide better monitoring and oversight of drainage issues. However, that remained a matter for further investigations and development.

The financial risks in relation to planning applications being overturned at appeal were noted.

The Planning Portfolio Holder moved each recommendation from the Task and Finish group individually.

A member commented that the work done by the Task and Finish group was very important and that it was good to see Community Scrutiny working at a very high level.

It was moved by Councillor T Saffell, seconded by Councillor K Merrie and

RESOLVED THAT:

1. The Strategic Director with responsibility for Planning be requested to write to Severn Trent Water and requests a review of their approach taken in responding to planning applications and seek further engagement between Planning Officers and STW in this matter, including the Regulation 19 Local Plan consultation commencing in July 2026.
2. The Strategic Director of Place writes be requested to write to Severn Trent Water to request additional interim mitigation measures to reduce the impact of pollution on people and the local environment.
3. The Planning and Development Team be requested to engage with Severn Trent Water.
4. The Chief Executive Officer be requested to write, on behalf of the Council, to the local MP setting out the findings of the Community Scrutiny Task and Finish Group and make representation in respect of the enactment of Schedule 3 of the Floods and Water Management Act 2010.
5. Officers be requested to carefully consider ongoing SuDS liabilities and raises these matters with the MP when making representations on Schedule 3 and the implementation of the SuDS Approval Body.
6. The Communication Team be requested to engage with Severn Trent Water and explore opportunities to reinforce public messaging.

Reason for decision: To receive and then decide on actions stemming from the Community Scrutiny Task and Finish Group on Water Management in the Coalville Strategic Growth Area.

43. NEW RECYCLING CONTAINERS PROJECT UPDATE

The report was presented by the Community, Environment and Climate Change Portfolio Holder.

Comments from the Community Scrutiny Committee on the report were considered and acknowledged in turn. The Community, Environment and Climate Change Portfolio Holder welcomed the support from Community Scrutiny. In relation to Comment 4, they expressed that they were hopeful that street litter would be less visible from the fortnightly recycling.

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

RESOLVED THAT:

1. The comments and recommendations made by Community Scrutiny Committee at its meeting on 25 June 2026 be considered.
2. The progress and plans made to date in preparing to roll out the new scheme be commented on.
3. The rationale for phase one be approved.
4. The preferred proposal for bin lid colours be agreed.
5. The Waste and Recycling Collections Service statement, subject to officers applying the policy with appropriate discretion and in accordance with individual household circumstances, be adopted.

Reason for decision: To comment on the progress being made by this project to date and formally approve the proposals in regard to the new bin colours, the approach to phase one and the Service Statement

44. EXCLUSION OF PRESS AND PUBLIC

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

RESOLVED THAT:

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

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

45. CUSTOMER SERVICES TELEPHONY CONTACT CENTRE SOLUTION CONTRACT

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

It was moved by Councillor A Woodman, seconded by Councillor K Merrie and

RESOLVED THAT:

1. The procurement of Telephony Contact Centre Solution, using an appropriate and compliant route to market, the contract being for an initial period of two (2) years, with options to extend by a further two years (1 plus 1), be approved.
2. Authority be delegated to the Strategic Director of Resources to:
 - finalise the procurement documentation,
 - award the contract following completion of the procurement process; and
 - approve any necessary mobilisation and contractual arrangements.

Reason for decision: Cabinet approval is required because the potential value of the contract exceeds £100,000 and a procurement exercise must be undertaken.

The meeting commenced at 5.00 pm

The Chair closed the meeting at 5.35 pm

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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 25 AUGUST 2026



Title of Report	SUPPLEMENTARY ESTIMATES AND CAPITAL APPROVALS	
Presented by	Councillor Keith Merrie Finance and Corporate Portfolio Holder PH Briefed ☐ Yes	
Background Papers	Council 17 February 2026: <u>General Fund Budget and Council Tax 2026/27</u>	Public Report: Yes
	Cabinet 28 April 2026: <u>Supplementary Estimates, Virements and Capital Approvals</u>	Key Decision: Yes
Financial Implications	The report does not request any new financial resources. It seeks approval to add an external grant of £0.114m to the General Fund Budget and to move £0.01m from the development pool to the active programme.	
	Signed off by the Acting Section 151 Officer: Yes	
Legal Implications	No legal implications arising from this report.	
	Signed off by the Interim Monitoring Officer: Yes	
Staffing and Corporate Implications	There are no staffing implications arising from the report.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To seek approval to add an external grant of £0.114m to the General Fund Budget and to move £0.01m from the development pool to the active programme.	
LGR Implications	There are no LGR implications.	
Reason for Decision	The Council's Financial Procedure Rules, Section 2, paragraphs A24 to A28 stipulate the procedures for virements and supplementary estimates, whilst the Council's Capital Strategy sets out the Governance of the Capital Programme	
Recommendations	THAT CABINET: 1. APPROVES THAT THE ASYLUM DISPERSAL GRANT OF £0.114M IS ADDED TO THE BUDGET; 2. RECOMMENDS TO COUNCIL TO ADD THE HOMELESSNESS, ROUGH SLEEPING AND	

	DOMESTIC ABUSE GRANT TO THE BUDGET; 3. APPROVES THE MOVEMENT OF £0.01M FROM THE DEVELOPMENT POOL TO THE ACTIVE PROGRAMME FOR THE ‘CCTV – UPGRADE TO SERVER AND NEW CAMERAS’; AND 4. RECOMMENDS TO COUNCIL THAT THE PLAY AREA GRANTS WITHIN THE CAPITAL PROGRAMME FOR 2027/28 AND 2028/29 ARE BROUGHT FORWARD TO 2026/27.
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1.0 BACKGROUND

- 1.1 This is a regular report to Cabinet to enable the approval of supplementary estimates and capital movements in a timely manner for the efficient operation of the Council.
- 1.2 This report covers items in respect of the General Fund.

2.0 SUPPLEMENTARY ESTIMATES

- 2.1 A supplementary estimate is an addition to the Council's approved budget and is considered in line with the Council's Financial Procedure Rules and Constitution.
- 2.2 Since Council approved the budget in February 2026, the Council has received two grants over £0.100m that require member approval before being added to the budget. In line with the Constitution, Cabinet is asked to approve adding the £0.114m Asylum Dispersal Grant to the budget and to recommend to Council that the £0.445m Homelessness, Rough Sleeping and Domestic Abuse Grant is also added. Expenditure will be managed in accordance with the grant conditions.

3.0 CHANGES TO THE CAPITAL PROGRAMME

- 3.1 Schemes in the capital programme are grouped under two categories, and these are:

Development Pool: These are schemes not yet fully costed, or funding sources identified. A full business case is required to be prepared and presented to the Capital Strategy Group for consideration before the scheme can go ahead.

Active Programme: Schemes in this category have been approved (by Capital Strategy Group, Cabinet or Council), fully funded and are being delivered.
- 3.2 The business case for the ‘CCTV – Upgrade to Server and New Cameras’ project has been completed and presented to the Capital Strategy Group, which supported the project progressing. The project seeks to replace a failed Closed-Circuit Television (CCTV) server, restoring system resilience and bringing offline services, including Automatic Number Plate Recognition (ANPR) functionality, back into operation. Without the replacement, CCTV coverage will remain reduced, image quality issues will continue to affect evidential footage, and the Council's ability to support enforcement, community safety and partnership working with the police will be weakened. Cabinet is asked to approve moving the project from the development pool to the active programme so it can commence. The total budget is £0.02m, with £0.01m to be moved to the active programme.

- 3.3 The capital programme includes £0.250m per year for three years from 2026/27 for Play Area Grants. Officers have been developing a grant award scheme and have identified that, to support district-wide delivery, the full grant allocation should be brought forward into a single financial year. Cabinet is, therefore, asked to support a recommendation to Council in September to bring forward the 2027/28 and 2028/29 grant allocations into 2026/27.

Policies and other considerations, as appropriate	
Council Priorities:	A well-run council
Policy Considerations:	The proposal is in line with the Council's Constitution and Financial Procedure Rules, which require Cabinet approval for amendments to the Capital Programme and the reallocation of resources between schemes.
Safeguarding:	N/A
Equalities/Diversity:	N/A
Customer Impact:	N/A
Economic and Social Impact:	The scheme is expected to contribute positively through investment in local infrastructure and improved leisure provision.
Environment, Climate Change and Zero Carbon:	N/A
Consultation/Community/Tenant Engagement:	None.
Risks:	Risks will be managed through normal project governance processes, including cost control, delivery timelines and performance of the scheme. This report helps maintain compliance with the Council's constitution and reduces the risk of unauthorised spending.
Officer Contact	Anna Crouch Head of Finance and Deputy S151 Officer anna.crouch@nwleicestershire.gov.uk

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Title of Report	UNIFORM IDOX SOFTWARE AND LICENCING CONTRACT RENEWAL																																																													
Presented by	Councillor Keith Merrie Corporate Portfolio PH Briefed ☐																																																													
Background Papers	N/A	Public Report: Yes																																																												
		Key Decision: Yes																																																												
Financial Implications	The new contract is expected to cost £0.339m over three years, this is an increase of £0.055m on the current contract cost.																																																													
	In 2026/27 there will a budget pressure of £0.015m. The additional cost cannot be contained within the existing IT budgets. It is proposed that the additional 2026/27 is funded from contingency reserve and future years will be funded as budget growth which will be delivered through the budget setting process for 2027/28.																																																													
	The table below is a summary of the expected impact on the General Fund budget.																																																													
	<table><tr><th>Year</th><th>Current Cost £'ms</th><th>New Cost £'ms</th><th>Increase in Cost £'ms</th><th></th><th>Budget £'ms</th><th>Budget Pressure £'ms</th></tr><tr><td>2026/27 (full year impact)</td><td>95</td><td>102</td><td>8</td><td></td><td>87</td><td>15</td></tr><tr><td>Pressure</td><td>95</td><td>102</td><td>8</td><td></td><td>87</td><td>15</td></tr><tr><td>overlap 2026/27</td><td>39</td><td>47</td><td>8</td><td></td><td>36</td><td>11</td></tr><tr><td>2027/28</td><td>95</td><td>113</td><td>18</td><td></td><td>87</td><td>26</td></tr><tr><td>2028/29</td><td>95</td><td>113</td><td>18</td><td></td><td>87</td><td>26</td></tr><tr><td>2029/30 *</td><td>55</td><td>66</td><td>11</td><td></td><td>51</td><td>15</td></tr><tr><td>Total contract growth</td><td>284</td><td>339</td><td>55</td><td></td><td>262</td><td>77</td></tr></table>						Year	Current Cost £'ms	New Cost £'ms	Increase in Cost £'ms		Budget £'ms	Budget Pressure £'ms	2026/27 (full year impact)	95	102	8		87	15	Pressure	95	102	8		87	15	overlap 2026/27	39	47	8		36	11	2027/28	95	113	18		87	26	2028/29	95	113	18		87	26	2029/30 *	55	66	11		51	15	Total contract growth	284	339	55		262	77
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	* Pro-rated figures due to 3 year contract ending on 30/10/29																																																													
	Note:- The total budget pressure for the new contract is £0.077m over 3 years.																																																													
	The three-year contract price includes future Consumer Prices Index (CPI) adjustments, within the contract term.																																																													
	Signed off by the Section 151 Officer: Yes																																																													
Legal Implications	This has been procured via the VAS framework and so is both compliant with the Procurement Act 2023 and the Council's own Contract Procedure Rules.																																																													
	Signed off by the Monitoring Officer: Yes																																																													

LGR Implications	The proposed contract term is three years. Whilst Local Government Reorganisation remains ongoing, the continuation of a business-critical system is required to maintain statutory planning, building control, licensing and environmental health functions. Any successor authority will have the opportunity to review systems and contracts as part of future transition arrangements.
Staffing and Corporate Implications	The Uniform system supports a number of critical front line and back-office services. Renewal of the contract will ensure continuity of service delivery and avoid significant operational disruption.
	Signed off by the Head of Paid Service: Yes
Purpose of Report	To seek Cabinet approval to enter into a renewal contract with Uniform for licencing, support and maintenance on the IDOX software suite at a total cost of £0.339m over 3 years
Reason for Decision	The level of expenditure on the proposed contract exceeds the authority level in the Scheme of delegation.
Recommendations	THAT CABINET: 1) APPROVES THE AWARD OF A THREE-YEAR CONTRACT TO IDOX SOFTWARE LTD FOR LICENCES, SUPPORT AND MAINTENANCE OF THE UNIFORM SOFTWARE SUITE AT A TOTAL VALUE OF £0.339m 2) APPROVE THE USE OF THE CONTINGENCY RESERVE FOR THE £0.015m ADDITIONAL 2026/27 COST OF THE CONTRACT 3) NOTES THE ASSOCIATED FUTURE YEARS GROWTH OF WILL BE INCORPORATED INTO THE MEDIUM-TERM FINANCIAL PLAN (PARAGRAPH 3.4)

1.0 BACKGROUND

1.1 IDOX is an integrated document management ICT system and is one of the Council's key business applications for the following services:

- Environmental Health
- Licencing
- Public Access
- Planning
- Document Management System (DMS) and;
- Building control

1.2 The system is provided by supplier Uniform. The system has been used by the Council for over 20 years and is well integrated into customer services digital forms as well as Power Bi for data management and analytics.

1.3 The current three-year contract with Uniform for the IDOX software suite comes to an end in October 2026 and a new three-year contract is needed for software licences, maintenance and support. The new contract must be signed by 31 October 2026.

2.0 PROPOSED PROCUREMENT

- 2.1 The proposed procurement for the system is via the VAS Framework. This allows for a direct award, compliant with the Procurement Act 2023 and the Councils own Contract Procedure Rules. Suppliers on the Framework have already been subject to competitive tendering and due diligence. This procurement route has been reviewed and confirmed compliant by legal and procurement services.
- 2.2 Further in anticipation of Local Government Reorganisation the transition to a new provider is inadvisable at this time. Failure to secure an ICT documents management system would have a detrimental impact on service that doing nothing is not an option.

3.0 FINANCIAL IMPLICATIONS

- 3.1 The new contract value is £0.339m over three years. Existing revenue budget provision totals £0.262m over the same period. Approval of this contract therefore creates a budget pressure of £0.077m over the life of the new contract. Subject to Cabinet approval, this pressure will be incorporated within future budget-setting and Medium-Term Financial Plan (MTFP) processes
- 3.2 This increase is due to CPI and inflationary costs. The Council has already paid up to the end of October, therefore, the pressure for 2026/27 will be £0.015m. It is recommended that this additional funding for 2026/27 will come from the contingency reserve.
- 3.3 By entering into this contract with Uniform, the Council will have an up-to-date contract reflected in the contracts register which meet Council procurement requirements.
- 3.4 The table below shows a year-on-year breakdown of the costs

Year	Current Cost £'ms	New Cost £'ms	Increase in Cost £'ms		Budget £'ms	Budget Pressure £'ms
2026/27 (full year impact)	95	102	8		87	15
Pressure	95	102	8		87	15
overlap 2026/27	39	47	8		36	11
2027/28	95	113	18		87	26
2028/29	95	113	18		87	26
2029/30 *	55	66	11		51	15
Total contract growth	284	339	55		262	77

* Pro-rated figures due to 3 year contract ending on 30/10/29

Note:- The total budget pressure for the new contract is £0.077m over 3 years.

Policies and other considerations, as appropriate		
Council Priorities:	Support for businesses and helping people into local jobs	
Policy Considerations:	N/A	
Safeguarding:	To ensure continuity of services to potentially vulnerable customers	
Equalities/Diversity:	To ensure continuity of service to all customers	
Customer Impact:	To ensure continuity of service to all customers	
Economic and Social Impact:	N/A	
Environment and Climate Change:	N/A	
Consultation/Community/Tenant Engagement:	N/A	
Risks:	Risk	Mitigation
	Failure to renew contract	Loss of planning/building control/licensing systems
	Supplier dependency	Market testing and framework procurement
	Budget overspend	Growth incorporated into MTFP
	System failure	Support and maintenance included
	Data and regulatory compliance	Contractual obligations and support arrangements
	Customer portals showing out of date information	Customer portals and website showing out of date information as the integrations are no longer working
Officer Contact	Sam Outama IT MANAGER Sam.Outama@nwleicestershire.gov.uk	



NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY 25 AUGUST 2026

Title of Report	COUNCIL DELIVERY PLAN – PERFORMANCE REPORT – QUARTER 1 2026/27	
Presented by	Allison Thomas Chief Executive	
Background Papers	<u>Council Delivery Plan</u> <u>Council meeting held on 14 November 2023</u>	Public Report: Yes
		Key Decision: Yes
Financial Implications	There are no financial implications as a direct result of this report.	
	Signed off by the Acting Section 151 Officer: Yes	
Legal Implications	None arising from the report.	
	Signed off by the Interim Monitoring Officer: Yes	
Staffing and Corporate Implications	The Council Delivery plan sets out the priorities for the Council for a five-year period so has significant corporate and staffing implications.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To report the performance of the Council in Quarter 1 for the financial year 2026/27 against the objectives and key performance indicators set out in the Council Delivery Plan as agreed by Full Council on 14 November 2023.	
Reason for Decision	To make members aware of the progress of the plan.	
Recommendations	THAT CABINET CONSIDERS THE PERFORMANCE REPORT AND HIGHLIGHTS THE ELEMENTS MAKING POSITIVE PROGRESS AND THOSE WHERE THERE IS A NEED FOR INTERVENTION.	

1.0 BACKGROUND

- 1.1 The Council prepared a Council Delivery Plan during late 2023, and the plan is scheduled to cover the lifetime of the Council administration for the period 2023/24 until a year beyond elections to the new Shadow Authority for Leicestershire and Rutland in May 2027 (to ensure continuity in the aftermath of that election and to allow time for a new plan to be developed for the new Council. The plan was developed with inputs from the Corporate Scrutiny Committee and the opposition groups and was agreed by Council at its meeting on the 14 November 2023.
- 1.2 The plan is monitored in relation to the targets and a suite of performance indicators on a quarterly basis in line with the Council's agreed performance management framework. This involves quarterly reports to Cabinet, the outcomes of the reports are then shared with the Corporate Scrutiny Committee. Further information on the progress of the set of plans that sit below the Council Delivery Plan, the directorate plans, are monitored at officer level by the Corporate Leadership Team.
- 1.3 The reporting period for this report runs from April to June 2026.
- 1.4 The Corporate Scrutiny Committee met on 19 March 2026. A copy of the minutes is attached at Appendix 3.

2.0 PERFORMANCE REPORT

- 2.1 Executive Summary – the Council Delivery Plan contains four key priority areas – notably “A well-run Council, Clean and Green, Housing and Communities and Planning and Regeneration”.
- 2.2 The table in Appendix 1 shows the performance in Quarter 1 overall against each of the four priority areas.
- 2.3 There are 18 key performance indicators (KPIs) in the Plan. Six relate to Planning and Regeneration, five to Housing and Community Services, four relate to Clean and Green and three relate to a well-run Council.
- 2.4 This report also includes a summary of the Zero Carbon Roadmap activity for 2025/26 and an update on the transformation programme.

3.0 KEY PROGRESS AREAS

- 3.1 Overall, Quarter 1 shows positive progress across a number of Council Delivery Plan indicators. Particular highlights include the formal adoption of the Good Design Guide Supplementary Planning Document, continued progress towards Regulation 19 consultation on the Local Plan, and ongoing monitoring of planning enforcement activity. Housing satisfaction measures also show a strong improving position, with both the overall housing service and repairs service recording their highest scores in the three years of measure. Further positive progress is evident in private sector housing, where the number of properties failing to comply with Minimum Energy Efficiency Standards (MEES) has reduced significantly from the baseline position, and in food safety, where the proportion of food businesses rated five remains on target. The waste service review is progressing in line with the agreed programme, biodiversity net gain requirements are being applied through the planning process, tree management activity is being delivered, and a balanced budget has been approved for 2026/27.

4.0 AREAS REQUIRING IMPROVEMENT AND REMEDIAL ACTIONS:

4.1 The main areas requiring continued focus relate to indicators that are currently rated red or amber, or where performance is below the target set for 2026/27. The Zero Carbon Roadmap is rated amber, reflecting positive activity across housing retrofit, fleet, EV charging, sustainable communities and emissions reporting, but also the need to finalise asset management plans, establish clearer targets and continue to address delivery dependencies. Complaint response performance is below the new 95% target at 89% overall, although it is noted that this represents an improvement on all quarters in 2025/26. Planning performance for “other” applications was below target during the quarter, linked to vacancies and unforeseen staff absence, with capacity measures being put in place for Quarter 2. Finance-related indicators remain amber where Quarter 1 monitoring or audit outcomes are not yet complete and will require further reporting once information becomes available.

Policies and other considerations, as appropriate	
Council Priorities:	- Planning and regeneration - Communities and housing - Clean, green and Zero Carbon - A well-run council
Policy Considerations:	The report supports delivery of the Council Delivery Plan and the Council’s agreed performance management framework. Policy considerations are reflected through the relevant service plans, strategies and statutory frameworks referenced in the report, including planning, housing, waste, zero carbon, customer services and financial governance.
Safeguarding:	There are no direct safeguarding implications arising from this performance report. Safeguarding considerations remain embedded within the relevant operational services and will continue to be managed through existing policies and procedures.
Equalities/Diversity:	There are no direct equality or diversity implications arising from this report. Performance monitoring helps identify any service areas where access, outcomes or customer experience may require further review, and equality considerations will continue to be addressed through individual service decisions, projects and policies.
Customer Impact:	The report provides transparency on service performance and highlights areas where customers may experience improvements or where further action is required, including complaints handling, housing services, planning performance, waste services and community-facing environmental activity.

Economic and Social Impact:	The Council Delivery Plan supports economic, social and environmental wellbeing across the district. Reported activity includes regeneration, housing quality, community services, private sector housing standards, leisure provision, waste and recycling, biodiversity and customer service improvement.
Environment, Climate Change and Zero Carbon:	Environmental, climate change and zero carbon considerations are central to relevant areas of the report, including the Zero Carbon Roadmap, waste service review, recycling performance, biodiversity net gain, tree management, housing retrofit, fleet, EV charging and sustainable community activity.
Consultation/Community/Tenant Engagement:	The report itself does not require additional consultation. Engagement and consultation activity is referenced where relevant within the performance updates, including Local Plan consultation, tenant and resident feedback measures, community environmental initiatives and scrutiny consideration.
Risks:	Key risks relate to areas rated red or amber, delivery dependencies, service capacity, statutory deadlines, financial monitoring and customer performance. These are being managed through service-level action, monitoring by the Corporate Leadership Team and further reporting through Cabinet and scrutiny arrangements.
Officer Contact	Hannah Panter Head of HR & Organisational Development Hannah.panter@nwleicestershire.gov.uk

Appendix 1 RAG Rating Key for table

● Red – High Risk / Serious Issues

- **What it means:** The item is significantly off track or underperforming.
- **Action required:** Immediate attention and intervention are needed.
- **Examples:**
 - A project is behind schedule and unlikely to meet deadlines.
 - A key performance indicator (KPI) is far below target.
 - A risk has materialized or is very likely to.

◻ Amber – Moderate Risk / Some Concerns

- **What it means:** There are issues or risks, but they are manageable or being addressed.
- **Action required:** Monitoring and possibly corrective action to prevent escalation.
- **Examples:**
 - A project is slightly behind schedule but can recover.
 - A KPI is below target but within an acceptable range.
 - A risk is identified but mitigation is in place.

◻ Green – Low Risk / On Track

- **What it means:** Everything is progressing as planned.
- **Action required:** No immediate action needed beyond routine monitoring.
- **Examples:**
 - A project is on schedule and within budget.
 - KPIs are being met or exceeded.
 - No significant risks are present.

○ **White- Work hasn't commenced yet/there is insufficient data to monitor progress.**

- **What it means:** Work hasn't commenced against this KPI or there is insufficient data to be able to monitor at this stage.
- **Action required:** Monitoring to ensure work commences or is in a position for data to be captured and the target deadlines are adhered to.
- **Examples:**
 - The KPI refers to an annual target where the Council is awaiting information from an external body to assess progress
 - There is currently insufficient data, for instance the target is a national one, the implementation is recent and there is insufficient data to determine progress.

Appendix 2- Table of Performance against Key Performance Indicators.

Priority	KPI reference	Key Aim	Target	Q1 Progress	Commentary	Head of Service	RAG rating
 Planning and regeneration	1	We will adopt a local plan by 2026	2023-4 Submit local plan (Reg 18 consultation) . 2024/5 Pre-submission consultation (Reg 19) Submission of local plan and examination by December 2026.	Good progress continues to be made on the emerging Local Plan with a view to consulting on the Reg 19 Local Plan in Q2, 2026/27, from 16 th July to 11 th September.	At its meeting on 22 nd April 2026, Local Plan Committee agreed a number of new topic policies for the Regulation 19 Local Plan. At its meeting on 20 May 2026, Local Plan Committee agreed a new Local Development Scheme with an updated timetable for progressing the Regulation 19 Local Plan along with further new topic policies. At its meeting on 4 June 2026, Local Plan Committee agreed	Head of Planning and Infrastructure	

					to recommend to Cabinet that the proposed submission draft local plan be approved for a minimum six-week consultation. On 11 June 2026, both Cabinet and Council agreed that the proposed submission draft local plan be approved for a minimum six-week consultation.		
2	We will deal with your planning applications for major, minor and other developments by consistently meeting and exceeding the government's targets of 60%, 65%	Major- At least 60% of applications determined within 13 weeks. Minor- At least 65% of applications determined within 8 weeks. Other- At least 80% of applications	Majors – 100% Minors – 66.66% Others – 75.82%	The Planning and Development Team has comfortably exceeded national targets for major applications for Q1. The team has exceeded the national target for minor applications but have fallen beneath the 80% target for other applications this	Head of Planning and Infrastructure		

		and 80% respectively.	determined within 8 weeks.		quarter. This has been due to the team carrying a number of vacancies and some unforeseen staff absences. Measures are being put in place to provide capacity in Q2.		
3		We will have developed a new local design guide and new developments will comply with it.	2023-4 Develop a new Design Guide for North West Leicestershire adopting current best practice in accordance with the Government's National design guide. Undertake public consultation on the new Design Guide for North West	Adopted 22 nd April 2026	At Local Plan Committee on 22 June 2026, the new Good Design Guide Supplementary Planning Document (SPD) for North West Leicestershire was formally adopted. The SPD will now be used in the consideration of new pre-application enquiries and planning applications.	Head of Planning and Infrastructure	

			Leicestershire. 2024/5 Adopt the new design guide for North West Leicestershire. New development complies with the requirements of the adopted design guide.				
	4	We will effectively manage unauthorised development	Work begins in 2024/5 Adopt a new local enforcement plan by the end of Q2 24/25 Monitor and measure response	Enforcement Plan adopted October 2024. Monitoring of enforcement cases has ongoing since adoption of the Local Enforcement Plan. Updates	A Planning Enforcement Monitoring report update was taken to Planning Committee on 9 June 2026 for Q3 and Q4 2025/2026. The next report will be taken to	Head of Planning and Infrastructure	

			times against the targets set out in the adopted Local Enforcement Plan and report biannually to Planning Committee in Q3 and 4 24/25	in respect of planning enforcement cases are given to Planning Committee every six months in November/December and May/June.	Planning Committee in November/December 2026 for Q1 and Q2 2026/2027.		
	5	We will have delivered our ambitious Coalville Regeneration Framework.	Quarterly progress statement plus an additional Annual Framework review in Q4		Continued progress was made towards delivering the six priority projects in the Coalville Regeneration Framework with the aim of achieving Milestones within the year. Outcomes include: A) Commenced preparation of RIBA stage 4 (drafting of construction tender package	Head Of Property and Regeneration	

					for Stenson Gardens. B) Submitted a planning application for remodelling and change of use for the Old Market Hall. C) Supported Trent And Dove Housing to get ready to commence works to extend Linden Way and access development land at the rear of Wolsey Road.		
	6	We will have developed a regeneration framework and will be on the way to supporting thriving towns, villages and communities across the district.	Work begins in Q4 with the production of the NWL Regeneration Framework		Officers continue to lead the implementation of projects within the District Wide Regeneration framework. During Q1. Outcomes include: A) Continuing to make payments to	Head Of Property and Regeneration	

					projects operating as part of the UKSPF programme with a view to closing the programme at the end of September 2026. B) Securing Cabinet support for the implementation of phase 2 of the Moira Furnace project with Council allocating funding in the capital programme to implement the project. C) Completing initial feasibility work for a new leisure facility and beginning discussions with a private developer who has plans which align with Council proposals		
	7	We will provide a high quality housing	2023/4 First data publication – 64%	Measured annually	End of Q4 25/26 showed 82.6%-up from 55% in 24/25 and highest score	Head of Housing	

		service to our tenants.			in the three years of the measure		
	8	We will deliver an excellent repairs' service.	2023/4 First data publication – 62%	Measured annually	End of Q4 25/26 showed 71.4%-up from 56% in 24/25 and highest score in the three years of the measure	Head of Housing	
	9	Our private rental tenants across the district are able to live safely in their homes.	100% of Landlords contacted within the specified time-period within the MEES policy for non-compliance	The number of non-compliant properties with MEES in the District is now 4. The baseline number in September 2023 was 118.		Head of Community Services	
			Creation of a Private Sector Housing Charter.	Charter agreed in Q3 2025/26 - There is now a need to re review this following the Renters Rights Act came into force. Further updates to		Head of Community Services	

				follow in Q2 in this regard.			
	10	Our food businesses meet food safety standards.	2024/25 81% of food businesses having a hygiene rating of 5 (very good)	Q1 82% of food businesses have a hygiene rating of 5 (very good)	On target	Head of Community Services	

	11	Our two major leisure centres in Ashby and Whitwick and Coalville provide good services to our communities.	The leisure centres will be assessed independently against a national standard and achieve a 'good' or higher rating. (This will be provided annually in Q3)	Annual target	This is annual action reported on in Q3 2026/27	Head of Community Services	
 Clean and Green	12	We will have reviewed our waste service so that it is easy for the public to use and our recycling performance will be improved.	43% Recycling rate 2023/4	The new recycling container scheme is on target with the programme adopted by Cabinet in April 2025. In early November the first of four phases will be rolled out	2024/5 most recently confirmed figure (DEFRA provides this a year in arrears usually in March each year) is 43.5%.	Head of Community Services	

				under a new Service Statement in line with the Government's Simpler Recycling requirements.			
	13	We will aim to be carbon neutral as a Council by 2030, and as a district by 2050.	2023/4 Development of assessment work and target setting	Asset Management plans for all properties remain key to setting targets. 100% of fleet is electric or runs on HVO. Housing retrofit schemes are ongoing both in council housing and to support residents Ashby LC decarbonisation options are being developed.	Quarterly updates on key activities now provided as an addendum to the CDP report This also includes emissions reporting for 2025/26.	Head of Community Services	

				Money Hill EV solar hub is progressing and due to be installed in Q3. Sustainable Communities tool kit has been refreshed. Energy switch scheme is live with another opportunity later in the year.			
	14	We will increase the biodiversity of our District.	10% Biodiversity Net Gain on large developments with planning permission	118 planning applications have been determined in Q1. Of these, 12 were subject to mandatory 10% BNG. Of these 12 applications, Nine were approved and three were	National legislation sets out the circumstances where applications are exempt from mandatory 10% BNG, which include householders, those where de minimis applies (where less than 25 sqm of habitat	Head of Planning and Infrastructure	

				withdrawn. The other 106 applications were exempt or BNG was not applicable. In Q1, five discharge of condition applications were determined that relate to the mandatory Biodiversity Gain Plan condition, other details relating to BNG or a mix of both. All of these applications were approved.	is affected), self/custom-builds, some variation of conditions, reserved matters and retrospective applications. Only planning applications are included above, as the other types of applications are not subject to mandatory BNG, e.g. advertisements, discharge of conditions, prior notifications/prior approvals for permitted development and listed building consent.		
	15	We will have produced a Tree Management Strategy to better manage our tree stock.	2024/25 Publication of updated tree management strategy 		The Tree Management Action Plan 2026/27 is in the process of being delivered. In Q1 funding was provisionally	Head of Community Services	

					secured from the National Forest Company for the delivery of the 2026 Free Tree Scheme, surveys have commenced to understand where newly planted trees have failed and need to be replaced, and works for the management of woodlands has commenced. In terms of tree works, following previous surveys 46 tasks were identified as requiring to be delivered in Q1, 14 of which were medium risk and 32 of which were low risk. All tasks have either been completed or, following a further assessment of the tree to ensure risks have not increased, the delivery date has		
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					been reviewed and revised. Of the six areas to be surveyed in 2026/27, two have been completed in Q1.		
 A well-run Council.	16	Our customers are at the heart of everything we do.	2026-7 95% of Complaints responded to on time by end of year	85% Overall, across both stages. Stage 1 – 82% Stage 2 – 89%	Although the new target was not achieved for 2026/27 there has been an increase on all quarters in 2025/26.	Customer Services Team Manager	
	17	We will provide value for money services.	Unqualified Opinion to be provided by external audit (meaning accounts are accurate complete and follow standard accounting rules)	The 2025/26 Draft Statement of Accounts published at the end of June 2026 in line with the statutory deadline.		Head of Finance	
	18	We live within our means	Zero funding gap	A balanced budget has been approved for 2026/27. Quarter 1 information will be available		Head of Finance	

				once budget monitoring is complete			
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Appendix 3: Scrutiny Minutes

The minutes of the Corporate scrutiny meeting on 19 March 2026 can be found [here](#).

The Committee raised the following issues for Cabinet to consider:

	Comments/recommendations from scrutiny	Advice provided by officers at the Scrutiny meeting	Cabinet response
C1	KPI 6 - District-Wide Regeneration Framework: A member questioned whether a timetable could have been provided for the District-Wide Regeneration Framework so they could offer input before they were presented with the final document.	Officers commented that there were probably no new projects that were being added to the framework but would confirm with the relevant officers.	
C2	KPI 12 – Waste Services Review: Members queried the reason for the delay in the Council's collection of food waste.	It was explained that this arose from the requirement of all local authorities to introduce food waste collections at the same time - this placed a significant strain on supply chains and thereby caused extended delivery times due to shortages of vehicles and containers. It was confirmed that the Council's vehicle fleet was due to arrive later in the year.	

C3	KPI 13 - Zero Carbon Roadmap: Members asked whether specific annual or quarterly targets had been established, as none had yet been identified.	Officers stated that targets were expected to follow the development of two key asset management plans (covering housing and wider property assets) which were currently in progress and would align with the budget-setting process.	
C4	KPI 13 - Zero Carbon Roadmap: Members sought clarity on the delays to the electric vehicle charging hub at Money Hill car park, noting that funding transfer had been expected earlier.	Officers confirmed that the funding had been transferred, and added that, while there had been delays beyond their control, the scheme was expected to progress shortly.	

Appendix 4: Zero Carbon Roadmap - Summary of Activity

No	Sector	Action Plan Year 6 (2026/27)	Q1 update
	Buildings		
1	Housing	Develop an asset and investment plan for the Housing asset portfolio, including decarbonisation activity, measurement methodology and costs associated with achieving the Council's net zero carbon ambition.	Savills has been commissioned to develop a Corporate Asset Management Strategy that incorporates the Housing Revenue Account (HRA) portfolio. An initial framework document has been produced and will be used to support the development of the draft strategy, which is scheduled for completion by the end of Q3.
		Develop and deliver a retrofit programme, including decarbonisation improvements and exploration of grant funding opportunities	The Warm Homes SHF Wave 3 programme is currently underway, delivering a £15 million investment to approximately 844 properties through to 2028/29. Additional grant funding opportunities have been made available through the scheme, enabling the installation of Solar PV and battery storage systems in properties not currently included within the programme. A review of the remaining housing stock with an EPC rating of D or below is also in progress to identify opportunities for inclusion within self-funded improvement programmes where external funding options are not available.
		Develop and deliver the plan to achieve a minimum EPC rating of C by 2028, and before legislation is introduced in 2030, across the Housing portfolio.	The current plan is to complete the Warm Homes: Social Housing Fund (WH:SHF) Wave 3 programme by 2028. Additional funding is to be secured through the Council's capital financing arrangements to provide the necessary budget to improve properties that fall outside the scope of the WH:SHF programme, with the aim of completing these works by 2030.
		Develop new homes/new development standard aligned to the Council's zero carbon commitment and Decent Homes Standard 2, once published	All new homes are specified to achieve a minimum SAP rating equivalent to EPC Band C, with designs aiming to attain EPC Band A wherever it is technically feasible and financially viable to do so.
		Explore LED lighting and EV charging opportunities across Housing car park portfolio	A review of the portfolio and stock appraisal will be undertaken to assess the viability of available land and existing sites for the development of off-road parking facilities incorporating EV charging infrastructure. In addition, all schemes requiring electrical upgrades will include the installation of energy-efficient, low-energy lighting as a standard specification to support carbon reduction and energy efficiency objectives.
2	Property and Regeneration	Implement a Computer Aided Facility Management (CAFM) system to provide one stop view of all General Fund properties and the associated data, to support portfolio decision making, including zero carbon/decarbonisation activity.	CAFM system is now live with additional modules being added. Current focus is on a Helpdesk functionality to enable the reporting of issues by any NWLDC staff for general fund properties and then develop associated reporting.
		Continue to evaluation all building enhancement projects to determine the financial case of zero carbon orientated measures	Nothing to report in Q1 but in Q2 proposing a programme of roller shutter door replacement at Market Street.
		Complete the new Asset Management Strategy by late 2026 to include the setting out of improvements towards zero carbon that can viably achieved and determine decarbonisation work programme for the General Fund asset portfolio for budget cycle 27/28 and beyond, including measurement methodology and costs associated with achieving the Council's net zero carbon ambition and environmental commitments.	A report detailing the activity required to continue to comply with MEEs (Minimum Energy Efficiency) regulations has now been completed. A further piece of work will be undertaken in Q2 to build the Asset Management Strategy and inform budget setting for 2027/28.

		Demonstrate how regeneration activity has considered zero carbon implications and biodiversity net gain within all projects.	Work is ongoing to embed zero carbon into the Economic Regeneration work programme. This includes how to use gateways to report process and how identify gaps with contractors to bring in relevant expertise.
3	Leisure Centres	Together with Everyone Active, continue to drive a reduction in emissions at the Leisure Centres and build business cases to support delivery of energy and carbon reduction initiatives	The business case to support delivery has been developed and approved by Capital Strategy Group, and Cabinet have approved that the funding be allocated to delivering the project.
4	Private Sector Housing	Together with Green Living Leicestershire partnership, deliver the Warm Homes Local Grant programme to improve the efficiency of some of the worst energy efficient homes in the district (on and off gas funding).	The Warm Homes: Local Grant scheme is underway and there has been a high level of interest. The scheme is a partnership led by Leicestershire County Council and is not currently accepting new direct applications at this time. However, residents can still check their eligibility and register for the scheme which runs until March 2028, on the government portal. (https://www.gov.uk/apply-warm-homes-local-grant).
Power			
5	Utilities	Develop building level utility usage reporting within the new CAFM system to identify opportunities to reduce utility consumption at council owned and operated buildings - across gas, electric and water.	The Council continues to procure green electricity. It is our intention that gas and electricity usage information along with water and drainage consumption data is added to the CAFM system this financial year thereby enabling close monitoring of usage. Timings of this functionality remain to be confirmed. Q1 focus has been on setting up a corporate landlord model and increasing resource to support this. Q2 will focus on recruitment and planning for automated data uploads to the CAFM system.
6	Planning	Build the council's zero carbon ambition into the new Local Plan including renewable energy and energy efficiency standards for new homes.	On 11 June 2026, both Cabinet and Council agreed that the proposed submission draft Local Plan, which includes strategic policies on both renewable energy and reducing carbon emissions, be approved for a minimum six-week consultation. The consultation period will run from 16 July to 11 September 2026, and Council will consider the representations received before submitting the Local Plan in the Autumn. At Local Plan Committee on 22 June 2026, the new Good Design Guide Supplementary Planning Document (SPD) for North West Leicestershire was formally adopted. It sets out the Council's ambitions for delivering well designed places through the positive impacts design quality can have upon lifestyles, health and well-being, nature and biodiversity and considers energy and resource efficiency. The SPD will now be used in the consideration of new pre-application enquiries and planning applications.
		Implement Biodiversity Net Gain legislation requirements and have regard to the Local Nature Recovery Strategy (led by Leicestershire County Council) to increase the biodiversity of our district.	12 of the 118 planning applications determined in Q1 were subject to mandatory 10% BNG. Of these nine were approved and three were withdrawn. The other 106 applications were exempt or BNG was not applicable. In Q1, five discharge of condition applications were determined that relate to the mandatory Biodiversity Gain Plan condition, other details relating to BNG or a mix of both. All of these applications were approved.
7	Switch Together Energy	Support the delivery of the Switch Together Energy group buying scheme to assist householders to switch to renewable energy.	This scheme is on-going and residents are encouraged to sign up for free so they are aware of future rounds and can use it to check their utility costs are competitive. It is simple to register and there is no obligation to take up the offer. A scheme is live in Q2 with another opportunity to take part later in the year. Information about the scheme is available on the council's website. (https://www.nwleics.gov.uk/pages/switch)
8	Mine Water	Continue to explore mine water heat feasibility. (This technology could provide low carbon, low cost heat from water from	The process to procure a techno-economic feasibility is underway. Next step is to write a technical specification to underpin the procurement Completion of the feasibility is expected to take until

		dis-used mines underneath Coalville with the potential to feed the new Leisure Centre, Stephenson College and the Council offices.)	the end of the year. Stephenson College has confirmed their interest in the project.
	Waste		
9	Waste Services	As part of the Waste Services review, reflect all relevant actions from the Zero Carbon Roadmap and Action Plan and plan for the new container roll out.	Procurement of the new recycling bins is underway, with contract award due by mid-July.
		Continue with the food waste collection trials and prepare for legislative changes to roll out district-wide collections by end 2026.	Compostable liners have been purchased for the rollout of food waste collections. 1x initial roll will be delivered to households, in line with the phased rollout of the new recycling containers. Work has begun to design the collection rounds for district-wide food waste collections. The rounds will be designed to ensure food waste collections take place in the most efficient manner and make practical operational sense. This work is due to be completed by September 2026.
	Transport		
10	Fleet	Continue to roll out the Fleet Management Strategy, including fleet replacement and infrastructure as identified in the Waste Services Review and Housing EV Trial and infrastructure options.	This work is ongoing with fleet replacement approved for Waste Services and Housing fleet going through the approval processes.
11	Cycling & Walking	Work with County to support the development of the NWL element of Leicestershire Cycling & Walking Infrastructure Plan with a view to being able to access Active Travel England funding to be able to deliver elements of NWL LCWIP.	Work is ongoing with LCC to deliver elements of the LCWIP with a focus currently being on the Hicks Lodge to Ashby link.
		Project in Coalville (if funded) to link London Road to Broom Leys Road	The Walk Wheel Cycle Trust (formerly Sustrans) are developing a cost for a full detailed feasibility of the link which will then be considered by the Council's Regeneration Group
		Project in Ashby (if funded) to link Ashby to Hicks Lodge.	The Council is working in partnership with LCC to develop a detailed feasibility for the link which can then be considered corporately
12	EV charging	Support the Installation of a solar EV charging hub at Money Hill car park, Ashby working with Green Living Leicestershire partnership and Midland Net Zero Hub.	Contract is now signed for this district wide project. Pre start on site meetings are imminent with the main contractor with a start date provisionally booked for October this year.
		Explore EV charging opportunities across the Council's property portfolio, both Commercial and Housing.	Some commercial tenants have expressed interest to install their own EV chargers. As a landlord we are exploring the consents, standards and regulations required.
	Other		
13	Finance	Develop a "cost of net zero" plan for budget cycle 27/28 and beyond, including measurement methodology and costs associated with achieving the Council's net zero carbon ambition and environmental commitments.	No activity was planned for Quarter 1. The budget-setting process will begin in Quarter 2.
14	Procurement	Demonstrate how the Council's net zero carbon ambition and environmental commitments have been considered in procurement decisions.	The procurement check list references to social or environmental considerations which form part of the decision making process. This will link to an environmental impact assessment which is in the process of being updated and to an integrated impact assessment approach.
15	Reporting	Establish approach to explore Scope 3 emissions (indirect, supply chain related)	The next stage is to develop spend mapping priorities and build links to procurement activity.

		reporting, to shape the Council's procurement and influence spend	
16	Air Quality	Continue delivering air quality action plan	There is now only one Air Quality Management Area in NWL which is in Castle Donington. Monitoring remains in place following the opening of the by-pass to assess the impact. An annual statutory report to Defra is available on the Council's website.
17	Biodiversity	Continue free tree scheme, if funding can be secured.	National Forest funding to support this scheme has been provisionally confirmed and details of the scheme are being finalised.
		Continue to explore opportunities and funding to plant trees, working together with partners such as LCC and National Forest.	Parks team is exploring potential areas to plant trees. Bird boxes have been painted by local school children and will be placed up in Coalville Park and Broom Leys cemetery along with bat boxes.
		Explore opportunities to improve biodiversity on council owned land	Both Coalville Park and Broom Leys cemetery have recently retained their Green Flag awards, for the eighth year. The reports will be reviewed alongside the respective action plans for each location. As part of the Stenson Gardens project, landscape architects are looking at options and implications for preserving an existing cedar tree adjacent Stenson House.
18	Engagement	Work in conjunction with Green Living Leicestershire to develop district engagement opportunities.	The Sustainable Communities toolkit has been refreshed and republished in July 2026. It is now available to help community groups and residents play their part in our Zero Carbon Roadmap. (https://www.nwleics.gov.uk/sustainable_communities_toolkit)
		Support community groups with environment and zero carbon grants	A grant has been provided to a local scout group to support with installing electric heating.

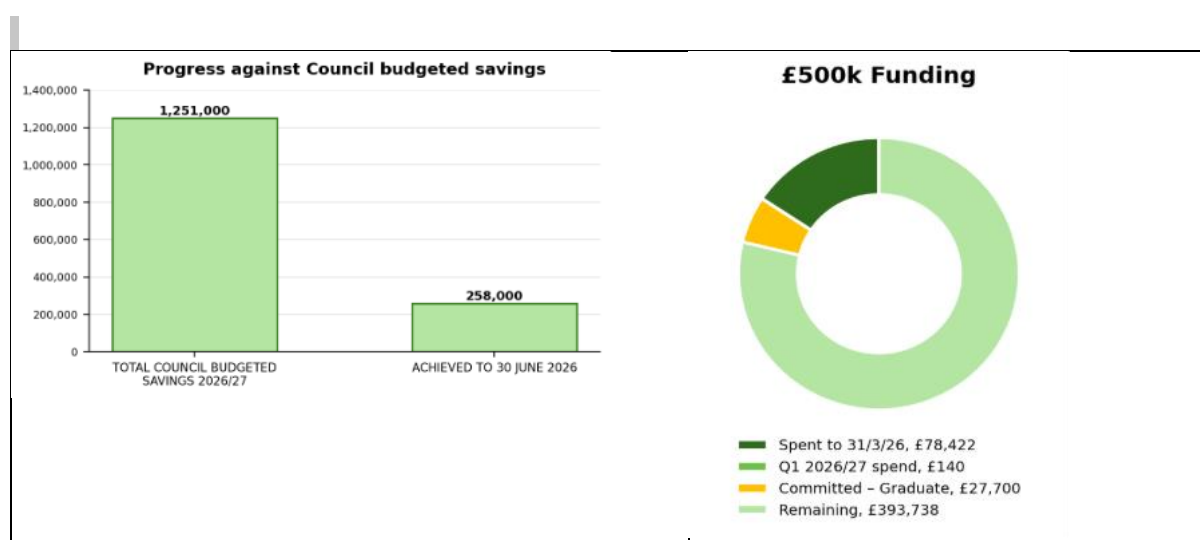
Appendix 5: Transformation Programme - Summary of Activity

Performance of Transformation Delivery Plan

This appendix summarises Transformation Programme activity for Quarter 1 2026/27, covering April to June 2026. The Transformation Programme supports delivery of the Council Delivery Plan by helping to improve performance, efficiency, governance and service effectiveness.

Activity during Q1 has focused on strengthening programme governance, supporting service-led change activity, developing the pipeline of transformation opportunities, and undertaking discovery and options appraisal work. In several workstreams, Transformation is supporting, coordinating or providing governance and business analysis capacity rather than directly owning delivery.

Work is also underway to strengthen benefits identification and tracking so that cashable and non-cashable benefits can be baselined, monitored and reported more consistently through the Transformation governance process.



The savings chart shows total Council budgeted savings for 2026/27 of £1.251m. At 30 June 2026, £0.258m had been achieved, with a further £0.674m assessed as on track and £0.320m at risk.

The transformation funding chart reflects the earmarked reserve position confirmed by Finance: £421,577.84 brought forward at 1 April 2026, less £140 spend to date and £27,700 committed for the graduate post commencing September 2026, leaving £393,738. Microsoft 365 Copilot licence costs sit within the ICT budget rather than this reserve.

Transformation Project Costs

Project	Project Cost	Actual Expenditure to Date	Comments	Project Status
Microsoft 365 Copilot Proof of Concept	£20,750	£20,750	Historic proof of concept cost, including configuration, training and licence costs. Provides baseline evidence to inform any wider rollout.	Complete
Microsoft 365 Copilot Wider Rollout	£7,650 (ICT budget)	£0	Cost of 25 licences, held within the ICT budget rather than the transformation earmarked reserve. Rollout approach and benefits tracking are being developed. Final rollout scope and any additional licences are being confirmed.	Mobilisation / Ongoing
Granicus GXA AI Digital Agent	Indicative: approx. £30k p.a. plus approx. £10k implementation	£0	Indicative supplier costs only, subject to confirmation. A possible future price increase may apply. No procurement decision has been made.	Discover
AI Policy and Guidance	£0	£0	Delivered through existing officer capacity.	In progress
PeopleFirst Support	£0	£0	Transformation support costs only. Wider project costs sit with the project.	Supporting delivery
Project Management Suite Review	£0	£0	Scoping stage. Any tooling or licensing costs are not yet identified or approved.	Discovery
Community Focus / Digital Forms	£0	£0	Early discovery. Costs not yet identified.	Discovery

No overall project cost total is presented for Q1 2026/27 because the table includes a mix of historic expenditure, ICT-held budget and indicative supplier costs that are subject to confirmation. New or changed 2026/27 costs will only be reported as approved expenditure once confirmed with Finance.

Budget Housekeeping / Savings and Benefits Tracking

Description	Update / Comments	Savings 2025/26	Savings 2026/27 (Projected)
Microsoft 365 Copilot – historic baseline evidence	The previous proof of concept recorded 181 hours saved over a 12-week period across 25 users. This provides baseline evidence to inform the wider rollout approach and benefits tracking methodology. It is not being presented as a new saving for 2026/27.	Baseline evidence only	Not claimed as cashable saving
Microsoft 365 Copilot – wider rollout	A controlled rollout approach is being developed, with licence allocation linked to evidenced business need, usage and value. Benefits tracking will capture use cases, time saved, adoption levels and service impact before wider benefits are reported.	None claimed	Benefits to be baselined during rollout
Granicus GXA AI Digital Agent	Discovery work is assessing avoidable contact, online form use, call demand and customer access. The workstream is currently at options appraisal stage and no procurement decision has been made. Benefits will be quantified once scope, costs, procurement route, operational ownership and pilot area are confirmed.	None claimed	Subject to options appraisal and business case
Project Management Suite Review	Scoping activity is reviewing how the Council manages project information, reporting, governance and visibility. The intended benefit is improved consistency, clearer project oversight and a stronger single source of truth for project reporting.	None claimed	Benefits to be quantified following options appraisal
Community Focus / Digital Forms	Early discovery is reviewing potential digital forms and process improvement opportunities, including grants and Free Tree scheme processes. Further work is required to confirm volumes, current process costs, customer impact and deliverable benefits.	None claimed	Benefits to be quantified following process review
Total	No new cashable savings are claimed in this report. Cashable savings will only be reported once agreed with Finance and supported by an agreed baseline. Non-	None claimed	No new cashable savings confirmed at this stage

	cashable benefits will be baselined and monitored through the Transformation governance process.		
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Transformation Projects

Ref	Transformation Project Name and description	Start Date	End Date	Approved Budget	Planned Savings / Revenue	RAG Status	Previous Quarter
TR1	Microsoft 365 Copilot Controlled Rollout	July 2026	September 2026	£7,650 confirmed ICT budget for 25 licences in 2026/27. Historic proof of concept cost: £20,750.	No cashable savings claimed at this stage. Productivity and time-saving benefits to be baselined and monitored through rollout.	Amber	N/A – new rollout phase following proof of concept.
Project Status		Key Deliverables		Q1 Update			
Approved		Controlled rollout approach; licence allocation linked to evidenced business need; demand capture; monthly AI Forum; potential Copilot Champions model; training and adoption support; benefits tracking.		Q1 activity focused on preparing a controlled rollout approach following the earlier proof of concept, which provided baseline evidence of potential productivity benefits. Work included developing the licence allocation approach, capturing demand, establishing the monthly AI Forum, considering a Copilot Champions model and planning training and adoption support. Since quarter-end, the rollout has moved into mobilisation, with licence allocation being controlled and linked to business need, usage and measurable value. No new cashable savings are claimed for Q1; benefits will be baselined and monitored as the rollout progresses.			
Live							
Delayed							
Closed							

Ref	Transformation Project Name and description	Start Date	End Date	Approved Budget	Planned Savings / Revenue	RAG Status	Previous Quarter
TR2	AI Policy and Guidance Refresh	July 2026	August 2026	No additional project budget identified	No cashable savings proposed. Benefits relate to risk reduction,	Green	N/A – new workstream

					consistency, safe AI adoption and clearer staff accountability.		
Project Status		Key Deliverables		Q1 Update			
In progress		Refreshed AI policy and guidance covering generative AI, Microsoft 365 Copilot and emerging agentic AI; safeguards for safe, consistent and accountable use; guidance to support controlled AI adoption.		The AI policy and guidance refresh is progressing to support wider and more controlled use of AI across the Council. The draft guidance covers generative AI, Microsoft 365 Copilot and emerging agentic AI, with safeguards being developed around customer contact, recruitment, information handling, accuracy of outputs and staff accountability. This work supports the wider controlled AI adoption approach and will provide a clearer framework for staff use. At the time of drafting, the workstream remains on track, with final approval and publication arrangements being progressed.			
Live							
Delayed							
Closed							

Ref	Transformation Project Name and description	Start Date	End Date	Approved Budget	Planned Savings / Revenue	RAG Status	Previous Quarter
TR3	Granicus GXA AI Digital Agent Discovery	Q1 2026/27	Decision point to be confirmed	No approved budget at this stage. Indicative supplier cost: approx. £30k p.a. plus approx. £10k implementation, subject to confirmation.	No cashable savings claimed at this stage. Potential benefits include avoidable contact reduction, channel shift and improved customer access, subject to options appraisal and business case.	Amber	N/A – new discovery workstream
Project Status		Key Deliverables		Q1 Update			
Discovery		Options paper; value for money assessment; procurement route; data and security assurance; operational ownership; pilot options; benefits baseline.		Discovery work is underway to assess the potential use of the Granicus GXA AI Digital Agent as a web-based customer service tool. The work is linked to the customer digital journey, website refresh and potential govService integration. Q1 activity has focused on understanding avoidable contact, online form use, call demand and possible lower-risk pilot areas, including waste and bins. No procurement decision has been made and no contract has been awarded. Further work is required to confirm value for money, costs, procurement route, data and security assurance, operational ownership and measurable benefits before any decision is taken.			
Live							
Delayed							
Closed							

Ref	Transformation Project Name and description	Start Date	End Date	Approved Budget	Planned Savings / Revenue	RAG Status	Previous Quarter
TR4	PeopleFirst Change and Process Support	June 2026	Ongoing – aligned to PeopleFirst project plan	No separate Transformation budget identified. PeopleFirst project budget held separately.	No cashable savings claimed at this stage. Benefits relate to change readiness, process clarity, reduced implementation risk and improved understanding of service impacts.	Green	N/A – new support work stream
Project Status		Key Deliverables		Q1 Update			
Approved		Process mapping; change readiness support; input to data migration and legacy data options; identification of service impacts, risks and benefits.		Transformation support for the PeopleFirst project is progressing in line with the current project requirements. Q1 activity has included support for HR and Payroll as-is and to-be process mapping, alongside early consideration of data migration, legacy data options and service impacts. This work is helping to improve change readiness and provide a clearer understanding of risks, dependencies and potential benefits. Transformation is supporting the project rather than owning the system implementation. Further work will continue in line with the wider PeopleFirst project plan to confirm legacy data arrangements, change impacts, benefits and ongoing support requirements.			
Supporting delivery / In progress							
Delayed							
Closed							
Ref	Transformation Project Name and description	Start Date	End Date	Approved Budget	Planned Savings / Revenue	RAG Status	Previous Quarter
TR5	Project Management Framework and Tooling Review	May 2026	Ongoing	No separate project budget identified. Any tooling costs subject to options appraisal.	No cashable savings claimed at this stage. Benefits relate to improved project visibility, consistency, governance, reporting and a clearer sing	Amber	N/A – new review workstream

					le source of truth.		
Project Status		Key Deliverables		Q1 Update			
Discovery		Review of project management approach, documentation and potential tooling; improved consistency, visibility and governance; clearer project reporting arrangements; single source of truth for project information.		Transformation is reviewing the Council’s project management approach, documentation and potential tooling to improve consistency, visibility and governance across projects. Q1 activity has focused on understanding current arrangements and identifying opportunities to strengthen project reporting, project controls and the way key information is held and monitored. Microsoft Project and other Microsoft 365-aligned options may be considered, but no solution has been selected and no decision has been taken. Further work is required to confirm requirements, ownership, costs, implementation route and benefits before any tooling decision is made.			
Live							
Delayed							
Closed							

Ref	Transformation Project Name and description	Start Date	End Date	Approved Budget	Planned Savings / Revenue	RAG Status	Previous Quarter
TR6	Community Focus Digital Forms and Process Improvement	July 2026	Ongoing	No separate project budget identified	No cashable savings claimed at this stage. Benefits to be quantified following process review.	Green	N/A – new discovery workstream

Project Status		Key Deliverables		Q1 Update	
Discovery		Identification of potential digital forms and process improvement opportunities; review of current process steps, volumes, service ownership and potential customer or administrative benefits.	Initial opportunities have been identified for digital forms and process improvement, including grants and Free Tree scheme processes. Since quarter-end, the workstream has moved into early discovery, with further information being gathered on process volumes, current administration time, service ownership, delivery route and measurable benefits. No delivery activity or savings are confirmed at this stage.		
Live					
Delayed					
Closed					

Closed Projects					
Ref	Description	End Date	Update / Comments	Final Costs	Final Savings

N/A	No projects have been confirmed as closed during Q1 2026/27.	N/A		N/A	N/A
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NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 25 AUGUST 2026



Title of Report	MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY – 11 FEBRUARY 2026 AND 2 JUNE 2026	
Presented by	Councillor T Gillard Business and Regeneration Portfolio Holder PH Briefed ☐	
Background Papers	<u>Minutes of the Coalville Special Expenses Working Party – Wednesday 11 February 2026</u> <u>Minutes of the Coalville Special Expenses Working Party - Wednesday 2 June 2026</u>	Public Report: Yes
		Key Decision: No
Financial Implications	As set out in the reports to the Coalville Special Expenses Working Party (CSEWP) on 11 February 2026 and 2 June 2026.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	None identified.	
	Signed off by the Deputy Monitoring Officer: Yes	
Staffing and Corporate Implications	None identified.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To share the minutes of the Coalville Special Expenses Working Party from 11 February 2026 and 2 June 2026 for Cabinet approval	
Reason for Decision	As a non-decision-making body, the role of the working party is to consider budget and financial issues, and possible project options which affect the Coalville special expenses area, and to make recommendations to Cabinet. Cabinet is asked to consider the recommendations on that basis.	
Recommendations	THAT CABINET NOTES THE MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY AT APPENDICES 1 and 2.	

1.0 BACKGROUND

1.1 The Coalville Special Expenses Working Party consists of all ward members from the Coalville Special Expenses Area and meets as often as is required to meet business demands, which is usually quarterly.

1.2 As the Working party reports directly to Cabinet, all recommendations made are sent to the first available Cabinet meeting for decision.

2.0 TERMS OF REFERENCE

2.1 To consider budget and financial issues which either solely or predominantly affect the Coalville Special Expenses Area and to make recommendations to Cabinet.

2.2 To receive reports and examine possible project options on which recommendations will be made to Cabinet.

3.0 RECOMMENDATIONS TO CABINET FROM THE MEETING ON 11 FEBRUARY 2026

3.1 Events Update 2026/27

3.1.1 No recommendations were made.

4.0 RECOMMENDATIONS TO CABINET FROM THE MEETING ON 2 JUNE 2026

4.1 Capital Projects Update 2026/27

4.1.1 No recommendations were made.

4.2 Events Update 2026/27

4.2.1 No recommendations were made.

Policies and other considerations, as appropriate	
Council Priorities:	- A well-run council
Policy Considerations:	Taken into consideration in drafting of reports to CSEWP.
Safeguarding:	Taken into consideration in drafting of reports to CSEWP.
Equalities/Diversity:	Taken into consideration in drafting of reports to CSEWP.
Customer Impact:	Taken into consideration in drafting of reports to CSEWP.
Economic and Social Impact:	Taken into consideration in drafting of reports to CSEWP.
Environment, Climate Change and Zero Carbon:	Taken into consideration in drafting of reports to CSEWP.
Consultation/Community/Tenant Engagement:	Taken into consideration in drafting of reports to CSEWP.
Risks:	None identified.

Officer Contact	Paul Wheatley Head of Property and Regeneration Paul.Wheatley@nwleicestershire.gov.uk
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Appendix 1

MINUTES of a meeting of the COALVILLE SPECIAL EXPENSES WORKING PARTY held in the Abbey Room, Stenson House, London Road, Coalville, LE67 3FN on WEDNESDAY, 11 FEBRUARY 2026

Present: Councillor M B Wyatt (Chair)

Councillors D Everitt, M French, J Geary, J Legrys, J Windram, L Windram and C Beck

In Attendance: Councillors

Officers: Mr P Wheatley, Ms S Core and Ms B Leonard

18. APOLOGIES FOR ABSENCE

In agreement with the Chairman, Councillor L Windram took the Chair as Deputy.

Apologies were received from Councillor M Burke.

19. DECLARATIONS OF INTEREST

There were no interests declared.

20. MINUTES OF THE PREVIOUS MEETING

Consideration was given to the minutes of the meeting held on 2 December 2025.

They were moved by Councillor J Geary, seconded by Councillor D Everitt and

RESOLVED THAT:

The minutes of the meeting held on 2 December 2025 be confirmed as an accurate record of proceedings.

21. EVENTS UPDATE 2026/27

The Head of Property and Regeneration and the Senior Economic Development Officer presented the report.

A discussion followed. The need for stronger financial transparency was expressed. Councillors requested clearer cost breakdowns for artificial trees, street performers and printing and distribution of event guides. Explanation was provided by the Senior Economic Development Officer and more detailed financial documents were agreed to be circulated.

Members fed back their thoughts on the 2025 'Christmas in Coalville'. A member was impressed with the event, particularly when weather improved. They expressed thanks to those that staffed the event as they worked all day and into the evening despite the challenging weather and stated that without them guiding and making sure everything okay, nothing would have happened properly. They requested for their thanks to be formally passed on. They also commented that other viewers and themselves could not see the dog show and requested a better layout for performances to encourage successful viewing.

Christmas lights were also discussed. A member contributed that they had received positive feedback from residents about the lights. Another member added that the Clock

tower looked fantastic. Members acknowledged Coalville's layout lacked an established shoppers' circuit which makes a dense lighting effect harder to achieve than in other

towns. Needham's walk was used as an example as a possible route for connecting key areas such as the shopping centre and Memorial square for future lighting improvements, but it was acknowledged that it may lack a power supply.

In terms of wider events, a member expressed that members should also be aware of the emerging Town of Culture bid. If successful, this could create opportunities for the working party to support and expand activities aligned with that programme, as well as providing potential to build around the events programme already in place.

Members were thanked for their comments and the report was noted.

The meeting commenced at 6.30 pm

The Chair closed the meeting at 6.55 pm

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Appendix 2

MINUTES of a meeting of the COALVILLE SPECIAL EXPENSES WORKING PARTY held in the Abbey Room, Stenson House, London Road, Coalville, LE67 3FN on TUESDAY, 2 JUNE 2026

Present: Councillor M B Wyatt (Chair)

Councillors M Burke, D Everitt, M French, J Geary, J Legrys, J Windram, L Windram and C Beck

In Attendance: Councillors

Officers: Mr J Knight, Mr P Wheatley and Ms S Core

1. APPOINTMENT OF CHAIRMAN

Nominations were sought for the Chairman for the ensuing municipal year.

It was moved by Councillor L Windram that Councillor M Wyatt be appointed as Chairman of the Coalville Special Expenses Working Party.

The motion was seconded by Councillor J Geary.

Upon being put to the vote it was

RESOLVED THAT:

Councillor M Wyatt be appointed Chairman of the Coalville Special Expenses Working Party for 2026/27.

2. APPOINTMENT OF DEPUTY CHAIRMAN

It was moved by Councillor M Wyatt, seconded by Councillor M Burke and

RESOLVED THAT:

Councillor L Windram be appointed as Deputy Chairman of the Coalville Special Expenses Working Party for 2026/27.

3. APOLOGIES FOR ABSENCE

There were no apologies received.

4. DECLARATIONS OF INTEREST

Councillor M Wyatt declared a registrable interest as the owner of two businesses within the town.

5. MINUTES OF THE PREVIOUS MEETING

Consideration was given to the minutes of the meeting held on 11 February 2026.

It was moved by Councillor M Burke, seconded by Councillor J Geary and

RESOLVED THAT:

The minutes of the meeting held on 11 February 2026 be confirmed as an accurate record of proceedings.

6. CAPITAL PROJECTS UPDATE 2026/27

The report was presented by the Leisure and Communities Team Manager.

Following the presentation, a discussion was had regarding the need for dog bins and a bench for Western Avenue play area; to encourage cleanliness and footfall. Officers confirmed that general use bins were provided instead of dedicated dog bins. The requests were taken on board from the Chairman as part of a wider play area review.

Concerns were raised about the condition of a wall at the Coalville cemetery. It was explained by the Head of Property and Economic Regeneration that the wall movement was within expected range and was being monitored monthly by a building surveyor, with contingency funds available if its integrity became a risk.

A member wished to ensure thanks were given to the National Forest for their support with tree planting in Coalville. The Leisure and Communities Team manager agreed to look at options to action this.

The report was noted and members were thanked for their comments.

7. EVENTS UPDATE 2026/27

The report was presented by the Senior Economic Regeneration Officer.

Following the report presentation, members discussed some of the logistics around Christmas in Coalville; including road closures and building works. In response to a member request, the Head of Property and Economic Regeneration agreed to ask the contractor whether having Christmas lighting on scaffolding would be feasible, to replace the lights that would have been on the buildings.

In response to feedback from residents, the event would be running later in the evening and provide more entertainment including an ice rink and a snowdome.

The report was noted and members were thanked for their comments.

The meeting commenced at 6.30 pm

The Chair closed the meeting at 6.58 pm

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 25 AUGUST 2026



Title of Report	REVIEW OF HOUSING POLICIES: REASONABLE ADJUSTMENTS POLICY, NO ACCESS POLICY AND AIDS AND ADAPTATIONS POLICY	
Presented by	Councillor Andrew Woodman Housing and Property Portfolio Holder PH Briefed ☐ Yes	
Background Papers	Draft policies for the Reasonable Adjustments Policy, No access and Aid and Adaptations	Public Report: Yes
		Key Decision: No
Financial Implications	The review of policies, strategies and service documents is good practice and will enhance financial management within the Council. There are no financial implications as a direct result of this report.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	The proposed policies have been reviewed to ensure they reflect current legislative requirements, regulatory standards and good practice. In particular, the Reasonable Adjustments Policy supports compliance with the Equality Act 2010 and the Housing Ombudsman's Complaint Handling code, whilst the No Access Policy and Aids and Adaptations Policy provide a framework for the Council to discharge its landlord responsibilities in a lawful, transparent and consistent manner.	
	Signed off by the Deputy Monitoring Officer: Yes	
Staffing and Corporate Implications	The review of Housing Policies, Strategies and service documents is regularly reviewed to ensure the Council operates effectively, in line with the appropriate standards.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To seek Cabinet approval of the Reasonable Adjustments Policy, No Access Policy and revised Aids and Adaptations Policy following tenant and stakeholder consultation.	
Reason for Decision	Approval of the policies ensures the Council maintains an up-to-date policy framework and demonstrates transparency, accountability and tenant engagement in the delivery of housing services.	
Recommendations	THAT CABINET APPROVES: 1. THE NEW REASONABLE ADJUSTMENTS POLICY 2. THE NEW NO ACCESS POLICY 3. THE REVIEWED AIDS AND ADAPTATIONS POLICY	

1.0 BACKGROUND

- 1.1. The Council is responsible for ensuring that it creates new policies when necessary and that existing policies are regularly reviewed to ensure any legislative updates or case law are noted so that the Council acts in accordance with them.
- 1.2 The Regulator of Social Housing, via the Consumer Standards, promotes housing providers undertake, genuine tenant involvement in key decisions that affect their homes. Consulting tenants on policies, strategies and other documents is how the Housing Service will demonstrate transparency, influence and accountability to its tenants.
- 1.3 The Housing Service has developed two new policies relating to Reasonable Adjustments and Denied Access. In addition, its policy for Aids and Adaptations requires review.
- 1.4 On 28 April 2026, Cabinet approved the three policies as drafts for stakeholder consultation. Cabinet is now asked to approve the draft policies following wider tenant and stakeholder engagement. Details of the changes made to the policies following consultation are shown in Section 3. The revised draft policies are attached to this report as Appendix A.
- 1.5 Subject to approval the new policies will be added to the Corporate Policy list which will ensure they are reviewed every four years or earlier if there is a change in legislation or local policy that requires it.

2. POLICIES UNDER REVIEW

- 2.1 There are three policies in the current phase of the policy review/development:
 - > Reasonable Adjustments Policy
 - > No Access Policy
 - > Aids and Adaptations Policy
- 2.2 A summary of the policies and the reason for review/development are set out in the sections below.
- 2.3 **The Reasonable Adjustments Policy** is a new policy to ensure the Council is acting in accordance with its statutory and regulatory responsibilities in line with the Equality Act 2010 and The Housing Ombudsman Complaint Handling Code. It will ensure the service actively identifies and removes barriers to access services and ensures customers are aware of how to request adjustments and how the Council will consider them.
- 2.4 **The No Access Policy** is a new policy that sets out when the Council needs to access a tenant's home; the tenants' responsibilities for allowing access and the process that will be followed if a tenant does not provide access.
- 2.5 **The Aids and Adaptations Policy** was due for review. The policy sets out the considerations the Council will give when it receives requests for alterations to its properties.

3.0 ENGAGEMENT TO DATE

- 3.1 A member workshop took place on 3 March 2026 and feedback from the session has been considered as part of the policy development process. An additional consultation question was also added.
- 3.2 A survey was sent to all Council tenants for whom an email address or mobile phone number was recorded. Responses were received from 142 individuals. A copy of the tenants' survey is attached to this report as Appendix B.
- 3.3 Specifically for the Aids and Adaptations Policy review, Leicestershire County Council's Occupational Therapist Team were consulted.
- 3.4 The consultation feedback was supportive of the draft policies. The following changes were made following the consultation process:

No Access Policy

- Clarified that a minimum of three access attempts will be made, with discretion to allow additional attempts in exceptional circumstances.
- Strengthened the approach to communication by recognising the use of multiple contact methods.
- Added greater emphasis on pre-arranged appointments
- Expanded wording to reflect consideration of tenant circumstances, including vulnerability and availability.
- Reinforced that enforcement action will only be used as a last resort.

Reasonable Adjustments Policy

- No changes due to 93% (132) of respondents supporting the policy. 4% (5) neither agreed or disagreed with the policy, 2% (3) did not agree and 1% (1) somewhat disagreed. Only one comment was received from those who did not support the policy and that comment related to people who abuse policies.

Aids and Adaptations Policy

- No changes due to 94.33% (133) of respondents supporting the policy. 4.96% (7) neither supportive or unsupportive with the policy, 0.71% (1) somewhat unsupportive and 0% (0) do not support at all.
- Changes in consultation with Occupational Therapist feedback from Leicestershire County Council (LCC):
 - a. **Significant Structural Adaptations Section Expanded** - Additional wording added:
"...or is reasonably expected to become available and a timescale confirmed on a case by case basis", and "Identified complex cases will initiate early engagement with Occupational Therapists and Asset Management to ensure strong support for the end user."

Impact:

- Introduces more formal consideration of timescales
- Strengthens partnership working between Housing and LCC
- Places greater emphasis on supporting the tenant through complex cases.

b. Eligibility Criteria Amended - Wording changed to:

"Tenants whose home is considered larger than their requirements warrant... will be considered for exclusion on a case-by-case basis where no suitable alternative exists or in extenuating circumstances...", and "...will also apply to instances of overcrowding."

Impact:

- Removes automatic exclusion for under-occupation
- Introduces discretion and flexibility
- Adds overcrowding as a factor to be considered
- Creates a more person-centred decision-making approach.

c. First-Floor Level Access Shower Provision Updated - Additional wording added:

"Alternatives such as trays or ramp kits to be assessed."

Impact:

- Retains the restriction
- Clarifies alternative solutions can be considered
- Provides greater flexibility when dealing with tenant needs.

d. Home Improvement Programme Section Expanded - Additional wording:

"...where potentially complex, assistance will be sought through an OT to confirm any replacements specific alterations or design."

Impact:

- Strengthens professional oversight
- Formalises OT involvement in more complex improvement work
- Reduces risk of inappropriate adaptations.

e. Portable Temporary Equipment Definition Updated - Expanded wording:

"...assessed by Social Care Services and supplied by appropriate support agencies... Guidance will be provided on self-referral and signposting where required."

Impact:

- Clarifies responsibilities
- Improves tenant signposting
- Better reflects current service arrangements.

4.0 FINANCIAL IMPLICATIONS

- 4.1 The review of policies, strategies and service documents is good practice. There are no financial implications as a direct result of this report.

Policies and other considerations, as appropriate	
Council Priorities:	- Communities and housing - A well-run council
Policy Considerations:	As detailed in the report
Safeguarding:	The policies support the Council in identifying and responding appropriately to the needs of vulnerable tenants and residents, particularly through the Reasonable Adjustments Policy and Aids and Adaptations Policy.
Equalities/Diversity:	A variety of consultation methods were used to maximise stakeholder involvement
Customer Impact:	Consulting tenants and other stakeholders ensure their voice is considered as part of the review and they have influence in holding the Council to account across a range of important policies
Economic and Social Impact:	N/A.
Environment, Climate Change and Zero Carbon:	N/A.
Consultation/Community/Tenant Engagement:	Tenants and other stakeholders were consulted in this process
Risks:	Failure to maintain up-to-date housing policies could increase the risk of non-compliance with legislative requirements, regulatory standards and good practice which could result in financial penalties and reputational damage Regular review of policies helps ensure consistency, transparency and effective governance of housing services and preparation for LGR
Officer Contact	Gary Hall, Head of Housing gary.hall@nwleicestershire.gov.uk

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No Access Policy

Key policy details

Approvals

Item	Date of Approval	Version No.
Consulted with [insert]		
Reviewed by [insert e.g Audit and Governance Committee]		
Approved by [insert]		

Policy Location

This policy can be found at [insert location of policy e.g. NWLDC website, Sharepoint

Item	Details
Reference:	No Access Policy 2026
Status:	Draft
Originator:	Megan Hodgett
Owner:	Housing Team Managers
Version No:	1.1
Date:	2026

page under current policies tab]

Equality Impact Assessment (EIA)

Completed by	Completion date

Revision history

Version Control	Revision Date	Summary of Changes
1	DECEMBER 2026	DRAFT POLICY
2	June 2026	Changes following tenant consultation prior to Cabinet in July

Policy Review Plans

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

Distribution

Title	Date of Issue	Version No.
[Insert e.g. distributed to Cabinet, on Website etc].		

1 INTRODUCTION

1.1 Purpose of this policy

This policy explains the Council's approach to obtaining access to residents' (e.g. tenants, leaseholders, etc.) homes including gardens, exterior storage spaces, and other outside areas in order to fulfil its statutory and regulatory duties as a responsible social housing landlord.

It explains how access will be requested and what action will be taken if necessary access is not made available.

1.2 Aims of this policy

This policy highlights the following key principles in the way it deals with gaining access to homes:

- Defining when the Council needs to access residents' homes;
- Setting clear Residents' Responsibilities;
- Taking appropriate and proportionate action;
- Valuing equality, inclusion, and diversity, treating everyone with fairness and respect.

The Council aims to ensure that its tenants are kept informed about action being taken to gain necessary access to their homes in order to carry out essential duties such as undertaking repairs, safety checks, welfare checks, and inspections.

1.3 Scope of this policy

This policy applies to all Council tenants, Council staff, and their appointed contractor/s.

The scope of this policy relates to properties owned by, or managed on behalf of, the Council. It outlines the circumstances under which a tenant will be required to allow access to, or through, their home by the Council or its appointed contractor/s.

It defines:

- When the Council needs to access a home;
- Tenant Responsibilities;
- The process that will follow if a tenant does not provide access.

This policy does not relate to obtaining access to properties as part of the repossession process, nor where the Council considers that the property has been abandoned.

1.4 Legal context of this policy

This policy is set within the legislative and regulatory framework established by the Regulator of Social Housing and wider statutory requirements. It is underpinned by the following primary legislation and secondary regulations.

Primary Legislation (Acts)

- Localism Act 2011
- Housing Act 1985

- Housing Act 1996
- Health and Safety at Work etc. Act 1974
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Defective Premises Act 1972
- Prevention of Social Housing Fraud Act 2013
- Equality Act 2010
- Environmental Protection Act 1990 (where applicable)
- Anti-social Behaviour, Crime and Policing Act 2014
- Local Government (Miscellaneous Provisions) Act 1982

Secondary Legislation (Regulations)

Building Safety and Fire Safety

- Building Regulations 2010 – Approved Document B (Fire Safety), 2019 edition incorporating 2020 and 2022 amendments
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 (Awaab's Law)

Gas Safety

- Gas Safety (Installation and Use) Regulations 1998
- Gas Safety (Management and Right of Entry) Regulations 1996

Asbestos

- The Control of Asbestos Regulations 2012 (CAR 2012)

Electrical Safety

- Electrical Equipment (Safety) Regulations 2016
- Plugs and Sockets etc. (Safety) Regulations 1994

General Health & Safety

- The Management of Health and Safety at Work Regulations 1999
- Electricity at Work Regulations 1989

2. BACKGROUND

The Council may need access to homes for many reasons, including (but not limited to):

- To inspect the condition of the property
- To carry out servicing or a repair
- To investigate a possible breach of tenancy
- If there is an emergency (property or person related).

This policy will also be used to gain access in the following circumstances:

- Gas Safety Checks
- Fire Safety surveys and works
- Electrical Testing and works
- Asbestos surveys and works
- Surveys or works to control the risk of Legionella
- Housing Health & Safety Rating System (HHSRS) inspections
- Servicing and maintenance of personal lifts, including stair-lifts and Telecare equipment
- Repairs to, or refurbishment of, properties, especially where failure to carry out repair or refurbishment would place residents at risk and/or cause damage to Council property
- Any surveys required to identify the condition of the property
- Surveys, investigations or remedial works required under Awaab's Law.

3. IF THE COUNCIL NEEDS ACCESS

If the Council needs access to a tenant's home, it will work with the tenant to arrange a mutually convenient time and date to visit.

When arranging access, the Council will take into account tenant circumstances, including working arrangements, health conditions and any vulnerabilities.

Unless the visit is an emergency, the Council will seek to pre-arrange an agreed appointment with the tenant wherever possible. Where access is required to inspect the condition and state of repair of a property, the Council will provide a minimum of 24 hours' written notice in accordance with section 11 (6) of the Landlord and tenant Act 1985, unless entry is required in an emergency or another statutory power applies.

The Council will make all reasonable attempts to contact the tenant in advance, including contacting their family and other people they know. This will include using a combination of contact methods where available, such as telephone, email, text message and written correspondence.

The Council will take into account any reasonable adjustments made under the Reasonable Adjustments Policy.

A responsible adult (i.e. legally over the age of 18) must be present to allow access to the home. The Council will record the visit as 'no access given' where this is not the case.

4. NO ACCESS

4.1 Where the tenant is not going to be home for an appointment, they need to contact the Council no later than two working days prior to the scheduled appointment to re-arrange.

4.2 If a tenant fails to or is unable to provide access for a pre-arranged appointment, a missed appointment card will be left at the address, requesting the tenant rearrange the appointment within seven days.

4.3 If the tenant does not make contact within the seven days, a further attempt to communicate, by the tenant's preferred contact method, will be made. A further appointment will be made and communicated to the tenant even if the attempt at contact has been unsuccessful. The tenant will be made aware of the re-scheduled appointment via letter, email or voicemail where appropriate

4.4 Points 4.2 and 4.3 will be repeated to a minimum of three documented access attempts. Additional attempts may be made where there are exceptional circumstances, including vulnerability or where there is evidence the tenant has been unable to engage.

4.5 If the tenant does not respond/allow access after the third attempt, the repair or inspection will be triaged (taking into account the nature of the access attempt and the health and safety risk to tenants and other adjacent properties) and either cancelled or considered for escalation, including legal proceedings where appropriate. Any contact after this time will be treated as a new request.

5. EMERGENCY ACCESS

5.1 There may be an emergency in which we believe that the safety of the tenant and/or other tenants, or if the integrity of the property and/or adjoining properties, is at risk. The Council reserves the right to gain access, even if the tenant or their representatives are not contactable in advance.

6. TENANT RESPONSIBILITIES

6.1 Individual tenancy and lease agreements will detail rights and responsibilities in relation to necessary Council access to their home.

Each tenant signs an agreement with the Council, outlining the rights and responsibilities of both parties. These agreements include reasonable access provisions.

Failure to meet such obligations may constitute a breach of contract and may result in legal action such as an injunction, possession proceedings, and/or associated legal costs.

Tenants must allow Council staff or their representatives (appointed contractors) into their home when requested, subject to any notice requirements set out in legislation, the tenancy agreement or lease agreement. Appropriate identification will always be available when visiting a tenant's home.

It is important that tenants inform the Council if:

- Their contact details have changed (e.g., telephone numbers, email addresses, or any changes relating to their next of kin);
- They require additional support;
- The details of someone else who can give the Council access if the tenant is not able to when the Council needs to enter a home.

7. WHEN ACCESS IS DENIED

7.1 Where reasonable access has been denied, the Council will, where necessary, pursue legal measures such as an Injunction requiring access. Enforcement action will only be considered as a last resort, following reasonable and evidenced attempts to gain access. Where legislation provides an alternative legal remedy, including the obtaining of a warrant or other statutory power of entry, the Council may consider the most appropriate course of action having regard to the circumstances of the case.

7.2 Any tenant who does not allow access may be in breach of their tenancy agreement. Leaseholders may also be in breach of the terms of their Leasehold Agreement if access is refused.

7.3 The Council will cooperate where access to a property may need to be arranged with other key agencies and partners, including where there is a risk to life and safeguarding issues.

7.4 If the tenant refuses access after reasonable requests, the Council may take the following actions:

- Tenants: The Council may ask the court for an injunction to allow access and order associated costs;
- Leaseholders: The Council may apply for an injunction to enforce the terms of the lease or serve a Section 146 notice requiring compliance.

7.5 If the required annual gas safety check is overdue and access is unavailable despite the Council's best efforts, the gas supply may be capped. The tenant will be notified prior to this action.

7.6 If the tenant continues to not allow reasonable access, the Council may apply to the court for possession of the home.

7.7 Methods to gain access will vary according to reason and urgency but will always be proportionate and reasonable. The Council will monitor this policy through procedural checks and feedback including complaints.

8. ENTERING PROPERTIES WITHOUT PERMISSION

8.1 The Council will only enter a tenant's home without their permission in exceptional circumstances, such as:

- A serious health and safety risk to the occupants and/or others, for example an uncontained gas leak;
- Likely serious or permanent damage to the building if immediate action is not taken, for example a major water leak;
- An immediate concern for the wellbeing of someone in the property, for example where emergency services request access for a welfare check;
- A court order, including injunction or warrant that expressly authorises the Council to gain entry.

8.2 Examples of exceptional circumstances include (but are not limited to):

- A serious water leak where the property has been abandoned or the tenant is not contactable;
- A gas leak or suspected gas risk requiring immediate attention;
- A safeguarding or welfare concern.

8.3 In an emergency (e.g. a suspected gas leak or structural issue), the Council will immediately contact the appropriate emergency service or authorised specialist, such as the Gas Emergency Service, Fire and Rescue Service, or Building Control. Council staff will not enter the property alone unless authorised to do so.

8.4 If there is a possibility that an occupant could be seriously ill or is deceased, the Council will contact emergency services to gain lawful access.

8.5 The decision to enter without permission must be authorised by a Team Manager or Head of Housing.

8.6 If an emergency arises outside normal office hours, the Duty Officer will decide whether the Council or its contractors should enter the property, in line with the out-of-hours procedure.

9. OFFICER TRAINING

9.1 Recognising that well-trained staff are key to the successful delivery of this policy, training will be included in inductions for new officers.

9.2 Refresher training will be mandatory for current staff at regular intervals.

9.3 Training will also cover:

- Equality, diversity, and inclusion;
- Reasonable adjustments for tenants with additional needs;
- Procedures for handling refusals of access safely and lawfully.

10. IMPLEMENTATION AND REVIEW

10.1 The Strategic Director is responsible for implementing and monitoring this policy.

10.2 This policy will be reviewed at least every four years, or sooner if legislative, regulatory, or operational changes occur.

10.3 Managers in the Housing Team will ensure that all relevant employees, including contractors, are aware of their responsibilities under this policy.

11. DELEGATED AUTHORITY

11.1 Head of Housing, in consultation with the Portfolio Holder for Housing, may approve minor amendments. These are changes that do not significantly alter the policy's intent or effect.

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

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

Item	Details
Reference:	Reasonable Adjustments Policy 2025
Status:	Draft
Originator:	AH
Owner:	Housing Management Team Manager
Version No:	1.0
Date:	2025

Reasonable Adjustments Policy

Key policy details

Approvals

Item	Date of Approval	Version No.
Consulted with [insert]		
Reviewed by [insert e.g Audit and Governance Committee]		
Approved by [insert]		

Policy Location

This policy can be found at [insert location of policy e.g. NWLDC website, Sharepoint page under current policies tab]

Equality Impact Assessment (EIA)

Completed by	Completion date

Revision history

Version Control	Revision Date	Summary of Changes
1	October 2025	Draft policy

Policy Review Plans

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

Distribution

Title	Date of Issue	Version No.
[Insert e.g. distributed to Cabinet, on Website etc].		

1. INTRODUCTION

1.1 This policy explains the approach the Council will take to ensure customers have access to services that enable them to live independently and to avoid the use of enforcement action, where appropriate. The policy outlines the Council's approach to identifying and meeting the needs of customers who may require adjustments to effectively access services and inform the way services are delivered.

1.2 The aims of the Policy are to:

- Actively identify and remove barriers to accessing services
- Ensure that statutory and regulatory responsibilities are met by providing clear guidance on making reasonable adjustments in line with the Equality Act 2010
- Ensure the service is operating in accordance with the Regulator of Social Housing's Transparency, Influence and Accountability Standard – specifically to deliver fair and equitable outcomes for tenants and, where relevant prospective tenants in relation to the housing and landlord service.
- Ensure the service is operating in accordance with the Housing Ombudsman's Complaint Handling Code – specifically, that landlords must make reasonable adjustments for residents where appropriate under the Equalities Act 2010. Landlords are also required to keep a record of any reasonable adjustments that are agreed as well as a record of any disabilities a resident has disclosed.
- Ensure customers are aware of how to request adjustments and how the Council considers them.

- Ensure that information is shared in a format that meets the customers needs and customer are aware of their responsibilities to negate the need for enforcement action, where appropriate.

2 APPROACH

- 2.1 The Council recognises that our customers' needs vary. There may be circumstances where a customer is vulnerable due to a long-term or temporary disability or due to the circumstances at the time of interaction, for example an exceptional life event such as a bereavement, sudden illness, domestic abuse.
- 2.2 The Council also recognises that the needs of the customer include vulnerabilities with household members too.
- 2.3 The Council will implement reasonable adjustments that support fair access to services.
- 2.4 The Council will actively seek to identify potential needs for adjustments at various touchpoints with customers, including but not limited to:
 - Applications to join the Housing Register, including through homelessness applications
 - Sign up of new tenancy
 - Tenancy audits
 - Standalone data collection surveys and customer surveys
 - Through the tenant portal
 - During normal interactions, including home visits, office appointments, e-mails, telephone and on-line forms.
 - During mandatory checks such as gas safety visits
 - Through contact with our contractors
- 2.5 The Council will store information on our systems and ensure it is accurate, up to date and accessible to teams, and contractors that may need it at point of service delivery. This includes:
 - Protected characteristics
 - Any additional needs
 - Any agreed adjustments to how services are delivered
- 2.6 The Council will regularly review the information held and detail in it's Privacy Statement when data will be shared.

2.7 The Council will provide reasonable adjustments in accordance with the Equality Act 2010 for disabled people who have a physical disability or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day to day activities.

2.8 The Council will also, where reasonably practical, provide reasonable adjustments based on any identified vulnerabilities at the time of service delivery.

2.9 Depending on the individual circumstances, adjustments could include, but not limited to:

- Using alternative written formats, such as large print, Braille or coloured sheets.
- Access to interpreters
- Explaining any written communication over the phone
- Digitally accessible enhancements, such as ensuring the website is compatible with screen readers and providing text descriptions for images
- Providing flexible appointment times
- Allowing more time for customers to answer the door for appointments
- Extended time for different services such as appointments for repairs
- Allowing extra time for complying with responsibilities of the tenancy agreement
- Co-ordinating joint visits with contractors, representatives, or advocates
- Offering in-person visits for services that are typically carried out by phone
- Aids and adaptation to tenants' homes, where feasible and in line with the Adaptations policy
- Signposting to partners and other support services for tailored support based on customer needs

2.10 The Council will consider a variety of factors before agreeing to an adjustment which could include, but not limited to:

- What the disadvantage would be if the adjustment was not made
- Whether the adjustment will be effective in reducing the disadvantage
- How practical it is to make it
- Whether it would disrupt our other activities unreasonably
- The cost of making it and availability of resources
- Any other relevant factors, information

2.11 The Council will consider each request individually and will aim to agree any adjustments with minimal delay. In some cases, further information may be required.

2.12 In the event the Council does not agree an adjustment, it will explain why.

3. IMPLEMENTATION AND REVIEW

3.1 The Strategic Director is responsible for implementing and monitoring of this policy.

3.2 This policy will be reviewed at least every four years from the date approved, to ensure its continuous suitability, adequacy and effectiveness. The introduction of new legislation, regulatory or operational changes or other matters may trigger an earlier review.

3.3 Managers in the Housing Management Team are responsible for making sure that all relevant employees are aware of the contents and responsibilities of this policy.

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

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



Aids and Adaptations Policy

Key policy details

Item	Details
Reference:	Aids and Adaptations Policy
Status:	Draft
Originator:	RD
Owner:	Asset Team Manager
Version No:	1.1
Date:	2026

Approvals

Item	Date of Approval	Version No.
Consulted with [insert]		
Reviewed by [insert e.g Audit and Governance Committee]		
Approved by [insert]		

Policy Location

This policy can be found at [insert location of policy e.g. NWLDC website, SharePoint page under current policies tab]

Equality Impact Assessment (EIA)

Completed by	Completion date
Rob Desbrow	08/04/2026

Revision history

Version Control	Revision Date	Summary of Changes
1	2019	Policy updated
2	2021	Word changes, specifically around the inclusion of Alterations
3	2026	Word changes to show separation from Property Services and reference to budgets as they are only relevant for the specific financial year. Inclusion of early engagement by Leicestershire County Council for complex and large-scale adaptation proposals

Policy Review Plans

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

Distribution

Title	Date of Issue	Version No.
[Insert e.g. distributed to Cabinet, on Website etc].		

1. INTRODUCTION

- 1.1 This policy sets out how the Council will manage requests for aids and adaptations to its Council Housing stock.
- 1.2 This policy aims to support tenants to live independently, safely and with dignity within their homes wherever reasonable and practicable to do so. In considering adaptation requests, the Council will balance individual need, professional recommendations, property suitability, sustainability of the adaptation, equality obligations and the effective use of public resources. Decisions will be made on a person-centred basis having regard to the tenant's health, wellbeing, independence and long-term housing needs.
- 1.3 To ensure adaptations are appropriate for the individuals' circumstances, assessments are undertaken by an Occupational Therapist or Trusted Assessor and the requests are categorised. These are defined below:

Definitions:

Major Adaptation - All other adaptation work is classed as a major adaptation. Consideration for the request will only occur once a referral has been received from the Occupational Therapist. See Appendix 1 for examples

Minor adaptations – simple low-cost works recommended by a Trusted Assessor or Occupational Therapist. Minor adaptations are typically internal improvement within the property but do not require major structural changes. See Appendix 1 for examples

Occupational Therapist - Occupational therapy is a client-centred health profession concerned with promoting health and wellbeing through occupation employed by Leicestershire County Council.

Trusted Assessor – the trusted assessor function falls part of the Housing Support Co-ordinator role at Leicestershire County Council. The co-ordinator receives support from other specialists in the team, such as the Occupational Therapists, where expert advice or guidance is required or appropriate.

Alterations – any work recommended by a suitably qualified officer either in the Housing Service or a Partner agency to improve the health and safety of tenants and minimise the risk of harm, slips, trips, or falls.

Portable Temporary Equipment - Portable or temporary appliances such as bath or shower seats, temporary ramping etc is assessed by Social Care Services and supplied by appropriate support agencies, not by the District Council. The District Council will advise where temporary aids or devices can be obtained for clients to purchase themselves Guidance will be provided on self-referral and signposting where required.

2. LEGISLATIVE FRAMEWORK

2.1 This policy has been developed having regard to:

- Housing Grants, Construction and Regeneration Act 1996
- Care Act 2014
- Equality Act 2010
- Housing Act 1985 and subsequent amendments
- Relevant guidance relating to Disabled Facilities Grants and housing adaptations

2.2 Whilst Disabled Facilities Grants primarily apply to owner occupiers and private sector housing, the Council will have regard to the principles of determining whether adaptations are:

- Necessary and appropriate to meet the needs of the tenant; and
- Reasonable and practicable taking account of the condition and suitability of the property.

2.3 Where Occupational Therapists identify needs that fall outside the Council's responsibilities as landlord, tenants will be signposted to relevant support services. The Council will work collaboratively with Leicestershire County Council and other relevant agencies to ensure adaptation needs are considered holistically and appropriate funding routes are explored where applicable.

3. APPROACH

3.1 This policy ensures that the Council invests in its stock in a strategic way making best use of existing resources whilst demonstrating fairness and transparency to support its tenants to live independently and safely.

3.2 Decisions regarding Aids and Adaptations will consider a number of factors including, but not limited to:

- Suitability of property for adaptation
- Cost
- Professional recommendation
- Availability of suitable alternative accommodation
- Impact on the tenant's independence, safety and wellbeing.
- The tenant's views and preferences.
- Medical and professional evidence.
- The sustainability of the adaptation in meeting future needs.
- Equality and reasonable adjustment considerations.

3.3 If the property is not considered suitable for an adaptation, the adaptation request will be declined. Reasons for refusing an adaptation request include:

- ability to adapt the property.

- the property layout/floor level.
- the potential impact the proposed adaptation could have on the ability to let the property in the future, if the adaptation works were carried out, for example if a downstairs bedroom would significantly reduce the lounge area.
- the availability of suitable alternative accommodation.

3.4 Where a proposed adaptation involves significant structural alteration or substantial expenditure, the Council may consider whether suitable alternative accommodation would provide a more appropriate long-term solution. Any decision will be made following consideration of:

- the Occupational Therapist's recommendations.
- the tenant's individual circumstances.
- the impact of relocation on health and wellbeing.
- availability of suitable accommodation; and
- whether adaptation of the existing property remains reasonable and practicable.

Rehousing will not automatically be preferred over adaptation and each case will be assessed on its individual merits.

3.5 Where such alternative accommodation is identified, the Council will support the tenants move by applying the appropriate priority banding in accordance with the Allocations Policy. Where justified, the Council may also make an offer on a direct-match basis. Where practicable, required adaptations will be undertaken while the alternative property is void to facilitate a timely move.

3.6 For all large-scale or complex adaptation proposals, the assessing Occupational Therapist must engage with Asset Management at the earliest opportunity. This early engagement ensures that the feasibility and suitability of the work can be established promptly and helps prevent unnecessary delays or prolonged uncertainty for the tenant where works cannot proceed.

3.7 Applicants who have submitted a right to buy or transfer application, or have terminated their tenancy, will not be eligible for adaptation works. Any tenant subject to a possession order, or where possession proceedings have commenced, will also not be eligible unless otherwise agreed by the Head of Housing.

3.8 Under-occupation or overcrowding will not automatically prevent consideration of an adaptation request. The Council will consider whether alternative accommodation represents a more suitable solution and assess each case individually.

3.9 If a tenant applies to move from a fully adapted house the Council will expect them to reapply to Social Services for any adaptation. The new property would also be assessed as per the criteria above to ensure it can be a 'lifetime home' for the tenant.

3.10 When an adapted property becomes empty every effort will be made to relet the property to someone who requires the adaptation as part of their living arrangements. Where there is no one who requires the adaptations, the property will be allocated to a household through the normal allocations process. Removal

of any installed adapted capital assets are to be confirmed by the Asset Manager before returning the element back to a standard construction.

- 3.11 The suitability of upper floor level access shower installations will be assessed on a case-by-case basis taking account of structural feasibility, long-term maintenance implications, tenant need, health and safety considerations and value for money. Alternative solutions may be considered where these provide a more appropriate outcome such as shower trays or ramp kits.
- 3.12 Where the extent of the works is so great that the tenant is unable to remain in the property until works are completed, temporary accommodation will be provided in line with the Decant Policy.
- 3.13 As part of the Home Improvement Programme the Council will provide optional adaptations to households who feel they would benefit by any proposed adaptations being included in the works being undertaken – where potentially complex, assistance will be sought through an OT to confirm any replacements specific alterations or design. For example, when replacing a bathroom in a bungalow or ground floor flat the Council will consider replacing a bath with a Level Access Shower. When rewiring properties, the Council will provide wiring for a shower in the main bathroom and will give tenants the option of choosing lever taps as part of any sanitary product upgrades.
- 3.14 The Council will determine annually the budget available for aids and adaptations. Funding decisions will consider value for money, expected lifespan of the adaptation, future use of the property and competing service demands. However, cost alone will not determine the outcome of an adaptation request.

4. PRIORITISATION

- 4.1 Adaptation requests will be prioritised according to assessed need and complexity. Timescales will commence from receipt of a formal Occupational Therapy referral or assessment request. Delays caused by factors outside the Council's control, including planning approvals, specialist equipment availability or customer circumstances, may affect delivery timescales

Priority	Description	OT Assessment Target	Adaptation Completion Target	Overall Target
Urgent	Requests where there is a significant risk to the tenant's health, safety or ability to remain independent within their home.	2 months	6 months following assessment	8 months
Standard	All other eligible adaptation requests.	2 months	12 months following assessment	14 months

The Council will monitor performance against these targets and review them periodically to ensure they remain achievable and reflective of service demand and available resources.

Cases will be prioritised based on professional recommendations received from Occupational Therapists or Trusted Assessors, taking account of the tenant's individual needs, risks, independence and wellbeing.

5. APPEALS AND COMPLAINTS

- 5.1 Where a request for adaptation is refused, the Council will provide written reasons for its decision.
- 5.2 Tenants may request a review of the decision where they believe relevant information has not been considered.
- 5.3 Complaints regarding the administration of this policy may be made through the Council's Corporate Complaints Procedure.

6. IMPLEMENTATION AND REVIEW

- 6.1 The Strategic Director is responsible for implementing and monitoring of this policy.
- 6.2 This policy will be reviewed at least every four years from the date approved, to ensure its continuous suitability, adequacy and effectiveness. The introduction of new legislation, regulatory or operational changes or other matters may trigger an earlier review.
- 6.3 Managers in the Asset Management Team are responsible for making sure that all relevant employees are aware of the contents and responsibilities of this policy.

Appendix 1 - Examples of Adaptations

The following are examples of Minor Adaptations:

- Lever taps and handles
- Visual smoke detectors
- Visual door bells
- Relocation of sockets or switches
- External lighting with accessible controls
- Door Ironmongery
- Half steps or threshold adjustments
- Small Access Ramps
- Key clamp hand rails
- Path Improvement (Not hardstanding)/concrete steps
- Shower seats
- Portable Temporary Equipment (Not supplied by the District Council)

The following are examples of Major Adaptations:

- Level access showers
- Complex or large ramp installations
- Major structural conversions
- Door widening
- Lowered worktops
- Reconfigured layouts
- Stair lifts and through floor lifts
- Shower cubicle and low access shower trays

Equality Analysis

Completion of Equality Impact Assessment (EIA) Form

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

Tenant Consultation Questions – No Access Policy

Question 1 – Having a Clear Policy

Do you support the idea of the Council having a clear No Access Policy that explains when and how access to your home may be required, in line with housing law and your tenancy agreement?

- Completely support
- Support somewhat
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Do not support at all
-

Please provide any comments regarding having a clear No Access Policy:

Question 2 – Number of Access Attempts

The Council is proposing to make *three reasonable attempts* to gain access to a property before considering further action. Do you support this approach?

- Completely support
- Support somewhat
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Do not support at all

Please provide any comments on the number of access attempts (including if you feel this should be more or fewer than three):

Question 3 – Action When Access Is Not Provided

Do you agree that the policy should clearly explain what steps the Council may take if access is repeatedly not provided, including when formal or legal action could be considered as a last resort?

- Completely agree
- Agree somewhat
- Neither agree nor disagree
- Somewhat disagree
- Do not agree at all

Please provide any comments regarding how the Council should respond to ongoing no-access situations:

Question 4 – Contact Preferences for Repairs and Compliance Appointments

How would you prefer the Council to contact you when arranging repairs or safety compliance appointments (such as gas servicing, electrical testing, or safety inspections)?

Please select all that apply.

- Email
- Text message (SMS)
- Telephone call
- Letter
- Other – please specify:

Please provide any comments on how we can improve the way we contact you about repairs or compliance appointments:

Reasonable Adjustments Policy

Question 1 – Having a Clear Policy

Do you agree that the Housing Service should have a policy that will allow for individual circumstances, such as health needs or vulnerability, and explain how reasonable adjustments and additional support can be considered?

- Completely agree
- Agree somewhat
- Neither agree nor disagree
- Somewhat disagree
- Do not agree at all

Please provide any comments regarding fairness and support for tenants:

Question 2 – Having the information

Do you support the proposal that you will be asked about any vulnerabilities during your interaction with the Housing Service and that this information will be logged on your tenancy records?

- Completely support
- Support somewhat
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Do not support at all

Aids and Adaptations

Question 1 – Prioritising adaptations

The Council is proposing to categorise adaptation requests to inform priorities, such as prioritising requests to enable discharge from hospital. Do you support this approach?

- Completely support
- Support somewhat
- Neither supportive nor unsupportive
- Somewhat unsupportive
- Do not support at all

Question 2 – Fairness and Individual Circumstances

Do you agree that the Council should speak to tenants about moving to a different property to help meet their needs before adapting their home?

- Completely agree
- Agree somewhat
- Neither agree nor disagree
- Somewhat disagree
- Do not agree at all
-

Please provide any comments regarding fairness and support for tenants:

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY, 25 AUGUST 2026



Title of Report	HOUSING CONTRACTS - EPC SUPPLIER	
Presented by	Councillor Andrew Woodman Housing, Property and Customer Services Portfolio Holder PH Briefed ☐	
Background Papers	None	Public Report: Yes
		Key Decision: Yes
LGR Implications	Energy Performance Certificates are legally required both before and after Local Government Reorganisation (LGR). Any contract entered into will allow for termination and extension provisions to vary the length of the contract to reflect progress of LGR.	
Financial Implications	The financial implications are set out in Section 2.0 of the report.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	Officers will undertake compliant procurement procedures that meets the requirements of the Procurement Act 2023 and the Council's constitution. Legal Services shall be engaged in drafting the appropriate terms and conditions and contract execution.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	Contract management, oversight, and monitoring by Council Officers to ensure best value and performance of the contractor.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To seek approval to procure an Energy Performance Certificate (EPC) Supplier and to delegate authority to award and enter the contract following completion of the procurement process.	
Reason for Decision	To comply with the Council's Contract procedure Rules.	
Recommendations	THAT CABINET: 1. APPROVES THE PROCUREMENT OF AN ENERGY PERFORMANCE CERTIFICATE (EPC) SUPPLIER THROUGH AN OPEN TENDER PROCESS.	

	2. APPROVES EXPENDITURE OF UP TO £0.150m. 3. DELEGATES AUTHORITY TO THE STRATEGIC DIRECTOR WITH RESPONSIBILITY FOR HOUSING, IN CONSULTATION WITH THE HOUSING, PROPERTY AND CUSTOMER SERVICES PORTFOLIO HOLDER, TO AWARD THE CONTRACT FOLLOWING COMPLETION OF THE PROCUREMENT PROCESS AND ENTER ALL NECESSARY CONTRACTUAL AND ANCILLARY DOCUMENTATION.
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1.0 BACKGROUND

- 1.1 North West Leicestershire District Council (NWLDC) has a statutory responsibility to maintain accurate information relating to the energy performance of its housing stock. Energy Performance Certificates (EPCs) form a key component of the Council's housing asset management and compliance framework, providing essential data to support property lettings, asset planning, energy efficiency improvements, and regulatory compliance.

As part of the Council's ongoing commitment to maintaining high-quality housing standards and meeting legislative requirements, there is a need to appoint a suitably qualified and experienced supplier to undertake EPC assessments and provide associated certification services across the Council's housing portfolio.

The existing arrangements are due to expire, and a new procurement exercise is required to ensure continuity of service and continued compliance with energy efficiency regulations. Demand for EPC surveys is expected to continue across both void and tenanted properties, as well as in support of planned investment and retrofit programmes.

The Council, therefore, intends to procure an EPC Supplier to provide professional energy assessment services, certification, and associated data management support.

The appointed supplier will support the Council in maintaining compliance requirements whilst providing accurate and timely EPC information to inform investment decisions and demonstrate the energy performance of its housing assets. The proposed procurement will be undertaken through an open tender process in accordance with the Council's Procurement Procedure Rules and relevant public procurement legislation.

The proposed contract term will be:

- Initial term: Two years
- Start October 2026
- Optional extension: One year
- Total potential contract term: Three years

The contract has an estimated annual value of £0.050m and is expected to provide a cost-effective and flexible solution that delivers value for money whilst supporting the Council's strategic asset management and sustainability objectives.

2.0 FINANCIAL IMPLICATIONS

2.1 Total Contract Value:

- Estimated annual value: £0.050m
- Initial contract term: Two years
- Initial contract value: £0.100m
- Optional extension period: One year
- Potential total contract value: £0.150m

The cost of the contract will be funded through preexisting Housing Revenue Account (HRA) revenue budgets for the completion of EPCs.

2.2 Value for Money:

The proposed procurement route is expected to achieve value for money through:

- Open competition between qualified suppliers.
- Competitive pricing obtained through a transparent tender process.
- Access to experienced and accredited energy assessors.
- Improved efficiency in the delivery of EPC assessments and certification.
- Consistent service standards across the housing portfolio.
- Reduced risk of non-compliance with statutory EPC requirements.
- Reliable access to up-to-date energy performance data to support housing investment decisions.

The proposed arrangement will also provide:

- Timely completion of EPC surveys and certification.
- Improved data quality and reporting.
- Access to specialist energy efficiency expertise.
- Increased flexibility to respond to fluctuating survey demand.
- Support for wider energy efficiency and decarbonisation initiatives.

2.3 Efficiency Benefits:

The appointment of a specialist EPC supplier is expected to deliver:

- Improved operational efficiency.
- Consistent service delivery and performance monitoring.
- Reduced administrative burden on internal resources.
- Enhanced compliance management.
- Better-informed asset management and investment planning.
- Improved tenant and customer service outcomes through timely certification.

3.0 DELIVERY ARRANGEMENTS

3.1 Contract Delivery

The appointed EPC Supplier will provide professional energy assessment and certification services across the Council's housing stock.

Services are expected to include:

- Domestic EPC surveys.
- Production and registration of EPCs.
- Provision of associated energy performance data.
- Data quality assurance and validation.
- Performance reporting and management information.
- Support and advice relating to energy efficiency ratings and recommendations.
- Liaison with housing management and asset management teams to ensure efficient delivery of services.

3.2 Procurement Route

The contract will be procured through an open tender process.

This approach will:

- Ensure compliance with procurement legislation and the Council's Procurement Procedure Rules.
- Encourage competition from the wider market.
- Provide equal opportunity for qualified suppliers to bid.
- Deliver competitive pricing and quality submissions.
- Enable the Council to evaluate suppliers against its operational and service requirements.
- Demonstrate transparency and value for money.

3.3 Strategic Benefits

The appointment of an EPC supplier will provide:

- A dedicated and experienced service provider.
- Improved compliance with statutory EPC requirements.
- Access to specialist knowledge and technical expertise.
- Better quality asset information to support strategic decision-making.
- Increased flexibility and capacity.
- Enhanced performance monitoring and accountability.
- Support for the Council's sustainability, energy efficiency and carbon reduction objectives.

4.0 LGR CONSIDERATIONS

- 4.1 The Council has considered options for the future delivery of Energy Performance Certificate (EPC) assessment and certification services in the context of Local Government Reorganisation (LGR). The current proposal is to appoint an external specialist supplier to undertake EPC surveys, certification, and associated data management services across the housing portfolio.

The use of an external supplier will ensure the Council continues to meet its statutory obligations whilst maintaining access to qualified assessors, specialist expertise and sufficient capacity to support housing management and asset investment programmes.

4.2 Options Considered

Option 1 – Deliver the Service Internally

This option was considered but is not recommended. The Council does not currently have suitable internal resources with the necessary qualifications, experience, and capacity to undertake EPC assessments and certification services at the scale required. Establishing and maintaining this capability internally would not represent a cost-effective or efficient solution. The use of an external specialist supplier ensures access to the required expertise and capacity to maintain service delivery and compliance requirements.

Option 2 – Do Not Procure an EPC Supplier

This option is not recommended. Failure to procure an external supplier would leave the Council without a suitable mechanism to undertake EPC assessments and certification services. This would adversely affect compliance requirements and the Council's ability to support housing management, lettings, and investment planning activities.

4.3 Preferred Option

The preferred option is to procure an external EPC Supplier through an open tender process. This will ensure continuity of service, access to specialist expertise and compliance with statutory requirements whilst providing flexibility to review future arrangements in line with LGR. Any contract entered into will allow for termination and extension provisions to vary the length of the contract to reflect progress of LGR

5.0 CONCLUSION

5.1 EPCs are an essential requirement in supporting the effective management of the Council's housing stock, ensuring regulatory compliance, and providing valuable data to inform future investment decisions.

The procurement of an EPC Supplier through an open tender process will ensure the Council has access to a suitably qualified and experienced provider capable of delivering a high-quality, responsive, and cost-effective service.

Key benefits include:

- Continued compliance with EPC legislation and regulatory requirements.
- Access to specialist energy assessment expertise.
- Reliable and timely certification services.
- Improved quality and availability of housing energy performance data.
- Enhanced support for asset management and retrofit planning.
- Competitive pricing and demonstrable value for money.
- Increased flexibility and resilience in service delivery.

The proposed contract arrangement will provide a sustainable and effective solution that supports the Council's housing and asset management objectives while ensuring continued compliance and improved understanding of the energy performance of its housing stock. The length of the contract including extensions mitigates risks away from changes associated around the proposed vesting day of the new council.

Policies and other considerations, as appropriate	
Council Priorities:	Insert relevant Council Priorities: - Communities and housing - Clean, green and Zero Carbon - A well-run council
Policy Considerations:	Housing Asset Management Plan 2022/24
Safeguarding:	A key part of contract management will be to consider and highlight any safeguarding issues as they arise on accessing tenant's homes.
Equalities/Diversity:	No specific impacts. Contractors are aware of policy and procedures, and this is part of their contractual obligations.
Customer Impact:	Ensuring the prompt delivery of service to housing tenants is key to the successful delivery of the Housing Service and tenants' lives. Health and safety or other concerns will be reported immediately by contractors.
Economic and Social Impact:	None.
Environment, Climate Change and Zero Carbon:	These contracts assist to efficiently deliver the Housing Management Plan and improvements to the Council's overall housing stock and tenants' day to day lives.
Consultation/Community/Tenant Engagement:	Nonspecific on contracts but has been as part of the wider management of the housing stock.
Risks:	The procurement and subsequent award of the contract outlined in this report will help mitigate the risks associated with non-compliance with relevant legislation and the failure to deliver effective services to tenants.
Officer Contact	Rob Desbrow Compliance & Asset Team Manager rob.desbrow@nwleicestershire.gov.uk

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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