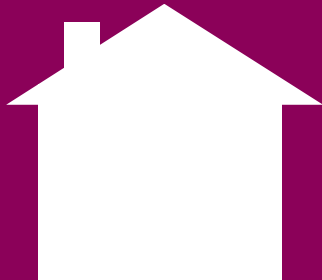
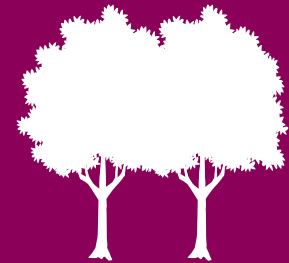


End of Year Report 2016/17



Introduction

This End of Year Report gives you an overview of what we've achieved and how we've performed during 2016/17.

The report is divided up to show what we've achieved in each of our priority areas:

- Value for money
- Building confidence in Coalville
- Homes and communities
- Business and jobs
- Green Footprints

When we report about our performance, we concentrate on those services that have most impact on local people and refer to what we said we would like to achieve in our Council Delivery Plan (published in March each year).

To help us provide excellent services, our staff work according to our values. We always strive to **deliver agreed quality**, be **fair and proud** in our work, **listen carefully** to our customers and partners and **support what is possible** in our work as a district council. Most importantly, we aim to **spend our money wisely**, providing value for money in our services.

To find out more about our performance, including what we prioritise each year through our Council Delivery Plan, visit www.nwleics.gov.uk/performance



A handwritten signature in black ink, appearing to read 'Richard Blunt'.

Cllr Richard Blunt
Leader
North West Leicestershire
District Council



A handwritten signature in black ink, appearing to read 'Bev Smith'.

Bev Smith
Chief Executive
North West Leicestershire
District Council

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Value for money

We said we would:

Work with local housing and construction partners to maintain the delivery of affordable housing

We said we would:

Repair and let empty properties more quickly so families spend less time waiting on the Housing Register and rental income is maximised

We said we would:

Maximise the amount of information we hold about our tenants so a tailored service can be delivered to meet their needs



Case study: 100% affordable housing scheme at Walter Handford Close, Coalville

We worked with Westleigh and Nottingham Community Housing Association (NCHA) to turn one of our former depots into a range of high quality new homes, including one bedroom apartments, two bedroom bungalows and two bedroom and three bedroom houses.

The £3.1 million scheme was completed in July 2016. Nineteen of the homes are now available for affordable rent by NCHA and nine were made available through the Government's Shared Ownership scheme, also by NCHA.

We provided £167,000 for the development in 2015/16 and the rest of the funding was provided by the Homes and Communities Agency, meaning £19 was spent on this scheme for every £1 we put in.

We reduced the time it takes to re-let

309 empty properties from **76 days** to just

37 days

(five weeks)

increasing our rent income by

£123,000
(which we then invest in our housing)

We have improved the information we hold about our tenants. We now know more about tenants' language needs, any health problems or disabilities they have and how they like to be contacted by us. This helps us provide a better service.

We brought in almost

£50,000 more rent

LET

by changing the way we advertise our accommodation. This money can now be invested in our housing service.

We teamed up with Coalville estate agent Newton Fallowell to advertise nine sheltered housing flats for us. We learned that some of the new tenants didn't think they would qualify for get a council property and would usually look at privately rented homes.

The nine flats had been empty for a total of 594 weeks (which meant we missed out on £47,395 in rent income). We have now let all nine flats, making our sheltered schemes vibrant places to live and increasing our income.

Value for money

Almost
£1 million
received by selling your
recycling

thank you
for sorting it (this means we can
get more money for it, to invest
in our services)

We made
2,584
bulky waste collections

(things like sofas,
fridges and beds)

We emptied more than
5 million
waste containers from homes
in the district



When new houses are built in our district,
we need to make extra bin collections.

We are efficient in how we deal with this
extra demand. For example, this year
we have introduced a new multi-use bin
round, which can collect refuse, recycling
and garden waste. This means we can
collect your waste more efficiently and
not increase cost.



*We said we would:
Review how we operate
our waste collection
service to increase
efficiency and
save money*

Case study: Environmental Health partnership with Autogrill

Our Environmental Health Team has set up a Primary Authority Partnership with Autogrill – one of the leading global operators in food and drink services for travellers.

The team has been providing regulatory advice around food health and safety to Autogrill at East Midlands Airport for six years. Over this time we have developed a reputation for providing a high quality service. We were approached by Autogrill who asked us if we would consider setting up a partnership.

The partnership agreement means that the company's 36 outlets in airports and train stations across the UK, including Heathrow and St Pancras, are now brought under the remit of our team.

As well as helping to maintain a consistently high standard for Autogrill across the country, this partnership also brings in £5,000 to the council in additional income and improves our reputation as a quality service.



Value for money

We said we would:
improve our leisure services
using feedback from
customers, benchmarking
exercises and the QUEST
accreditors



We said we would:
Review the way we provide
our leisure services



Hood Park Leisure Centre
was **rated 'Good'**
by QUEST. (the national
quality assurance scheme for
sport and leisure).



Hermitage Leisure Centre
was again shortlisted as
**Best Performing Leisure
Centre of the Year**
(for the **second year running!**) by the
Association for Public Service Excellence

We **improved customer
satisfaction** in 13 out of 16 areas
at **Hermitage Leisure Centre** (and in
12 out of 16 at Hood Park Leisure Centre) –
including our staff, value for money and publicity.

We are currently investigating the
possibility of building a new leisure
centre in Coalville, which would replace
Hermitage Leisure Centre, increasing
and improving the leisure facilities and
opportunities we provide for local people.

If we went ahead, the management of all
our leisure services would be transferred
to an external provider.

We hope to make a decision about this in
summer 2017.



£1,208,211

received in
**planning
fees**

(against an original target of £1 million).
This money helps us invest in services
across the district.

Building confidence in Coalville

Case study: Coalville Colour Run

The Coalville Colour Run was the idea of one of our friends, Gina King from local charity Living Without Abuse. When we asked people how they could support our aim of building confidence in Coalville, she put up her hand and said: "I'd like to bring a family-friendly running event to Coalville."

And so the Coalville Colour Run was born. With £5,000 starter funding from us and the support of our officers, plus sponsorship from several local businesses, Living Without Abuse organised the first Coalville Colour Run. Sunday 18 September 2016 saw more than 500 people dressed in white t-shirts gather at the start line near Coalville Market. As the start siren sounded, runners and walkers of all ages were blasted with blue paint and they were off!

Following the route around Coalville town centre, the colour runners took in some fantastic green spaces, including Coalville Town Football Club, Snibston Country Park and the Urban Forest Park –being blasted with colourful powdered paint at regular intervals.

Runners and walkers were greeted at the finish line with a free family party in Coalville Park, which lasted all afternoon.

More than £10,000 was raised for the charity Living Without Abuse through the event, which received great feedback from everyone who took part.

The Coalville Colour Run returns to town on Sunday 17 September 2017
find out more at www.nwleics.gov.uk/coalville



We said we would:
Increase the number of
events held in Coalville
to increase footfall

We said we would:
Run and / or support
two new annual
community events in
Coalville

500

people took part in the first
Coalville Colour Run
in September 2016,
with many more enjoying a
free family fun day
in Coalville Park on the day

£10,000

was raised for local
domestic abuse **charity**,
Living Without Abuse



We supported the

Century Theatre

to bring **ballet** (Cinderella
by the Vienna Festival Ballet) to
Coalville with

a grant of
£2,000



The event was

sold out

200+ people got
the chance to see ballet
performed in our town

Building confidence in Coalville

We said we would:
Support new businesses
that choose to locate in
Coalville



We said we would:
Start building new
houses in Coalville

31 people from **20 businesses** came to our **Business Booster** workshop in Coalville in March 2017.

“Feedback included: *“It was one of the most dynamic meetings I have ever been to! I have already put some of suggestions into practice to great effect.”*”



We gave business advice to **82 businesses**

who are locating or expanding in **Coalville** through:

- **32** direct enquiries
- **31** events and workshops
- **10** frontage grants

£18,000

secured in **funding from Leicestershire County Council** (£15,000 for free WiFi and £3,000 for new cycle racks in Coalville)

Case study: new council homes built for the first time in three decades

We have started building new council homes for the first time in 26 years.

The 24 houses and bungalows are being built at Linford Crescent and Verdon Crescent in Coalville and the Willesley Estate in Ashby de la Zouch.

Our contractors have already started on site in Coalville and we expect the first homes to be ready for new tenants by autumn 2017. All of the homes will be available for affordable rent and were funded solely through Right to Buy money and our existing housing budget.

We said we would:
Apply for funding from
the LLEP to help
improve our
market
towns



Building confidence in Coalville

We said we would:
Develop the heritage offer
of the town through a
Heritage Lottery Fund
grant

We are working with local heritage groups to commission a heritage strategy for Coalville. We believe it is important to have a strategy which will recognise the rich heritage and character of the town and its surroundings. The strategy will also help us bid for grant funding for projects that celebrate Coalville's history.

We're also celebrating the heritage of the town in new ways, whilst improving the appearance of empty shops and land in the town centre:

- Visuals in empty shops
- A hoardings timeline (watch this space)

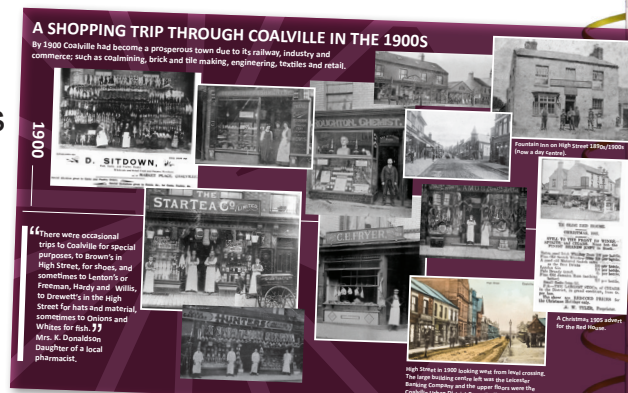


Case study: former bus depot, Ashby Road

At the time of writing this report, work was underway to improve and enhance the former bus depot on Ashby Road.

The new owners of the building have successfully applied for £50,000 funding through our Frontage Grant Scheme and £25,000 under our Enterprising North West Leicestershire grant scheme.

This, together with business and planning advice, has meant the company will be able to open its quality used car showroom in winter 2017, restoring this important building on a main thoroughfare in the town and creating jobs and apprenticeships for local people.



Building confidence in Coalville

*We said we would:
Deliver the Coalville
Special Expenses events
and projects portfolio*

In the Coalville Special Expenses area we have:

- Installed a new changing pavilion at Owen Street Recreation Ground
- Created a green gym at Melrose Road Play Area
- Made improvements to Cropston Drive Recreation Ground
- Cleaned and repainted the mural on Phoenix Green Bridge

We have also improved the way we look after green spaces on the main routes into and through Coalville, including the A511, Bardon Road, Ashby Road, McDonald's island and Morrisons island.

*We said we would:
Develop projects that
target the regeneration
of Coalville town centre,
on our own and with
partners*

£119,027
in **frontage grants** provided to
10 businesses
in Coalville



*We said we would:
Develop one iconic
building in one of the
four squares*

Case study: The Emporium nightclub, Marlborough Square

Significant work is currently taking place to improve the front of the Emporium nightclub on Marlborough Square.

This work, which has been helped by a £50,000 grant from our Frontage Improvement Grant scheme, is helping to restore the building to its former glory, with new windows, new paintwork and reinstating the doors onto Belvoir Road.



Building confidence in Coalville

We said we would:
Support housing schemes that encourage people to live in the centre of Coalville

Case study: 100% affordable housing scheme at North Avenue / Wyggeston Road, Coalville

Working with house builder Partner Construction and East Midlands Housing Group (emhg) we helped to transform one of our old garage sites into 17 new homes – a mix of one, two and three bedroom houses.

Twelve of the new homes, which were completed in February 2017, are now let for affordable rent by emhg and the remaining five were bought through the Government's Shared Ownership scheme, also through emhg.

In total, the scheme cost £2.2 million and was funded by the Homes and Communities Agency and emhg.

We said we would:
Tackle issues of anti-social behaviour at Marlborough Flats in Coalville



Two tenants were evicted

from their flats after we worked with the police to obtain two closure orders. Residents can now enjoy their homes without being disturbed by anti-social behaviour.

We said we would:
Maximise links with Stephenson College to develop skills in local people that businesses want and need

220

job seekers

came to our Job Fair, organised in partnership with Stephenson College and East Midlands Airport. 29 companies attended the event, representing more than

2,000 local job opportunities



Stephenson College
Excellence and innovation in learning

Homes and communities

Case study: Celebration of volunteers

We held a special celebration event for 90 volunteers who help us with work across the district.

The afternoon tea party at Radisson Blu celebrated the contribution that individuals and groups make to their communities by organising events, projects and initiatives and supporting others.

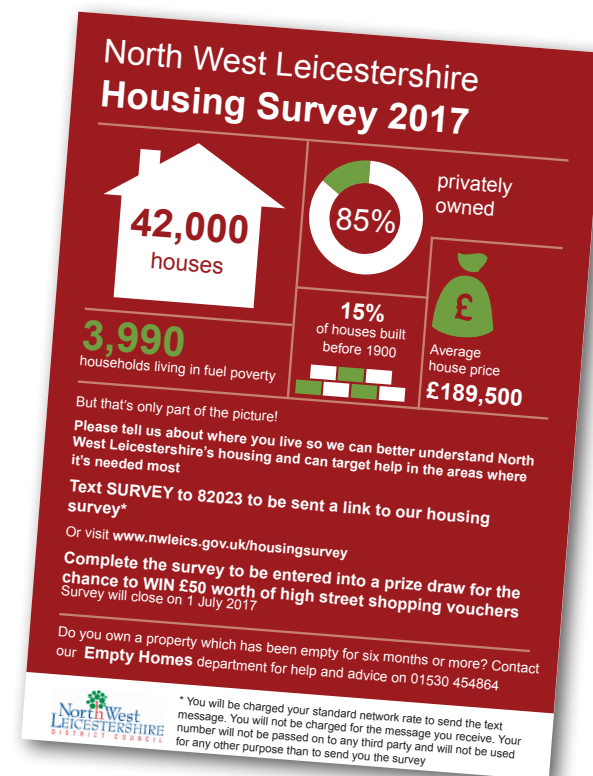
Everyone – from litter pickers to events coordinators – was acknowledged. We really appreciate all the work of volunteers in North West Leicestershire.

– **thank you!**



*We said we would:
Understand the
condition of private
housing through a stock
condition survey*

The North West Leicestershire Housing Survey was launched in February 2017 and will run until July 2017. The online survey is gathering information about the condition of privately owned houses in the district to find out what home improvement schemes may be needed for private homeowners. We will then use this information to target available funding to those most in need.



Homes and communities



Almost

£18 million

in rent collected

(this means we collected 98% of all rent owed, which can be invested straight back into our housing service).



We completed

11,237

repairs to council homes

91% of tenants were **satisfied** with our **repairs** service

98% of new tenants would **recommend us as a landlord**



100% of our tenants were satisfied with the support offered by our **Resident Involvement Team**

91% of our involved residents were satisfied with the involvement opportunities we offered



100%

of our **tenants** were **satisfied** with how we handled their **rent query**

62.5% of tenants were satisfied with how we handled **anti-social behaviour cases** and **60%** were satisfied with the outcome

We changed the way we provide **eight** services following **feedback from our involved tenants**



We carried out

527

planned

improvements in council homes



89% of tenants satisfied with the **design of their new home**

Homes and communities

*We said we would:
Provide support for parish
councils and community
organisations in developing
their local neighbourhood
plans including
Community Rights and
Assets of Community Value*

Our work with parish councils goes from strength to strength.

We organised four parish liaison meetings this year, which have had great feedback:

“Very good meeting. Lots of topics covered.”

“Useful networking and informative.”

“Valuable opportunity for clerks to hear about current topics - much appreciated.”

*We said we would:
Identify potential places
for new Gypsy and
Traveller sites*

We have a duty to provide sites for the Gypsy and Traveller communities. We are working with other local authorities in Leicester and Leicestershire to assess how many spaces we need to provide in our district and across the county. We have already received some feedback on possible sites and will carry out a public consultation on the full plan for Gypsy and Traveller sites in autumn 2017.

200

We prevented more than **200** households from **becoming homeless** by helping them to stay in their home or move to a new home – we give advice on resolving rent issues and making sure those with the greatest housing need benefit from social housing. We also helped to find permanent accommodation for **19 households** who were homeless. We started the journey towards the national **Gold Standard accreditation** for our **Housing Advice Service** by reviewing a nearby authority's services and preparing for our own review.

*We said we would:
Identify parking
hotspots and implement
initiatives to reduce
anti-social behaviour
complaints from resident
parking problems*

We have provided



new parking areas at Willn Close in Greenhill and St Matthews Avenue in Worthington (we're also preparing to install two more parking areas at Hamilton Road and Cropston Drive in Greenhill)

Homes and communities

Case study: – LEAP programme makes life changing difference

Anthony Pollard joined LEAP (Lifestyle, Eating, Activity Programme) in September 2016. He weighed 24 stone and was suffering from chronic Irritable Bowel Syndrome (IBS) which rendered him house bound. He was lacking in energy and wasn't able to join in activities with his two children aged 14 and eight years old.

The LEAP programme gave Anthony advice on nutrition and physical activity, which he said was "amazing and very achievable."

In January 2017 Anthony joined our Exercise Referral Scheme and after the 12 week course he took up a fitness membership at Hermitage Leisure Centre.

He now attends the gym four times every week. He has started going on long walks with his children and he cycles with his friends. His whole family now eat more healthily and have significantly reduced their sugar and fat intake.

In total, Anthony has lost over six stone (more than 25% of his bodyweight) in just over 6 months.

Anthony says that the benefits to him and his family of the LEAP and Exercise Referral Scheme have been life changing. He feels healthier and is more energetic. His partner is now also exercising and his daughter has joined our NWL Swim Academy at the leisure centre.



We said we would:
Reduce health inequalities between our residents through awareness campaigns

102 NWLDC staff took part in our **Workplace Wellness** Programme – having regular blood pressure and cholesterol checks and taking part in fitness sessions.



52 members of staff took part in the **Workplace Olympics** held in summer 2016

106 people came to our LEAP (healthy eating and nutrition) groups

424 people made steps towards healthier lifestyles through our **Exercise Referral Scheme**

We said we would:
Work with partners to protect children and vulnerable adults from radicalisation as set out in the Government's Prevent Strategy

125 of our staff have completed Prevent training

3,500

businesses offered **Fit 4 Business** workplace health programme. We offer health tests for the workforce, including posture analysis, blood pressure checks and tests for cholesterol and diabetes

 **100%** of customers were 'satisfied' or 'very satisfied' with our **grounds maintenance** service

Homes and communities

We said we would:
Develop and implement
a design guide for
residential development

We adopted a
**new design guide
for housing**
in April 2017



This has turned us from one of the worst performing authorities for **development design** to one of the **best in the country**.

We have been **continually improving** the design quality of new developments since 2007.

Our new design guide means we can insist on **top quality housing developments** for people living in North West Leicestershire.

Planning application targets are set by Government – our good performance means local people, applicants and developers can be confident that planning decisions are made in a timely fashion.

90.8% of major **development applications** determined within 13 weeks (against a national target of 60%)

80.2% of minor **applications** determined within eight weeks (against a national target of 65%)

89.4% of other applications (e.g. householder, change of use, adverts, listed buildings) determined within eight weeks (against a national target of 80%)

Case study: Looking after our heritage

We said we would:
Identify local listed
buildings and local
registered gardens, as
well as considering
the designation of new
conservation areas

Our newest conservation area is Coalville town centre, which was designated in September 2014. We have identified a potential conservation area at Hugglescote village and have prepared an assessment of the village's character. We will consult on this in 2017 and hope to designate it as a conservation area before the end of the year to help to preserve and enhance the character of the village.

We have also identified more than 100 buildings, gardens and earthworks that we believe make a special contribution to the Coalville forum area's architectural and historic interest. These include deserted medieval villages, a milestone and nine pubs. We hope to adopt this list of local heritage assets in 2017/18 (after public consultation), to help preserve and enhance these sites that are an important part of our district's history and its future.



Business and jobs

Case study: a business grant scheme like no other

When Birmingham-based Sapphire Products approached us asking for help to relocate to the district, we were on hand to offer a whole raft of support that ensured their move to Ashby de la Zouch went smoothly.

To help the company establish itself in the district we provided advice on available premises and awarded a £25,000 grant through our Enterprising North West Leicestershire scheme.

Businesses of all sizes see North West Leicestershire as an attractive prospect. With our excellent links to the motorway network and East Midlands Airport, and positive business support through our team and other agencies, it's no surprise!

The Enterprising NWL grant that Sapphire received meant the company could buy a new racking system for the premises, significantly increasing stock storage capacity and enabling them to hire two new members of staff (in addition to the nine staff they brought with them). This, together with our valuable advice and support, has helped the company relocate, invest and grow.

*We said we would:
Continue and develop
more business support
schemes, including
Enterprising North West
Leicestershire and the shop
front improvement scheme*

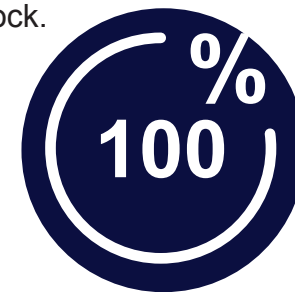
Following the success of Enterprising North West Leicestershire, we will soon launch **Enterprising Town Centres**, a special **grant scheme** for town centre businesses in Coalville, Ashby de la Zouch, Castle Donington, Kegworth, Measham and Ibstock.

13 small and medium sized enterprises were awarded **£198,802** through our Enterprising North West Leicestershire grant scheme, creating **35 new jobs** and drawing in **£1,778,647 in private investment** to the district. The entire grant scheme (15/16 and 16/17) scheme created one job for every £6,500 we invested (against a target of one job per £10,000).

We gave extra support to food businesses that had poor hygiene scores. **Nine out of the 10** have now **brought their standards** up to a satisfactory level.



95.7% (674 out of 704) food establishments received a food hygiene rating of 3, 4 or 5, which means the majority of restaurants, pubs and cafes where you eat are safe.



of businesses said they had a good relationship with our Environmental Health Team. This means we can work with businesses to keep the public safe.



Business and jobs

*We said we would:
Develop a programme
of business support
that helps more women
become economically
active*

*We said we would:
Work with rail experts to
prepare a case which will
set out to the Government
the impact of HS2 on the
district and the potential
mitigating factors that
could be negotiated for the
benefit of the area*



women-owned businesses

were supported through the Enterprising North West Leicestershire grant scheme



44

women were given
business advice
and **support** (we advise
on how to start a business,
funding, networking and
finding commercial property).

8 applicants for Enterprising North West Leicestershire have committed to create **new jobs for women** as a result of their investment.



Enterprising NWL celebration

Case study: HS2 consultation response

We worked with specialist rail consultants, SLC Rail, on our response to the Government's consultation on HS2 to make sure we get the best possible outcome for our district.

Our response did not oppose HS2, but made it clear that the impact of the revised route, which is proposed to run to the east of Measham, will have an unacceptable impact on the villages of Packington, Appleby and Measham.

In our consultation response, we said we would:

- Recognise the better access to jobs that HS2 will bring through better connectivity and greater capacity on road and rail networks
- Push for improved connections from North West Leicestershire to HS2
- Support residents and businesses, particularly those who will need to seek compensation and relocate
- Actively engage with HS2 Ltd. to ensure the district's views are fully represented.

We will continue to work with HS2 to make sure our district benefits from the planned railway, as well as supporting businesses and residents that are affected by the plans.

Business and jobs

We said we would:

Work towards implementing a Combined Authority that will benefit the area in terms of strategic planning, infrastructure development and the local economy

Case study: proposal for a Combined Authority working on strategic transport, planning and infrastructure

A Combined Authority bid for Leicester and Leicestershire was submitted to Government on 22 December 2016. The city, county and district councils all endorsed the proposals to create a combined authority to guide key decisions on transport, planning, skills and other key issues affecting the area.

If the Government accepts the proposals and gives the go-ahead, the Leicester / Leicestershire Combined Authority could be in place late by 2017.

Three events

organised in Coalville to encourage people to visit different shops.

We said we would: Help our town centres to increase business occupancy, footfall and spend with local businesses



15 businesses and 8 market stalls

took part in our **Christmas shop and stall competition** (we had **253 public votes** for favourite displays)

10 businesses

took part in our Coalville Sea Trail and the Christmas Toy Trail



Business and jobs

We said we would:
Review how efficient our car parks are and how they contribute to town centres

We reviewed our Car Parking Strategy during 2016/17, which will lead to a number of positive changes that will help our town centres, including:



- **No increase in parking charges** (they have stayed the same since 2008)
- **Free after 3pm** parking introduced in Coalville in January 2017
- **New ways to pay**, including pay by card and contactless payments to be introduced in summer 2017
- Weekly and monthly parking permits available from summer 2017

We said we would:
Have an up to date Local Plan in place to guide growth and development

Case study: The North West Leicestershire Local Plan

We submitted the North West Leicestershire Local Plan for examination on 6 October 2016 after widespread public consultation.

A Planning Inspector examined the plan during public hearings in January and March 2017. A wide variety of participants attended and gave evidence at these hearings, including council officers, developers and their agents neighbouring local authorities, local residents, district, town and parish councillors and local interest groups.

The Inspector has provided us with a range of comments on the Local Plan. Our next steps are to agree a set of main modifications that will address the Inspector's comments, with public consultation on these in summer 2017. We hope to adopt the Local Plan in autumn 2017.

110

people and organisations made **406 detailed comments** during our **Local Plan** consultation in July and August 2016.

Green Footprints



51 Fixed Penalty Notices given to people for **littering**

(that's an £80 fine – this money goes back into our services that work to tackle enviro-crimes)

We recruited

16 new **volunteer litter pickers**

(taking our total to 167)
They do invaluable work keeping our verges and rural footpaths clean – thank you!

20 community litter picks took place
thank you for all your help!



We investigated **805** cases of **fly tipping** and dished out **5 Fixed Penalty Notices**
We also prosecuted one person for fly tipping



*We said we would:
Reduce roadside litter through increased provision of signage and undertaking national and local anti-litter initiatives
recycle environment*

We have put new signs at litter hotspot areas, like laybys with mobile food outlets on the A511

Case study: CCTV van catches fly tipping and other enviro-crimes

We bought a new state-of-the-art CCTV van to help us crack down on littering, dog fouling, fly-tipping and other enviro-crimes.

The van, which was kitted out with surveillance equipment by local company Bott Ltd, has already recorded 18 offences on film. We have investigated all of these offences and issued fines.

The van gives our Environmental Protection Team a record of events as they happen and also acts as a deterrent to would-be offenders. Footage gathered from its cameras gives us evidence of criminal or unacceptable activity and can help to convict those who offend.

Green Footprints

Case study: Coalville Spring Clean

The second Coalville Spring Clean saw volunteers join council staff in Memorial Square to spend two hours cleaning up the town's litter hotspots.

A bike, a duvet and three traffic cones were collected by volunteers, alongside 81 bags of rubbish.

The previous day, a dedicated team of council staff and volunteers removed rubbish from around the Coalville Market café and tackled the accumulated rubbish on the railway line near the level crossing with Hotel Street.



Thank you to everyone who gave up their time to help us clean up Coalville. Your help made a big difference.

10 hotspots

- Outside the Monkey Walk pub
- Bus stop on Ashby Road near the former police station
- Bus stop at the clock tower
- The Red House pub car park
- Outside the Stamford Arms
- The Phoenix Green footbridge
- Underneath the Mantle Lane bridge
- Park Road
- Needhams Walk
- Baker Street

We said we would: identify 10 hotspots in Coalville for litter reduction campaigns to improve the local environment

We held roadshows in targeted locations engaging with

500 residents and delivering over **250 containers**

We said we would: identify areas with low recycling rates and help residents to increase the amount that they recycle



46.5% of waste was recycled (compared to 46.3% last year)

thank you!

We gave

13,500 trees

to **600 residents** and **18 community groups** through our **free tree scheme** (that takes us to **57,867 free trees** given out since the scheme started in 2008)

Green Footprints

Case study: Dog Watch scheme gets national award

Our innovative Dog Watch scheme, which works with communities to tackle dog fouling, won the MJ Trading Standards and Environmental Health Award.

The scheme uses the Neighbourhood Watch model to change dog walkers' attitudes and behaviour with eyes and ears on the streets.

We have provided Dog Watch toolkits to most parish councils and schools in the district. The packs include:

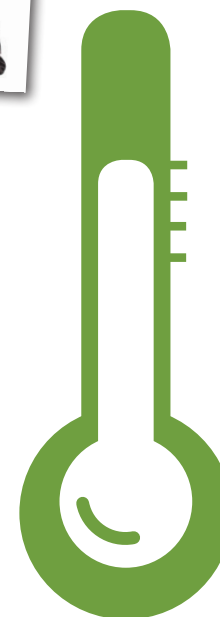
- Metal stencil and white marker spray to spray temporary 'Dog Watch' logo onto pavements
- Signs and window stickers
- Leaflets and 'Report It' cards
- Dog bags



*We said we would:
Review Housing's Green
and Decent programme,
recommending the best
renewable technologies to
be installed to heat council
properties, especially in non-
gas areas*



We have decided to replace solid fuel heating (coal) with renewable alternatives such as air source heat pumps for council homes in areas that are not on the main gas network. The scheme, which we hope will start in autumn 2017, will also involve other energy efficient improvements like loft and wall insulation.



Find out more about our performance at



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