



# North West Leicestershire District Council

## Council Delivery Plan for 2018-19







Picnic in the Park 2017

## Welcome to our Council Delivery Plan for 2018-19

North West Leicestershire District Council is committed to providing the best possible services for our communities.

We have a wide-reaching influence; from collecting bins and sweeping the streets that we all use, to lobbying government on national issues and contributing to wide ranging strategies that direct growth and infrastructure.

It's important that we use this influence to lead the way on the things that are important to us; growth in the right places, homes for local people, support for businesses and town centres, and driving a green agenda.

Most importantly, we need to provide the right service for our customers.

More than ever, we're putting our customers at the heart of what we do, striving to provide what they want in the right place at the right time. We're taking a lot more online to provide 24/7 access to our services and improving the ways we communicate with our customers so they can help shape the services we provide.

Financially, we're on a good footing. We're using this time to prepare for the future, when we will see cuts to some of our funding sources. This work revolves around robust budgeting, making sure we bring in money where we can and spend our money wisely for the benefit of our communities.

We're very proud of this plan, which sets out our priorities and aims for the coming years. We're looking forward to seeing our work take shape and make a positive contribution to North West Leicestershire.

Councillor Richard Blunt – Leader

Bev Smith – Chief Executive of NWLDC

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## Building confidence in Coalville

Our work to regenerate and build confidence in Coalville continues. Our aim is to work with others to help make Coalville town centre a desirable destination for those living in and around the town.

This coming year will see significant changes to Marlborough Square that will make it better for pedestrians and events. **We're making improvements to the Memorial Tower ahead of our 2018 Remembrance events, whilst making plans for wider improvements to the whole of Memorial Square during the following year.**

Our frontage **grant** scheme continues to change the face of our key streets and we maintain our 'open door' policy to any investor looking to make a positive impact in the town.

# Building confidence in Coalville

## Our aims

■ Coalville is vibrant, green and clean

■ Local people choose to spend their money and time in Coalville Town Centre

■ Coalville becomes a destination of choice for visitors and businesses

## Key tasks 2018-19

Develop a vision and masterplan to further regenerate the town centre in consultation with Coalville residents



Identify short, medium and long term programmes for Coalville's regeneration:

### Physical regeneration:

- Invest £1 million in changes to Marlborough Square, to create a better space for pedestrians and events
- Work with the private sector to secure a cinema operator for Coalville
- Begin residential development of at least one town centre site



### Culture:

- Establish and maintain an events programme in our public spaces, including the redesigned Marlborough Square

### Business support:

- Continue our Frontages Grants
- Support new business start ups in the town centre

### Infrastructure:

- Support improvements to Ashby Road with removal of traffic calming, better street furniture and planting
- Changes to traffic flow as part of Marlborough Square redevelopment
- Improve cycle connectivity.

## In the next three years we will...

Increase the number of Coalville businesses that successfully bid for our Enterprising grants by 50%



Increase the number of homes in Coalville by 950

Reduce the number of vacant shops by 20%

Invest £1.5 million in regenerating Coalville town centre



Hold at least five events in Marlborough Square each year.

Support the redevelopment of key housing sites

Work with Leicestershire County Council to ensure the redevelopment of the Snibston site and surrounding area

Encourage people who use the 'gateway' site where the new leisure centre will be to use the town centre





Reception, Council offices

## Value for money

We're committed to putting the customer at the heart of what we do, and a big part of this is providing value for money through our services.

Through knowing our customers, understanding what they want from their council and helping them to access services in a broad range of ways, we can make sure we invest in the right places and make savings elsewhere.

Whilst we're in a financially strong position at the moment, we know the future holds some potentially difficult times. That's why we're using this year to assess our assets to make them work financially for us and looking at the ways we can be more commercial to bring in money.



# Value for money

## Our aims

■ Right service, right time, right price

■ The council becomes a self-sustaining organisation

### Key tasks 2018-19



Start our Customer First Programme to improve our customer service

Develop trusted commercial services that can be offered to external customers

Sign a contract with an external provider to build a new leisure centre in Coalville and manage our leisure service



Develop and start working to a longer term financial strategy that helps the council to become resilient and self-sufficient, and not reliant on central government funding

Develop and implement an Asset Management Strategy to make best use of all council-owned buildings and land

Update and review the treasury management strategy to make best use of our investments.



Establish a local housing / trading company

### In the next three years we will...



Increase overall customer satisfaction by 10%

Give customers the ability to access at least 50 transactions online 24/7

Increase our sources of external income by five each year

Improve the financial return we receive from our investments by at least 25%



Generate £500,000 by selling the dry recycling we collect.





Coalville Spring Clean, March 2017

## Homes and communities

Our district is one of fantastic and varied communities and our services affect each and every one of them.

Our priority is to help these communities to thrive; by providing good quality homes in the right places, by tackling anti-social behaviour, and by working for our communities on a national scale on developments like HS2.

We have a responsibility to help those most in need in our communities, so we're focussing on providing affordable homes and increasing the number of council homes we can offer for rent, whilst preventing homelessness.



# Homes and communities

## Our aims

- Residents live in high quality, affordable homes
- Vulnerable households are supported
- Communities are safe and cohesive
- Improve the quality of life for our residents

## Key tasks 2018-19



Work with health partners to develop a health and well-being strategy for North West Leicestershire

Maximise the economic benefits, and **minimise the negative impacts** from HS2 for North West Leicestershire and our residents



**Modernise** Coalville CCTV to tackle anti-social behaviour

**Review our planning service and enhance our planning enforcement, to make sure housebuilders build in accordance with their approved plans, while maximising benefits from planning agreements and ensuring they are spent in a timely manner**

Formally launch our Good Design Guide for housing developments

Devise, publish and implement a statement of licensing policy to reduce crime and **improve** public safety.

## In the next three years we will...

Increase the number of physically active adults in the district to 39,800, reducing the amount of physically inactive adults by 10%

Ensure anti-social behaviour levels do not increase, **even if crime increases**



Build or acquire 68 council owned homes

Work with local housing associations to supply 300 new affordable homes

Invest up to £15 million to improve council housing stock by our in-house teams



**Determine** 100% of planning **applications** in line with our good design guide, ensuring high quality developments in our district

Provide support to 100% of people threatened with homelessness within the district



Determine 100% of licensing applications in accordance with the statement of licensing policy, which is shaped by the public and other key stakeholders.





Coalville Jobs Fair at Stephenson College

## Business and jobs

North West Leicestershire is an excellent place for business. We're perfectly located in the heart of the country with great access to important road networks and East Midlands Airport.

Our business support ranges from grants for start ups and growing companies, to advice and support on a one to one basis.

We're investing in our town centres, both in terms of infrastructure and physical change, and by

organising events to attract people for shopping and entertainment. **We're also planning to support Coalville and Ashby towards achieving town centre awards.**

And we're supporting jobs – working with education providers to build the skills we need to fill the jobs we have, creating apprenticeships in our own organisation and holding job fairs that benefit local companies and job seekers alike.

# Business and jobs

## Our aims

■ NWL has a thriving economy where businesses are supported

■ Support local people to access jobs

### Key tasks 2018-19



Develop an Economic Growth Plan and a Place Marketing Strategy for the district

Develop a tourism strategy that promotes, encourages and enhances the visitor experience

Develop and enhance our apprenticeship programme, and provide volunteering and work experience opportunities

Develop an options appraisal for the future development of the Moira Furnace site



Develop a funded plan of infrastructure development and work with Leicestershire County Council to reduce congestion

Focus on town centre management for all our market towns



Work with local businesses to support them to become Disability Confident employers

Increase numbers of people attending events in our district year on year

Provide regulatory services (like licensing and environmental health) in a way that promotes business growth.

### In the next three years we will...

Double the number of apprentices we employ



Make sure local people make up at least 30% of the workforce used to build the new leisure centre, and that the new facility maximises opportunities for apprenticeships

Help businesses to create 2,000 new jobs



Provide a pot of £250,000 grant funding and business support

Work with partners to organise two jobs fairs every year

Work with partners to actively promote seven tourism and culture events



Invest £1.1 million in Ashby de la Zouch

Provide face to face business and environmental health advice to 20 growing businesses each year.





Green Shoots grants

## Green Footprints

We want to lead the way in making the district greener – in terms of our physical environment and reducing our carbon footprint.

Our Free Tree Scheme, run in partnership with the National Forest, grows in popularity every year. Coupled with our work to tackle littering and fly-tipping, we're making a real difference to the appearance of communities.

We're pleased to say that people in our district are great at recycling, but we're not planning to stop in our efforts to increase recycling levels in the district.

This year, we're looking at green technologies, making our council homes more fuel efficient by installing air source heat pumps as well as installing electric car charging points in our car parks.

# Green Footprints

## Our aims

■ Communities are clean and green

■ To be an exemplar of green employers

### Key tasks 2018-19

Achieve 'Very Good' BREEAM rating for the new leisure centre in Coalville

Develop a recycling strategy that encourages more households to recycle



Reduce our carbon footprint through agile and mobile working, and making best use of technology

Establish a green policy that calculates our carbon footprint and sets a target and action plan to reduce this year on year

Work with the National Forest to increase the amount of trees planted and support the first international forest festival

Introduce a programme of installing electric charging bays in council-owned car parks

Support Ashby de la Zouch to become a 'timber town'



Work with businesses on litter hotspots to enhance the areas and raise awareness of littering to change behaviour

Develop and deliver a targeted fly-tipping campaign in partnership with Highways England.

### In the next three years we will...

Increase dry recycling by 100 tonnes



Replace 450 solid fuel heating systems in council houses

Reduce our carbon emissions down to support global average temperature increase below two degrees Celsius



Plant 15,000 trees through our Free Tree Scheme

**Achieve Green Flag accreditation for parks across the district – starting with Coalville Park**

Be key stakeholder in the All Party Parliamentary Group litter strategy for North West Leicestershire

Work with Highways England on their network in our district to reduce fly tipping.





# Useful information

If you would like more information about the Council Delivery Plan or any council service, please use the contact details below:

[www.nwleics.gov.uk](http://www.nwleics.gov.uk)

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