

	Action from Council Delivery Plan 2017/18	Status in End of Year Report	Original text	Suggested change by PDG	Response	Change to End of Year Report?
General						Wording to be included on PAGE 4 Total plan of commitments: 'Message from Bev Smith, Chief Executive: "Our staff are our biggest asset. It is their professionalism, hard work and dedication that has led to us achieving so much in 2017/18. They drive innovation and high standards, always thinking of ways we can make our services better for customers. Thank you to every member of staff, you have all made a valuable contribution to these achievements."
			N/A	It would be nice to include a mention of contribution of our staff in the report	Include a message of thanks from the Chief Executive	
			N/A	Have crews been recognised for their litter picks on the A42?	Our crews were praised by management and via a news release and social media for clearing the litter from the A42. This is an annual task that has to be done under traffic management for the safety of the operatives, so it is nice to receive praise.	No
Welcome PAGE 2			79,163 people contacted us by phone	The report states that there were 79,163 calls into CST. Can we add any context to explain the length of these calls and whether this improved?	The End of Year Report is a snapshot to help people understand the volumes and types of things we do. This detailed performance data is reported in specific reports to Cabinet, which will also be seen by Policy Development Group as part of quarterly reporting	No
			16,252 people came to our Customer Service Centre	The report states that there were 16,252 visits to the Council Offices – can we add any comment to add context re: average waiting time?	The End of Year Report is a snapshot to help people understand the volumes and types of things we do. This detailed performance data is reported in specific reports to Cabinet, which will also be seen by Policy Development Group as part of quarterly reporting	No
Overview of North West Leicestershire PAGE 3			We made 4,170 routine, 3,118 and 1,328 emergency repairs to council homes	The report gives the number of repairs - can we add context re: waiting time for repairs?	The End of Year Report is a snapshot to help people understand the volumes and types of things we do. This detailed performance data is reported in specific reports to Cabinet, which will also be seen by Policy Development Group as part of quarterly reporting	No
			We did 413 mechanical inspections of taxis	The report states that 413 mechanical inspections of taxis were done – how many taxis do we have? Is this a positive statistic?	The End of Year Report is a snapshot to help people understand the volumes and types of things we do. This detailed performance data is reported in specific reports to Cabinet, which will also be seen by Policy Development Group as part of quarterly reporting	

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					In 2017/18 local authorities in England dealt with around 1 million fly-tipping incidents; a 7% increase from the previous year resulting in a clearance cost of £57.7 million pounds. NWLDC has taken a tough stance on fly-tippers with the introduction of a fully equipped CCTV van which is used to deter fly tippers and gather evidence of people illegally disposing of controlled waste. In more remote areas where fly-tipping has been reported small wildlife cameras are used, which are battery powered and triggered via a motion sensor; this has the added cost saving benefit of the cameras being left in location for up to two weeks recording.	
			We responded to 891 reports of fly tips	Can we have more detail about a new system that is being introduced to catch more fly-tippers?		No
			We made 4,170 routine, 3,118 and 1,328 emergency repairs to council homes	Urgent' missing after 3,118	Agreed	We made 4,170 routine, 3,118 urgent and 1,328 emergency repairs to council homes
			Top ten businesses in North West Leicestershire (turnover) -Barratt Developments - Aggregate Industries - Bloor Investments / Triumph Motorcycles - Breedon Group - Ibstock PLC - Ceva Logistics - Available Car - Cott Beverages - Plastic Onmium Automotive - Logson Group	Why is Triumph mentioned - it is outside the district?	Triumph is a subsidiary of Bloor Investments, which is based in the district	No
Total plan of commitments PAGE 4			N/A	The numbers don't add up to 48	Inaccurate figure is the '30' Achieved commitments	Change 'Achieved' commitments to 31
			N/A	Formatting using dotted lines between the statistics makes it difficult to read	Agreed	Remove dotted lines
Building confidence in Coalville PAGES 6 - 9	Act on improvement plans for Marlborough Square and Memorial Square, working with partners	On plan	Repairs to the Memorial Clock Tower will be done between April and September 2018, using council funding and money from the Heritage Lottery Fund and the War Memorials Trust	Can we include the total cost of the restoration work to the clock tower?	Agreed	Add £116,000 figure to the sentence to read 'Repairs totalling £116,000 will be done between June and October 2018...'
	Support business and property owners on Hotel Street, High Street, Belvoir Road and Marlborough Square with frontage improvement grants	On plan	£206,787.82 frontage grants awarded to 12 businesses to improve their shop fronts	The report states that £206,000 has been spent on shop fronts – some people may think that this doesn't represent value for money and that it hasn't made a noticeable difference to Coalville when driving through. Comment that it could be better to reduce the business rates for small businesses rather than spend the money like this. A contrary view was also expressed that it had made a big difference when walking through Coalville; that the scheme is about creating confidence and kick starting regeneration, that it is part of a bigger picture of work and initiatives to support the town.		No
	Improve Coalville Market to attract new traders and customers	Achieved	Sixteen new traders in the past 15 months, taking the total number of stalls to 34. 2,760 weekly visits to the market in January 2018 (up 14% from the same period in 2017)	Could we have some information about the support provided to a market trader who wanted to use the former butchers unit in the market but isn't able to due to the costs of making it safe?	Officers have met with the trader and are putting together a bespoke support package to enable the trader to develop their business within Coalville. The unit originally requested was not viable due to the high costs involved in making it safe for use. The trader has agreed to stay at Coalville Market and work with officers to help expand and support their business.	No

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Value for money PAGES 10 - 11	Manage our assets better to increase income	Achieved	We have reduced the number of long term empty council homes from 76 to 44 in a year. It now takes an average of 28 days to re-let a council home (down from 37 at the start of the year). This means we have increased income by £198,400	The report states that it took 28 days to re-let empty properties last year - what is the target for next year? Please can you define what 'long term empty council homes' means?	As the End of Year Report is a 'look back' document, this will not be included. The target for 2018/19 is 25 and will be reported in next year's End of Year Report and ongoing performance reports throughout the year Long term' means properties that are empty and which will not be relet as a council home	We have reduced the number of long term empty council homes from 76 to 44 in a year. It now takes an average of 30 days to re-let a council home (down from 37 at the start of the year). This means we have increased income by £182,600
	Bring more of our housing repairs and maintenance work in-house	Achieved	£1 million worth of additional work was completed by our in-house repairs team, compared to 2016-17. The in-house team completed a phase of Decent Homes upgrades in council homes for the first time. The majority of work to maintain Decent Homes standard in our council homes will now be done in our in-house team. This means £19.9 million of work over the next five years will be done in-house Our repairs team employs local people; five are apprentices	The amount of money spent on maintaining each council home per year seems to be around £500 when you average out the figures in the report - is this correct?	This is average for the sector. Tenants feel comfortable reporting repairs to the council as landlord. On average, it's about three repairs per home per year	No
	Decide whether to build a new leisure centre or invest in Hermitage Leisure Centre to meet demand	Achieved	We have decided to go ahead with plans to build a new leisure centre in Coalville. At the time of writing we had shortlisted four external providers to build the new leisure centre and make improvements at Hood Park Leisure Centre in Ashby de la Zouch, taking on the management of both centres. The process to select the operator who will take on the leisure centres will take around 12 months. We hope to award a contract in January 2019, with the change of management taking place in April 2019. This decision marks the biggest investment outside of housing that the council has made for many years. We hope the new leisure centre will open to the public in 2020.	Should we include the cost of the leisure centre project?	Agreed	Include £20 million figure to read: 'We have decided to go ahead with plans to build a new £20 million leisure centre in Coalville.'
	Manage the implementation of our Local Plan, including finding new gypsy and traveller sites	Behind plan	Our Local Plan was adopted in November 2017. This means we have security in how the district will develop in terms of homes, jobs and infrastructure for the next 15 years. It also helps us to protect our environmental and heritage assets. A decision on how we provide for gypsies and travellers and travelling showpeople has not yet been made. A recent assessment showed that we need to provide 20 plots for travelling showpeople and six pitches for gypsies and travellers, as well as potentially providing a transit site for people travelling through our district.	Why do we need to provide permanent pitches and also a transit site?	The majority of travellers will have a permanent base where they spend most of their time but from where they also travel around, for example, for work or visiting other family members. When undertaking such travelling they will use transit sites where they stay for only a short period of time before moving on. The Government's 'Planning Policy for Traveller sites' requires local planning authorities to identify the number of pitches required 'which address the likely permanent and transit site accommodation needs of travellers...'	No
	Use planning agreements to acquire new properties from developers to increase the number of council homes	Achieved		The word 'built' is repeated	Agreed	Delete one occurrence of 'built' from sentence '26 new rented homes have been built...'
	Review our planning enforcement policy to deal with the more serious cases quicker	On plan	Our draft Planning Enforcement Policy aims to: - Tackle breaches of planning control that have an unacceptable impact on the amenity of the area - Maintain the integrity of the decision-making process - Help ensure that public acceptance of the decision-making process is maintained. We hope to adopt the new policy in 2018/19	Should we include the fact that we have employed a new enforcement officer and so increased resources?	Agreed	Include wording: 'We have recruited a planning enforcement officer to increase efficiency.'

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	Improve how we manage complaints and Freedom of Information (FOI) requests	Achieved		Can we include the measure on the length of time taken to respond to FOI requests	Agreed	Include 'within 10 days' measurement to read: '6% increase in stage 1 complaints answered on time (within 10 days) compared to 2016/17
	Plan for ambitious growth in the district to 2050, harnessing our excellent transport links to drive jobs, housing and infrastructure in the right places (through a Local Plan review)	On plan	We are working with the other Leicestershire authorities to prepare a Strategic Growth Plan. This overarching plan will set out the aspirations for growth (housing, economic, infrastructure) in Leicester and Leicestershire until 2050. Our reviewed Local Plan will fit in to this overarching strategic plan	Members discussed whether or not the district has good transport links, with no passenger rail link and congestion on the roads. However, the development of Roxhill shows the district is well placed in terms of infrastructure	Comments from Policy Development Group have been incorporated in the North West Leicestershire District Council consultation response to the Strategic Growth Plan. In addition, the establishing of the new Local Plan Committee will enable discussion to occur on transport as part of the Local Plan review and ensure co-ordinated action on infrastructure requirements as part of the growth agenda.	No
Business and jobs PAGES 17 - 20	Provide advice and support to businesses	Achieved	Free advice and support given to 241 businesses. Case study: Our Business Focus team managed a request for support from Ibstock Community Enterprise. During the meeting it became clear that they were concerned about the energy costs of the business. Our team gave advice about support and potential funding solutions. Ibstock Community Enterprise were able to successfully apply for more than £3,000 of European grant funding from the Green BELLE (energy efficiency programme). This money meant the business could install LED lighting and control systems in the centre, which has significantly reduced their energy use and energy bills.	Will European grant funding for businesses still be available when Britain leaves the European Union in 2019?	There is no certainty as to what, if any, EU funding will be made available to the United Kingdom post Brexit. We believe that it is highly unlikely that any future EU funds will be made available. However, we anticipate that Whitehall will replace some of the existing EU Funding pots with government funds. If they do, these pots will likely be administered through the Local Enterprise Partnerships.	No
	Review our waste collection service in response to Leicestershire County Council's withdrawal of recycling credit payments from 1 April 2018	Achieved	We successfully won the bid to process and keep the income from recycling collected at kerbside. This means we will still be able to bring in over £500,000 by selling this recycling. We can reinvest this in council services.	We should thank residents for recycling what they do, so we can sell the materials and make an income	Agreed	Include 'Thank you for recycling.'
				The report states that 93% of people are happy with their refuse service - how many people were surveyed?	We send waste surveys to 2,000 homes every three years. In 2017/18 1,000 responded which is regarded as a statistically viable sample.	No
	Support our residents to recycle more	On plan			We ask residents to separate their waste before it is collected. This means we can sell it for a much higher price than if all recycling was together in one container. Whilst we understand that containers are sometimes blown around when we have high winds, we do give residents advice on how to prevent this and we also replace containers that are damaged by the weather. We are insured to handle any rare incident where containers cause damage to property.	No
Green footprints PAGES 21 - 22			Our customers recycle 46% of their waste, but we want this to increase. We are currently writing a recycling strategy to encourage people to recycle more. 93% of people are happy with their refuse service	Whose responsibility is it when recycling containers blow into the road and cause accidents or damage?		
				If we want to increase our recycling rate from 46%, how will we educate people to do this?	Through social media and our website, we will visit schools and various groups and educate our own staff to continue to pass on the message.	No

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	Run the Food Heroes project to generate sustainable food production	Achieved	Food Heroes brought the community together to learn about growing locally and reducing food waste. The Coalville Community Garden was created and is maintained by CEP Ltd. - 1,585 students involved in two school events - Two growing masterclasses (four more planned) - 33 young people involved in four or more events - 17 adults attending the Succulents Masterclass - Seven students enrolled on the National Citizen Service course - 125 growing starter packs distributed	Who is responsible for maintaining the community garden in Coalville Park as it is sometimes poorly maintained?	The Council has a new relationship with CEP. We will be working with them to increase the number of volunteers who will work on the garden as part of the Green Flag award.	No
	Replace solid fuel heating systems with air source heat pumps in our council homes	On plan	We have started a £3.7 million project to replace coal and electric heating with renewable heat in 410 council homes by April 2019	What are the costs and ongoing maintenance costs of the air source heat pumps? Are they providing value for money?	The programme will generate £2.6 million of income over the next seven years through the Government's Renewable Heat Incentive scheme. Tenants will see reduced fuel bills. Annual servicing costs are broadly equivalent to existing gas / solid fuel costs.	No