

Council Delivery Plan for 2019-20



Hicks Lodge - a former mining site transformed into a popular cycle centre

Welcome to our Council Delivery Plan for 2019-20

At North West Leicestershire District Council we believe in putting our communities and customers at the heart of what we do.

Our new council priorities show the areas where we think the council can have most influence. This plan states what we will do to achieve these things in the coming year and beyond.

Our plans and priorities are underpinned by a balanced budget, a constant focus on value for money, local income generation and a prudent approach to future challenges to our funding and expenditure.

We prioritise the work that makes the biggest difference to people's lives.

We're proud of the aims and actions in this plan and look forward to seeing how our work can make a positive difference in North West Leicestershire.

Our priorities



Councillor Richard Blunt – Leader



Bev Smith – Chief Executive

- **Supporting Coalville to be a more vibrant, family-friendly town**
- **Our communities are safe, healthy and connected**
- **Local people live in high quality, affordable homes**
- **Supporting businesses and helping people into local jobs**
- **Developing a clean and green district**



Bel Canto School Choir performing at Christmas in Coalville

Value for money

We manage our budgets carefully and sensibly. This allows us to provide excellent value for money in our services; investing in key schemes and infrastructure that make a real difference in our communities, whilst balancing the books and planning for the future.

The General Fund

General Fund - Income

Income from	In 2019/20 we plan to collect:
Council tax	Council tax £5.3 million
Fees and charges	Planning fees £1.2 million
Business rates	Business rates £6.4 million
Recycling	Recycling £466,000
Other local income	Government grant (the Revenue Support Grant) £NIL

General Fund - Spending and saving plans

Spending and saving plans	Key investments
We plan to spend £14.7 million of our £14.9 million budget	£9 million (of £23 million) investment in a new leisure centre in Coalville, which will open in 2021. £1.2 million investment in Ashby Leisure Centre and Lido.
We will add £161,000 to our Self-Sufficiency Fund to protect us against future financial challenges	£175,000 invested in waste services to cater for the growing district

Housing Revenue Account

Housing Revenue Account - Income

Income from	In 2019/20 we plan to collect:
Rents	Rents £17.6 million

Housing Revenue Account - Spending and saving plans

Spending and saving plans	Key investments
We plan to spend £16.2 million on council housing services	£7.6 million improving and maintaining our existing council homes
We will add £1.4 million to a reserve to repay loans due in March 2022	£5 million building new council homes

For more information on our income, spending and saving plans, please visit www.nwleics.gov.uk/mtfs



Supporting Coalville to be a more vibrant, family-friendly town

Town centres are changing. The way people spend their leisure time is different now and a varied town centre offer is crucial to drawing people in.

We want Coalville to grow with this change and be a place where people want to live and spend their leisure time, and where businesses thrive and invest.

Pulling together an overview of Coalville's retail and leisure profile and how it could grow, we will assess what could help to bring more people into the town centre, set out where key development sites are and work with partners to create exciting entertainment and retail opportunities.

We can't do this work on our own. That's why we plan to support community groups and businesses to make their own contributions to improving the town; through events, funding bids, grants and advice.

We would like to encourage everyone to shop 'local'; support your town centre and independent shops, spend your time in local restaurants and bars and head to local events. The more we all do this, the more vibrant Coalville will be.

Supporting Coalville to be a more vibrant, family friendly town

Our aims

Coalville is a vibrant town - Local people choose to spend their time and money in Coalville town centre - Coalville is a good place to do business

Key tasks 2019-20

Develop a Coalville Regeneration Framework to enhance the town centre



Seek external funding, including the new national Future High Streets Fund to support town centre regeneration

Seek a cinema operator for Coalville



Establish and maintain an events programme in our public spaces

Start the redesign of Marlborough Square

Create a vibrant indoor market on Marlborough Square



Work with partners to make the most of our heritage to bolster the town's identity and sense of place

Work with the community and interest groups to celebrate and promote Coalville's heritage including 100 years of Palitoy

Provide grants to at least ten businesses in Coalville to improve the fronts of their buildings, creating a better street scene



Provide a tailored support programme for 20 retail businesses in Coalville

Continue to provide support and funding for Coalville Market traders to grow their business

In the next three years we will...

Begin priority projects in the Regeneration Framework for Coalville

Enable and initiate new developments and public realm projects, supporting the district's high aspirations for design quality



Support the redevelopment of key housing sites in Coalville

Establish a new outdoor market and other events on Marlborough Square

Work with the Belvoir Shopping Centre to make it a more attractive destination and reduce the number of vacant shops



Ensure that links to the new leisure centre are maximised



Artist's impression of the new Coalville Leisure Centre, which will be built on land off Stephenson Way and will open in 2021

Our communities are safe, healthy and connected

We want North West Leicestershire to be a safe and healthy place that is well connected and great for growing families.

We will look at our own practices by putting the customer first in all our decisions and actions.

We will ask for and respond to customer feedback to continually improve our customer service whilst making more available online for customers to self-serve and improving our face-to-face and phone service for those with more complex needs.

We want communities to be well connected so we're supporting infrastructure investment to make sure people can easily get to their jobs and pursue leisure interests.

The health and wellbeing of our communities is important to us. This year will see us invest £23 million in a brand new leisure centre in Coalville and spend £1.2 million on improvements at Ashby Leisure Centre and Lido.

Our communities are safe, healthy and connected

Our aims

Put our customers at the heart of all we do – Increase connectivity (physically and virtually) throughout our communities – Support safer neighbourhoods

Key tasks 2019-20



Make sure our customers can contact us in a way that suits them, with self-serve options as well as face-to-face support

Make all appropriate transactions 'digital by default'

Identify locations for customers to access our services in their own communities

Deliver the actions in our Health and Wellbeing Strategy



Work with our leisure partner to secure planning consent and start the construction of a new leisure centre in Coalville

Modernise and enhance the leisure centre in Ashby



Working with local schools, parish councils and leisure centres, improve the community leisure facilities in Castle Donington and at Ibstock and Measham Leisure Centres

Achieve accreditation from the Surveillance Camera Commissioner for our CCTV system

Develop our tourism offer to encourage inward investment, dwell time and connecting visitor attractions

Consult on revisions to the Local Plan

Encourage and support town and parish councils to write and adopt their own Neighbourhood Plans



In the next three years we will...



Develop a network of locations for mobile CCTV

Adopt the revised Local Plan

Improve the accessibility of our offices and continue to reduce call wait times

Reduce the gender pay gap in the council's workforce



Reduce our sickness absence levels year on year through a combination of measures in our People Plan

Work towards increasing participation levels at Coalville and Ashby Leisure Centres by 58% by 2025



Local people live in high quality, affordable homes

In 2018 we celebrated 10 years since the launch of our Good Design Guide, which continues to make sure new developments in our district are high quality.

This year we are focussing on the availability and quality of affordable homes in the district.

We will continue our programme of building new council homes and also buying or acquiring new properties from developers as they build private homes in the area.

We will improve our own housing through a planned programme of improvements to the value of £7.6 million, as well as working to make sure the private rented accommodation in our district is up to standard.

Local people live in high quality, affordable homes

Our aims

Increase the number of affordable homes in the district – Improve the quality of our council housing – Improve the quality of private rented accommodation

Key tasks 2019-20



Get planning permission and start building new council homes in Coalville, Whitwick and Measham

Establish a local housing / trading company

Buy affordable homes from developers to increase availability of council housing

Ensure residential development takes place on brownfield sites in Moira and Measham



Ensure all new housing in the district meets the standards of the NWLDC Good Design Guide.

Invest up to £7.6 million to upgrade tenants' homes and their neighbourhoods

Alter tenants' homes where there is an assessed medical need, by spending £295,000 on level access showers, stair lifts and other aids and adaptations



Invest £778,000 in estate improvements including off-street parking, improvements to footpaths and roads and mobility scooter stores

Carry out proactive, targeted enforcement so all eligible landlords have a Houses in Multiple Occupation (HMO) Licence

In the next three years we will...



Maximise the number of private empty properties that are brought back into use

Selectively buy back long term empty properties

Work with local housing associations to supply 300 new affordable homes



Invest up to £14 million to improve council homes

Provide up to 100 new council homes through new build or by acquiring homes through agreements with developers



Former derelict Bus depot bought by Desirable Car Ltd - we provided the company with a £50,000 grant to improve the front of the building and a £25,000 to help grow its business, creating at least nine new jobs for local people

Support for businesses and helping people into local jobs

North West Leicestershire has a very low unemployment rate (1.2% compared to 2.3% nationally*) and we benefit greatly from having a wide range of employers, from large-scale producers and distributors to small, independent retailers.

We will support the growth of jobs and to help make sure the local workforce has the right skills for the roles available.

Through partnerships with schools and colleges and events like jobs fairs we can make sure people are skilled and able to gain employment in our district.

To bolster this positive employment position, we also want to attract investment into the district and this year we will actively promote the district to potential new businesses, showcasing all of the benefits of setting up business here.

2019 is expected to mark the exit of the UK from the European Union. We will continue to work with businesses affected by the EU exit to make sure they are prepared for any changes. We will also continue to advise and signpost businesses affected by the development of HS2.

* Office of National Statistics, November 2018

Support for businesses and helping people into local jobs

Our aims

Match local people with skills and jobs – Support new and growing businesses to create jobs – Help young people into work

Key tasks 2019-20

Give comprehensive advice to smaller businesses and start-ups with a focus on food hygiene and allergen controls



Working in partnership with the National Forest Company, carry out an options appraisal for Moira Furnace as part of an application for Resilient Heritage funding to the Heritage Lottery Fund



Launch a grant funding programme that supports the growth of existing businesses as well as supporting new business start ups

Provide targeted support for local business who may be impacted by HS2 and EU Exit

Adopt and start to deliver the aspirations of the North West Leicestershire Economic Growth Plan 2019-21



Working with our new leisure partner, increase local employment, training and apprenticeship opportunities with a key focus on local supply chains in the construction of the new Coalville Leisure Centre

In the next three years we will...

Maintain 12 apprentice placements each year

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

Work with partners to organise two jobs fairs every year



Promote North West Leicestershire as a key location for business growth and support £1 million of new business investment and 4,000 new jobs

Work with partners and public transport providers to enhance transport connectivity so local people can access new job opportunities throughout the district



Work with three schools / colleges and local businesses on skills development with a focus on career advice

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



Work with food establishments to further reduce the number that have a hygiene rating of 0, 1 or 2



Developing a clean and green district

We consider ourselves very lucky to be right at the heart of the National Forest – a long term project that is making the area greener every year. Much of our work this year supports the National Forest and all that it stands for – by planting trees, bolstering its brand and identity and supporting key events like the international Timber Festival.

Being a clean and green district requires the support of businesses and individuals who we work with on littering and fly tipping campaigns to keep our environment cleaner for everyone to enjoy.

We also acknowledge that we need to lead the way in terms of the green agenda and have a number of schemes this year that aim to reduce our own carbon footprint through our council housing, council-owned buildings and working practices.

Developing a clean and green district

Our aims

Lead by example by reducing our own carbon footprint – Reduce littering and fly tipping – Promote the work of the National Forest

Key tasks 2019-20



Increase recycling rates by at least 1% every year through our Recycle more... campaign

Develop and run a high profile fly tipping campaign 'Breaking the Cycle'

Expand our Free Tree Scheme



Support towns and villages to develop an identity associated with the National Forest

Sponsor the National Forest Company's international Timber Festival in 2019 and 2020



Support private householders to improve the energy efficiency of their homes and help those in greatest need to access Government grants for affordable warmth



Complete the installation of 400 air source heat pumps in council homes and assess tenant satisfaction

Run an electric car charging point pilot in Ashby

In the next three years we will...



Support the Litter Strategy for England through our partnership working within the Roadside Litter Working Group

Work in partnership with local haulage companies to tackle layby litter

Achieve 50% recycling rates by 2023



Reduce carbon emissions at Coalville and Ashby Leisure Centres by 20% by 2022

Replace lighting in NWLDC buildings with LED lighting to reduce energy consumption

Use the data and knowledge from the electric charging points pilot in Ashby to consider rolling out charging points across the district



Reduce vehicle emissions from licensed taxi vehicles

Help 250 fuel poor households to receive funding for loft and cavity wall insulation and replacement boilers

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

customer.services@nwleicestershire.gov.uk

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North West Leicestershire District Council,
Council Offices,
Coalville,
Leicestershire,
LE67 3FJ

01530 454545 (main switchboard)

If you have an emergency outside of normal hours
please call 01530 454789

Fax:
01530 454506 (Reception)

