

End of Year Report 2018/19

Customer interactions

99,656 people contacted us by phone

2,125,599 visits to our website

14,747 people came to our Customer Service Centre

Our tweets and Facebook posts were seen almost 2.5 million times

16,000 have an online My Account with us

Welcome to the North West Leicestershire District Council End of Year Report

This report gives you an overview of what we've achieved in each of the priority areas for 2018/19:

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

We use this report to provide an update on the things we said we'd like to achieve in our annual Council Delivery Plan last year.

We state what we've achieved, as well as the things we haven't achieved, acknowledging that sometimes things don't always go exactly to plan.

To help us provide excellent services, our staff work according to our values.

We work as one team to provide high quality, value for money services, always putting the customer first.

Our priority areas of work for 2019/20 are:

- 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
- Support for businesses and helping people get into local jobs
- Developing a clean and green district

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

We gave free business advice to around 180 businesses last year.

We supported 30 town and parish councils and parish meetings

We monitored 1,465 incidents using our CCTV system

We managed 4,281 council homes

1,016,582 visits to our leisure centres were made

We responded to 726 reports of fly tips

We did 439 mechanical inspections of taxis

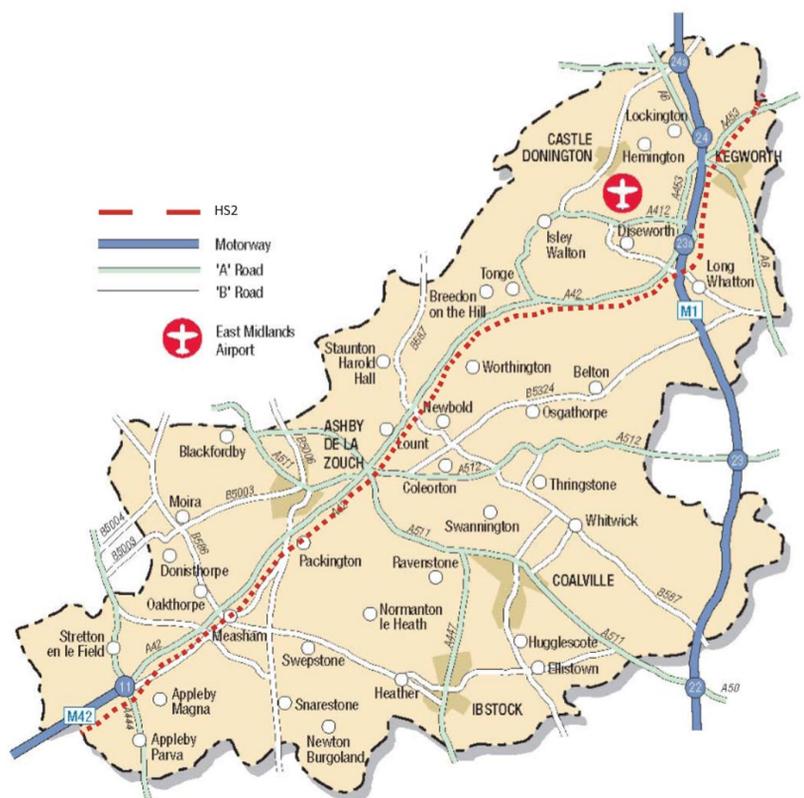
We looked after 220 parks, sports pitches and other green open spaces

We did 452 food hygiene inspections in businesses
75% were given the highest hygiene rating of 5

We emptied waste containers almost 8.5 million times

We made 3,824 routine, 3,321 urgent and 904 emergency repairs to council homes

We determined 803 planning applications



Total plan of commitments

We made

36

commitments in our 2018/19 delivery plan

23 commitments achieved

9 commitments on plan

4 commitments behind plan

0 commitments cancelled

Message from Bev Smith, Chief Executive: “Welcome to our End of Year Report for 2019/20. We have used this report to show clearly where we are with our plans and objectives as we strive to make North West Leicestershire a good place to live, work and do business.

“We’re delighted to have achieved the majority of our ambitious commitments. In 2019/20 we distributed grants to businesses, organised and supported a whole host of popular events, digitised many of our council services and invested millions in our leisure services.

“We also looked closely at the way we work, implementing positive improvements following a review of our planning service and achieving the Investors in People accreditation, proving our focus on developing a happy and healthy workforce.

“As we look back on 2019/30 we remain committed to putting our customers at the heart of everything we do, working as one council to provide excellent, value for money services. We look forward to the future and our upcoming plans and priorities; to build on what we’ve achieved in this last year.”

Managing our finances

We have two budgets. The **Housing Revenue Account** is funded through the rent our tenants pay and is only spent on our housing service. The **General Fund** is funded through a range of income streams and is used to run all our other services.

Our General Fund income

Income	Budgeted to collect	Actually collected	Difference
Business rates	£4.9 million	£5.3 million	Up £0.4 million
Planning fees	£1.23 million	£1.36 million	Up £130,000
Recycling	£436,000	492,000	Up £56,000
Government grant (the Revenue Support Grant)	£235,000	£235,000	143% reduction on what we received in 2017/18. In 2020 this grant will reduce to zero

General Fund: What we planned to spend and save

We budgeted to spend £13.2 million of the £13.5 million in funding we receive, and add £299,000 to our reserves.

We actually spent £12.6 million in 2018/19. We spent less than we expected for a number of reasons, including salary savings following structure changes, other salary savings, and an increase in planning income and investment income received. We also collected £480,000 more than anticipated in business rates.

We spent £4 million on making improvements within our General Fund Capital Programme, including:

- £320,000 to buy and transform the former Litten Tree site where Coalville Market will relocate in 2020
- Almost £2 million maintaining our vehicles, including waste collection vehicles
- £106,000 maintaining our parks and open spaces

Our self-sufficiency fund

We know that our funding from Government is going to reduce dramatically in the coming years. To protect us against future financial challenges we set up a self-sufficiency reserve in February 2018.

We plan to add £1.42 million of the 2018/19 surplus on the General Fund to this reserve, which will take the reserve to £4.19 million.

We will use this fund to balance future projected deficit budgets or to fund commercial opportunities that will reduce those deficits by delivering savings or generating new or additional income.

Our Housing Revenue Account income

In 2018/19 we received £17.7 million in rental income from our 4,281 tenants.

Housing Revenue Account: What we planned to spend and save

Planned to spend: £14.7 million. and actually spent: £12.8 million

Planned to save: £2.9 million and actually saved: £4.9 million

£3.6 million of the saved money has been set aside in a **loan redemption reserve**, which will be used to repay £13 million worth of loans which are due in March 2022 – we now have the full £13 million in place to repay these loans. The remaining £1.3 million will be added to our general HRA reserves which can be used in future years to make improvements to the services we offer or homes we provide.

We spent £7.6 million making improvements to tenants' homes and the surrounding estates, including:

- £2.7 million building new council homes
- £4.9 million repairing and maintaining our existing council homes

More information

Read about our budget and finances in more detail in our Medium Term Financial Plan, which sets out our financial planning for the next five years – www.nwleics.gov.uk/mtfs

Building confidence in Coalville

In 2018/19 we said we would:

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

We are currently using previous masterplans and economic data to draw up a regeneration framework. This will show what can be done with each development site, how the town can be better linked together and where the challenges are.

We will engage with the public on the framework during 2019/20.

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

During 2018/19 we:

- Carried out repairs to the Memorial Clock Tower with support from the Heritage Lottery Fund and the War Memorials Trust
- Allocated a further £546,000 to the redesign of Marlborough Square – taking the total budget to £1,646,500
- Increased the number of traders at Coalville Market by 50% and visits by 14%
- Supported three market traders to move to permanent shop premises
- Gave financial support to the owners of the former bus depot on Ashby Road – they have restored this historic building and employed more local people.

Our regeneration framework will inform longer term programmes.

BEHIND PLAN Invest £1.1 million in changes to Marlborough Square, to create a better space for pedestrians and events

We reviewed our design work and plans for the square and paused the project to ensure we achieve best value for money. We remain committed to the future investment and development of this key part of the town.

We bought former Litten Tree pub on the square, which will become the new venue for an indoor market. We started improvement work to the fabric of the building.

BEHIND PLAN Work with the private sector to secure a cinema operator for Coalville

Discussions began with interested cinema operators during the year, and this remains a key objective for 2019/20.

Building confidence in Coalville

In 2018/19 we said we would:

ON PLAN Establish and maintain an events programme in our public spaces, including the redesigned Marlborough Square
14,000+ people attended events in Coalville, organised or sponsored by NWLDC:

Coalville Colour Run | Coalville Writes | May Fair | Music in the Park | Picnic in the Park | Coalville by the Sea | Remembrance | May the Toys be with You | Christmas in Coalville

A programme of events for the redesigned Marlborough Square will be developed when the redesign is complete.

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

We awarded Frontage Improvement grants to two businesses last year; Kats Antiques on High Street and Newton Fallowell on Belvoir Road.

The frontage scheme has now been relaunched as a simpler process, providing better value for money and focussing on funding for properties in Marlborough Square as part of our wider plan

ON PLAN 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.

These improvements are still planned and due to start during 2019/20.

Building confidence in Coalville

Our three year targets for Coalville are

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

We funded five of the targeted 15 Coalville businesses and our town centre funding programmes closed mid-year due to over-subscription. The fund reopened in June 2019 and we estimate that at least another 10 Coalville will successfully bid for Enterprising grants over the next two years.

Increase the number of homes in Coalville by 950

288 homes were completed in Coalville during the year, so we are on course to meet the three year target.

Invest £1.5 million in regenerating Coalville town centre

We awarded over £40,000 to town centre businesses through our Frontage Improvement Scheme.

We also bought the former Litten Tree pub and are currently transforming it into a new indoor market – the total budget for this project is £660,000.

Hold at least five events in Marlborough Square each year

Events will be scheduled in Marlborough Square once the redesign is complete.

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

As we make plans to build the new Coalville Leisure Centre, we are working on links between the centre and the town itself. Our aim is that people will be able to easily walk or cycle to the leisure centre, as well as driving and using public transport.

Support the redevelopment of key housing sites

24 homes on the former police station site in central Coalville were built and are now rented out to council tenants.

Planning approval was given for eight new homes on the former Cocked Hat pub site in Greenhill.

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

We worked with Leicestershire County Council to determine the planning application for the redevelopment of land at Snibston including residential development of up to 144 dwellings, an extension to the Century Theatre, a cafe/visitor centre/rangers' office, a play area, landscaping and car parks. These plans now have planning permission.

We have also been meeting monthly with the county council and the Snibston Community Group to discuss the redevelopment of the Snibston site.

Value for money

In 2018/19 we said we would:

ACHIEVED Start our Customer First Programme to improve our customer service

We started our 'Customer First' programme, which puts customers at the heart of all our work.

This includes a review of our service standards, developing our online services and improving our customer contact areas.

We are creating a Citizens Panel, to gain feedback on our work and help us improve services.

ACHIEVED Develop trusted commercial services that can be offered to external customers

We adopted our commercial strategy 'Being more business-like' in October 2018.

We are looking at how we work, improving services to customers and finding new ways to generate income. Work has begun to develop 23 new income generating ideas in 2019/20.

ACHIEVED Procure a new contractual partnership with an external leisure provider to build a new leisure centre in Coalville and make improvements to Hood Park Leisure Centre in Ashby de la Zouch

Our partnership with Everyone Active began in May 2019. They will build a new state of the art leisure centre in Coalville and improve the Hood Park Leisure Centre in Ashby.

Work on a £1.2 million revamp of Hood Park started in summer 2019 and work will start on the new Coalville Leisure Centre in 2020.

ON PLAN 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

Our Journey to Self-Sufficiency programme is a long term plan that will help us prepare for future financial challenges.

As part of this programme, we have created a reserve to help us to balance any future deficits and to fund initiatives that reduce ongoing expenditure or generate additional income.

At the end of the year the reserve stood at £4.18 million. Future surpluses are likely to take the reserve to £4.34 million by March 2020, which will put us in a better place to meet future projected deficits.

Value for money

In 2018/19 we said we would:

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

A market appraisal of our buildings and land was completed in February 2019. We are now using this as the basis for a five year Asset Management Strategy.

When complete, the strategy will enable us to make more effective decisions about council property and land assets.

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

We have reviewed our Medium Term Financial Strategy to cover a five year period to enable us to plan better over a longer time.

We are planning for projected deficits totalling £5.2 million to 2024, with deficits beginning to occur in 2021/22.

BEHIND PLAN Establish a local housing / trading company

Following discussions with potential partners across the county we concluded it was unfeasible to set up a shared development company.

We are now assessing whether we should create a local housing and / or trading company independently, which would mean we could own properties and allow our services to be offered to private businesses and people.

Value for money

Our three year targets for value for money are

Increase overall customer satisfaction by 10%

We are developing our customer satisfaction data as part of the Customer First programme, and we will report on this data in future years.

We continue to receive good customer feedback in a number of key service areas.

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

Customers can now access 37 transactions online, so they can report, request and pay for things on our website at any time.

Around 16,000 people have now registered for their online My Account with us.

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

We approved new Treasury Management and investment Strategies during the year which means we can maximise the returns on our investments in the future.

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

We generated £492,000 during the year, which puts us well ahead of our three year target.

Homes and communities

In 2018/19 we said we would:

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

Our Health and Well-being Strategy has three key ambitions:

- People will live longer and have healthier lives
- Every child will have the best possible start in life
- People will age well and have a healthy older life.

We are now working with partners on the action plan to help us meet these aims.

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

We continued to engage with the HS2 consultation process to minimise the potential impacts, particularly around the Measham section where the route affects land, businesses and historic buildings.

ON PLAN Modernise Coalville CCTV to tackle anti-social behaviour

The Coalville CCTV control room and equipment will be moved to the Council Offices and modernised in 2019/20.

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

The district has almost 400 licensed premises - pubs, night clubs, restaurants, late night refreshment houses and public events.

Our new policy will be used as a guide by officers and elected members in their decision-making. It will let applicants, residents and businesses know how applications will be viewed and how their needs will be addressed.

ACHIEVED Formally launch our Good Design Guide for housing developments

Our Good Design Supplementary Planning Document makes sure developments across the district are built to a high standard. It is motivated by the belief that the people who live and work here deserve the best.

This year hosted the North West Leicestershire Design Quality Awards, marking ten years of a collective effort to make a positive difference to what was being built in the district.

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

An external peer team reviewed our Planning service in 2018 and produced an action plan for improvements. We have made a number of changes to make the service more customer-focused and to de-mystify the planning process. This included:

- Clearer planning reports
- Changing the time of Planning Committee so more members of the public could attend
- Reducing the number of councillors on Planning Committee
- Review of the call-in procedure
- Pre-application engagement with councillors

We also agreed a new Planning Enforcement Policy to tackle unacceptable breaches of planning control to protect local amenities and to ensure decisions are transparent and consistent.

We have improved our processes for monitoring and managing S106s agreements.

Over £4 million was received from s106 agreements for use by the council and other partners to provide new or improved facilities, including:

- £2 million for affordable housing
- £150,000 for recreation and open spaces

A new extra care housing scheme is being planned by East Midlands Housing in Ashby de la Zouch. This scheme will provide 50 new rented and 15 shared ownership apartments for older people, financially supported by the council.

Homes and communities

Our three year targets for value for money are

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

We are on track to increase the number of physically active adults, through targeted sport and physical activity opportunities.

Ensure anti-social behaviour levels do not increase

Anti-social behaviour continues to be reported across the district in many different ways.

The overall number of reports have slightly increased over the past 12 months.

We are currently on track to maintain the levels of anti-social behaviour over the three years, although this will be a challenging target in the coming months.

Build or acquire at least 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

117 new affordable homes were made available for rent or shared ownership across the district in 2018/19 against the annual target of 100.

We added 30 new homes to our council housing stock – we built 11 new council homes in Coalville and acquired 19 new council homes from developers (11 in Ashby and eight in Measham).

Determine 100% of major planning applications in line with our Good Design Guide, ensuring high quality developments in our district

We have continued to determine 100% of all major planning applications for major new commercial and residential development in line with our Good Design Guide, ensuring that the standard for high quality development in our district is maintained.

CASE STUDY

153 new homes on the former Arla Dairies site, Smisby Road, Ashby de la Zouch

This landscape-led development has a central tree-lined avenue and a new area of public open space at its centre.

The proposed houses are contemporary, but seek to stitch in with the existing homes on Smisby Road.

Because of the attention to detail and high quality of the development, it complies fully with our Good Design Guide.

Work according to our new duties under the Homeless Reduction Act to make sure people threatened with homelessness in the district receive the support they need

We managed 328 homelessness applications.

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

100% of licence applications were determined in line with our new statement of licensing policy.

We have been able to achieve a balance between the leisure and entertainment premises in the district and the needs of residents and other businesses – we aim to create an acceptable environment and quality of life for all.

Business and jobs

In 2018/19 we said we would:

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

Our Economic Growth Plan sets out our ambitions and how we will continue to develop a thriving and sustainable local economy.

We will now use the plan as a place marketing and inward investment tool and a lever to attract future funding.

We worked with the town council to achieve 'Purple Flag' status for Ashby-de-la-Zouch town centre.

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

Work on the Tourism Strategy will conclude in 2019/20 – this work will be aligned with the National Forest Tourism Growth Plan.

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

We met our apprenticeship quota, with 17 apprentices at the end of the year.

We continued to work with local schools to provide valuable work experience programmes.

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

We supported local employers to become Disability Confident employers through joint sessions with our partners at the Department for Work and Pensions and Stephenson College. These sessions help employers to look beyond disabilities and health conditions when recruiting.

There are now at least 15 Disability Confident employers in North West Leicestershire.

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

Our bid for external funding works to Moira furnace was not successful. We will now revisit the options for the Moira Furnace site.

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

We continued to secure financial contributions through Section 106 agreements from major development in the Coalville area.

We are also working with Leicestershire County Council on the A511 major road network scheme and are hopeful that government funding will be allocated to help reduce congestion, support housing and employment growth, encourage people to walk, cycle and use public transport.

If funded, the improvements would be led by Leicestershire County Council and would include junction improvements at nine locations between the A42 at Ashby-de-la-Zouch and the M1 junction 22, with some localised widening and a new link road, connecting the A511 to Bardon Link Road.

ACHIEVED Introduce town centre management support for our key town and village centres

We allocated £12,000 for additional dedicated town centre management in Ashby.

Our staff supported a number of our towns and village centres with specific issues.

In Ibstock, we worked with businesses, community groups and the parish council to set up a village centre group that has worked to clear and secure a derelict site in the centre. The group has also created an action plan of activity and events to support the regeneration of Ibstock High Street.

41 retail businesses from across our towns and villages enrolled on our four day digital training programme and received a 1:2:1 advice session with a digital business specialist. This has helped them to have a presence online and maximise their use of social media to enhance their businesses.

Business and jobs

In 2018/19 we said we would:

ACHIEVED Increase the number of people attending events in our district year on year

Support has continued for events throughout the district including our regular annual events and new, one-off events such as the 'May the Toys be with You' Star Wars exhibition.

We sponsored the first Timber Festival in the National Forest which attracted around 4,000 people.

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

We continued to play an active part in the Leicester and Leicestershire Better Business for All Partnership, which brings together businesses and regulators to encourage business growth.

Our Business Focus and Environmental Health Teams collaborated to provide integrated food hygiene and economic development advice to 20 businesses in a new successful initiative.

We established an innovative food advice and inspection partnership agreement with a business based at the airport, HMS Host UK Ltd. The agreement covers the joint funding of an Environmental Health Officer post to develop food management systems and food hygiene training across the company's 38 outlets across the country.

Business and jobs

Our three year targets for value for money are

Double the number of apprentices we employ

We increased the number of apprentices we employ from eight to 17 and we continue to identify apprenticeship opportunities.

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

This has been included in the specification for the build of the new leisure centre.

Help businesses to create 2,000 new jobs

We work with local businesses of all sizes to create and fill local job opportunities. We are working with SEGRO Logistics Park and the new businesses setting up there to support local recruitment. The first four developments on site will create over 2,000 jobs once fully operational.

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

In 2018/19 we designed two new business grant programmes for small and medium sized business based in North West Leicestershire.

The first offers grants to growing local businesses to support their development and create new jobs. The second focusses grant funding and business advice to new businesses that take on a vacant property in our town and village centres. Both schemes were launched in June 2019.

Invest £1.1 million in Ashby de la Zouch

To support the development of the leisure and culture quarter in the town, we invested £963,000 to extend North Street Car Park, bringing much-needed additional car parking to the centre of Ashby de la Zouch.

Complementing this extension, we worked with an artist and the local community to install a piece of public artwork within the area. The Heart of the Forest sculpture was created following a series of workshops with community groups and schools, with additional footpath elements created by school children.

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

20 businesses, selected because they were growing or were showing a potential to grow received face to face advice from both our Business Focus and Environmental Health teams.

This support has helped them to improve their food hygiene rating and has tackled some challenges with finance, new premises and the supply of skilled labour.

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

Completion of this target is dependent on the build of the new Leisure Centre - this has been specified as a target for our provider Everyone Active.

Work with partners to organise two jobs fairs every year

We worked with JobCentre Plus and Stephenson College to hold four jobs fairs in 2018/19, attracting more than 2,000 job seekers from across the region and showcasing 2,000+ current and future local job opportunities.

Work with partners to actively promote seven tourism and culture events

In 2018/19 we promoted all of our own events and those of many partners, leading to a healthy range of events that were supported by the local community and those travelling from further afield.

We supported:

- Ashby Arts Festival
- Coalville Music in the Park
- Coalville Picnic in the Park
- Timber festival
- Coalville by the Sea
- Coalville Colour Run
- Hello Heritage
- May the Toys be With You
- Remembrance Parade
- WW1 centenary commemorative artwork unveiling
- The First Fifty Community Play
- Christmas in Coalville
- The Heart of the Forest Sculpture artwork
- Ashby 20 Road Race
- Coalville Writes
- Coalville May Fair

Our Facebook and Twitter posts reached almost 600,000
68,891 people looked at our What's On web page

Green Footprints

In 2018/19 we said we would:

ACHIEVED Develop a recycling strategy that encourages more households to recycle

Our Recycle more... strategy was developed with an action plan for the next four years, including:

- Recycling container trials
- Food waste collection
- Public awareness campaign

BEHIND PLAN Increase dry recycling by 100 tonnes

The first year of this three year objective is not on target to achieve the 100 tonnes and needs to be changed to be more realistic.

Our Recycle More... plan is in its early days so has not yet had an impact on consumer behaviour.

We reduced the amount of waste going into landfill by 2468.11 tonnes despite an increase in the number of properties we collect from.

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

We cleared a litter hotspot at Bardon layby, followed by education, camera work and enforcement.

We delivered multi-lingual signage and leaflets to 35 snack wagons throughout the district to raise awareness of litter issues and change behaviour.

Our campaign was shortlisted by Keep Britain Tidy for the Litter Initiative of the Year Award.

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

We launched a fly-tipping campaign at Donington Services to raise awareness of customers' duty of care followed by education, camera work and enforcement at hotspot areas.

ACHIEVED Look at the feasibility of installing electric charging bays in council-owned car parks

A feasibility has been completed and two electric charging points have been installed in North Street Car Park in Ashby.

We will use the information from this pilot to extend the number of points further in future years.

ACHIEVED Achieve Green Flag accreditation for Coalville Park

We were delighted to be awarded the Green Flag Award for Coalville Park in July 2019.

ACHIEVED Three year plan to distribute 15,000 trees through our Free Tree Scheme

This target has been achieved during the first year – we distributed 16,175 free trees to community groups and individuals through our partnership with the National Forest.

Green Footprints

Our three year targets for value for money are

Replace 450 solid fuel heating systems in council houses

247 air source heat pumps were installed in properties that are 'off gas' at a cost of £3.7 million, to provide cost-effective heating and hot water to our tenants.

The installation programme continues in 2019/20.

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

In June 2019 we signed a Climate Emergency declaration, which commits us to achieving carbon neutrality by 2030.

We are now developing an action plan that looks at all our operations and how we can significantly reduce our carbon emissions to achieve this target.

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

Coalville Park was assessed and accredited with Green Flag status.

We are also supporting the newly formed Friends of Coalville Park group to make improvements to the park.

We are now advising parish councils on achieving Green Flag for their open spaces and are hoping to achieve accreditation for Broomleys Cemetery in 2019/20.

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

We have worked with Highways England to identify fly tipping solutions. Education events took place at Donington Services in August and observations at known fly tipping hotspot areas led to successful reductions in abuse.