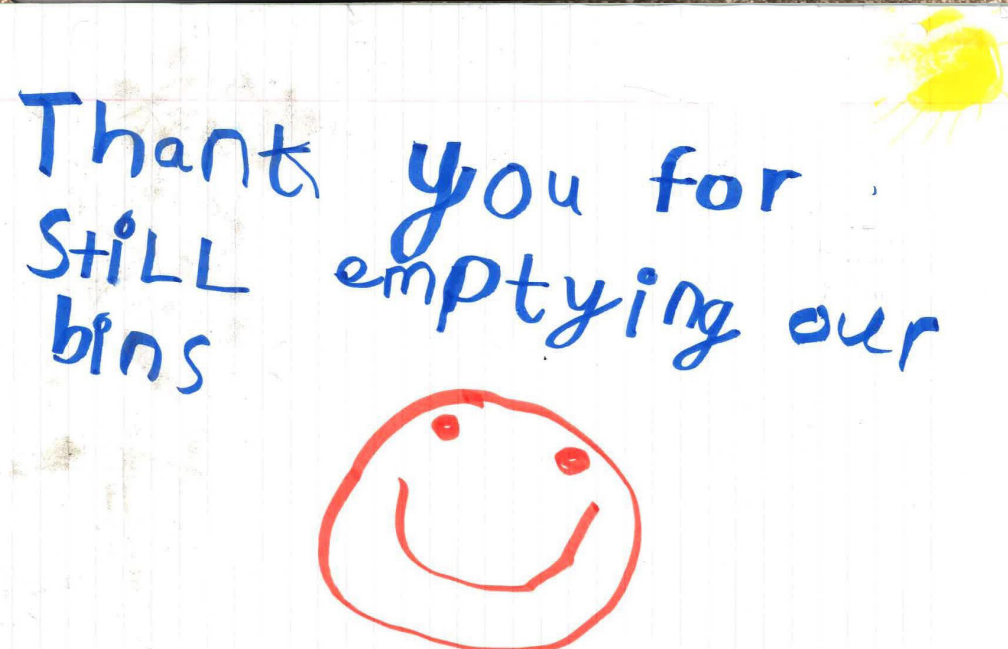
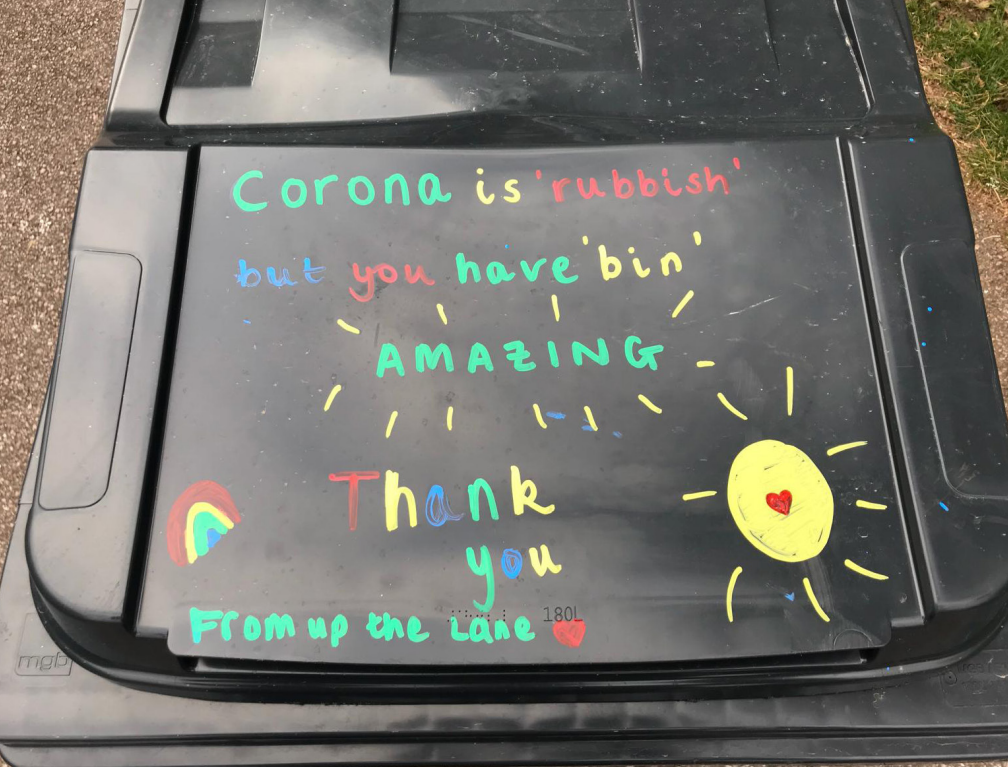


Council Delivery Plan for 2020-21



Welcome to our Council Delivery Plan for 2020-21

North West Leicestershire District Council is proud to put our communities and customers at the heart of what we do.

This has been evident more than ever in our response and ongoing recovery work regarding the Covid-19 pandemic.

We are now looking to the future and preparing our strategies to support the local economy, businesses and communities in the long-term, creating growth and employment while encouraging residents to spend locally and support each other.

Our council priorities show the areas where we think the council can have most influence. Our Corporate Development Plan sets out how we will achieve these targets in the coming year and beyond.

Our plans and priorities are guided by our corporate values and driven by our Customer First approach to everything

we do. A balanced budget and our focus of providing value for money also underpin all of our work.

We will strive as an organisation to achieve the aims and actions set out in this plan, ensuring we have a positive impact on those that live and work in North West Leicestershire.

Our priorities

- **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**

Councillor Richard Blunt – Leader

Bev Smith – Chief Executive

Value for money

It is our ethos to 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

General Fund - Spending and saving plans

Income from	In 2020/21 we plan to collect:	Spending and saving plans	Key investments
Council tax Fees and charges Business rates Recycling Other local income	Council tax £5.5 million Planning fees £1.1 million Business rates £6.9 million Recycling £474,000 Government grant (the Revenue Support Grant) £NIL	We plan to spend £15.2 million of our £15.8 million budget We will add £630,000 to our Self-Sufficiency Fund to protect us against future financial challenges	£17 million (of £23 million) investment in a new leisure centre in Coalville £1.6 million for the redevelopment of Marlborough Square £1.3 million investment in the council's fleet £0.6 million for the development of Appleby Magna Caravan Park

Housing Revenue Account

Housing Revenue Account - Income

Housing Revenue Account - Spending and saving plans

Income from	In 2020/21 we plan to collect:	Spending and saving plans	Key investments
Rents	Rents and service charges £18 million	We plan to spend £8.2 million on council housing services £2.8 million retained to use flexibly in the future, for instance we could repay loans or use this to fund future capital programme works, such as the purchase of new houses when opportunities arise.	£4.7 million improving and maintaining our existing council homes £3.8 million building or buying new council homes

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



An aerial shot of Coalville Memorial Clock Tower

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

Town centres are changing and adapting to the new ways that people spend their leisure time, and we want Coalville to evolve in tandem with this.

Covid-19 has introduced new pressures on town centres like Coalville, with businesses adopting new ways of operating to ensure the safety of customers. The financial impact of the pandemic has also been significant.

We intend to encourage everyone to shop local and shop safe in the coming year, supporting town centres and independent shops and businesses. This will be a significant part of our Covid-19 recovery plan.

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.

Together we can help to build a vibrant Coalville with lots to offer our families and communities.

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 2020-21

Commence delivery of the Coalville Regeneration Framework to enhance the town centre

Seek external funding, including the new national Future High Streets Fund to support town centre regeneration, and recovery post COVID19



Seek a cinema operator for Coalville

Deliver a community events programme, where appropriate in line with the current COVID19 guidance

Start the implementation of Marlborough Square redevelopment



Complete the new 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

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

Consider how the Councils accommodation and property ownership can assist with the delivery of regeneration and reduce environmental impacts



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



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 focusing on Hermitage Recreation Ground and the future of the leisure centre building



NWLDC leader Richard Blunt breaking the earth on the new site with partners from Everyone Active and Metnor

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 put the Customer First in all our decisions and actions. Covid-19 has already, and will continue too, have an impact on how we deliver our services to customers.

We will ask for and respond to customer feedback to continually improve our customer service. This includes our online self-serve options, phone service and our face-to-face service, which will need to adapt and be improved to ensure public safety.

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.

We will work to ensure our town centres and events to be inviting and welcoming, but also safe for all.

The health and wellbeing of our communities is important to us. This year will see work advance on our £22.5m leisure centre in Coalville which began in July 2020.

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 2020-21



Ensure that our communities recover from the impacts of COVID19, including the continued delivery of the 'hub' for our shielded and vulnerable residents

Develop and deploy an 'agile' working policy and approach

Make sure our customers can interact with us in a way which meets their needs, improving our services, promoting self-serve and digital options as well as providing face-to-face support compliant with COVID19 guidance



We intend to work with our partners to deliver the proposed Obesity Strategy for Leicestershire and support the Leicestershire Weight Management service by providing physical activity for their clients as part of the integrated Health and Wellbeing Strategy

Work with our leisure partner to start the construction of the new Whitwick and Coalville Leisure Centre

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

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

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



Adopt the partial review of the Local Plan

In the next three years we will...

Develop a network of locations for mobile CCTV



Stabilise and reduce if possible our sickness absence levels through a combination of measures in our People Plan

Work towards increasing participation levels at Coalville and Ashby Leisure Centres by 58% by 2026



Achieve accreditation from the Surveillance Camera Commissioner for our CCTV system



Brand new council homes in Greenhill - Chris Lambert, Head of Housing and Property at NWLDC and Andy Cassels, Senior Project Manager at Robert Woodhead Ltd

Local people live in high quality, affordable homes

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 remain committed to delivering 30 more homes in our district per year, extending our housing stock and providing families on our waiting list with high-quality living spaces.

We are committing to improving our own housing through a planned programme of improvements to the value of £14 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 2020-21



Get planning permission and start building new council homes in Whitwick and Measham and pursue other sites where viable

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 £5 million to upgrade tenants' homes and their neighbourhoods

Alter tenants' homes where there is an assessed medical need, by spending up to £300,000 on level access showers, stair lifts and other aids and adaptations

Invest £770,000 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) License

Commence delivery of the redevelopment of Appleby Magna Caravan Park

Provide at least 15 new council homes through new build or by acquiring through agreements with developers and market purchase

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



Support for businesses and helping people into local jobs

North West Leicestershire traditionally has a low unemployment rate but with the impact of Covid-19 still being assessed, and likely to impact jobs, we need to be ready to offer our skills and support to employers and producers, large and small.

We will support growth across our district, encourage private investment and help to equip the workforce with the skills needed to maintain a strong local economy.

We will play a key role in supporting those that lose their jobs to understand where they can find the support they need.

Our commitment to promote a 'shop local, support North West Leicestershire' ethos is also designed to mitigate the impact of Covid-19 on the district's businesses.

The UK will leave the European Union on 31 January, 2021. We will continue to work with businesses affected by the EU exit to make sure they are prepared for any changes.

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 2020-21

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

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



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 Whitwick and Coalville Leisure Centre



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

Ensure that we minimise the negative impacts and maximise the positive of COVID19 on our business community

Play our part in readying our businesses for the effects of BREXIT



Encouraging the public to support local businesses as part of our recovery from COVID19

In the next three years we will...

Maintain 12 apprentice placements each year

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

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 closely with Kegworth Parish Council and other partners to engage the public and businesses and deliver a scheme that focuses on improving the village's infrastructure, stimulating economic growth and supporting businesses.



Developing a clean and green district

We are proud to be right at the heart of the National Forest and committed to being a green and clean district.

We have set out our Zero Carbon ambition to be achieved by 2030 and our work towards this will continue this year. We plan to lead by example in our Zero Carbon Roadmap work in an effort to encourage other to follow suit.

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.

Our Recycle More campaign will also continue as we look to achieve a 50 per cent recycling rate in North West Leicestershire by 2023.

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 2020-21



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

Continue our Free Tree Scheme



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

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 air source heat pumps in council homes and assess tenant satisfaction

Undertake feasibility studies for 4 EV charging points across the district

Continue the delivery of our Zero Carbon Roadmap



Review our employee travel and allowances to help deliver the Zero Carbon Roadmap

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 the new Whitwick and Coalville Leisure Centre and Ashby Leisure Centre by 20% by 2024



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

Reduce vehicle emissions from licensed Hackney Carriage and Private Hire 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

 @NWLeics

 This is NWLeics

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)

