

## Council Delivery Plan 2023 -2028





# Welcome to our Council Delivery Plan

Like the National Forest that grows at the heart of the district, **our work is rooted in the lives of the people we are here for.**

**We are proud to be part of North West Leicestershire**, getting on with the vital day-to-day work of supporting and encouraging communities and businesses so that they are as healthy and prosperous as they can be.

As in nature, **we believe good growth comes from creating the right environment.** Just like the branches of a tree extend out from the centre, we know that our reach is greater than our size.

**All across our district there are positive things to shout about.** We successfully attract big brands, whilst nurturing specialist and independent businesses so that there are jobs at all levels. We're focussed on creating clean and green places where people want to live and visit. Whether it's Download music festival or motor racing at Donington Park, family fun at Conkers, Hicks Lodge and Snibston Colliery Park, getting active at one of our leisure centres or enjoying heritage at Moira Furnace - everyone is welcome and there's something for everyone.

**We aim to get our services right first time** and will negotiate hard to make sure our residents benefit from change. Our location at the centre of the country, with the airport and road network, gives us some great advantages but that same thing also puts pressure on our district as we embrace growth in the right places.

**Our challenge is to make the most of all the positive things and minimise any impact.**

**This isn't easy. We are realistic** that a council of our size and budget can't do everything or support what everyone wants. It can be hard to meet the needs of all our different communities.

But from Ashby to Castle Donington, from Coalville to Ibstock, the rural areas, villages and towns in between, we will proudly work to make the biggest positive impact we can.

Our duty is to act as a custodian of the district's welfare for future generations. **We will be here in the tough times and the good. We will go the extra mile** to get things right and share your frustrations when that doesn't happen. We know we need to be better at listening and responding to what residents tell us. We want the best because so many of us live here too.

This is about leadership, creating the right environment, making connections, speaking up for the area and encouraging ambition.

**Our forest stands as a powerful symbol of a connected and resourceful council, one that nurtures, adapts and grows together with its community. That's what we aim to be.**



Hicks Lodge

# Our Vision

Our vision is that we support a clean, green and prosperous place where people want to live, work and visit.

## Our priorities

### Planning and regeneration

---

This priority is about economic growth and physical development of the district.

### Communities and housing

---

This priority is about looking after our tenants and keeping our communities safe.

### Clean, green and Zero Carbon

---

This priority is about looking after the environment we live in.

### A well-run council

---

This priority is about making sure our services are provided in a positive and friendly way, that we provide good value for money and that our finances are in good order.

This plan links our priorities directly to the departmental business plans and the work of each service through their service plans. We monitor our performance throughout the year against our objectives.



A handwritten signature in black ink, appearing to read 'Richard Blunt'.

Councillor Richard Blunt – Leader



A handwritten signature in black ink, appearing to read 'Allison Thomas'.

Allison Thomas – Chief Executive

# Planning and regeneration

---

## Key aim

## How will we know when we get there?

---



We will provide an effective planning service to our communities.

We will adopt a new Local Plan by 2026.

We will deal with your planning applications for major, minor and other developments by consistently meeting and exceeding the government's targets of 60%, 65% and 80% respectively.



We will secure high quality design in new developments.

We will have developed a new local design guide and new developments will comply with it.



We will effectively manage unauthorised development.

We will have reviewed our planning enforcement processes and procedures and reduced the number of live cases to 200 per annum.



We will create the right environment in Coalville for people and businesses to thrive.

We will have delivered our ambitious Coalville Regeneration Framework.



We will support towns, villages and communities across the district to improve for people and businesses.

We will have developed a regeneration framework and will be on the way to supporting thriving towns, villages and communities across the district.

# Communities and housing

---

## Key aim

---



We will provide a high quality housing service to our tenants.

We will deliver an excellent repairs' service.

## How will we know when we get there?

---

We will regularly survey our tenants, measuring performance against the standards set by the Social Housing Regulator.

We will act on the results to improve the service to achieve a rating of 4 out of 5 or better against these standards.



Our private rental tenants across the district are able to live safely in their homes.

At least 90% of our private landlords will reach minimum energy efficiency standards for their home by 2028.

We will have published a Private Sector Housing Charter to clearly set out our expectations of landlords and what tenants can expect.



Our food businesses meet food safety standards.

The percentage of food businesses having a rating of 5 (very good) will increase to at least 85% by 2028.



Our two major leisure centres in Ashby and Whitwick and Coalville provide good services to our communities.

The leisure centres will be assessed independently against a national standard and achieve a 'good' or higher rating.

# Clean, green and Zero Carbon district

---

## Key aim

---



We will have reviewed our waste service so that it is easy for the public to use and our recycling performance will be improved.

## How will we know when we get there?

---

Households in our district will recycle at least 52% of their waste (not including food waste) or at least 60% (including food waste) by 2028.



We will aim to be carbon neutral as a Council by 2030, and as a district by 2050.

We will have delivered our ambitious zero carbon programme, reduced our energy use, reduced our impact on the environment, and reduced our carbon emissions from all Council operations by 2030.



We will increase the biodiversity of our District.

We will have delivered a minimum of 10% biodiversity net gain on all developments across the district.



We will have produced a Tree Management Strategy to better manage our tree stock.

We will have produced and implemented a tree management strategy.

# A well-run council

---

## Key aim

---



Our customers are at the heart of everything we do.

## How will we know when we get there?

---

We will respond to all customer complaints promptly, admit when we get things wrong and learn from our mistakes to improve our services.



We will provide value for money services.

We will have been independently assessed by our external auditors and been given a clean bill of health.



We will live within our financial means.

We will balance our budget every year and reduce our forecasted funding gap to zero.



# Tracking our success

This plan links our priorities directly to our departmental business plans and the work of each service through specific service plans.

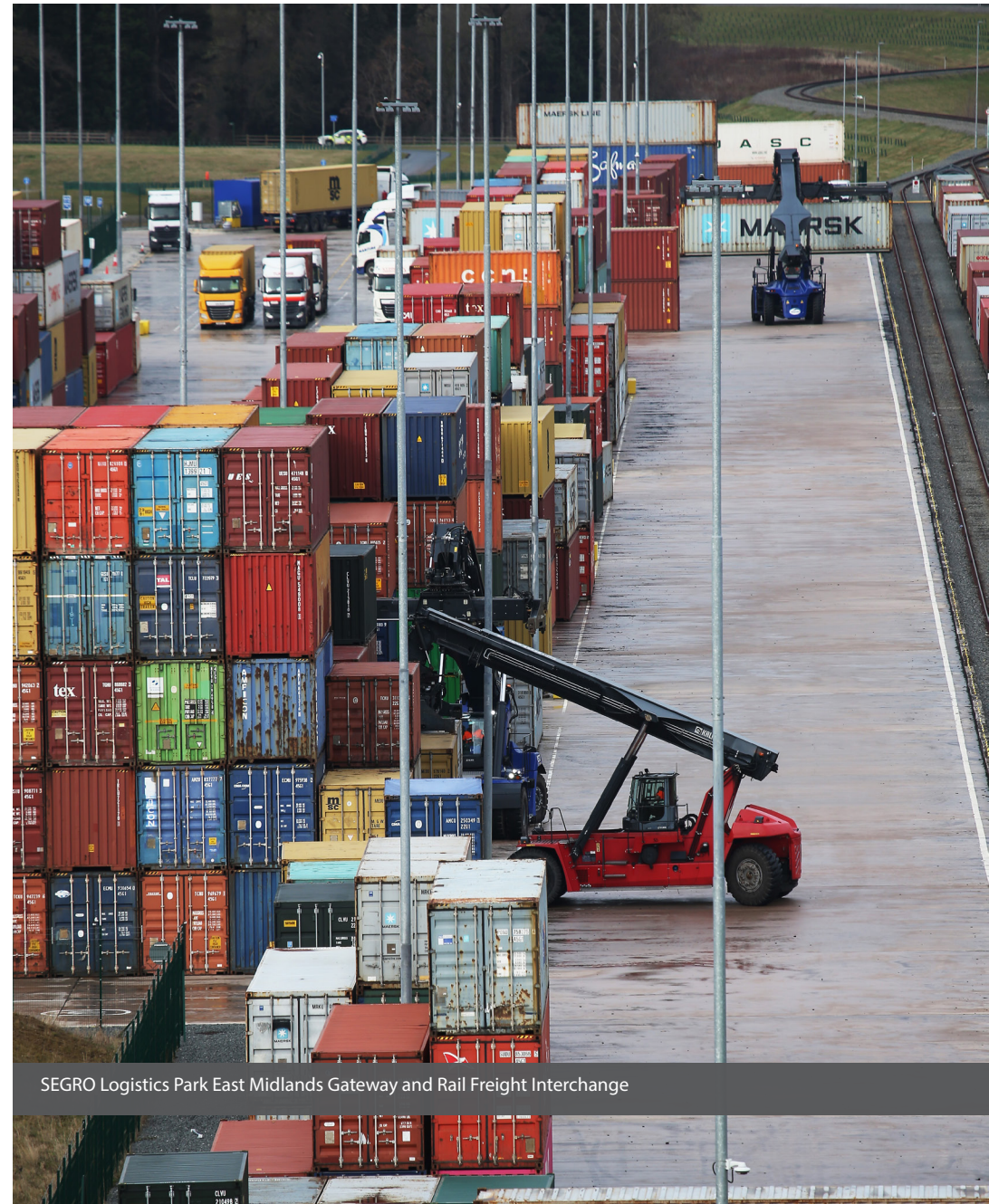
We monitor our performance throughout the year against our objectives.

This roadmap on page 9 shows how we plan what we do annually, how we monitor our progress and how we evaluate what we're doing.

Starting with our vision and priorities, we plan our work using the medium-term financial plan to make sure any decisions are financially sound.

Each department has an overall plan, with service plans in each service, to make sure our work fits with our priorities and that we're fulfilling our statutory obligations.

Our communications strategy supports how we engage and inform our different audiences about our work, and we check in on our performance every three months. The last performance report of the year takes a more in-depth look at how we're doing, so we can always look to improve.



SEGRO Logistics Park East Midlands Gateway and Rail Freight Interchange



# PERFORMANCE ROADMAP

