

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – WEDNESDAY, 25th NOVEMBER 2025

Title of Report	COUNCIL DELIVERY PLAN – PERFORMANCE REPORT – QUARTER 2 2025/26	
Presented by	Allison Thomas Chief Executive	
Background Papers	<u>Council Delivery Plan</u> <u>Council meeting held on 14 November 2023</u>	Public Report: Yes
		Key Decision: Yes
Financial Implications	There are no financial implications.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	None arising from the report.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	The Council Delivery plan sets out the priorities for the Council for a five-year period so has significant corporate and staffing implications.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To report the performance of the Council during the first measurable quarter of 2025 against the objectives and key performance indicators set out in the Council Delivery Plan as agreed by full Council on 14 November 2023	
Reason for Decision	To make members aware of the progress of the plan.	
Recommendations	THAT CABINET CONSIDERS THE MONITORING REPORT AND HIGHLIGHTS THE ELEMENTS MAKING POSITIVE PROGRESS AND THOSE WHERE THERE IS A NEED FOR EARLY INTERVENTION.	

1.0 BACKGROUND

1.1 The Council prepared a Council Delivery Plan during late 2023, and the plan is scheduled to cover the lifetime of the Council administration for the period 2023/24 until a year beyond the next election in May 2027 (to ensure continuity in the aftermath of that election and to allow time for a new plan to be developed. It is acknowledged that there is an element of uncertainty about this timescale given the Government's Local Government Reorganisation timetable). The plan was developed with inputs from the Corporate Scrutiny Committee and the opposition groups and was agreed by Council at its meeting on the 14 November 2023.

1.2 The plan is monitored in relation to the targets and a suite of performance indicators on a quarterly basis in line with the performance management framework. This involves quarterly reports to Cabinet, the outcomes of the reports are then shared with the Corporate Scrutiny Committee. Further information on the progress of the set of plans that sit below the Council delivery plan, the directorate plans, are monitored at officer level by the Corporate Leadership Team.

1.3 The reporting period for this report runs from July to September 2025.

1.4 The Corporate Scrutiny Committee met on 4 September 2025. A copy of the minutes is attached at Appendix 3. The Committee raised the following issues for Cabinet to consider:

1) Prior to general discussion relating to the report, it was noted that there were still concerns relating to the reporting process of the Council's performance. Some Members felt that the Corporate Scrutiny Committee should have the opportunity to review the quarterly performance report prior to Cabinet. However, the improvements made to the report following the Committee's previous suggestions were acknowledged. The Strategic Director commented that this was not the agreed process which was set up under the new Council Delivery Plan, and that Cabinet received the report first as they are the body who can enact action on the report and therefore receive it first.

2) There was also some disappointment shared in the way recommendations from both scrutiny committees were reported to Cabinet and dealt with by Cabinet Members at the meetings. It was felt that they were not considered or acknowledged. The recently adopted Cabinet/Scrutiny Protocol was referenced, and Members were hopeful that improvements would be seen in the future. Councillor A Woodman acknowledged the comments and would report back to Cabinet on the matter.

Comments were made on key performance indicators as they were discussed in turn.

	Comments from Scrutiny	Advice provided by Officers	Cabinet Response
	Key Performance Indicator 2 (dealing with planning applications): The Committee welcomed improved processing times, however, asked for assurances that quality was not being lost over quantity.	The Head of Planning and Infrastructure assured Members that quality of decisions being made on planning applications was still a priority and asked that any concerns on specific applications be raised with him directly.	
	Key Performance Indicator 5 (delivering the Coalville Regeneration Framework): The Portfolio Holder was asked if the ambitions for the Regeneration Framework would be achievable and how the Cabinet Members felt about it.		As the matter did not fall within his portfolio area, Councillor A Woodman agreed to provide feedback outside of the meeting.
	Key Performance Indicator 7 and 8 (provision of service and repairs to housing tenants): Members noted the declining satisfaction of housing tenants and asked several questions of clarity which were responded to by officers.	Following comments received on the measurable statistics used within the report which were based on the annual targets agreed within the Council Delivery Plan, it was agreed to provide clearer explanations in future reports to assist the Committee in reviewing the data.	
	Regarding the provision of new homes project, a Member questioned the length and cost to date and asked for a detailed report on the matter.	The Strategic Director of Communities explained the procurement process which was contributing to the delay and agreed to provide some further details outside of the meeting.	
	Key Performance Indicator 9 (private rental tenants able to live safely in their homes):	In response to a question relating to the Private Sector Housing Charter, the Head of Community Services confirmed positive feedback from landlords, and it was expected to be launched within the financial year.	
	Key Performance Indicator 12 (review of waste service): The stagnation in recycling rates was acknowledged by Members.	The Head of Community Services outlined the strategy in place to tackle the issue including the food waste collections and twin bin systems already agreed by Cabinet and Council.	

	Key Performance Indicator 13 (aim to be a carbon neutral Council): It was noted that previous recommendations in relation to this indicator were not considered by Cabinet at its last meeting.	Following a discussion on the report due for committee on the matter, it was confirmed that it would be placed on the work programme for the December 2025 meeting.	
	Key Performance Indicator 16 (customers at the heart of everything we do): Members queried the resolution targets for complaints as it was a recurring issue	The Strategic Director of Communities and Portfolio Holder highlighted the plans that were in place including staff training and process reviews.	
	Key Performance Indicator 17 (provision of value for money services): Members discussed issues as previously identified in relation to finance systems	the Strategic Director of Resources provided an explanation as to the current status. The delays to the 2024/25 statement of accounts were discussed and the recent completion of the 2023/24 accounts were acknowledged. Following concerns raised in relation to the scrutiny of the matter, it was confirmed that the Audit and Governance Committee was fully aware of the current situation and were regularly updated.	
	Key Performance Indicator 18 (live within our means): In relation to future financial planning and the possibility of potential budget cuts.	The Strategic Director of Resources acknowledged that the next few years would be difficult financially but assured Members that 2026/27 budget planning had commenced with service areas and the Medium-Term Financial Strategy Report, to be considered in the Autumn, would kick start discussions with Members.	The Portfolio Holder confirmed that Cabinet Members received regular updates, and the situation was being monitored.
	Transformation Project spending	Strategic Director of Resources to meet with him outside of the committee to discuss the matter further. Feedback would be provided to the committee at a future meeting.	

2.0 PERFORMANCE REPORT

- 2.1 Executive Summary – the Council Delivery Plan contains four key priority areas – “A well-run Council, Clean and Green, Housing and Communities and Planning and Regeneration”.
- 2.2 The table below shows the performance in quarter 2 overall against each of the four priority areas.
- 2.3 There are 18 key performance indicators (KPI’s) in the Plan. Six relate to Planning and Regeneration, five to Housing and Community Services, four relate to Clean and Green and three relate to a well-run Council.

Key Progress areas

2.4 Planning and Regeneration

The Planning and Development Team exceeded national targets for processing applications. Public consultation on the new Design Guide was completed, with adoption planned for the next quarter, while major regeneration projects in Coalville and across the district remain on track.

2.5 Housing and Communities

Private rental safety standards (in respect of Minimum Energy Efficiency Standards-MEES) were upheld, with all landlords contacted within required timeframes and non-compliance significantly reduced. Council carbon emissions have dropped by 62% since 2019/20, driven by fleet and energy initiatives.

2.6 Clean and Green

Biodiversity net gain requirements were robustly enforced, and the Tree Management Strategy is now in delivery.

Areas Requiring Improvement and Remedial Actions:

2.7 Housing and Communities

Resident satisfaction with housing services fell to 55%, largely due to repairs issues, and the repairs service itself reported only 56% satisfaction, though improvement plans are underway.

2.8 A Well-run Council

Only 66% of complaints were responded to within the expected timeframe, below the 90% target, with responsibility for timely responses lying with individual service areas.

The table at appendix 2 provides detailed performance data for each priority area and associated KPIs.

Policies and other considerations, as appropriate	
Council Priorities:	<ul style="list-style-type: none"> - Planning and regeneration - Communities and Housing - Clean, green and Zero Carbon - A well-run council
Policy Considerations:	N/A
Safeguarding:	N/A
Equalities/Diversity:	N/A
Customer Impact:	N/A
Economic and Social Impact:	N/A
Environment, Climate Change and Zero Carbon:	N/A
Consultation/Community/Tenant Engagement:	N/A
Risks:	N/A
Officer Contact	Hannah Panter Head of HR & OD Hannah.panter@nwleicestershire.gov.uk

Appendix 1 RAG Rating Key for table

● Red – High Risk / Serious Issues

- **What it means:** The item is significantly off track or underperforming.
- **Action required:** Immediate attention and intervention are needed.
- **Examples:**
 - A project is behind schedule and unlikely to meet deadlines.
 - A key performance indicator (KPI) is far below target.
 - A risk has materialized or is very likely to.

◻ Amber – Moderate Risk / Some Concerns

- **What it means:** There are issues or risks, but they are manageable or being addressed.
- **Action required:** Monitoring and possibly corrective action to prevent escalation.
- **Examples:**
 - A project is slightly behind schedule but can recover.
 - A KPI is below target but within an acceptable range.
 - A risk is identified but mitigation is in place.

◻ Green – Low Risk / On Track

- **What it means:** Everything is progressing as planned.
- **Action required:** No immediate action needed beyond routine monitoring.


- **Examples:**

- A project is on schedule and within budget.
- KPIs are being met or exceeded.
- No significant risks are present.

○ **White- Work hasn't commenced yet/there is insufficient data to monitor progress.**

- **What it means:** Work hasn't commenced against this KPI or there is insufficient data to be able to monitor at this stage.
- **Action required:** Monitoring to ensure work commences or is in a position for data to be captured and the target deadlines are adhered to.
- **Examples:**
 - The KPI refers to an annual target where the Council is awaiting information from an external body to assess progress
 - There is currently insufficient data, for instance the target is a national one, the implementation is recent and there is insufficient data to determine progress.


Appendix 2- Table of Performance against Key Performance Indicators.

Priori ty	KPI referen ce	Key Aim	Target	Q2 Progress	Commentary	Head of Service	RAG rating
 Planning and regeneration	1	We will adopt a local plan by 2026	2023-4 Submit local plan (Reg 18 consultation). 2024/5 Pre-submission consultation (Reg 19) Submission of local plan and examination by December 2026.		Local Plan Committee of 30 July 2025 and 24 September 2025 agreed remaining housing allocations and those for general employment as well as a number of remaining policies. Work on transport modelling has progressed, including discussions with National Highways and adjoining transport authorities. In addition, an update to the Infrastructure Delivery Plan to take account of additional housing allocations has been progressed.	Head of Planning and Infrastructure	
	2	We will deal with your planning applications for major, minor and other developments by	Major- At least 60% of applications determined within 13 weeks. Minor- At least 65% of	Major – 100% Minor – 68.5% Other – 82%	The Planning and Development Team has exceeded national targets for Q2.	Head of Planning and Infrastructure	


		<u>consistently meeting and exceeding the government's targets of 60%, 65% and 80% respectively.</u>	<p>applications determined within 8 weeks.</p> <p>Other- At least 80% of applications determined within 8 weeks.</p>				
	3	<u>We will have developed a new local design guide and new developments will comply with it.</u>	<p>2023-4 Develop a new Design Guide for North West Leicestershire adopting current best practice in accordance with the Governments National design guide.</p> <p>Undertake public consultation on the new Design Guide for North West Leicestershire.</p>		Consultation on the new Good Design Guide for North West Leicestershire took place between July and September 2025. The consultation responses will be reported to Cabinet in November and to the next available Local Plan Committee for adoption in Q3.	Head of Planning and Infrastructure	

			<p>2024/5 Adopt the new design guide for North West Leicestershire.</p> <p>New development complies with the requirements of the adopted design guide.</p>				
	4	We will effectively manage unauthorised development.	<p>Work begins in 2024/5 Adopt a new local enforcement plan by the end of Q2 24/25</p> <p>Monitor and measure response times against the targets set out in the adopted Local Enforcement Plan and</p>	<p>Local Enforcement Plan adopted October 2024.</p> <p>Monitoring and measuring of response times against the targets set out in the adopted Local Enforcement Plan has been ongoing during Q2.</p>	<p>Monitoring will be reported to Planning Committee in Q3 25/26 (November 2025) and in Q1 26/27 (May 2026) and then once every six months after that.</p>	Head of Planning and Infrastructure	

			report biannually to Planning Committee in Q3 and 4 24/25				
	5	We will have delivered our ambitious Coalville Regeneration Framework.	Quarterly progress statement plus an additional Annual Framework review in Q4	We continue to make progress on our priority regeneration projects in Coalville such as the Wolsey Road regeneration area, The Stenson Gardens Project and the Marlborough Centre	The Council is on target to make significant progress on at least four of our major regeneration projects in Coalville. Achievement for the year will be captured and reported in the Framework Review at the end of Q4	Head Of Property and Regeneration	
	6	We will have developed a regeneration framework and will be on the way to supporting thriving towns, villages and communities across the district.	Work begins in Q4 with the production of the NWL Regeneration Framework	We continue to progress regeneration projects in Ashby, Moira and Castle Donington.	The Council remains on track to make significant progress on a number of the projects set out in the District Regeneration Framework	Head Of Property and Regeneration	

<div>  </div> <div> Housing and Communities </div>	7	We will provide a high quality housing service to our tenants.	2023/4 First data publication		<p>The latest annual figure was published in quarter 4 and shows a 55% resident satisfaction level, representing a drop of 9% in comparison to the previous year. This reduction was driven by poor repairs measures and completion of historic cases, which pull the overall total down. A recovery plan for repair service as a whole is in train and has been reported to Scrutiny and Cabinet. More details can be found here https://www.nwleics.gov.uk/pages/tenant-satisfaction-measures .</p> <p>As part of the annual figure, monthly monitoring is undertaken in the same way as the annual figure. The most recent monthly figure is 83% satisfaction.</p>	Head of Housing	
	8	We will deliver an excellent repairs' service.	2023/4 First data publication		<p>56% Satisfaction level reported annually in Q4. This has dropped since last year driven by poor repairs measures. A recovery plan for repair service as a whole is in train and has been reported to Scrutiny and Cabinet. More details can be found here https://www.nwleics.gov.uk/pages/tenant-satisfaction-measures .</p> <p>As part of the annual figure, monthly monitoring is undertaken in the same</p>	Head of Housing	


					way as the annual figure. The most recent monthly figure is 74% satisfaction.		
	9	Our private rental tenants across the district are able to live safely in their homes.	100% of Landlords contacted within the specified time-period within the MEES policy for non-compliance	100%	100% of landlords were contacted within the time period.	Head of Community Services	
			Creation of a Private Sector Housing Charter.	The Draft Charter was consulted on at the last Landlords Forum	The Charter will be launched at the next Landlords Forum in November 2025.	Head of Community Services	
	10	Our food businesses meet food safety standards.	2024/25 81% of food businesses having a hygiene rating of 5 (very good)	82.6% of food business have a rating of 5 (very good) in Quarter 2 of 2025/2026.	The food inspection programme is on going and this Q2 figure exceeds the target the ratings can go up as well as down depending on the food outlet's performance.	Head of Community Services	

	11	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. (This will be provided annually in Q3)	Not due this quarter as this is line with the UK wide inspection regime under the Quest quality framework	This will be reported as scheduled in Q3.	Head of Community Services	
Clean and Green 	12	We will have reviewed our waste service so that it is easy for the public to use and our recycling performance will be improved.	43% Recycling rate 2023/4	The project is progressing well with a strong governance structure now in place covering a range of work strands including procurement, communications and engagement. The key achievement this quarter has been the release of the tender exercise for the purchase of the 19	DEFRA has not confirmed the recycling rate for 2024/25, this is due March 2026	Head of Community Services	

				new collections vehicles. The procurement of the containers is being prepared. Staff have been engaged with roadshows, updating on project progress and involvement in the specification of the vehicles. The 8 food waste vehicles have been ordered and are due for delivery late 2026. Once the 19 vehicles order and price have been confirmed in Q3 a detailed delivery programme can then be developed with the four phases of roll out starting in late 2026.			
	13	We will aim to be carbon neutral as a Council by 2030, and as a district by 2050.	2023/4 Development of assessment work and target setting 2030 operational emissions are predominantly driven by Fleet fuel usage and	Emissions (scope 1&2) have reduced by 62% since 2019/20, predominantly driven by the switch from diesel to HVO and the introduction of EV vehicles. Buildings remain the priority. Gas usage is the largest driver of emissions, at 70%.	Non-EV fleet continues to run on HVO maintaining a significant reduction in emissions. Housing is driving improvements across their estate and discussions are underway re fleet replacement. Property Services is exploring carbon reduction strategies for individual properties.	Head of Community Services	

			utility usage across property that the Council occupies and sheltered schemes in Housing Services.	<p>This is split across 14 properties including WBC, Stenson and HRA sheltered housing units.</p> <p>Reporting for 24/25 will be presented to Corporate Scrutiny in December 2025.</p>	<p>Ashby Leisure Centre energy efficiency options are being explored with Everyone Active.</p> <p>Feasibility of minewater heating is being explored.</p> <p>Utilities: there has been a focus to switch to automated meters across the estate to ensure accurate utility usage. This work is close to completion.</p> <p>In terms of District 2050, schemes to support residents (e.g. energy switch) continue and preparation is underway by Green Living Leicestershire to deliver a new private housing grant scheme. Moneyhill car park solar PV hub design is being finalised for installation in Q4.</p> <p>Leicestershire County Council is working to develop a local area energy plan which will help identify future investment opportunities.</p>		
	14	We will increase the biodiversity of our District.	10% Biodiversity Net Gain on large developments with planning permission	10% Biodiversity Net Gain (BNG) secured on planning applications where it is required or applications refused if the required 10% BNG is not provided.	254 planning applications have been determined in Q1 and Q2. Of these, 17.4% (44) were subject to mandatory 10% BNG, with 82.6% (210) being exempt, or where BNG was not applicable.	Head of Planning and Infrastructure	

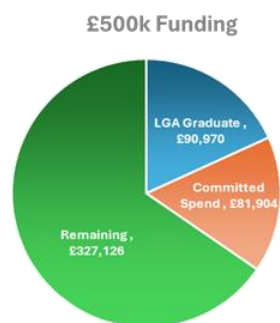
					<p>One of the applications subject to BNG was refused due to not satisfactorily demonstrating that 10% BNG could be provided.</p> <p>National legislation sets out the circumstances where applications are exempt from mandatory 10% BNG, which include householders, those where de minimis applies (where less than 25 sqm of habitat is affected), self/custom-builds, some variation of conditions, reserved matters and retrospective applications.</p> <p>Only planning applications are included above, as the other types of applications are not subject to mandatory BNG, e.g. advertisements, discharge of conditions, prior notifications/prior approvals for permitted development and listed building consent.</p>		
	15	We will have produced a Tree Management Strategy to better manage our tree stock.	2024/25 Publication of updated tree management strategy	Tree Management Strategy was approved by Cabinet on 25 March 2025.	An Action Plan to underpin delivery of the strategy has been developed and is in the process of being delivered. The strategy is now also on the Council's website.	Head of Community Services	

 A well-run Council.	16	Our customers are at the heart of everything we do.	2025-6 90% of Complaints responded to on time by end of year	66% overall across both stages Stage 1 – 70% Stage 2 – 50% At the time of reporting 3 complaints still pending a response but within timeframe.	In Quarter 1, 66% of complaints were responded to within the expected timeframe, which is below the target of 90%. It is important to clarify that while the Customer Services Team is responsible for administering and overseeing the complaints process—including tracking, monitoring, and issuing timely reminders—they are not accountable for the performance of individual service areas. The responsibility for responding to complaints within the designated timeframes ultimately lies with the relevant service officers. The Customer Services Team remains proactive and diligent in their efforts to support compliance; however, their influence is limited to oversight and facilitation rather than direct control over response rates.	Customer Services Team Manager	
	17	We will provide value for money services.	Unqualified Opinion to be provided	2023/24 Draft Audit of Statements published at the end of August 2025 and work on the 2024/25 has commenced.	The Finance Team continues to focus on completion of the 2024/25 Statement of Accounts to ensure compliance with future financial reporting requirements. Progress has been made in the last 12 months in completing overdue accounts.	Head of Finance	
	18	We live within our means	Zero funding gap	Quarter one reported a forecasted underspend of £113k.	Details will be reported to Cabinet in November 2025.	Head of Finance	

Appendix 3: Scrutiny Minutes

The complete minutes for the meeting of the Corporate Scrutiny meeting on the 4 September 2025 can be found [here](#)

Performance of Transformation Delivery Plan



Transformation Project Costs

Project	Project Cost	Actual Expenditure to Date	Comments	Project Status
Additional Communications Support	£13,922	£13,922	Increased from £13,603 due to pay increase	Complete
Customer Contact	£45,984	Website audit support - £9,500 Extended Hours - £13,174	Website audit support - £23,400 Extended hours Customer Services Officers - £22,584	Ongoing
LGA Graduate	£90,970	£45,485	LGA Graduate salary over two years (Sep 24 – Sep 26)	Ongoing
Microsoft CoPilot Proof of Concept	£20,750	£20,750	Includes configuration, training, and licence costs.	Ongoing

GovDelivery Upgrade	£1,248	£1,248	Upgrade to add additional topics for increased reach and engagement	Complete
Total	£172,874	£104,079		

Budget Housekeeping / Savings.

Description	Start Date	Update / Comments	Savings 2024/25	Savings 2025/26 (Projected)
Review of ICT Contracts	Apr 24	<p>Total contract spend before savings = £771,570</p> <p>Reduce rolling contracts</p> <ul style="list-style-type: none"> OMS Legal has moved to IKEN under a new five-year contract. House on the Hill, the IT service desk system, is moving to a five-year renewal next year, saving around £6k - Total savings over five years will be £10,695. Small reduction has also been made in relation to our HOTH IT Service Desk contract. 6DG renewal took place last quarter. £440k saving over five years. <p>Breakdown of Savings 2025/26</p> <ul style="list-style-type: none"> Hoth IT Service Desk System - £1,208 6DG Renewal - £55,000 (built into 25/26 budget) WAN renewal (net saving) - £9,000 	£388	£66,139
Budget Housekeeping	Apr 24	<p>Savings broken down in the following format (25/26):</p> <ul style="list-style-type: none"> A range of budget saving initiatives were considered and approved as part of the budget setting process for 2025/26. Details available here. Appendix 2 - Budget Changes.pdf 	£272,815	£508,000 (planned)

Contract Management	Jan 25	<p>Working with V4 to identify areas of unnecessary spend / areas where we do not have contracts with suppliers. Significant opportunity for cashable savings.</p> <p>Alex and V4 meeting with directors on quarterly basis to identify areas of non-contracted spend. Transformation also to push services to identify areas of non-contracted spend and contact the team.</p> <p>Current Projects Non-Contracted Spend out for Tender</p> <ul style="list-style-type: none"> HVO fuel Supply (Contract Value £2.2m) 		
Development of E-Forms		Income generation through providing e-forms to other councils (Oadbyand& Wigston Borough Council)	£11,000	
Bereavement Services Review		Review of charges for cost recovery has taken place, saving £6,000	£6,000	
Pension AVCs				£3,667
Total			£290,203	£577,806

Transformation Projects

Ref	Transformation Project Name and description	Start Date	End Date	Approved Budget	Planned Savings / Revenue	RAG Status	Previous Quarter
TR10	Customer Contact Improvement	Sep 24	Apr 26	£45,984	£34,000 (non-cashable)		
Project Status	Key Deliverables			Q2 update			
Approved	<ul style="list-style-type: none">Analysis of customer contactWebsite content and content management reviewWholesale customer contact review (including written – letters, emails – and verbal – phone, in person)Ongoing complaint analysis (already underway)Staff training (customer contact, complaint handling, tone of voice – some already underway)Topic-specific customer focus groupCentral ‘knowledge hub’ for customer contactImproved website contentReduce avoidable callsEnhance customer complaint handling.			<ul style="list-style-type: none">Residential and Business site mapping complete and shared with Cuttlefish to begin development of test site.Customer Care training commenced W/C 29th September. Lots of positive feedback. Will continue throughout October and sessions planned for November.Customer Contact Standards with CLT to be signed off.Written and delivered ‘walking in the customers shoes’ training to a group of officers. With CLT for approval.			
Live							
Delayed							
Closed							

[illegible]

OTHER PROJECTS - MONITORED BY TRANSFORMATION				
Ref	Project Name and Description	Project Benefits / Deliverables	Planned Savings / Revenue	Update / Comments
TR4	Waste Services Review	New improved waste collection system	TBC	<ul style="list-style-type: none"> Agreed at Cabinet 22 April. Set to be introduced between Autumn 2026-2027. Project Manager appointed.
TR6	Council Tax Discounts and Exemptions and Discretionary Rates Relief Paul Stone	Additional Revenue Reduction in number of empty homes	£26k + 2nd home premium TBC	<ul style="list-style-type: none"> Cabinet approved the council tax discounts and exemptions in January 2025, which are expected to generate an additional £26,000 in council tax income. The Second Homes Premium will be implemented in April 2026, with the additional income to be calculated at that time
TR8	UNIT4 Finance System Enhancements	Finance systems that has wide range functionality. Implementation of systems such as budget monitoring.	N/A	<ul style="list-style-type: none"> Unit4 enhancements are ongoing. There is a focus on bank reconciliation. There has been significant work enhancing creditors and debtors processes New reports have been developed to speed up the closedown process for future years
TR11	Capital Asset Facilities Management (CAFM)	Consolidated list of all properties across NWLDC	£120k (over three years)	<ul style="list-style-type: none"> All sites have been sent to Concerto and now uploaded

		<ul style="list-style-type: none"> • £120k increased revenue over 3 years (estimate based on benchmarked data) • £200k capital receipts over 3 years (disposal of surplus property – estimate) • Reduction in compliance risks (no baseline) • Reduced exposure to legal, financial and safety risks (no baseline) • Quicker turnaround when addressing property defects (no baseline) 	£200k in capital receipts (over three years)	<p>onto test and live site. Planned Preventive Maintenance module is complete. The Estates and Reactive Helpdesk modules are also near completion.</p> <ul style="list-style-type: none"> • Decisions have been made on reports we would like the system to produce (compliance etc.) • Work on confirming priority groups and response times for the Reactive Helpdesk underway and ensure organisation-wide consensus.
TR12	Council Wide Document Management / Intranet 2.0	<p>An improved and efficient intranet</p> <p>A cleansed intranet site with the most up to date information</p>	N/A	<ul style="list-style-type: none"> • Intranet 2.0 cleansing of old intranet complete. Documents have been labelled with only relevant documents being moved over to new intranet.

Closed Projects					
Ref	Description	End Date	Update / Comments	Final Costs	Final Savings
TR1	Strategic Communication Support	Mar 25	Additional day for the Communications Manager is being funded from the LGR budget for 2025/26.	£13,922	N/A
TR5	Parking Review	May 25	<p>Review has ended, and it has been decided that parking charges will stay the same with the exception of inflationary rises in line with other fees and charges. This followed feedback from residents and businesses.</p> <p>Lessons Learned will take place will take place, and Transformation will work with Paul Sanders and team to complete this piece of work.</p>		N/A