



SCRUTINY MANAGEMENT BOARD

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To: Councillors Miah (Chair), Parsons (Vice-Chair), Bebbington, Capleton, Fryer, K. Harris, Ranson and Seaton (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Scrutiny Management Board to be held in Committee Room 2 - Council Offices on Wednesday, 8th August 2018 at 6.30 pm for the following business.

Chief Executive

Southfields
Loughborough

31st July 2018

AGENDA

1. APOLOGIES
2. MINUTES OF PREVIOUS MEETING 4 - 9
To approve the minutes of the previous meeting.
3. DISCLOSURES OF PECUNIARY AND PERSONAL INTERESTS
4. DECLARATIONS - THE PARTY WHIP

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.16
No questions were submitted.
6. SCRUTINY WORK PROGRAMME AND ISSUES ARISING FROM SCRUTINY GROUPS AND PANELS 10 - 60
A report of the Head of Strategic Support to assist the Board in determining the Scrutiny Work Programme.
7. CRIME AND DISORDER REDUCTION AND COMMUNITY SAFETY 61 - 97
A report of the Head of Neighbourhood Services to ensure that the statutory responsibility to scrutinise the Community Safety Partnership, at least every 6 months, is undertaken effectively and to ensure the continued monitoring of incidences of crime in Charnwood.
8. CORPORATE PLAN - ANNUAL REPORT 2017/18 98 - 131
A report of the Chief Executive to present the annual performance information for 2017/18 which evaluates how effectively the Council has delivered the themes set out in the Corporate Plan 2016/20.

For information, further meetings of the Board are scheduled as follows (all at 6.30pm):

24th October 2018;
23rd January, 6th March 2019.

SCRUTINY QUESTIONS

What topics to choose?

- What difference will scrutiny make?
- Is this an area of concern – public/performance/risk register?
- Is this a corporate priority?
- Could scrutiny lead to improvements?
- What are the alternatives to pre-decision scrutiny?

Pre-decision scrutiny

- What is Cabinet being asked to agree?
- Why?
- How does this relate to the overall objective? Which is ...?
- What risks have been identified and how are they being addressed?
- What are the financial implications?

- What other options have been considered?
- Who has been consulted and what were the results?
- Will the decision Cabinet is being asked to take affect other policies, practices etc.?

Basic Questions

- Why are you/we doing this?
- Why are you/we doing it in this way?
- How do you/we know you are making a difference?
- How are priorities and targets set?
- How do you/we compare?
- What examples of good practice exist elsewhere?

SCRUTINY MANAGEMENT BOARD 13TH JUNE 2018

PRESENT: The Chair (Councillor Miah)
The Vice-chair (Councillor Parsons)
Councillors Bebbington, Capleton, Fryer, K. Harris,
Ranson and Seaton

Councillor Harper-Davies, Cabinet Lead Member for
Performance of Major Contracts (for items 7 and 9
on the agenda)

Chief Executive
Head of Landlord Services
Democratic Services Officer (LS)

The Chair stated that this meeting would be recorded and the sound recording subsequently made available via the Council's website. He also advised that, under the Openness of Local Government Bodies Regulations 2014, other people may film, record, tweet or blog from this meeting, and the use of any such images or sound recordings was not under the Council's control.

The Chair also welcomed new members following appointments to the Board for the 2018/19 Council year.

1. MINUTES

The minutes of the meeting held on 28th March 2018 were confirmed as a correct record and signed.

2. DISCLOSURES OF PECUNIARY AND PERSONAL INTEREST

The following disclosures were made:

- (i) Councillor Fryer – a personal interest in respect of Item 6 on the agenda, as the Chair of the Outwoods Management Committee (reference to the Outwoods on page 9 of the report);
- (ii) Councillors K. Harris and Parsons – personal interests in respect of Item 6 on the agenda, as members of the Outwoods Management Committee (reference to the Outwoods on page 9 of the report);
- (iii) Councillors Fryer, Miah and Seaton – personal interests in respect of Item 6 on the agenda, as Leicestershire County Councillors (reference to Bring Sites on page 2 of Appendix 1 to the report).

3. DECLARATIONS – THE PARTY WHIP

No declarations were made.

4. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURES 11.16

No questions had been submitted.

5. AGENDA VARIANCE

The Board agreed to vary the order of the agenda, to ensure that those attending to assist with only some of the items were not required to be in attendance any longer than necessary. Items were, therefore, considered in the following order: 6, 7, 9, 8.

6. SCRUTINY WORK PROGRAMME AND ISSUES ARISING FROM SCRUTINY GROUPS AND PANELS

Councillor Miah left the meeting at 6.45pm, shortly after the Board began its consideration of this item. The remainder of the meeting was chaired by the Vice-chair, Councillor Parsons.

Considered a report of the Head of Strategic Support to enable the Board to agree the Scrutiny Work Programme, including considering requests from other scrutiny bodies and updates on the delivery of the Work Programme, and identify Key Decisions on which scrutiny could be undertaken, also to consider whether scrutiny of any procurement activity should be programmed (item 6 on the agenda filed with these minutes).

The Chief Executive assisted with consideration of the report.

RESOLVED

1. that Councillor Miah be appointed as Chair of the Budget Scrutiny Panel for 2018/19;
2. that, in addition to the Chair appointed in resolution 1. above, membership of the Budget Scrutiny Panel for 2018/19 be as follows:

Councillors Draycott, Gerrard, Parsons and Seaton;

3. that Councillor Seaton be appointed as replacement Chair of the Five Year Housing Supply Scrutiny Panel;
4. that the following item be added to the Performance Scrutiny Panel's Work Programme, to be considered at the Panel's meeting on 21st August 2018:

Mid-term review of the Zero Waste Strategy;

5. that the following items be added to the Policy Scrutiny Group's Work Programme, to be considered on the meeting dates indicated:

10th July 2018
Procurement Strategy
Housing Financial Inclusion and Income Management Strategy

25th September 2018
Open Spaces Strategy
Adaptations Policy
Gambling Act Statement of Principles

13th November 2018
Children and Young People Strategy

5th February 2019
Tenancy Support Policy
Business Plan

9th April 2019
ICS Strategy;

6. that forthcoming Executive Key Decisions or decisions to be taken in private by the Executive, set out in Appendix 1 to the report, and scheduled scrutiny of those matters, be noted, and that items be added to the Scrutiny Work Programme as follows;
- Capital Plan Amendment Report (Overview Scrutiny Group, 2nd July 2018);
 - Amendments to Annual Procurement Plan (Overview Scrutiny Group, 2nd July 2018);
 - Provision of Environmental Services (Overview Scrutiny Group, 10th September 2018);
 - Future Cemetery Provision for Loughborough (Overview Scrutiny Group, 10th September 2018);
 - Lightbulb Service Implementation Update (Policy Scrutiny Group, 25th September 2018) (consequently remove from Overview Scrutiny Group, 15th October 2018);
7. that the Annual Procurement Plan, set out in Appendix 2 to the report, be noted;
8. that the Scrutiny Work Programme, set out in Appendix 3 to the report, be noted and updated in accordance with decisions taken above and at this meeting.

Reasons

- 1&2. To enable scrutiny of the Council's 2019/20 budget in accordance with the process agreed by the Board.

3. Councillor Taylor had been the Chair of this Panel, but was now a Cabinet Member.
4. To agree a request made by the Performance Scrutiny Panel at its meeting on 16th April 2018 (Minute 57). The Panel wished to scrutinise the policy half way through its review cycle as a test case to determine the benefits of the Panel scrutinising policies and strategies.
5. To agree requests made by the Policy Scrutiny Group at its meeting on 24th April 2018 (minutes 47.2 and 49.1). The Group wished to ensure consideration of policies and strategies by the Group where its scrutiny could add value.
6. To ensure timely and effective scrutiny.
7. The Board had decided to consider the Annual Procurement Plan and Quarterly Updates (submitted to Cabinet) to ensure that timely and effective scrutiny of any procurement activity is programmed or to ensure that the Cabinet is informed of any views of the Board on procurement matters.
8. To ensure that the information contained within the Work Programme is up to date.

7. DECENT HOMES CONTRACT SCRUTINY PANEL – FURTHER UPDATE REPORT

Considered a report of the Head of Strategic Support to further consider the implementation of decision 7 taken by the Cabinet following its consideration of the report of the Decent Homes Contract Scrutiny Panel and what, if any further action may be required (item 7 on the agenda filed with these minutes).

The Cabinet Lead Member for Performance of Major Contracts and the Head of Landlord Services assisted with the consideration of the report.

RESOLVED

1. that it be noted that implementation is complete in respect of Cabinet decision 7 and no further monitoring is required;
2. that the Decent Homes Contract Scrutiny Panel be thanked for the work it had undertaken.

Reasons

1. The Board was satisfied that the decision had been satisfactorily implemented.

2. To acknowledge the work undertaken by the Panel and its outcomes.

8. TIMETABLE OF CRITICAL DATES IN THE CONTRACTING PROCESS FOR THE DELIVERY OF REVENUES AND BENEFITS

Considered a report of the Head of Customer Services to advise the Board of the key dates in relation to the Revenues and Benefits Contract, following the Board's last consideration of this matter at its meeting on 29th March 2017 (item 9 on the agenda filed with these minutes).

The Cabinet Lead Member for Performance of Major Contracts assisted with consideration of the report (an apology was noted on behalf of the Head of Service).

RESOLVED

1. that the dates and planned actions set out in the report be noted;
2. that Councillor Bebbington, with the assistance of the Democratic Services Manager, drafts a proposed scrutiny scope document for a scrutiny panel to consider the risks to all parties associated with the implementation of Universal Credit and how those risks might be minimised, with a view to consideration of that proposed scope at the next meeting of the Board (8th August 2018).

Reasons

1. The Board was content with the information provided and did not wish to programme any further scrutiny of the contracting process for the delivery of the Revenues and Benefits service.
2. The Board identified the issue as potentially suitable for consideration by a scrutiny panel and wished for that to be investigated further before deciding whether or not to establish such a panel.

9. CENTRE FOR PUBLIC SCRUTINY RECOMMENDATIONS - UPDATE

Considered a report of the Chief Executive to update the Board on progress with the recommendations arising from the Centre for Public Scrutiny (CfPS) review (item 8 on the agenda filed with these minutes).

The Chief Executive assisted with the consideration of the report.

In particular, the Board welcomed the CfPS scrutiny workshop event programmed for 16th July 2018. It would be important for councillors to have the CfPS report in mind prior to attending that event.

RESOLVED that the progress being made to deal with the recommendations arising from the CfPS review be noted.

Reason

To ensure that the Board is kept up to date on the implementation of the recommendations.

NOTES

1. No reference may be made to these minutes at Council on 3rd September 2018 unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of the minutes.
2. These minutes are subject to confirmation as a correct record at the next ordinary meeting of Scrutiny Management Board.

SCRUTINY MANAGEMENT BOARD – 8TH AUGUST 2018

Report of the Head of Strategic Support

ITEM 6 SCRUTINY WORK PROGRAMME AND ISSUES ARISING FROM SCRUTINY GROUPS AND PANELS

Purpose of the Report

To enable the Board to review and agree the Scrutiny Work Programme. This includes considering requests from other scrutiny bodies and updates on the scrutiny of items previously agreed, as well as details of upcoming Executive Key Decisions and of procurement activity, to enable appropriate scrutiny to be identified.

Action Requested

1. To consider a request made by the Policy Scrutiny Group at its meeting on 10th July 2018 (Minute 10.4) that scrutiny of the Lightbulb Service Implementation be allocated to a different scrutiny body.
2. To note that, following the Board's decision at its last meeting that Councillor Bebbington drafts a proposed scrutiny scope document for a scrutiny panel to consider the risks to all parties associated with the implementation of Universal Credit and how those risks might be minimised (Minute 8.2, Scrutiny Management Board 13th June 2018), Councillor Bebbington has met with relevant officers and has concluded that a scrutiny panel is not needed.
3. To consider whether any forthcoming Executive Key Decisions or decisions to be taken in private by the Executive which are not currently programmed for scrutiny should be added to the Scrutiny Work Programme (see Appendix 1).
4. To consider whether any procurement activity from the Annual Procurement Plan (and Quarterly Updates) should be added to the Scrutiny Work Programme or recommendations made to the Cabinet (see Appendix 2).
5. To agree that the Scrutiny Work Programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during the course of this meeting (see Appendix 3).

Reasons

1. The item was transferred by the Board to the Policy Scrutiny Group's work programme (from the Overview Scrutiny Group's work programme) and scheduled for the Policy Scrutiny Group's meeting on 25th September 2018. However, the Policy Scrutiny Group already had a number of items scheduled for its September meeting and considered that, while the matter should be scrutinised, it did not fit within its remit.
2. Having discussed the matter with officers, Councillor Bebbington noted that implementation of Universal Credit is much closer than he had been led to

believe and he was of the view that officers had already done a sterling job in preparing for that implementation. He concluded that the only action necessary was warning councillors about some of the problems they may be faced with.

3. To ensure timely and effective scrutiny.
4. To ensure timely and effective scrutiny or to ensure that the Cabinet are informed of any views of the Board on procurement matters.
5. To ensure that the information contained within the Work Programme is up to date.

Policy Context

The Corporate Plan commits the Council to review and improve its approach to the delivery of services to ensure it is constantly working to achieve a better service providing better value for money and enhancing the performance and commitment to service delivery.

Updates on Scrutiny Bodies

Budget Scrutiny Panel

The process for scrutiny of the Council's 2019/20 draft budget was agreed by the Board at its meeting on 28th March 2018. Membership and the Chair of the Panel were subsequently agreed by the Board at its last meeting on 13th June 2018.

The Panel held its first meeting on 26th June 2018 and its next meeting is scheduled for 2nd October 2018. At its first meeting, the Panel agreed to change the timing of when it will consider matters, to give it more time to consider its final report at the end of the process, as detailed in the Scrutiny Work Programme.

Overview Scrutiny Group

The Overview Scrutiny Group is responsible for scrutiny of proposed Cabinet decisions (pre-decision scrutiny) and scrutiny of external public service providers and partners, outside bodies and services shared with other local authorities.

The Group has met once since the last ordinary meeting of the Board, on 2nd July 2018. At that meeting, the Group undertook pre-decision scrutiny of Cabinet reports on (i) Amendments to the Annual Procurement Plan (ii) Capital Plan Amendment Report; and (iii) Annual Health and Safety Performance Report 2017/18. The Group supported the officer recommendations in the reports and reported that to the Cabinet on 5th July 2018.

The next meeting of the Group is scheduled to be held on 13th August 2018.

Performance Scrutiny Panel

The Performance Scrutiny Panel has the remit of reviewing or seeking improvement in Council performance. It receives regular performance reports and suggests items for the scrutiny work programme.

The Panel has met once since the last ordinary meeting of the Board, on 23rd July 2018 (rescheduled from 19th June 2018 as that meeting became inquorate shortly after it commenced). The Panel did not make any recommendations to the Board.

The next meeting of the Panel is scheduled to be held on 21st August 2018.

Policy Scrutiny Group

Policy Scrutiny Group is responsible for reviewing policies and the processes used to develop them and for monitoring the progress and methods of scrutiny panels against the work programme and the timetable agreed by the Board, and may suggest changes to the scrutiny work programme.

The Group has met once since the last ordinary meeting of the Board, on 10th July 2018. The Group made one recommendation to the Board and this is set out as Actions Requested on page 1 of this report.

The next meeting of the Group is scheduled to be held on 25th September 2018.

Scrutiny Panels

Five Year Housing Supply Scrutiny Panel

At its meeting on 24th January 2018, the Board agreed the establishment of a new scrutiny panel to consider the Five Year Housing Supply, to be chaired by Councillor Taylor. A number of meetings of the Panel have now been held, as detailed in the Scrutiny Work Programme.

Forthcoming Key Decisions And Decisions To Be Taken In Private By Charnwood Borough Council's Executive

The latest Notice of Forthcoming Executive Key Decisions and Decisions to be taken in Private by the Executive, published on 18th July 2018, is attached as Appendix 1.

The purpose of considering forthcoming decisions is to allow the Board to ensure that they are programmed for consideration by scrutiny where necessary.

Annual Procurement Plan (or Quarterly Update)

The report considered by the Cabinet on 15th March 2018 setting out the Annual Procurement Plan 2018/19, together with the report considered by the Cabinet on 5th July 2018 setting out additions to the Plan, is attached as Appendix 2.

At its meeting on 25th January 2017, the Board decided to consider the Annual Procurement Plan (and Quarterly Updates) submitted to the Cabinet as part of this

report, to enable the Board to consider whether scrutiny of any procurement activity should be programmed or recommendations made to the Cabinet.

Scrutiny Work Programme

The current Scrutiny Work Programme, as it stood at the time of the publication of this agenda, is attached as Appendix 3 to enable the Board to decide which scrutiny body should consider new items and currently unscheduled items, and when those should be considered.

Any decisions taken by the Board during the meeting will be reflected in an updated Work Programme.

Appendices: Appendix 1 – Latest Notice of Forthcoming Executive Key Decisions and Decisions to be taken in Private by the Executive (published 18th July 2018)

Appendix 2 – Annual Procurement Plan 2018/19 (Cabinet Report 15th March 2018) and Additions to Annual Procurement Plan 2018/19 (Cabinet Report 5th July 2018)

Appendix 3 – Scrutiny Work Programme

Background Papers: None

Officer to Contact: Laura Strong
Democratic Services Officer
01509 634734
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**FORTHCOMING KEY
DECISIONS AND DECISIONS
TO BE TAKEN IN PRIVATE
BY CHARNWOOD BOROUGH
COUNCIL'S EXECUTIVE**

**Published
18th July 2018**

What is a Key Decision?

A key decision is one which:

- commits the Council to expenditure, savings or increases or reductions in income of £100,000 or more in any financial year;
- makes proposals in relation to the budget or the policy framework under Budget and Policy Framework Procedure 14.2(a); or
- will result in the closure of any facility from which Borough Council services are provided or a reduction by more than 10% in the level of a discrete service provided.

In other cases the impact of the decision will be considered in terms of the strategic nature of the decision, the effect on the amenity of the community or quality of service provided by the Council to a significant number of people living or working in the locality affected, the size of the area affected and the likely public interest in the decision.

What is a Private Meeting?

Meetings of the Council's Cabinet are open to the public to attend. All or part of a meeting may be held in private, where the item of business to be considered may result in confidential or exempt information being disclosed. Definitions of confidential and exempt information are set out in the Access to Information Procedures in the Council's Constitution.

Representations

Members of the public are able to make representations about forthcoming key decisions to be taken by the Council's Executive, these should be made in writing (including via e-mail) to the responsible officer (details are listed for each proposed key decision). Members of the public are also able to make representations concerning proposals to hold a meeting in private, these should be made in writing (including via e-mail) to Democratic Services (contact details below). In both cases, representations should be submitted by midday on the working day preceding the date on which the decision is due to be taken.

Other information

This document supersedes all previous Forward Plans.

If you have any general queries, please contact:

Karen Widdowson
Democratic Services Manager
Charnwood Borough Council,
Southfield Road, Loughborough, Leicestershire, LE11 2TX
Tel: 01509 634785
Email: democracy@charnwood.gov.uk

FORTHCOMING EXECUTIVE KEY DECISIONS

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Charnwood Grants	To consider applications for revenue funding received in round two of the Community Facilities Capital Grants and Community Development Grants Schemes for 2018/19.	Cabinet	13th September 2018	Report	Yes	Julie Robinson Head of Neighbourhood Services Tel: 01509 634590 julie.robinson@charnwood.gov.uk
Provision of Environmental Services	To consider whether to extend the existing Environmental Services Contract or to commence a procurement exercise to secure services after June 2020.	Cabinet	13th September 2018	Report	Yes, unless exempt.	Matt Bradford Head of Cleansing and Open Spaces Tel: 01509 634695 matthew.bradford@charnwood.gov.uk
Amendments to Annual Procurement Plan	To consider possible amendments to the Annual Procurement Plan.	Cabinet	13th September 2018	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet Council	13th September 2018 5th November 2018	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Future Cemetery Provision for Loughborough	To consider this matter following further work to appraise the sites for a Cemetery for Loughborough, consultation on the viable options and setting out the preferred option.	Cabinet	13th September 2018	Report	Yes	Matt Bradford Head of Cleansing and Open Spaces Tel: 01509 634695 matthew.bradford@charnwood.gov.uk
Lightbulb Service Implementation Update	To consider an update on the implementation of the Lightbulb Service in Charnwood.	Cabinet	18th October 2018	Report	Yes	Alison Simmons Head of Strategic and Private Sector Housing Tel: 01509 634780 alison.simmons@charnwood.gov.uk

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Future Options for the Provision of Revenues and Benefits Services	To consider which of one or more options for the future provision of the Revenues and Benefits service should be progressed.	Cabinet	18th October 2018	Report	Yes	Karey Barnshaw Head of Customer Experience Tel: 01509 634923 karey.barnshaw@charnwood.gov.uk
Medium Term Financial Strategy 2019-2022	To present a revised MTFs to Cabinet and Council for approval.	Cabinet Council	15th November 2018 21st January 2019	Report Report	Yes Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Charnwood Grants	To enable Cabinet to consider applications for funding received in round three of the Community Facilities Capital Grants and Community Development Grants Schemes for 2018/19.	Cabinet	13th December 2018	Report	Yes	Julie Robinson Head of Neighbourhood Services Tel: 01509 634590 julie.robinson@charnwood.gov.uk
Draft General Fund and HRA 2019-20 Budgets	To seek approval to the Draft Revenue Budget for 2019-20 as a basis for consultation.	Cabinet	13th December 2018	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet Council	13th December 2018 21st January 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Amendments to Annual Procurement Plan	To consider possible amendments to the Annual Procurement Plan.	Cabinet	13th December 2018	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Treasury Management Strategy Statement, Minimum Revenue Provision Strategy and Annual Investment Strategy 2019-20	To seek approval to the Treasury and Investment Strategy for 2019-20 and to seek approval to the annual report on the Prudential Code.	Cabinet Council	14th February 2019 25th February 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
2019-20 General Fund and HRA Revenue Budgets and Council Tax	To seek approval to the Revenue Budget, Capital Plan, Financial Plan for 2019-20 and to propose the Council Tax for approval by Council.	Cabinet Council	14th February 2019 25th February 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Capital Plan Amendment Report	To consider and approve amendments to the current Capital Plan.	Cabinet Council	14th March 2019 25th March 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Annual Procurement Plan 2019/20	To seek approval to the Annual Procurement Plan for 2019/20.	Cabinet	14th March 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Housing Capital Programme	To approve the annual investment programme for improvements to the Council's housing stock.	Cabinet	14th March 2019	Report	Yes	Peter Oliver Head of Landlord Services Tel: 01509 634952 peter.oliver@charnwood.gov.uk
Local Development Scheme	To approve a revised Local Development Scheme (LDS) so that the programme for the preparation of planning documents for Charnwood is agreed.	Cabinet	14th March 2019	Report	Yes	Richard Bennett Head of Planning and Regeneration Tel: 01509 634763 richard.bennett@charnwood.gov.uk

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Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Business Plan 2019/20	To set out the Council's principal activities in delivering the Corporate Plan for the Council Year 2019/20.	Cabinet	14th March 2019	Report	Yes	Adrian Ward Head of Strategic Support Tel: 01509 634573 adrian.ward@charnwood.gov.uk
Charnwood Grants	To consider applications for revenue funding received in round one of the Community Facilities Capital Grants and Community Development Grant Schemes for 2019/20.	Cabinet	June 2019	Report	Yes	Julie Robinson Head of Neighbourhood Services Tel: 01509 634590 julie.robinson@charnwood.gov.uk
Capital Plan Outturn 2018/19	To report the Council's capital expenditure results for 2018/19 subject to audit.	Cabinet	June 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
General Fund and HRA Revenue Outturn Report (2018/19) and Carry Forward of Budgets	To report the Council's revenue expenditure results for 2018/19 subject to audit.	Cabinet	June 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet Council	July 2019 September 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk
Amendments to Annual Procurement Plan	To consider possible amendments to the Annual Procurement Plan.	Cabinet	July 2019	Report	Yes	Clare Hodgson Head of Finance and Property Services Tel: 01509 634810 clare.hodgson@charnwood.gov.uk

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Charnwood Dog Control Public Spaces Protection Order 2019	To approve the formal Notice of Intention to renew the Borough-wide Public Spaces Protection Order for Dog Control (dog fouling, dogs on leads and dogs under control) under Section 59 of the Anti-social Behaviour, Crime and Policing Act 2014.	Cabinet	July 2019	Report	Yes	Alan Twells Head of Regulatory Services Tel: 01509 634650 alan.twells@charnwood.gov.uk

EXECUTIVE MEETINGS TO BE HELD IN PRIVATE

The following items are due to be considered by the Council's Cabinet and the public could potentially be excluded since exempt or confidential information could be considered.

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Provision of Environmental Services	To consider whether to extend the existing Environmental Services Contract or to commence a procurement exercise to secure services after June 2020.	Cabinet	13th September 2018	Report	Yes, unless exempt.	Matt Bradford Head of Cleansing and Open Spaces Tel: 01509 634695 matthew.bradford@charnwood.gov.uk

When items are considered in exempt or confidential session, the reasons for exemption would fall into one or more of the following categories:

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes—
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

CABINET MEMBERS

Members of the Council's Cabinet are as follows:

Name (Group)	Lead Member Responsibilities
Councillor Morgan (Conservative)	Leader of the Council Whole Council, Strategic Partnerships and Communications
Councillor Barkley (Conservative)	Deputy Leader of the Council Finance and Property
Councillor Bokor (Conservative)	Loughborough
Councillor Harper-Davies (Conservative)	Performance of Major Contracts
Councillor Mercer (Conservative)	Housing
Councillor Poland (Conservative)	Equalities, Member and Strategic Services
Councillor Rollings (Conservative)	Deputy Lead Member for Customer Services
Councillor Smidowicz (Conservative)	Regulatory Services, Enforcement and Licensing
Councillor Taylor (Conservative)	Communities, Safety and Wellbeing
Councillor Vardy (Conservative)	Planning, Inward Investment and Tourism Strategy

CABINET – 15TH MARCH 2018**Report of the Head of Finance and Property Services****Lead Member: Councilor Tom Barkley****Part A**ITEM ANNUAL PROCUREMENT PLAN 2018/19Purpose of Report

This report sets out the Annual Procurement Plan for Charnwood Borough Council for 2018/19. It is a requirement of the Council's Contracts Procedure Rules that this report is submitted for the consideration of the Cabinet at the beginning of each financial year.

Recommendations

1. That the contracts, over £25,000 and up to £75,000, listed in Appendix A be let in accordance with Contract Procedure Rules.
2. That the contracts, over £75,001 and up to £500,000, listed in Appendix B be let in accordance with Contract Procedure Rules.

Reasons

- 1 & 2. To allow contracts of the Council to be let in accordance with contract procedure rules.

Policy Justification and Previous Decisions

This links with the Council's strategic aim for a well-managed council.

Implementation Timetable including Future Decisions and Scrutiny

Contracts will be let in accordance with the timetables in appendices A and B.

Financial Implications

There are no direct financial implications arising from this report as expenditure will be funded from existing budgets.

Risk Management

The risks associated with the decisions that the Cabinet are asked to make and proposed actions to mitigate those risks are set out in the table overleaf.

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Failure to follow the agreed Council Procedures and, as a consequence, not obtaining best value procurement	Possible	Minor	Wide circulation of 'reasons to meet the Rules' and provide advice to officers needing to use the Rules
Failure to follow EU procurement rules by not advertising in OJEU above a threshold.	Possible	Minor	Wide circulation of information relating to contract compliance, advice and service in placing requisite advert in OJEU for officers in service areas.

Key Decision: Yes

Background Papers: None

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Head of Finance and Property Services
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Part B

Background

1. The Contract Compliance Rules require the Contract Compliance Officer to submit a report at the beginning of the financial year showing details of contracts to be let above £25,000 and below £500,000. In approving the report, Cabinet will agree for each contract the form of tender evaluation arrangements, whether the tender specification needs to be approved by Cabinet and whether authority is delegated to the Contract Compliance Officer to agree exceptions and open negotiation procedures.
2. Having an Annual Plan does not allow sufficient flexibility for goods and services that are found to be required during the year. Therefore, to avoid individual reports being submitted for each contract, and to encourage services to adhere to the Contract Compliance Rules, update reports will be produced with contracts to be let in the second, third and fourth quarters of the year.

Procedure

3. Heads of Service have been contacted with a view to producing a plan for 2018/19 and details of all contracts that Heads of Service have asked to be included are given in the Appendices attached to this report. The contracts have been divided into those contracts estimated to cost between £25,000 and £75,000 and those contracts between £75,001 and £500,000.
4. For contracts up to £75,000, it is recommended that, in line with Quotation and Tender procedures the relevant Head of Service should deal with these by requesting 3 written quotations. In cases where a quotation other than the lowest is accepted, authority has been given to the Contract Compliance Officer to authorise a waiver or exception to the Contract Procedure Rules. Contracts falling under this authority have been itemised in Appendix A to this report.
5. For contracts in excess of £75,000, a written specification must be prepared and tendering completed in line with Contract Procedure Rules. Contracts falling under this authority have been itemised in Appendix B to the report.
6. Contracts above the £500,000 threshold need to be reported separately to Cabinet during the year before procurement begins.

Appendices

Appendix A – Contracts between £25,000 and £75,000

Appendix B – Contracts between £75,001 and £500,000

APPENDIX A

Annual Procurement Plan 2018/2019 – Contracts Greater than £25,000, but less than £75,000

No.	Service Area	Contract Title / Description	Tendering Method: 3 Quotes/Waiver	Delegation to Contract Compliance Officer	Procurement Start:
1	Cleansing and Open Spaces	Outwoods - septic tank relocation	Tender	Yes	01/05/2018
2	Cleansing and Open Spaces	Sidings Park improvements (access & equipment)	Tender	Yes	01/04/2018
3	Cleansing and Open Spaces	Jubilee Park (phase 2) improvements (access & equipment)	Tender	Yes	01/04/2018
4	Cleansing and Open Spaces	Shortcliffe park access bridges	Tender	Yes	01/04/2018
5	Cleansing and Open Spaces	Dishley Pool access works	Tender	Yes	01/04/2018
6	Cleansing and Open Spaces	Resurfacing playgrounds in 4 Loughborough parks (Jubilee, Cumberland Rd, Shortcliffe and Radmore Rd)	Tender	Yes	01/04/2018
7	Cleansing and Open Spaces	Loughborough Cemetery Green Flag improvements	Tender	Yes	01/04/2018
8	Cleansing and Open Spaces	Mountsorrel Castle Park Green Flag improvements	Tender	Yes	01/04/2018
9	Environmental Protection Team	Air Quality monitoring equipment Service and Maintenance Contract	3 Quotes	Yes	02/01/2019
10	Food Safety	Food Safety Inspections for Low/Medium Risk food premises	3 Quotes	Yes	01/04/2018

No.	Service Area	Contract Title / Description	Tendering Method: 3 Quotes/Waiver	Delegation to Contract Compliance Officer	Procurement Start:
11	Information Services	Corporate payments - Payments software which support all face to face, telephony and web based payment systems	Framework Contract / waiver	Yes	01/04/2018
12	Information Services	Annual Maintenance of the Backup solution - including product updates, upgrades and access to online services (e.g. knowledge base, customer portal, etc)	3 quotes	Yes	20/01/2019
13	Information Services	Internet Circuit - dedicated internet connection supporting all email and web traffic for all Council staff/users.	Framework Contract / waiver	Yes	05/01/2019
14	Information Services	ICT facilities for Meeting rooms - Presentation, video and audio facilities for the 14 Meetings Rooms	Framework Contract / waiver	Yes	01/04/2018
15	Licensing	Specialised printing for labels, driver badges, pouches and Licence plates for Private Hire & Hackney Carriage Licensing.	Waiver	Yes	18/01/2019
16	Neighbourhood Services	Domestic Abuse Outreach Services	Waiver / Tender	Yes	01/04/2018
17	Neighbourhood Services	Replacement CCTV Hardware	3 quotes / Tender	Yes	01/04/2018

No.	Service Area	Contract Title / Description	Tendering Method: 3 Quotes/Waiver	Delegation to Contract Compliance Officer	Procurement Start:
18	Neighbourhood Services	Sentinel - License and Maintenance	Waiver	Yes	01/04/2018
19	Neighbourhood Services	Sports Equipment Repair, Replacement and Purchase to support New Activities	3 quotes / Tender	Yes	01/04/2018
20	Planning and Regeneration	Provision of Development Management Services	3 quotes	Yes	01/04/2018
21	Planning and Regeneration	Transport Modelling - development strategy options testing	3 Quotes	Yes	01/05/2018
22	Planning and Regeneration	Viability Study – Viability of development strategy options to support infrastructure and other planning policy requirements	3 Quotes	Yes	01/05/2018
23	Planning and Regeneration	Whole plan viability assessment Viability of preferred development strategy to support infrastructure and other planning policy requirements	3 Quotes	Yes	01/06/2018
24	Planning and Regeneration	Delivery Assessment - assessment of the rate of which new homes will be delivered over the plan period	3 Quotes	Yes	01/06/2018
25	Planning and Regeneration	Retail and Town Centre Study	3 Quotes	Yes	01/07/2018

No.	Service Area	Contract Title / Description	Tendering Method: 3 Quotes/Waiver	Delegation to Contract Compliance Officer	Procurement Start:
26	Planning and Regeneration	Renewable and Low Carbon Assessment	3 Quotes	Yes	01/07/2018
27	Planning and Regeneration	Strategic Flood Risk Assessment for the Borough of Charnwood	3 Quotes	Yes	01/08/2018
28	Planning and Regeneration	Landscape Study - local plan	3 Quotes	Yes	01/08/2018
29	Planning and Regeneration	Houses in Multiple Occupation Study	3 Quotes	Yes	01/08/2018
30	Planning and Regeneration	Affordable Housing Need and Mix Study	3 Quotes	Yes	01/09/2018
31	Planning and Regeneration	Infrastructure Delivery Planning	3 Quotes	Yes	01/09/2018
32	Planning and Regeneration	Sustainability Appraisal - Local Plan	3 Quotes	Yes	01/10/20108
33	Planning and Regeneration	Provision of Development Management Services	3 Quotes	Yes	01/04/2018
34	Strategic and Private Sector Housing	Sheltered Housing Review - Feasibility Study	Tender	Yes	01/04/2018
35	Street Management	Beehive Lane Car Park Improvements and Refurbishment, phase 1 installation of new railings to top floor.	3 Quotes / Tender	Yes	01/06/2018
36	Street Management	Replacement of Handheld Parking Charge Notice machines and mobile printers	Waiver	Yes	01/04/2018

No.	Service Area	Contract Title / Description	Tendering Method: 3 Quotes/Waiver	Delegation to Contract Compliance Officer	Procurement Start:
37	Street Management	Maintenance contract for payment machines, entry and exit barriers and associated software within Granby Street Car Park	Waiver	Yes	01/04/2018
38	Strategic Support	IT/Computer Internal Audit specialist internal audit support'	3 Quotes	Yes	01/09/2018
39	Leisure and Culture	Branding and Marketing of Street Dressing for Loughborough Town Centre	3 Quotes	Yes	01/06/2018
40	Leisure and Culture	Street Dressing infrastructure including catenaries and structural fixings	3 Quotes	Yes	01/06/2018
41	Leisure and Culture	Electrical works to improve supply to Markets and Fairs	Frame work / 3 Quotes	Yes	01/07/2018
42	Leisure and Culture	Street Furniture and structures to improve Town Centre / Market	3 Quotes	Yes	01/08/2018
43	Leisure and Culture	Market infrastructure improvements	3 Quotes	Yes	01/07/2018
44	Leisure and Culture	Town Hall Roof repairs	Framework	Yes	01/07/2018
45	Leisure and Culture	Town Hall Priority 1 work remedial works including emergency lighting	Framework	Yes	01/06/2018
46	Leisure and Culture	Replacement of Seating at Loughborough Town Hall	Tender / Waiver	Yes	01/08/2018

APPENDIX B

Annual Procurement Plan 2018/2019 – Contracts Greater than £75,001, but less than £500,000

No.	Service Area	Contract Title / Description	Tendering Method: (Full Tender/OJEU Procedure)	Delegation to Contract Compliance Officer	Procurement Start:
1	Cleansing and Open Spaces	Art Projects: Loughborough (Bellway Homes Development) - introduce public art (artists designed benches) into open space Shepshed (Tickow Ln) - art to be contained within the play area enhancing the overall look and feel	Tender	Yes	01/04/2018
2	Cleansing and Open Spaces	Southfields Park - improvements in paths, access, seating and equipment	Tender	Yes	01/04/2018
3	Finance and Property Services	Portfolio Valuation in respect of General Fund and Housing Revenue Account Assets	Tender	Yes	31/03/2019
4	Finance and Property Services	Banking Services	Framework / Waiver / Tender	Yes	01/04/2018
5	Finance and Property Services	Create Compound at Messenger Close	Framework Contract / Waiver	Yes	01/05/2018

No.	Service Area	Contract Title / Description	Tendering Method: (Full Tender/OJEU Procedure)	Delegation to Contract Compliance Officer	Procurement Start:
6	Information Services	CCTV lines - provision of communication lines and cables to enable the transmission of CCTV cameras	Framework Contract / Waiver	Yes	01/04/2018
7	Information Services	Provision, maintenance and support of external Telecommunication, Broadband and mobiles	Framework Contract / Waiver	Yes	31/03/2019
8	Neighbourhood Services	Porta cabin for community hub	Tender	Yes	01/04/2018
9	Strategic and Private Sector Housing	Acquisition of properties for affordable housing	Waiver	Yes	01/04/2018
10	Strategic and Private Sector Housing	Syrian Refugee Integration support	OJEU/Tender	Yes	01/04/2018
11	Strategic and Private Sector Housing	Syrian Refugee Employment/training support	Tender	Yes	01/04/2018
12	Strategic and Private Sector Housing	Syrian Refugee English Second Other Language (ESOL) provision	Tender	Yes	01/04/2018
13	Strategic and Private Sector Housing	Supported Temporary Accommodation - 2018 -2023	OJEU/Tender	Yes	01/04/2018
14	Strategic and Private Sector Housing	Bed and Breakfast Accommodation to support the homelessness strategy	OJEU/Tender	Yes	01/04/2018

No.	Service Area	Contract Title / Description	Tendering Method: (Full Tender/OJEU Procedure)	Delegation to Contract Compliance Officer	Procurement Start:
		2018 - 2023			
15	Strategic Support	Recruitment Advertising (corporate contract)	Framework / Waiver	Yes	01/04/2018
16	Strategic Support	Corporate Health & Safety Support	Tender	Yes	01/08/2018
17	Street Management	Resurfacing and improvements to Southfields Office car park, Syston car park, Woodhouse Eaves car park and Browns Lane car park pedestrian areas.	Tenders	Yes	01/04/2019
18	Street Management	Installation of dry riser and new alarm system to Beehive Lane Car Park.	3 Quotes/Tender	Yes	01/04/2018
19	Landlord Services	Passenger Lift Service and Maintenance	Framework Contract / Waiver	Yes	01/04/2018
20	Landlord Services	Drainage clearance and CCTV inspection	Framework Contract / Waiver	Yes	01/04/2018
21	Landlord Services	Legionella Testing and remedial works	Framework Contract / Waiver	Yes	01/04/2018
22	Leisure and Culture	Replacement of Festive Illuminations, including projection and additional infrastructure for year round lighting and street dressing	Tender	Yes	01/09/2018

CABINET – 5TH JULY 2018

Report of the Head of Finance and Property Services

Lead Member: Councilor Tom Barkley

Part A

ITEM AMENDMENTS TO ANNUAL PROCUREMENT PLAN 2018/19

Purpose of Report

This report sets out additions to the Annual Procurement Plan for Charnwood Borough Council for 2018/19. Cabinet approved the Annual Procurement Plan on 15 March 2018. Since that report, there have been other requirements by the Council's services for the supply of goods and services, and this report seeks approval for these

Recommendations

1. That the contracts, over £25,000 and up to £75,000, listed in Appendix A be let in accordance with Contract Procedure Rules.
2. That the contracts, over £75,001 and up to £500,000, listed in Appendix B be let in accordance with Contract Procedure Rules.

Reasons

1 & 2. To allow contracts of the Council to be let in accordance with contract procedure rules.

Policy Justification and Previous Decisions

This links with the Council's strategic aim for Delivering Excellent Services.

Implementation Timetable including Future Decisions and Scrutiny

Contracts will be let in accordance with the timetables in appendices A and B.

A further report will be submitted to Cabinet on 13th September 2018 if additional Procurement approvals are required.

Financial Implications

There are no direct financial implications arising from this report as expenditure will be funded from existing budgets.

Risk Management

The risks associated with the decisions that the Cabinet are asked to make and proposed actions to mitigate those risks are set out in the table overleaf.

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Failure to follow the agreed Council Procedures and, as a consequence, not obtaining best value procurement	Possible	Minor	Wide circulation of 'reasons to meet the Rules' and provide advice to officers needing to use the Rules
Failure to follow EU procurement rules by not advertising in OJEU above a threshold.	Possible	Minor	Wide circulation of information relating to contract compliance, advice and service in placing requisite advert in OJEU for officers in service areas.

Key Decision: Yes

Background Papers: None

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Part B

Background

1. The Contract Compliance Rules require the Contract Compliance Officer to submit a report at the beginning of the financial year showing details of contracts to be let above £25,000 and below £500,000. In approving the report, Cabinet will agree for each contract the form of tender evaluation arrangements, whether the tender specification needs to be approved by Cabinet and whether authority is delegated to the Contract Compliance Officer to agree exceptions and open negotiation procedures.
2. Having an Annual Plan does not allow sufficient flexibility for goods and services that are found to be required during the year. Therefore, to avoid individual reports being submitted for each contract, and to encourage services to adhere to the Contract Compliance Rules, update reports will be produced with contracts to be let in the second, third and fourth quarters of the year.

Procedure

3. Heads of Service have been contacted with a view to producing a plan for 2018/19 and details of all contracts that they have asked to be included are given in the Appendices attached to this report. The contracts have been divided into those contracts estimated to cost between £25,000 and £75,000 and those contracts between £75,001 and £500,000.
4. For contracts up to £75,000, it is recommended that, in line with Quotation and Tender procedures the relevant Head of Service should deal with these by requesting 3 written quotations. In cases where a quotation other than the lowest is accepted, authority has been given to the Contract Compliance Officer to authorise a waiver or exception to the Contract Procedure Rules. Contracts falling under this authority have been itemised in Appendix A to this report.
5. For contracts in excess of £75,000, a written specification must be prepared and tendering completed in line with Contract Procedure Rules. Contracts falling under this authority have been itemised in Appendix B to the report.
6. Contracts above the £500,000 threshold need to be reported separately to Cabinet during the year before procurement begins.

Appendices

Appendix A – Contracts between £25,000 and £75,000

Appendix B – Contracts between £75,001 and £500,000

APPENDIX A

Additions to Annual Procurement Plan 2018/2019 – Contracts Greater than £25,000, but less than £75,000

No.	Service Area	Contract Title / Description	Tendering Method: 3 Quotes/Waiver	Delegation to Contract Compliance Officer	Procurement Start:
1	Strategic Support	Learning Pool	Framework	Yes	01/08/2018
2	Strategic Support	Apprenticeship Degree & Masters Courses	Waiver	Yes	01/09/2018

APPENDIX B

Additions to Annual Procurement Plan 2018/2019 – Contracts Greater than £75,001, but less than £500,000

No.	Service Area	Contract Title / Description	Tendering Method: (Full Tender/OJEU Procedure)	Delegation to Contract Compliance Officer	Procurement Start:
1	Finance & Property Services	Corporate Stationery Contract	Tender	Yes	01/01/2019
2	Information Services	Virtual Desktops - upgrade of the virtual Windows Desktop Infrastructure that supports all Council ICT users	Framework Contract / Waiver	Yes	01/08/2018
3	Landlord Services	Window repairs	Tender	Yes	01/09/2018
4	Landlord Services	Small works responsive repairs supporting contractor	Tender	Yes	01/09/2018
5	Landlord Services	External wall insulation inspection and remedial works	Tender	Yes	01/09/2018
6	Landlord Services	Door entry maintenance	Tender	Yes	01/09/2018
7	Landlord Services	Tenants Home Contents Insurance	Tender	Yes	24/09/2018
8*	Landlord Services	Specialist fire safety works	Framework / Waiver	Yes	01/08/2018
9	Regulatory Services - Licensing	Private Hire and Hackney Carriage Vehicles enhanced compliance checks by selected Garages located within the borough.	Tender	Yes	01/09/2018
10	Strategic and Private Sector	Employment Support Services for Vulnerable Persons	Tender	Yes	01/11/2018

No.	Service Area	Contract Title / Description	Tendering Method: (Full Tender/OJEU Procedure)	Delegation to Contract Compliance Officer	Procurement Start:
	Housing.	Resettlement Scheme			

- * The installation, service and maintenance of fire protection equipment (extinguishers, fire blankets automatic and manual smoke ventilation systems), fire stopping survey and remedial works, installation, inspection and testing of fire doors.

Scrutiny Work Programme

APPENDIX 3

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Budget Scrutiny Panel	Meeting #2 02 October 2018	Draft Medium Term Financial Strategy (MTFS)	<p>Review of the underlying assumptions and the implications of the calculations for efficiency plans and future budgets.</p> <p>Information to be provided by the Leader/Lead Member at this meeting that will assist the Panel in scrutinising the policy background to and the rationale behind the draft budget to be proposed (see SMB Min.44, 28 March 2018).</p>	Part of process for effective scrutiny of Council's budget.	Leader/ Lead Member/ C. Hodgson / S. Jackson	Process for scrutiny of 2019/20 budget agreed by SMB 28 March 2018 (Min.44).

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Budget Scrutiny Panel	Meeting #3 04 December 2018 <i>(Informal meeting)</i>	Draft General Fund and HRA Budgets (and Capital Plan if appropriate)	Review of the draft budget with a view to creating the attendee list and agenda for Meeting #4 in January.	Part of process for effective scrutiny of Council's budget.	C. Hodgson / S. Jackson	<p>Process for scrutiny of 2019/20 budget agreed by SMB 28 March 2018 (Min.44).</p> <p>At meeting on 26th June 2018 the Panel 2 agreed that the process agreed by the Scrutiny Management Board be amended so that the Panel's third meeting becomes a formal one at which scrutiny of the draft General Fund and Housing Revenue Account (HRA) budgets would take place and that officers be asked to look at options for rescheduling the Panel's third meeting to a date later in December. This would enable the Panel to have more time to prepare its report and consider its conclusions and recommendations at its fourth meeting.</p>
Budget Scrutiny Panel	Meeting #4 08 January 2019	Draft General Fund and HRA Budgets (and Capital Plan if appropriate)	Scrutiny of draft General Fund and HRA budgets (and Capital Plan if appropriate) for feedback to Cabinet (via SMB) as part of the budget setting process.	Part of process for effective scrutiny of Council's budget.	Leader/ Lead Member/ C. Hodgson / S. Jackson / Additional invitees as agreed at Dec meeting	<p>Process for scrutiny of 2019/20 budget agreed by SMB 28 March 2018 (Min.44).</p> <p>See note above re amendment to process agreed by Panel on 26th June 2018.</p> <p><u>Note:</u> Capital Plan part of process for budget scrutiny in 2020/21 (every two years).</p>

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Budget Scrutiny Panel	Meeting #1 June 2019	Quarter 4 /final outturn in respect of the previous financial year: <ul style="list-style-type: none"> • Revenue • Capital • Housing Revenue Account 	Final outturn position information provided to be at same level of detail/presentation style as the budget report, to assist comparison (see SMB Min.44, 28 March 2018).	Part of process for effective scrutiny of Council's budget. For context purposes. The matter of budget underspends can be considered.	C. Hodgson/ S. Jackson	Process for scrutiny of 2020/21 budget to be agreed by SMB in March 2019

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Overview Scrutiny Group	13 August 2018 (standing item)	OSG Pre-decision scrutiny – Cabinet Response	A report of Cabinet, setting out the response of Cabinet to recommendations by the Overview Scrutiny Group on pre-decision scrutiny items.		N. Ansari (report) Lead Officer (meeting)	
Overview Scrutiny Group	13 August 2018 (standing item)	Work Programme	To agree and schedule items to be considered at future meetings.	To allow the Group to identify items, including the scrutiny of forthcoming Key Decisions, pre-decision scrutiny and the scrutiny of external public service providers and partners.	N. Ansari (report) Lead Officer (meeting)	
Overview Scrutiny Group	13 August 2018 (standing item)	Cabinet items for pre-decision scrutiny			To be confirmed	Items may be determined by the Chair and Vice-chair in consultation with the Democratic Services Manager. Further items may also be added following publication of the Cabinet agenda.
Overview Scrutiny Group	10 Sept 2018	Provision of Environmental Services		Cabinet item for pre-decision scrutiny.	M. Bradford	Added by SMB 13 June 2018 (see min 6.6).

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Overview Scrutiny Group	10 Sept 2018	Future Cemetery Provision for Loughborough		Cabinet item for pre-decision scrutiny.	M. Bradford	Added by SMB 13 June 2018 (see min 6.6).
Overview Scrutiny Group	As required	Capital Plan Amendment Reports		Cabinet Report for Pre-decision Scrutiny.	C. Hodgson	Agreed by OSG at its meeting on 13th November 2017, with the item to be included when the Chair and Vice-chair identify that there are particular issues that require scrutiny in that quarter's report.

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Note: Over the next 12 months, meetings of the Overview Scrutiny Group will be held as follows:

30 September 2018
 15 October 2018
 12 November 2018
 10 December 2018
 14 January 2019
 11 February 2019
 11 March 2019

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	21 August 2018 (standing item at every meeting)	Work Programme	To consider items for future meetings	To allow the Group to identify items for which scrutiny is required and make recommendations, as appropriate, to Scrutiny Management Board.	N. Conway/ A. Ward	
Performance Scrutiny Panel	21 August 2018 (Six-monthly item)	Update Report – Housing Repairs Complaints	To detail the number of complaints received in respect of housing repairs, with specific reference to causes and how complaints are dealt with at the different stages of the complaints procedure.	The Policy Scrutiny Group had concerns in respect of the number of complaints being received, specifically those not resolved at stage one of the complaints procedure. However, the Group noted the introduction of a new complaints procedure, the recent appointment of a new contractor and the appointment of a tenant liaison officer and wished to allow time to review these.	Cllr Mercer / P. Oliver	Quarterly Report considered at the same time annually. Agreed by SMB 18 June 2014 following recommendation of PSG. Scheduled by PSP 08 July 2014. Agreed by PSP 13 October 2015 that reports be considered six-monthly rather than quarterly. Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017. Agreed at 12 December 2017 that a six monthly update be received.
Performance Scrutiny Panel	21 August 2018 (annual item)	Performance Information (Quarter 1 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarterly Report considered at the same time annually.
Performance Scrutiny Panel	21 August 2018 (annual item)	Zero Waste Strategy	mid-term review of the Zero Waste Strategy	To enable the Panel to scrutinise a particular policy half way through its review cycle as a test case to determine the benefits of the Panel scrutinising policies and strategies.	Cllr Harper-Davies / M. Bradford	Added to the Work Programme by SMB (at the Panel's request) 13 June 2018.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	09 October 2018	Empty Homes Strategy - Monitoring of Action Plan	Monitoring the action plan associated with the Empty Homes Strategy.	To enable monitoring of the action plan to take place.	Cllr Mercer / A. Simmons	Added by SMB 14th June 2017. To be programmed after the final version of the Strategy has been agreed by Cabinet. Scheduled at PSP 04 July 2017. Agreed in consultation with the Chair and Vice-chair to be deferred from 14 February 2018 meeting and be rescheduled to coincide with annual strategy review in July 2018. Rescheduled by the Panel on 23 July 2018.
Performance Scrutiny Panel	09 October 2018	Progress against actions in the Housing Strategy	To scrutinise progress against the actions in the Housing Strategy.	See Policy Scrutiny Group 26 September 2017, Minute 16, Resolution 3. The Group considered that, although good progress in delivering the Strategy had taken place, it might be useful to continue to monitor the situation.	Cllr Mercer / A. Simmons	Added by SMB 25 October 2017, see min 26.1. Scheduled by the Panel on 12 December 2017. Rescheduled by the Panel on 23 July 2018.
Performance Scrutiny Panel	09 October 2018 (annual item)	Climate Local Action Plan	Monitoring of the Climate Change Strategy Action Plan	Monitoring of progress on Action Plan.	Cllr Vardy / M. French / D. Pendle	Yearly update on Plan.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	09 October 2018	Housing Rent Arrears	To detail the Council's internal mechanisms for reporting and taking action in relation housing rent arrears,	SMB was satisfied that there was not sufficient value to be gained from forming a scrutiny panel to investigate issues surrounding Council Tax and housing rent arrears but felt that members should receive clarity on associated issues. The Panel decided regular update reports would add value. Additional information requested to be included in Housing rent arrears regarding universal credit	Cllr Mercer / P. Oliver	<p>See SMB min 50.1, 23 March 2016 and PSP min 57.2, 5 April 2016.</p> <p>Regular six-monthly update reports agreed by PSP on 23 August 2016.</p> <p>Re-scheduled by PSP on 14 February 2017 (minute 49.3).</p> <p>Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017. Agreed at the meeting to revert to its routine six-monthly cycle.</p> <p>Agreed to receive update in October 2018 and going forward review housing rent arrears on an annual basis PSP 16 April 2019 (min 55.3/55.4)</p>
Performance Scrutiny Panel	09 October 2018 (Period 4 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Cllr Barkley / C. Hodgson	<p>Three reports to be considered through the year. Reports to be considered at the same time annually.</p> <p>Re-scheduled by PSP 14 February to its August meeting to correlate with Council's budget monitoring schedule, (see minute 49.4)</p> <p>Reporting changed from period 3 (August) to period 4 (October) to align with new 2018-19 committee dates and finance schedules.</p>

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	20 November 2018 (annual item)	Performance Information (Quarter 2 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarterly Report considered at the same time annually.
Performance Scrutiny Panel	22 January 2019 (Period 7 - annual item)	Revenue Monitoring Report	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Cllr Barkley / C. Hodgson	<p>Three reports to be considered through the year. Reports to be considered at the same time annually.</p> <p>Re-scheduled by PSP 14 February to its December meeting to correlate with Council's budget monitoring schedule, (see minute 49.4).</p> <p>Reporting changed from period 6 (December) to period 7 (January) to align with new 2018-19 committee dates and finance schedules.</p>

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	19 February 2019 (Six-monthly item)	Update Report – Housing Repairs Complaints	To detail the number of complaints received in respect of housing repairs, with specific reference to causes and how complaints are dealt with at the different stages of the complaints procedure.	The Policy Scrutiny Group had concerns in respect of the number of complaints being received, specifically those not resolved at stage one of the complaints procedure. However, the Group noted the introduction of a new complaints procedure, the recent appointment of a new contractor and the appointment of a tenant liaison officer and wished to allow time to review these.	Cllr Mercer / P. Oliver	<p>Quarterly Report considered at the same time annually.</p> <p>Agreed by SMB 18 June 2014 following recommendation of PSG.</p> <p>Scheduled by PSP 08 July 2014.</p> <p>Agreed by PSP 13 October 2015 that reports be considered six-monthly rather than quarterly.</p> <p>Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017.</p> <p>Agreed at 12 December 2017 that a six monthly update be received.</p>
Performance Scrutiny Panel	19 February 2019 (Regular Item)	Tenancy Support	Performance information in relation to tenancy support, including statistics around tenancy sustainment and the number of unsuccessful tenancies and their causes, to be reported as key performance figures.	It Is important to ensure the situation with unsuccessful tenancies is monitored. To include additional information identified by PSP at its meeting 14 February 2017.	Cllr Mercer / P. Oliver	<p>Recommended by PSG 29 September 2015. Agreed by SMB 28 October 2015.</p> <p>Scheduled by PSP 5 April 2016.</p> <p>Agreed by PSP 14 February 2017 that an update report be received in 12 months, (minute 46.2) and to include information regarding recorded amount of rental income generated.</p>

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	19 February 2019 (Regular Item)	Supporting Leicestershire Families Programme	To monitor the performance of the Supporting Leicestershire Families Programme	Performance of the Programme was last scrutinised by the Policy Scrutiny Group in November 2013. At that time the Group considered that it continued to effectively deliver and co-ordinate services and support for troubled families and that policies and procedures for the programme were in place and therefore there was no need to schedule further scrutiny. With contributions now agreed for a further three years, it was now timely to monitor the continued delivery of the Programme.	Cllr Taylor / C. Traill/ J. Robinson/ S. Coupe	Recommended by the Cabinet 22 October 2015. Agreed by SMB 28 October 2015. Scheduled by PSP 5 April 2016. Agreed by PSP 14 February 2017 that an update report be received in 12 months, (minute 44.2)
Performance Scrutiny Panel	19 February 2019 (Period 9 - annual item)	Revenue Monitoring Report	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Cllr Barkley / C. Hodgson	Three reports to be considered through the year. Reports to be considered at the same time annually. Agreed by PSP 23 August 2016 to receive Revenue Monitoring Report in February 2017 to receive current data in line with other monitoring schedules (see PSP min 19.4)
Performance Scrutiny Panel	19 February 2019	Charnwood Lottery	To monitor the performance of the Charnwood Lottery six clear months after commencement of the scheme	to scrutinise the Charnwood Lottery once it had been implemented to monitor its performance and ability to provide money for good causes.	Cllr Taylor / C. Traill	Agreed by SMB 28 March 2018 (Min 46.1) (following request from PSP 14 February 2018). Scheduled PSP 16 April 2018 (min 57.3)

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	19 February 2019 (annual item)	Performance Information (Quarter 3 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	<p>Quarterly Report considered at the same time annually.</p> <p>To include, in accompaniment to performance information in relation to KI4 (Percentage of household waste sent for reuse, recycling and composting), details of the number of new build properties that had signed up for the garden waste collection service in the past 12 months (see PSP min 53.3, 5 April 2016).</p> <p>Agreed by PSP on 13 December 2016 min 39.1 that the issue of Delivery against Target Housing Mix for New Housing (to be set out in Council's Housing Supplementary Planning Document) be included as part of the quarterly Performance Monitoring report as part of its existing monitoring of new housing delivery and be scheduled once the method of monitoring concerned has been developed.</p>

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	18 June 2019 (yearly)	Housing Rent Arrears – Internal Mechanisms	To detail the Council's internal mechanisms for reporting and taking action in relation to housing rent arrears.	SMB was satisfied that there was not sufficient value to be gained from forming a scrutiny panel to investigate issues surrounding Council Tax and housing rent arrears but felt that members should receive clarity on associated issues. The Panel decided regular update reports would add value. Additional information requested to be included in Housing rent arrears regarding universal credit.	Cllr Mercer / P. Oliver	See SMB min 50.1, 23 March 2016 and PSP min 57.2, 5 April 2016. Regular six-monthly update reports agreed by PSP on 23 August 2016. Re-scheduled by PSP on 14 February 2017 (minute 49.3). Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017. Agreed at the meeting to revert to its routine six-monthly cycle. Agreed to review housing rent arrears on an annual basis PSP 16 April 2019 (min 55.4)
Performance Scrutiny Panel	18 June 2019 (annual item)	Capital Monitoring including Outturn	Monitoring of position with the Council's Capital Plan.	To ensure progress to the Council's Capital Plan and its financing are satisfactory.	Cllr. Barkley / C. Hodgson	Annual report.
Performance Scrutiny Panel	18 June 2019 (annual item)	Revenue Monitoring (General Fund and HRA) Outturn	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Cllr Barkley / C. Hodgson	Quarterly Report considered at the same time annually.
Performance Scrutiny Panel	18 June 2019 (annual item)	Performance Information (Quarter 4 Report – Year End)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarterly Report considered at the same time annually.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	18 June 2019 (Regular Item)	Online Customer Service	Progress update regarding performance data relating to online customer service functions, including tracking the increase in use of online services and the number of failed online interactions.	To monitor progress regarding online customer service functions interfacing with Council customers work and development.	Cllr Rollings / S. Jackson	<p>Recommended by PSG 29 September 2015. Agreed by SMB 28 October 2015.</p> <p>Scheduled by PSP 15 December 2015.</p> <p>Agreed by PSP on 16 February 2016 that an update be received in 6 months and that a Project Board member should attend.</p> <p>Agreed by PSP on 23 August 2016 that an update be received.</p> <p>Agreed by PSP 04 July 2017 and at 12 December 2017 that a six-monthly update be received.</p>

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Policy Scrutiny Group	25 September 2018 (standing item at every meeting)	Work Programme	To consider items for future meetings	To allow the Group to identify items for which scrutiny is required and make recommendations, as appropriate, to Scrutiny Management Board.	M. Hopkins (agenda) Lead Officer (meeting)	To include consideration of the latest Key and Exempt Decisions Notice (See SMB, min 38.2, 2015/16).
Policy Scrutiny Group	25 September 2018 (standing item at every meeting)	Progress With Panel Work	To consider updates on the work of scrutiny panels.	Section 6.1 of the Council's Constitution states that Policy Scrutiny Group will monitor the progress and methods of scrutiny panels against the work programme and timetable agreed by Scrutiny Management Board.	M. Hopkins (agenda) Lead Officer (meeting)	
Policy Scrutiny Group	25 September 2018	Single Local Plan	<p>To enable the Group to scrutinise the development of the Single Local Plan.</p> <p>The focus of the Group's scrutiny at this meeting will be on how conclusions from the first phase of consultation had been incorporated into the consultation documents for the second phase and how the value of the two additional stages of consultation set out in the Council's Statement of Community Involvement could be demonstrated.</p>	To ensure appropriate scrutiny of the development of the Local Plan.	Cllr Vardy R. Bennett/ D. Pendle C. Clarke	<p>Agreed by SMB 15 June 2016.</p> <p>Last considered by the Group on 10 July 2018 at which the results of the consultation were considered (min 6).</p>

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Policy Scrutiny Group	25 September 2018	Open Spaces Strategy		To ensure consideration of policies and strategies by the Group where its scrutiny can add value.	Cllr Harper-Davies M. Bradford	Agreed by SMB 13 June 2018.
Policy Scrutiny Group	25 September 2018	Adaptations Policy		To ensure consideration of policies and strategies by the Group where its scrutiny can add value.	Cllr Mercer P. Oliver	Agreed by SMB 13 June 2018.
Policy Scrutiny Group	25 September 2018	Gambling Act Statement of Principles		To ensure consideration of policies and strategies by the Group where its scrutiny can add value. The Group identified that it particularly wished to consider how problem gambling is being addressed.	A. Twells/ G. Dowson	Agreed by SMB 13 June 2018.
Policy Scrutiny Group	25 September 2018	Lightbulb Service Implementation Update			A. Simmons	Added by SMB 13 June 2018 (min 6.6) (and removed from OSG Work Programme).
Policy Scrutiny Group	13 November 2018	Children and Young People Strategy		To ensure consideration of policies and strategies by the Group where its scrutiny can add value.	Cllr Taylor J. Robinson/ S. Wheatley	Agreed by SMB 13 June 2018.
Policy Scrutiny Group	05 February 2019 (six-monthly item)	Performance Scrutiny Panel Update	The six monthly update report to include details of issues, changes and challenges faced by the Panel	Agreed by PSG on 17 August 2010 that the Performance Scrutiny Panel reports the position with its work programme to PSG every six months.	A. Ward/ S. Kinder/ Councillor Fryer	Last considered 10 July 2018.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Policy Scrutiny Group	05 February 2019	Tenancy Support Policy		To ensure consideration of policies and strategies by the Group where its scrutiny can add value.	Cllr Mercer P. Oliver	Agreed by SMB 13 June 2018.
Policy Scrutiny Group	05 February 2019	Business Plan		To ensure consideration of policies and strategies by the Group where its scrutiny can add value.	Cllr Morgan A. Ward/ S. Kinder	Agreed by SMB 13 June 2018.
Policy Scrutiny Group	09 April 2019	ICS Strategy		To ensure consideration of policies and strategies by the Group where its scrutiny can add value.	Cllr. Poland K. Barnshaw / A. Khan	Agreed by SMB 13 June 2018.
Policy Scrutiny Group	To be scheduled	Tenancy Strategy and Policy		To scrutinise a new or revised policy in a timely fashion.	A. Simmons	Agreed by SMB on 29 March 2017 (min 41.2).
Policy Scrutiny Group	To be scheduled	Houses in Multiple Occupation Accreditation Scheme		To scrutinise a new or revised policy in a timely fashion.	A. Simmons	Agreed by SMB on 29 March 2017 (min 41.2).
Policy Scrutiny Group	To be scheduled	Houses in Multiple Occupation Licensing Policy		To scrutinise a new or revised policy in a timely fashion.	A. Simmons	Agreed by SMB on 29 March 2017 (min 41.2).

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Management Board	08 August 2018 (standing item at every meeting)	Scrutiny Work Programme and Actions Following Cabinet Consideration of Scrutiny Reports	Various requests from scrutiny bodies. Monitoring of actions taken following Cabinet consideration of scrutiny recommendations.	To enable the Board to determine the Scrutiny Work Programme.	L. Strong (agenda) Lead Officer (meeting)	08 August 2018 report to include proposed scrutiny panel scope document for consideration (Universal Credit). See SMB Min 8.2, 13 June 2018.
Scrutiny Management Board	08 August 2018 (six-monthly item)	Community Safety Partnership	To review the work of the Community Safety Partnership on a six monthly basis, in the form of a briefing given by the Lead Member for Community Safety, in order to enable any issues to be identified for further scrutiny by the appropriate scrutiny body and to enable incidences of violent crime to be monitored	To ensure effective scrutiny of the work of the Community Safety Partnership.	Cllr. Morgan (Lead Member for Community Cohesion) / C. Traill / J. Robinson / T. McCabe	See 12 September 2012, 27 March 2013 and 6 August 2014 minutes for requirements of report. SMB agreed 29 March 2017 that future reports include information on all beats in Charnwood (min 36.2).
Scrutiny Management Board	08 August 2018 (annual item)	The Corporate Plan – Annual Report	To review delivery of the Corporate Plan.	To review how effectively the Council, both corporately and through individual services was delivering the themes set out in the Plan.	Relevant Cabinet Lead Members & Heads of Service A. Ward & H. Gretton	

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Management Board	23 January 2019	Budget Scrutiny Panel	To consider the findings and recommendations of the Budget Scrutiny Panel		BSP Chair	Scheduled on the assumption that the same budget process is followed as in previous years.
Scrutiny Management Board	06 March 2019 (six-monthly item)	Community Safety Partnership	To review the work of the Community Safety Partnership on a six monthly basis, in the form of a briefing given by the Lead Member for Community Safety, in order to enable any issues to be identified for further scrutiny by the appropriate scrutiny body and to enable incidences of violent crime to be monitored	To ensure effective scrutiny of the work of the Community Safety Partnership.	Cllr. Morgan (Lead Member for Community Cohesion) / C. Traill / J. Robinson / T. McCabe	SMB agreed 29 March 2017 that future reports include information on all beats in Charnwood (min 36.2).
Scrutiny Management Board	06 March 2019 (annual item)	Draft Annual Scrutiny Report 2018-19	To report on the activities of Scrutiny and look forward to the forthcoming year.	To agree on the content of a report to Council on the workings of scrutiny over the past year.	Dem. Services Manager	

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Management Board	06 March 2019 (annual item)	Budget Scrutiny Processes	To review the Budget Scrutiny Panel processes.	To enable the Board to consider if and how the processes could be improved to facilitate effective scrutiny of the Council's draft budget for 2020/21.	S. Jackson	
Scrutiny Management Board	Originally due to be additional meeting for purpose in March or April 2018. <i>Postponed pending outcome of review of Council's scrutiny function by CfPS</i>	Topics for Scrutiny in 2018/19 Council Year	To identify and plan potential topics for scrutiny in the forthcoming year.	To enable the Board to undertake its role in setting the work of scrutiny more effectively, and in a more forward thinking and planned way. That process would be assisted by the Leader (and other Cabinet Lead Members should the Leader wish them to attend) informing the Board of the Executive's priorities for 2018/19, although topics for scrutiny remained a matter for the Board to decide.	G. Parker/ Leader/ Dem. Services Manager	Agreed by SMB 25 October 2017 (see min 26.8). Leader, together with, at the Leader's discretion, other members of the Cabinet, to be invited to attend to assist the Board. SMB 28 March 2018 decided to postpone this matter/additional meeting pending outcome of review of Council's scrutiny function by CfPS.
Scrutiny Management Board	To be scheduled	Partnership Arrangements	To review the current effectiveness of partnership working and how this impacts on the delivery of the Corporate Plan and Sustainable Community Strategy	1. To discover from partners (e.g. parish councils and the LSP) their satisfaction with the Council and partnership working arrangements. 2. To ensure that the infrastructure to support partnership working is in place.	TBC	Originally agreed at SMB 23 May 2012 to programme this item at its July 2012 meeting. Scheduling was then deferred to be considered following the Empowering Communities Panel report. 14 August 2013 SMB agreed to defer consideration again – revisit January 2014.

Scrutiny Work Programme

Scrutiny Panels

Due to officer capacity there is an agreement that no more than four scrutiny panels should be convened during any given period. Currently, there is one established scrutiny panel.

Name of Panel	Meeting Number and Date	Review Title	Evidence and information considered / to be considered	Attendees / Officers	Progress / Notes / Action Requested
Five Year Housing Supply Scrutiny Panel	Meeting #1 Held 20 th March 2018	Five Year Housing Supply	Background information relating to the current situation of the five year housing supply. Confirm witnesses for meetings.	R. Bennett/ D. Pendle	Established by SMB 24 Jan 18 (Min 35.5)
Five Year Housing Supply Scrutiny Panel	Meeting #2 Held 18 th April 2018		Developers to be interviewed by the Panel to provide their view of the situation.	External attendees	Meeting completed and notes circulated to the Panel.
Five Year Housing Supply Scrutiny Panel	Meeting #3 9 th May 2018 – cancelled and to be re-arranged.		Planning officers to be interviewed by the Panel to provide their view and response to the developer's comments.	R. Bennett, D. Pendle	Meeting cancelled due to lack of available staff and to be rescheduled once officers are available.
Five Year Housing Supply Scrutiny Panel	Meeting #4 Held 6 th June 2018		Best practise examples from neighbouring authorities and experts in the sector.	External attendees	Meeting completed and notes circulated to the Panel.
Five Year Housing Supply Scrutiny Panel	Meeting #5 5 th September 2018		Planning officers to be interviewed by the Panel to provide their view and response to the developer's comments.	Officers	

Scrutiny Work Programme

Name of Panel	Meeting Number and Date	Review Title	Evidence and information considered / to be considered	Attendees / Officers	Progress / Notes / Action Requested
Five Year Housing Supply Scrutiny Panel	Meeting #6 September 2018		Review of the evidence, building conclusions and recommendations.		
Five Year Housing Supply Scrutiny Panel	Meeting #7 October 2018		Draft report submitted and final report agreed.		

SCRUTINY MANAGEMENT BOARD – 8TH AUGUST 2018

Report of the Head of Neighbourhood Services Lead Member: Councillor Deborah Taylor

ITEM 7 CRIME AND DISORDER REDUCTION AND COMMUNITY SAFETY

Purpose of Report

To ensure that the statutory responsibility to scrutinise the Community Safety Partnership, at least every 6 months, is undertaken effectively and to ensure the continued monitoring of incidences of crime in Charnwood.

Action Requested

Scrutiny Management Board to review the work of Community Safety Partnership and issues that arise from the work of the Partnership.

Background

Scrutiny Management Board has been allocated the statutory responsibility to ensure that effective scrutiny of the work of the Community Safety Partnership takes place. Every six months a briefing is given by the Lead Member for Community Safety to the Board in order that issues are identified (if any) for further scrutiny by the appropriate scrutiny body.

Community Safety Partnerships

Crime and Disorder Reduction Partnerships are a statutory requirement under the Crime and Disorder Act 1998. This was amended in 2009 to become a statutory Community Safety Partnership (CSP). The Charnwood Community Safety Partnership is a multi-agency partnership working to make Charnwood safer and draws its membership from a range of key agencies and organisations, (some of which are required by law to be involved) that together have a real impact on reducing crime, disorder, anti-social behaviour, drugs and alcohol misuse, thereby increasing public confidence.

Introduction: Charnwood Community Safety Partnership Plan 2017/20

Following the production of the Charnwood Community Safety Partnership Strategic Assessment (PSA) in January 2018, the Community Safety Partnership reviewed its Community Safety Partnership Plan. This annual assessment ensures that the Community Safety Partnership is making intelligence-led and evidence based decisions. It assists the Partnership to work within defined budgets to address a wide range of community safety issues that are of greatest importance to communities. The Community Safety Partnership fully revised its Community Safety Plan in April 2017,

where it amended its three themes and revised its priorities reducing them from 11 to 8.

The findings of the 2018 Partnership Strategic Assessment (PSA) were discussed by members of the Partnership, alongside local, regional and national drivers including the Police and Crime Commissioners Plan and after some consideration the Themes and Priorities (as listed below) were both deemed to be still current and relevant, and therefore remained unchanged.

In seeking to deliver the CSP priorities, the Partnership has implemented an Action Plan, focusing upon the key tasks required to create a safer and stronger community. A copy of the 2018/19 Action Plan is attached at Appendix B.

The priorities identified are set out below:

<p>Theme 1: Making Communities Safer</p>	<p>Theme 2: Protecting Vulnerable People</p>	<p>Theme 3: Improving Community Confidence, Engagement and Cohesion</p>
<p>Priority 1: Reduce All Crime particularly:</p> <ul style="list-style-type: none"> • Domestic Burglary 	<p>Priority 4: Increase reporting of Domestic Abuse and Hate Crime and promote positive outcomes for victims</p>	<p>Priority 7: Prevent people being drawn into extremism</p>
<p>Priority 2: Create safer town centres by reducing alcohol / substance misuse related violence, commercial crime and street related ASB</p>	<p>Priority 5 : Reduce the risk of harm for young people – including Child Sexual Exploitation and Cyber Bullying</p>	<p>Priority 8: To reduce the level of fear of crime and ASB</p>
<p>Priority 3: Proactively tackle ASB and improve outcomes for victims</p>	<p>Priority 6 : Protect the most vulnerable in our communities particularly High Risk, Previous and Repeat Victims of Crime and ASB</p>	

Executive Summary

This report is focused upon the Quarter 1 (2018/19) performance of the CSP set against its three Strategic Themes:

Theme 1: Making Communities Safer

Theme 2: Protecting Vulnerable People

Theme 3: Improving Community Confidence, Engagement and Cohesion

Under each theme there is analysis of each priority, demonstrating the positive actions the CSP has commissioned in order to achieve its goals. To aid scrutiny, there is evidence of what has worked well to date, under each thematic and commentary on what additional development work is required throughout the rest of the performance year.

Furthermore, at Appendix B there is in depth detail of the tasks the Partnership has implemented in the guise of the 2018/19 Action Plan. This plan will demonstrate how the strategic objectives, once signed off by the CSP are translated into a process of task and coordination. It also provides evidence of effective governance between the CSP which sits at a strategic level through to the JAG and delivery groups, charged with implementing the tactical plan.

In keeping with Member requests, this report includes police data in respect of crime performance per beat area. This data, where possible, has been aligned to Council Wards to enable members of scrutiny to review crime reductions compared to the same period last year (Figure 2 page 6).

In terms of Q1 2018/19 performance, the key successes to date show the following significant reductions:

- Burglary – Residential -6.9%
- Burglary - Commercial -28.3%
- Theft from Motor Vehicle -35.5%
- Robbery -12.5%

As with all performance criteria there will be challenges and the following crime domains are currently over target:

- Violence against the person with injury - +6.5%
- Shoplifting - +26%
- Cycle Theft - +14.9%

Crime trends nationally are showing an upward trajectory and Charnwood's crime performance in certain domains, not least violent crime, is following the national pattern.

A significant contributing factor towards increases in crime here in Charnwood is the misuse of drugs. The Partnership Strategic Assessment (PSA) highlighted this fact in its annual analysis and as a result the CSP is working with both key statutory and non-

statutory partners to develop a Drugs Strategy. There have been multiagency meetings held to assess the current drugs challenge and it has identified that the use of Heroin and Crack Cocaine continue to be the drug of choice by our persistent offenders. Key themes of Enforcement, Prevention and Education will be developed, but all agencies agreed that the current drugs threat facing Charnwood will not be resolved in the short term and hence the requirement for a well thought through strategy is critical.

Protecting the most vulnerable in our community continues to be the central theme running through the work of the CSP. As this report will highlight the Partnership is facing unprecedented challenges in the volume of work required to ensure both adults and young people at risk are safe in our communities. There are a number of key aggravating factors that are placing significant demand upon the Partnership and these key issues include:

- Declining mental health as a factor in the commission of a crime – be it the victim or the perpetrator’s mental state
- The increasing dependency upon drugs amongst persistent offenders
- A growing propensity amongst offenders to carry knives, particularly prevalent amongst young offenders aged 13 – 17 years
- An increase in ‘cuckooing’ whereby criminals commission the property of an adult at risk with the intention of committing criminal activity from that property
- A reduction in support services due to times of austerity which has resulted in an increase in services being deployed to manage street related issues such as begging. The Partnership has mitigated this risk by taking positive action under a Civil Injunction we have obtained from the County Court which has resulted in custodial sentences for persistent offenders
- An increase in youth related crime which has resulted in the recognition of an Urban Street Gang (USG) being criminally active within Loughborough. The Partnership has obtained Civil Injunctions against persistent offenders in this USG in an attempt to curtail their offending

All of the above challenges have a significant resource and demand implication for all partners of the CSP. The risk posed to both the individual within our Communities and to the Partnership’s organisational reputation results in resources being deployed on an intelligence led process. The JAG oversees the tactical plan and ensures that the Partnership is defensible in terms of risk mitigation. This scrutiny report seeks to demonstrate both the challenges and the positive activities undertaken to address community concerns and is submitted to facilitate discussion in respect of performance to date.

Theme 1: Making Communities Safer

Each year, the CSP completes a Partnership Strategic Assessment (PSA) with the aim of reviewing the previous twelve months performance and identifying emerging threats. The PSA is written in consultation with Leicestershire Police and ultimately prioritises resources for the Partnership. The targets set in the crime domain were:

- A reduction in All Crime
- A reduction in Domestic Burglary

Figure 1 outlines the current performance for the period: 1st April 2018 to 27th June 2018, whilst Figure 2 breaks down the crime domains across the Police Beats located within Charnwood Borough for the period 1st April 2018 to 11th July 2018.

Figure 1: CSP Crime Performance:

Crime Type	Reduction Target	Performance To Date	Total Crime as at 27th June 2017	Total Crime as at 27th June 2018
All Crime	Reduction	+11.3%	2877	3201
Violence against the person with Injury	Reduction	+6.5%	216	230
Burglary – Residential	Reduction	-6.9%	259	241
Burglary – Business and Community	Reduction	-28.3%	138	99
Theft of Vehicles	Reduction	+25.8%	62	78
Theft From Vehicles	Reduction	-35.5%	344	222
Robbery	Reduction	-12.5%	32	28
Cycle Theft	Reduction	+14.9%	94	108
Shoplifting	Reduction	+26%	269	339

Figure 2: CSP Crime Performance Data by Beat from the 1st April 2018 to 11th July 2018:

Beat Area	All Crime			Burglary			Theft From Motor Vehicle			Theft of a Motor Vehicle		
	Crime as at 11 th July 2017	Crime as at 11 th July 2018		Crime as at 11 th July 2017	Crime as at 11 th July 2018		Crime as at 11 th July 2017	Crime as at 11 th July 2018		Crime as at 11 th July 2017	Crime as at 11 th July 2018	
Charnwood Borough	3339	3687	+10.42%	448	414	-7.59%	387	235	-39.28%	66	89	+34.85%
Beat 56 Covers, Woodhouse Eves Newtown Linford, Cropston, , Rothley and Quorn	243	262	+7.82%	47	39	-17.02%	43	25	-41.8%	4	9	+125%
Beat 57 Mountsorrel	120	130	+8.33%	15	12	-13.33%	15	2	-86.67	0	5	-
Beat 58 Anstey	108	90	-16.67%	13	9	-30.77	19	9	-52.36%	2	4	+100%
Beat 59 Covers Wymeswold, Hoton, Burton on Wolds, Barrow Upon Soar, Sileby, and Seagrave	221	328	+48.42%	30	32	+6.67%	28	20	-28.57%	7	13	+85.71%
Beat 60 Covers Birstall and Wanlip	201	184	-8.46%	20	18	-10%	50	20	-60%	4	6	+50%
Beat 61 Covers, Queniborough, Syston, Thurmaston, Barkby, Beeby and South Croxton	539	478	-11.32%	108	33	-69.44%	69	28	-59.42%	6	9	+50%
Beat 62 Covers Ashby Road Estate, , Loughborough University, Storer Road Area, Loughborough Town Centre and Loughborough College	814	891	+9.46%	90	111	+23.33%	49	23	-53.06%	9	10	+11.11%
Beat 63 Covers Nanpantan, The Outwoods and Shelthorpe	236	294	+24.58%	25	60	+140. %	44	36	-18.18%	8	11	+37.5%
Beat 64 Covers Hathern, Shepshed and the Dishley Road Estate	341	485	+42.23%	29	43	+48.28%	35	32	-8.57%	8	8	0%
Beat 65 Covers Bell Foundry Estate, Warwick Way estate, Parts of Alan Moss Road, Meadow Lane, Sparrow Hill, Pinfold Gate, Leicester Road	516	545	+5.62%	71	56	-21.13%	35	40	+14.29%	18	14	-22.22%

At the Scrutiny Management Board in March 2017, a request was made for the figures to be broken down to Beat level. Figure 2 shows the breakdown of Serious Acquisitive Crime, which includes Burglary and Vehicle Crime. This table shows that there has been an increase of Theft from Motor Vehicle across all Beats except Beat 62 (Loughborough Town Centre) and Beat 65 (Bell Foundry Estate). The increase displayed in Figure 1 and Figure 2 are discussed in Priority One and Priority Two.

Priority 1: Reduce All Crime particularly: Domestic Burglary

The 2017/18 performance year finished on the 31st March 2018 and the Partnership's 'All Crime' performance recorded a +12.6% increase in this domain (Appendix C). Whilst the reduction target was not met, it was positive that performance was held consistently around +12% to +12.7% through Quarter 2 to 4. For the context of scrutiny, this increase followed the trend of all the CSPs in Leicester, Leicestershire & Rutland. In fact the increase here in Charnwood put us as the best performing Partnership in LLR, with the average increase being +23% amongst other Partnerships and within Leicestershire Police itself. In addition compared to our Most Similar Family Group (MSFG) we moved in the right direction and finished the year positioned 7/15 for All Crime.

The 'All Crime' performance for Quarter 1 to (1st April 2018 to 27th June 2018) has increased by +11.3%, this increase equates to an extra 324 crimes. Compared to the other members of Charnwood's Most Similar Family Group (MSFG) we have moved in the wrong direction and are now positioned 8/15 from 7/15.

Figure 1 also details some of the key crime domains that have contributed to the increase in 'All Crime', however for context 'All Crime' would also include many other offences that the Partnership does not measure e.g. theft of number plates, criminal damage, theft of fuel/oil etc.

It is pleasing to report that the Partnership has delivered a:

- -6.9 % reduction in Burglary – Residential (18 less offences)
- -28.3% reduction in Burglary – Business and Community (39 less offences)
- -35.5% reduction in Theft From Motor Vehicles (122 less offences)

A lot of this success has been centred on the preventative work the Partnership has undertaken with the student community and also as a result of effective offender management which has seen a number of prolific offenders receiving custodial sentences.

However, further work will be required to address increases in Theft of Motor Vehicle: +25.8% and Violent Crime (+6.5%), both of which have increased during Quarter 1.

Much of the activity in the JAG and across the Partnership tends to focus around Loughborough, but a review of the different policing beats demonstrates the difference in the amount of crime committed within the different areas of the Borough.

Figure 3: Comparisons in recorded crime across the different beat areas (year to date figure)

Beat Number	Description	Year to Date Crimes recorded	% of Charnwood Crime
62	Town Centre and university	783	24.5
65	Loughborough East (Bellfoundry, Peel Drive, Warwick Way/hastings)	475	14.8
64	Shepshed, Hathern and Dishley	415	13.0
61	Charnwood East - Syston, Thurmaston, Queniborough, Barkbythorpe	396	12.4
59	Charnwood North - Sileby, Barrow and the Wolds	287	9.0
63	Loughborough South - Shelthorpe, Nanpantan	261	8.2
56	Charnwood West - Quorn, Woodhouse Rothley	231	7.2
60	Birstall	164	5.1
57	Mountsorrel	114	3.6
58	Anstey	75	2.3

Whilst the crime figures for the Loughborough East beat are not significantly higher than that in Shepshed, Hathern and Dishley or the large geographic area covered by the Charnwood East beat, the concentration of offenders, the significance and seriousness of the crime committed in this area and other community safety factors adds an additional demand in this area which does increase the need for enhanced working practices in this locality.

The crime increases in the different localities, at this point in the year, do vary significantly with some police beats showing more significant increases than other areas. Some of this can be attributed to recognised problems that are already being managed through the JAG, and others key locations or problems which contribute disproportionate amounts to the overall figures.

The highest numerical increase is on the NL 64 Beat so far this year with 120 additional offences. However, geographically this area covers 3 distinct areas in Shepshed, Dishley and Hathern, all of which have been areas of increased crime. In addition, the type of recorded crime is also across a number of categories for most beats where there appears to be large increases. The NL 64 beat has had 5 separate categories of crime that have seen increases of more than 10 (year to date comparison) and the NL 59 beat has had 6 categories

Figure 4: Numerical and percentage increases across police beats (year to date figure)

Beat Number	Description	Numerical Increase	Percentage Increase
64	Shepshed, Hathern and Dishley	120	40.7%
59	Charnwood North - Sileby, Barrow and the Wolds	100	53.5%
62	Town Centre and university	82	11.7%
63	Loughborough South - Shelthorpe, Nanpantan	61	30.5%
56	Charnwood West - Quorn, Woodhouse Rothley	31	15.5%
65	Loughborough East (Bellfoundry, Peel Drive, Warwick Way/hastings)	26	5.8%
57	Mountsorrel	10	9.6%
58	Anstey	-16	-17.6%
60	Birstall	-17	-9.4%
61	Charnwood East - Syston, Thurmaston, Queniborough, Barkbythorpe	-73	-15.6%

Generally speaking, there do not appear to be particular problems in specific locations that are contributing to the crime increases, either by area or by crime type. The largest increase when both categories are considered simultaneously is shoplifting on the NL 64 beat.

The Partnership has sought to positively reduce crime (Priority 1) by holding the following Crime Reduction campaigns:

- The team have attended 5 community safety events to provide community safety advice on how to keep both themselves and their property safe - with a view of tackling burglary, vehicle crime and Robbery. The following items are given to members of the public to prevent crime: Light Timers, Window Alarms, Personal Alarms, Purse Chains, Credit Card protectors, Outside Lights and Community Safety Bags.
- Community Concerns were raised in Waterside Close and Victoria Street so a multi-agency team came together to carry out patch walks to discuss community concerns and develop an action plan which will be monitored through the sub groups.
- The Partnership took part in the county wide Knife Crime Campaign (Operation Viceroy) which included Social Media events and talks in Charnwood schools - with the aim of raising awareness amongst the young around the dangers of carrying knives.
- Campaigns to raise awareness about Burglary and Vehicle Crime using outdoor media such as Bill Boards, stands outside local shops and signs in beauty spot car parks.
- The Orange Bike scheme (a bright coloured bike placed in a locality of high bike thefts) was reintroduced to the Town Centre after a recent increase of cycle theft. Loughborough University will also be using these bikes on campus when the students return.
- Proactively work with stores where shoplifting is a persistent issue to put in preventative measures.

Priority 2: Create safer town centres by reducing alcohol / substance misuse related violence, commercial crime and street related ASB

Creating safer town centres continues to be a key priority for the CSP. The Partnership continues to take positive action in terms of enforcement under the Civil Injunction (obtained in December 2016) in Loughborough Town Centre aimed at addressing street related ASB. To date a number of offenders have appeared at Leicester County Court for breaches of the injunction, two of which have received custodial sentences for their continuing breaches. It is pleasing to note that the Community Safety Team attended Leicester County Court on 29th June 2018 to present evidence to a trial in respect of a persistent beggar who has breached the injunction on 58 occasions. The Judge having heard that the Partnership had done everything in their powers to support the individual, all of which the offender had declined, ruled that he should serve a 12 month custodial sentence for his disruptive conduct. This is a significant ruling for the Partnership and evidences the commitment of the team to ensuring Loughborough town centre remains a safe place to live, work and visit.

The Civil Injunction is in place until 21st December 2018, and the Public Space Protection Order (PSPO) is in place until October 2020. It is the Partnership's intention to conduct a review of both the injunction and the Public Space Protection Order (PSPO) in advance of those deadlines. To this end, the Loughborough Central Delivery Group (LCDG) has created a timeline for community/partner consultation across July and August 2018, the results of which will be reported on at the October CSP. This consultation together with the evidence of the social impact the Partnership have made by enforcing the terms of the Civil Powers will form the basis of the Partnership's evidence for County Court/Cabinet prior to the end of the term of each Injunction. The court will only grant an extension of civil powers if it is satisfied that the application is both proportionate and necessary to address the town centre issues.

Due to having a vibrant night time economy, Loughborough Town Centre will always be faced with the requirement to reduce violent crime. As can be seen from Figure 1, Violent Crime has seen a +6.5% increase within Charnwood and analysis has shown that violent crime within Loughborough Town Centre (Beat 62) highlighted as a hotspot location. The Loughborough Central Delivery Group (LCDG) has increased its focus on licensing issues recently, whilst maintaining the ongoing work around shoplifting, night time economy, student related ASB.

The work that has begun around tackling the impact of drug misuse across Charnwood is likely to generate additional work in each of the subgroups. This part of the focussed work is around drug users that openly misuse substances in public areas, which are likely to be closely aligned with the LCDG who manage many of these offenders and is the location where a lot of this activity happens.

Some key areas of work undertaken by the Partnership include:

- Enforcement of the Civil Injunction obtained to curb Street Related ASB which has resulted in 3 custodial sentences, the latest one (29th June) being for a period of 12 months

- PubWatch promoting the “Ask Angela” scheme in all but three pubs in Loughborough Town Centre (a scheme aimed at protecting vulnerable females in licensed premises)
- A targeted approach to dealing with Licensed Premises where violent crimes occur – which has resulted in the review of 2 late night licenses
- The targeting of prolific shoplifters – with one individual now having a Criminal Behaviour Order in place to prevent his offending

Priority 3: Proactively tackle ASB and improve outcomes for victims

ASB reported to the Police for Quarter 1 shows an 18.8% reduction compared to the previous year, The JAG continues to monitor ASB reports as recorded on Sentinel for issues such as risk, vulnerability, repeat victims, and hate motivation. All high risk cases, of which there have been 10 in Quarter 1, are reviewed at the JAG and as a matter of course; all high risk victims of ASB are referred to Victim First to ensure that they have continued support.

The Partnership has continued to support the Student Street Support Scheme and reports of transient noise related to Student ASB continues to decrease during Qtr 1. Following a review of the current scheme the University has agreed to additional funding to ensure that patrols are conducted every Wednesday and Friday throughout the academic year. This decision was well received by the residents groups and the Partnership will continue to target student related ASB in an intelligence led approach.

Figure 5 outlines the deployment and activity of the Student Street Support Scheme during Q1 2018/19, detailing patrol areas and the interaction with students.

Figure 5 – Student Street Support Scheme Activity for Quarter One 2018/19

Date	Number of staff on patrol	Number of People Passed Outgoing 22:00 - 00:30	Number of People Passed Incoming 02:00 - 04:00	Number of people helped	Number of People Asked to be quiet	Patrol area
18/04/18	4	563	117	4	20	Ashby Loop
20/04/18	6	878	722	6	31	Overall Loop
25/04/18	4	610	170	0	6	Ashby Loop
27/04/18	4	584	262	4	15	Ashby Loop
02/05/18	4	353	212	0	17	Ashby Loop
04/05/18	4	477	258	1	15	Ashby Loop
09/05/18	4	224	161	0	7	Ashby Loop
11/05/18	6	637	361	4	23	Ashby Loop
16/05/18	4	196	79	0	4	Ashby Loop
18/05/18	6	626	288	5	0	Overall Loop
23/05/18	4	131	53	0	7	Ashby Loop + Westfield Loop
01/06/18	6	675	168	6	23	Overall Loop + Westfield Loop
08/06/18	6	546	264	0	6	Overall Loop + Westfield Loop
15/06/18	6	651	436	5	6	Overall Loop + Westfield Loop
19/06/18	4	146	93	0	0	Overall Loop + Westfield Loop
20/06/18	6	510	218	0	11	Overall Loop + Westfield Loop
22/06/2018	4	475	136	0	0	Ashby Loop + Westfield Loop

The Partnership believes that the Student Support Scheme has made a positive difference to residents and the student population in Loughborough. The scheme offers extra safety for students during the evenings and helps minimise their impact on local residents. Patrols of the Student Street Support Scheme will re-commence when the University returns for the autumn term in September. Students, trained by Loughborough Students' Union will continue to provide the officers for the patrols. There will be an emphasis on the fresher's period when students arrive back in Loughborough for the start of the academic year. During the rest of the year the patrols will target the dates of key events and activities on campus and in the town.

Outside of Loughborough, there are community concerns in respect of ASB in Shepshed. Again this has seen an increased response from across the Partnership, which has included work by the Police, the Community Safety Team, the Borough

Council and YOS. From the reports received, 2 persistent offenders have been identified and are being dealt with under the incremental approach to ASB.

During Quarter 1 (2018/19) the following positive ASB inventions have taken place:

- 42 Warnings given to perpetrators
- 97 Advice Letters (given to an individual not present at the time the incident is reported)
- 3 sect 59 Warnings (motor vehicles causing annoyance)
- 11 referrals to Mediation
- 101 verbal advice (given at the time of the incident)
- 1 Suspended Procession Orders
- 3 Surrender of Properties
- 2 Joint visits
- 2 Acceptable Behaviour Contracts
- 1 Acceptable Behaviour Contract offered but refused
- 76 recorded breaches of Civil Injunctions
- 1 Criminal Behaviour Order
- 3 Civil Injunctions acquired
- 1 Referral to YOS
- 2 Closure Orders

The above represents a 60% increase in positive action taken against perpetrators of ASB during Qtr1 (2018/19) compared to the same period last year. This increased action demonstrates the Partnerships commitment to tackling ASB in a positive manner.

Theme 1: Making Communities Safer – What has worked well:

Generally the CSP performance in terms of reducing crime remains positive and some areas of business are showing improving results. The processes in place to identify and respond to threats around crime trends appear to work well and the offender focussed approach to burglary in particular has made a real difference. This has included the following:

- The continuation of the Cocooning Project (crime prevention packs delivered to home owners in the vicinity of identified burglaries), with 140 packs given out across Charnwood in Quarter 1.
- Using Multi Media across the Borough promoting “Thieves - We Are Watching You” with the aim to reduce the Burglary – Residential, which has seen a -6.9% reduction(18 less crimes)
- County Wide social media campaign #safersummer, which so far shows 4,358 impressions and 136 engagements

- Social media campaign around sexual assault during April to support the national awareness campaign, which had 1,070 impressions and 51 engagements.

Theme 1: Making Communities Safer : Areas for Development:

An area that the CSP has identified as needing further work relates to youth offending and their families. It has been identified that whilst a number of services are working with youth perpetrators, there can sometimes be a lack of communication and integrated delivery and it's very difficult to identify if other members of their families are receiving support and intervention. At present the Partnership is in discussions with both YOS and SLF as to measures to improve service delivery.

Theme 2: Protecting Vulnerable People

Priority 4: Increase reporting of Domestic Abuse and Hate Crime and promote positive outcomes for victims

Recorded hate crime for Quarter 1 has shown an -18.8% reduction compared to the same period last year. The Partnership is working with other Districts to increase reporting and there is a County wide Action Plan, which is monitored on a quarterly basis. All police incidents are reviewed by the local team and there have been very few reports (13 in total) made to Charnwood Borough Council during Quarter 1 (2018/19). Hate incidents/crimes are a standing item on the JAG as are Domestic Abuse cases. Domestic Abuse continues to show increased reporting, with an increase of+ 39% in domestic related violent crime.

The following is updated performance indicators from Quarter 4 2017/2018 for the Domestic Abuse Service funded through Charnwood Community Safety Partnership:

- 100% satisfaction rate for 2017/2018 all aspects of service delivery was rated as excellent or good.
- Living without Abuse has supported 139 clients in Charnwood in 2017/2018.
- 10 Freedom Programme sessions have taken place in 2017/2018. The Freedom Programme is a twelve week course that explores the beliefs of the perpetrator, the different types of abuse, and how to recognise the early warning signs. The programme also aims to increase self-esteem and confidence.

Some key areas of work undertaken by the Partnership include:

- Continuation of the financial support for the Living Without Abuse scheme.
- Working with other Districts and the County Council to raise awareness of Hate Crime and Incidents and increase awareness of Hate Incident Report Centres.

- Social media campaign around sexual assault during April to support the national awareness campaign, which had 1,070 impressions and 51 engagements

Priority 5: Reduce the risk of harm for young people – including Child Sexual Exploitation and Cyber Bullying

For some time the Partnership has been managing a group of young people around Loughborough Town Centre, that have been classed as an Urban Street Gang (USG). We have successfully obtained a Criminal Behaviour Order, as well as a Civil Injunction, under ASB legislation, in order to manage the group on an ongoing basis. However, members of this group have continued in their criminality and have been committing offences including drug dealing, burglaries (both commercial and dwelling), and theft of motor vehicles. The group are considered a threat to Leicestershire Police and Police resources are being provided to support the work conducted at a local level.

A second group of individuals have also come to prominence, particularly during Quarter 1. This group is not yet classified as an Urban Street Gang, but some of the core members are increasingly involved in crime and disorder and may develop into one. This group are considerably more disparate and travel around the Borough linking in with more local people and causing a variety of issues. This has affected reported crime figures, particularly in Sileby and Barrow, but the group are also committing crime and causing ASB in Loughborough Town Centre, on the University Campus, and on the Shelthorpe estate. The Partnership is particularly joined up around the management of these individuals, but the number of high risk young people being managed by YOS and within inclusions products is proving challenging. Consideration moving forward is to also focus on the areas that are being affected as well as the individuals causing problems, with the YOS IMPACT team due to start work in Sileby.

Some key areas of work undertaken by the Partnership include:

- Working with YOS and the IMPACT team to ensure all high risk young people are referred and monitored through the JAG.
- Working with Leicestershire Police to ensure the Knife Crime message (Operation Viceroy) is provided to all Schools
- The CSP attends and takes an active part in the County Multi Agency Habitual Knife Carriers Group – this meeting ensures the effective sharing of intelligence in respect of the highest risk cases. The Police Superintendent who chairs the Knife Strategy meeting has held up Charnwood JAG as being best practice in terms of coordinating a partnership response to knife crime.

Priority 6: Protect the most vulnerable in our communities particularly High Risk, Previous and Repeat Victims of Crime and ASB

The Partnership is aware of a significant number of adults at risk who, it is alleged had been financially exploited by known perpetrators. 'Operation Honesty' was created by the local Police to investigate if there was a targeted and coordinated approach amongst the known perpetrators conspiring to commit this offence against vulnerable sections of the community. There have been approximately 33 victims here in Charnwood that have been reviewed as part of this Operation; however, it was found that there was no such conspiracy amongst perpetrators. That said, it was found that some of the victims had parted with large sums of money to the perpetrators and that regrettably this was as a result of poor choices by the alleged victims. Therefore Adult Social Care has been working with the Police to check if victims have capacity and if not measures have been put in place to help protect them e.g. Power of Attorneys appointed. Each case is considered at the JAG and actions are taken when required.

Currently, the JAG has 5 open cases in respect of adults at risk of this exploitation, as reported on at the meeting of 19th July 2018 and it is noted that Operation Honesty has now been closed by the Police. Discussions have taken place at the JAG in respect of the importance of ensuring effective risk assessments are completed and defensible decision logs are maintained. Given these cases are under the governance of the CSP it is important for the safety of the victims and for Partnership reputation, that all agencies ensure intelligence is shared in a timely manner and that all agencies are sighted on the risk mitigation put in place by the JAG.

Some key areas of work undertaken by the Partnership include:

- The Partnership has engaged in an initiative in Loughborough East aimed at early intervention in cases of cuckooing by using a Section 8 Notice. A section 8 Notice relates to Section 8 of the Misuse of Drugs Act which prevents individuals being engaged in drug related criminal activity at a property. The section 8 notice is issued to the occupants of the premises and positive action taken against any offenders who contravene the notice.
- The Partnership continues to be involved with Leicestershire Police and other agencies focused upon tackling the threat of knife crime, particularly prevalent amongst young offenders.

Theme 2: Protecting Vulnerable People – What is working Well:

The Partnership continues to be involved with Leicestershire Police and other agencies focused upon tackling the threat of knife crime, particularly prevalent amongst young offenders. The JAG has been made aware of Habitual Knife Carriers here in Charnwood and the Police are overseeing this under the banner of Operation Viceroy. A 'Habitual Knife Carrier' has been defined by Leicestershire Police as an individual who has been named on crime reports for being in possession of a knife on 3 occasions within a period of 12 months. At the last JAG (19th July 2018) the Partnership was made aware of the fact that Charnwood has 19 identified Habitual

Knife Carriers, 13 of which reside in Loughborough, 4 in the south of the Borough and 2 in the west. Enforcement and preventative work will continue under Op Viceroy and the Partnership will continue to offer its support where appropriate.

Theme 2: Protecting Vulnerable People: Areas for improvement:

The Partnership wishes to better understand some of the recent associated complications to tackling drug use including consideration of Modern Day Slavery legislation. This appears to be very relevant to vulnerable drug users that find their flats taken over by drug dealers as well as to the young people that are often the dealers at street level.

There is also the connected problem of the amount of knife carrying now prevalent in the Borough due to drug supply. The Partnership is connected into wider work around tackling this issue but will also look for opportunities for local initiatives as well.

Theme 3: Improving Community Confidence, Engagement and Cohesion

Priority 7: Prevent people being drawn into extremism

The PREVENT agenda, is delivered by specialist teams within both the Police and the County Council. Charnwood have local staff to support this initiative and link back to the centralised units. In keeping with this priority there has been WRAP training taking place and a timetable has been established to ensure all new CBC staff receive this training so that they are aware of their and the Councils obligations under Prevent.

Any partner or community concern in respect of an individual that is perceived to be at risk of radicalisation is referred to the JAG for assessment and onward progression to specialist teams. In Quarter 1 there have been no JAG referrals for Prevent.

Some key areas of work undertaken by the Partnership include :

- Training for newly elected councillors
- Training for New Council Staff
- Supporting Leicestershire County Council with the Prevent Training for Schools and Colleges.

Priority 8: To reduce the level of fear of crime and ASB

This priority is key business for both the Loughborough Central Delivery Group (LCDG) and the Loughborough East Delivery Group (LEDG). Both the LCDG and the LEDG continue to take a targeted approach to tackling local concerns. Predominately, albeit not exclusively, those concerns have centred upon the risk posed by drug offences in both the town centre and Loughborough East.

To address drug related offences, the Police continue to take enforcement action under the Misuse of Drugs Act and several warrants have been executed on known

offenders and the Partnership has seen 6 Closure Orders obtained against properties in Loughborough East. This action has been supported by Landlord Services and has sent out a message of zero tolerance in respect of drug dealing within CBC properties. The Partnership is now working closely with the Falcon Centre with the aim of supporting substance misusers through a recovery programme with a view to breaking the cycle of crime they inevitably find themselves in.

Some key areas of work undertaken by the Partnership include:

- The Closures Orders obtained against properties where residents are engaged in criminal activity, particularly the supply of controlled drugs
- Working with the Falcon Centre to continue their outreach work and support networks for residents engaged in substance misuse
- The promotion of positive news stories via social media and the local press
- Undertaking multi-agency patch walks to provide community assurance and ascertain community concerns

Theme 3: Improving Community Confidence, Engagement and Cohesion – what is working well

Individual agencies, and together as a Partnership, we continue to try and promote as many good news stories as possible. All agencies maximise traditional and social media to spread good news and crime prevention messages, as well as use it as a platform for campaigns and communication. The Partnership has put in place a series of events throughout the Borough to help reduce the fear of crime and inform individuals what they can do to protect themselves. These include using outside advertisement (bill boards) social media and events in the community.

To help improve Community Confidence, the Partnership has given out cocooning packs to victims of residential burglary, and within the first quarter 140 cocooning packs have been delivered throughout Charnwood. These packs included the following:

- Light Timers
- Outside Lights
- Window Alarms
- Purse Chains
- Credit Card Protectors
- Personal Alarms

Theme 3: Improving Community Confidence, Engagement and Cohesion: Areas for Improvement:

Using the Partnership Strategic Assessment, the Partnership needs to continue to develop its assessment of the drug profile within the Borough and to continue to take steps to develop a strategic response to this threat. Early steps have been taken and recent discussions have taken place about developing a 'Drugs Outreach Project' but this piece of work needs further development.

There is also the connected problem of the amount of knife carrying now prevalent in the Borough due to drug supply. The Partnership is connected into wider work around Tackling this issue but also looks for opportunities for local initiatives as well.

Charnwood currently has 19 people classified as habitual knife carriers, whilst the threat posed by these individuals is targeted at other drug dealers and users, the impact people running through the streets with knives, or actually assaulting each other by stabbing them, has on the wider community cannot be underestimated and disproportionately increases the fear of crime in entire communities. The approach of tackling those carrying knives, whilst reducing the drug market that this is connected to is how the Partnership feels we can best improve this situation.

Funding for 2018/19

The PCC Police and Crime Plan 2017-2021 was published in draft format in December 2016 and was presented to the Police and Crime Panel on 3rd February 2017 for ratification. The plan details five themes and a number of underlying priorities for each. Whilst the responsibility for some priorities rests solely with specialist agencies outside of the joint Community Safety Partnership, there are many opportunities for us to contribute to the delivery of these outcomes. The PCC has completed his plan centred on what he has called the '5 V's', which are listed as:

- **Viable Partnerships**
- **Visible Policing**
- **Victims Of Crime**
- **Vulnerable People**
- **Value For Money**

Partnership Locality Fund – the OPCC has allocated specific sums of money to all Partnerships, for which they have been required to submit business cases, to draw down the funding. Charnwood's bids include the following:-

	Funding Received	Funding Allocated
Police and Crime Commissioner Locality Funding	£75,500	
To address transient student related ASB		£10,000
Mediation		£5,000
Street Pastors		£3,000
Targeted multiagency preventative action to reduce SAQ offences & offending within the Priority Neighbourhood – Loughborough East (N65)		£2,500
Targeted multiagency preventative action to reduce SAQ offences within the Priority Neighbourhood – Loughborough Central (N62)		£2,500
Prevention Campaign Materials		£5,000
Student Crime Awareness		£2,000
Substance Misuse Project		£5,000
Mobile CCTV Camera fund		£3,000
Domestic Abuse Services		£10,000
Cycle Theft		£1,000
Domestic Burglary Packs		£5,000
Fire Skills		£3,684
Op Endeavour		£14,000
Contingence Fund		£3816
Total		£75,500.00

Conclusion:

As highlighted in this report, the current major threats to the CSP's crime performance are the following crime categories:

- Theft of Vehicles
- Violence against the person with injury
- Shoplifting

Protecting the most vulnerable in our community continues to be the central theme running through the work of the CSP. As this report has highlighted, the Partnership is facing unprecedented challenges in the volume of work required to ensure both adults and young people at risk are safe in our communities. There are a number of key aggravating factors that are placing significant demand upon the Partnership and these key issues include:

- Declining mental health as a factor in the commission of a crime/ASB – be it the victim or the perpetrator's mental state
- The increasing dependency upon drugs amongst persistent offenders

- A growing propensity amongst offenders to carry knives, particularly prevalent amongst young offenders aged 13 – 17 years
- An increase in ‘cuckooing’ whereby criminals commission the property of an adult at risk with the intention of committing criminal activity from that property
- A reduction in support services due to times of austerity which has resulted in an increase in services being deployed to manage street related issues such as begging. The Partnership has mitigated this risk by taking positive action under a Civil Injunction we have obtained from the County Court which has resulted in custodial sentences for persistent offenders
- An increase in youth related crime which has resulted in the recognition of an Urban Street Gang (USG) being criminally active within Loughborough. The Partnership has obtained Civil Injunctions against persistent offenders in this USG in an attempt to curtail their offending

Some of the key actions that have been delivered by the Partnership during Q1 2017/18 include:

- The development of a Drugs Misuse Strategy and Action Plan to cover prevention as well as treatment.
- The integration of the principles of Operation Viceroy (Leicestershire Police Knife Crime reduction plan) into the structures of the CSP delivery groups. Focusing upon deterring young people carrying knives and tackling habitual knife carriers.
- An increased focus upon the risks of vulnerable adults being targeted by offenders whereby the offender commandeers the flat of the adult at risk with the intention of using their property to commit organised crime eg the supply of drugs. To this end the Partnership has utilised section 8 of the Misuse of Drugs Act in order to take positive action against the illegal activity in the property and in order to safeguard the vulnerable adult.
- The continued targeting of persistent offenders who engage in street related ASB in Loughborough Town Centre. To this end the Partnership has presented evidence to the County Court in respect of individuals who have continually breached the civil injunction obtained in 2016 to prevent behaviour causing distress and alarm to members of our community. The Partnership has successfully reduced begging and obtained 3 custodial sentences against persistent offenders with the most recent case being presented to the court on the 29th June 2018. As a result of that court sitting, our most prolific beggar has received a 12 month custodial sentence, which is unheard off.

All of the above challenges have a significant resource and demand implication for all partners of the CSP. The risk posed to both the individual within our Communities and to the Partnership’s organisational reputation results in resources being deployed on an intelligence led process. The JAG oversees the tactical plan and ensures that the

Partnership is defensible in terms of risk mitigation. This scrutiny report seeks to demonstrate both the challenges and the positive activities undertaken to address community concerns and is submitted to facilitate discussion in respect of performance to date.

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Appendix A

Performance Data from the 1st April 2018 to 27th June 2018

Crime Type	Reduction Target	Performance To Date	Total Crime as at 27th June 2017	Total Crime as at 27th June 2018	Position in Family Group 30th May 2018
All Crime	Reduction	+11.3%	2877	3201	8/15
Burglary - Residential	Reduction	-6.9%	259	241	13/15
Burglary – Business and Community	Reduction	-28.3%	138	99	15/15
Theft of Vehicles	Reduction	+25.8%	62	78	8/15
Theft From Vehicles	Reduction	-35.5%	344	222	14/15
Shoplifting	Reduction	+26%	269	339	12/15
Violence against the Person with Injury	Reduction	+6.5%	216	230	3/15
Cycle Theft	Reduction	+14.9%	94	108	13/15
Robbery	Reduction	-12.5%	32	28	7/15

Charnwood's Community Safety Partnership's Family Group is as follows: Hampshire – Eastleigh, Hertfordshire - North Hertfordshire, Thames Valley – Wycombe, Hertfordshire – Hertsmere, Sussex – Arun, Essex – Chelmsford, Essex - Epping Forest, North Yorkshire – York, Kent – Maidston, Kent - Canterbury, Avon and Somerset – Bath and North East Somerset, Avon and Somerset – South Gloucestershire, Hertfordshire – Dacorum & Warwickshire – Rugby

Appendix B

Charnwood Community Safety Action Plan
2018/2019

**Charnwood Community Safety Partnership Plan
Action Plan 2018-2019**

The three broad themes of the CSP are:

Theme 1: Making Communities Safer

Theme 2: Protecting Vulnerable People

Theme 3: Improving Community, Confidence, Engagement and Cohesion

Priority 1: Reduce All Crime particularly: Domestic Burglary

Priority 2: Create safer town centres by reducing alcohol / substance misuse related violence, commercial crime and street related ASB

Priority 3: Proactively tackle ASB and improve outcomes for victims

Priority 4: Increase reporting of Domestic Abuse and Hate Crime and promote positive outcomes for victims

Priority 5 : Reduce the risk of harm for young people

Priority 6 : Protect the most vulnerable in our communities particularly High Risk, Previous and Repeat Victims of Crime and ASB

Priority 7: Prevent people being drawn into extremism

Priority 8: To reduce the level of fear of crime and ASB

Priority 1: Reduce All Crime particularly: Domestic Burglary

Key Action	Lead Agency or Responsible Officer	Time Scales	Financial & Resource Implications	Outcome Target
Identify emerging burglary hotspots for timely and targeted prevention campaigns where crime prevention information and tools (leaflets, window alarms, light timers, eye signs etc.) can be issued/utilised.	Community Safety Charnwood Borough Council (CBC) & Leicestershire Police	Rolling action	Officer Time £5000 for resources	<p>Outcome- To respond to at least 4 emerging hotspots for crime</p> <p>Measure - Number of hotspots identified compared to the number of responsive actions</p> <p>Outcome- To engage with at least 500 members of the community at awareness events</p>

				Measure – Number of people engaged with
Progress				
Deploy promotional tools and crime prevention advice and materials in hotspot areas identified through crime data	Community Safety	3x Campaigns Police to identify high risk times of year	Officer Time £5000	Outcome- To deliver at least 3 campaigns across the year Measure - Number of times promotional tools are deployed over the year
Progress				
Link with the university to deliver crime prevention messages via student calendar, awareness events and production of crime prevention tools/freebies to issue to students as part of Op Lexical	Leye Price/Mick Wood	Throughout the year	£2,000	Outcome- To ensure students have relevant information about who to contact for support Measure - Number of calendars & freebies issued to students/student properties.
Progress				
To encourage the use of D Locks, Lights and Bells by selling them at a cut down price at events, and Fresher's Week	Charnwood Borough Council/Police/Loughborough University	Campaign dates	The costs of purchasing the D Locks at £ 10.00, Lights £5 and Bells and officers time £1000	Outcome - To reduce the opportunity for theft. Measure - The number of events held The number of D Locks The number of Lights The number of Bells given out.
Progress				
Progress				

Ensure the Integrated Offender Management (IOM) model is adopted by the JAG/sub groups and is targeted at those most likely to be involved in crime by developing a scheme similar to Op Endeavour	Chair of Charnwood JAG/Sub Groups Chairs	Ongoing	Officers Time £14,000	Outcome – The Integrated Offender Management (IOM) model is adopted by JAG and SUB Groups and actions plans are developed to manage offenders Measure – Number of referrals made for offenders to the JAG and sub groups
Progress				
Priority 2: Create safer town centres by reducing alcohol / substance misuse related violence, commercial crime and street related ASB				
Key Actions	Lead Agency	Time Scales	Financial and Resources implications	Outcome Target & Performance Measure
Continuing support for the Loughborough Street Pastor Project in the form of training and financial support	Allison Fadesco	On-going	Officer time £3,000	Outcome To continue the effective delivery of support services to night time economy users Measure Number of Users supported on a quarterly basis compared to same period in preceding year
Progress				
To cover the cost of redeploying the mobile CCTV as per requests from Charnwood Jag	Charnwood Jag	Ongoing	Officers Time £3000	Outcome -Mobile CCTV is used in all the areas identified by the Charnwood Jag Measure - Number of times the mobiles CCTV has been used.
Progress				
To raise awareness of opportunistic crimes within the day time economy with the Business	Loughborough Central Neighbourhood	Ongoing	Officers Time	Outcome – To plan and deliver at least 2 new crime prevention initiative in the Town during the day time

Improvement District to support effective prevention campaigns	Delivery Group			Measure – Work delivered as part of new initiative.
Progress				
Reduce opportunities for crime through rolling awareness campaigns (e.g. Stay Safe, Drink Drive etc.).	Loughborough Central Neighbourhood Delivery Group	Ongoing	Officers Time	Outcome –2 alcohol harm reduction initiatives/campaigns in Charnwood Measure – 2 initiatives./campaigns completed
Progress				
To develop a drug strategy and action plan to tackle the emerging issues that have been identified in the Partnership Strategic Assessment	Charnwood Jag	Ongoing	Officers Time	Outcome- There will a Charnwood Drug Strategy Measure – The drug strategy developed and approved by Charnwood Community Safety Partnership.
Progress				
Support events, businesses and the Police by providing effective CCTV coverage and monitoring.	CCTV Team	Ongoing	Officers Time	Outcome – CCTV coverage in town centres 24/7 Measure – The number of crime and ASB incidents recorded and monitored by CCTV.
Progress				
To expand the current drug rehabilitation project with the Falcon Centre to include family support and one to one support	Jessica Pallett	Ongoing	Officers Time £5,000	Outcome – Continuation and expansion of the service Measure - The number of service users attending support
Progress				

To working with the County Wide Violent crime campaign, which included Knife Wands, Social Media and the Breathalyzer project	Mike Green/Allison Fadesco	Ongoing	Officers Time	Outcome – A reduction in violent crime Measure – The number of times the Knife Wand is used Number of Social Media campaigns
Progress				
Use of available powers to address individuals deemed to be committing Crime and / or ASB / street related ASB	Charnwood Jag	Ongoing	Officers Time	Outcome –To raise at least 8 offenders/suspects to the Crime JAG for further discussion Measure - Number of offenders/suspects referred to the JAG
Progress				
Priority 3: Proactively tackle ASB and improve outcomes for victims				
Key Actions	Lead Agency	Time Scales	Financial & Resource implications	Outcome Target & Performance Measure
Encourage the use of mediation in hard to resolve neighbour related cases of ASB by commissioning an external Mediation service	Leicestershire Police /Community Safety Team	Ongoing	£5,000	Outcome 15 cases referred for mediation Measure- Number of cases referred.
Progress				
Increase the opportunities to identify issues of transient noise/nuisance and those responsible in particular; investigating and detecting the same via use of additional resources to include a continued commitment to support the Student Support Scheme	Charnwood Borough Council /PC Charlotte Dickens/ Loughborough University	Ongoing	Officer time & £10,000	Outcome- Explore and implement initiatives to a) prevent transient noise and b) identify perpetrators of transient noise Measure- Number of initiatives implemented and number of perpetrators identified

Progress				
The Charnwood JAG will monitor emerging issues and hotspot areas to ensure the intelligent direction of mainstream resources.	Charnwood JAG	Ongoing	Officer Time	<p>Outcome –To better direct the usage of these resources in line with emerging crime.</p> <p>Measure - Number of times used/directed following on from emerging trends</p>
Progress				
To provide challenging and 'different' physical activities to divert young people from ASB. To help participants work co-operatively with others and understand how their actions affect other people. To enhance participants' self-esteem and confidence, so they will engage with unfamiliar activities.	Fire Service	Ongoing	Officer Time £3,684	<p>Outcomes-</p> <p>1) Up to 30 young people learning and carrying out basic fire-fighting drills, culminating in a public demonstration of what they have achieved.</p> <p>2) Each young person attending all the sessions</p> <p>3) An improvement in participants confidence and ability to work with others</p> <p>Measure -Numbers and retention: Register of attendance. Engagement with end of course presentation. Before and after well-being measure questionnaires and qualitative feedback from young people, instructors and referrers/parents</p>
Progress				

Supporting victims of anti-social behaviour and providing effective case management of non-council tenants	Charnwood JAG	Ongoing	Officer Time	<p>Outcome – Increase in ASB interventions, from a baseline as at 31st March 2018</p> <p>Measure- percentage increase in ASB interventions.</p>
Progress				
Priority 4: Increase reporting of Domestic Abuse and Hate Crime and promote positive outcomes for victims				
Key Actions	Lead Agency	Time Scales	Financial & Resource implications	Outcome Target & Performance Measure
Support victims of domestic violence especially repeat victims by referrals to support services, United Against Violence and Abuse, UAVA and Living Without Abuse, LWA.	Charnwood Borough Council	Ongoing	£10,000	<p>Outcome– Provide intervention's and support for victims of domestic violence by referral to outreach services. United Against Violence and Abuse UAVA, and Living Without Abuse.</p> <p>Promotion of outreach services.</p> <p>Measure – Number of referrals to UAVA & LWA and take up of support services.</p> <p>The satisfaction of victims using outreach services.</p>
Progress				
Two awareness initiatives will be undertaken in 2017/18 to highlight the local domestic support services that are available to victims and their families.	Strategic Group	Ongoing	Officers Time	<p>Outcome – Two awareness initiatives run in conjunction with Leicestershire County Council, Leicester City Council and Rutland County Council</p> <p>Measure – The number of awareness</p>

				initiatives
Progress				
Review and respond to any learning outcomes from any Leicestershire Domestic Homicide Reviews.	Strategic Group	Ongoing	Officers Time	Outcome – All learning outcomes from DHR are reviewed and responded to. Measure – The number outcomes reviewed and responded to
Progress				
By holding at least 3 Hate Awareness events throughout the year, promoting discussion and increasing awareness with members of the public.	Charnwood Borough Council	Ongoing	Officers Time	Outcome – Three awareness initiatives run in conjunction with Leicestershire County Council and HREC Measure – The number of awareness initiatives
Progress				
Priority 5 : Reduce the risk of harm for young people				
Key Actions	Lead Agency	Time Scales	Financial & Resource implications	Outcome Target & Performance Measure
Explore the development of a Knife Crime Awareness Session or events with NEET	Jessica Pallet	Ongoing	Officer Time	Outcome – a fully resourced awareness session or event will be developed to complement the existing knife crime project Measure – the number of NEET that attend and participate in the event.
Progress				
To ensure that all concerns identified in respect of children at risk of sexual exploitation are	Charnwood JAG	Ongoing	Officer Time	Outcome –To identify all incidents with concerns in respect of CSE and ensure they are referred to the County CSE Thematic

referred to the County CSE Thematic Group				Group. Measure – Number of cases referred.
Progress				
Priority 6: Protect the most vulnerable in our communities particularly High Risk, Previous and Repeat Victims of Crime and ASB				
Key Actions	Lead Agency	Time Scales	Financial & Resource implications	Outcome Target & Performance Measure
All high risk victims of ASB will be referred to the Charnwood JAG	Charnwood JAG	Ongoing	Officer Time	Outcome –to identify high risk, vulnerable and repeat victims Measure – number of victims identified and managed by partner agencies via referral to Charnwood Jag
Progress				
Priority 7: To prevent people from being drawn into extremism				
Key Actions	Lead Agency	Time Scales	Financial & Resource implications	Outcome Target & Performance Measure
By creating opportunities for people to discuss concerns at various levels.	Charnwood Borough Council	Ongoing	Officer Time	Outcome – To deliver at least 3 events or awareness opportunities throughout the year Measure – Number of events or awareness discussions delivered/taken part in
Progress				
By providing WRAP training opportunities for frontline staff and people who come into contact with	Charnwood Borough Council	Ongoing	Officer Time	Outcome - To deliver 4 training sessions each year

individuals vulnerable to radicalisation				Measure – Number of sessions delivered
Progress				
By communicating information regarding Prevent related threats and risks through the various levels of the Prevent structure	Charnwood Borough Council	Ongoing	Officer Time	Outcome – For local concerns to be highlighted at county meetings. Measure – Number of times concerns recorded in meeting minutes and CTLP document
Progress				
By complying with the statutory duties on Local Authorities to Prevent and address all forms of extremism, emanating from the Counter-Terrorism and Security Bill	Charnwood Borough Council	Ongoing	Officer Time	Outcome – To create an electronic prevent folder to collate information on all Prevent groups, projects and work delivered Measure – When folder was created and how often it is updated
Progress				
By ensuring that Charnwood Borough Council is represented at all levels in terms of Prevent agenda	Charnwood Borough Council	Ongoing	Officer Time	Outcome – Relevant work delivered and updates provided at relevant meetings Measure – Minutes of meetings reflecting discussion
Progress				
Priority 8: To reduce the level of fear of crime and ASB				
Key Actions	Lead Agency	Time Scales	Financial & Resource implications	Outcome Target & Performance Measure
Review and implement an Integrated Neighbourhood	Leicestershire Police/CBC/Lough	Ongoing		Outcome – Review and implement the plan

<p>Management Plan For Police Beat 62. (University and Loughborough town Centre)</p> <p>To reduce crime, reduce re offending, increase community confidence and engagement, provide multi agency support and interventions for victims.</p>	borough University		<p>Officer Time</p> <p>£2,500 for additional resources/ materials to meet priorities 1 and 4 and deliver the Integrated Neighbourhood safety plan</p>	<p>Agency Lead to report to Crime JAG each month on progress towards CSP Plan</p> <p>Report progress to CSP quarterly.</p> <p>Measures – (Beat 62) As outlined in integrated neighbourhood management plan</p>
Progress				
<p>Review and implement an Integrated Neighbourhood Management Plan For Police Beat 65.(Including Priority Neighbourhoods Hastings/Bell Foundry and Warwick Way estate)</p> <p>To reduce crime, reduce re offending, increase community confidence and engagement, provide multi agency support and interventions for victims.</p>	Leicestershire Police	Ongoing	<p>Officer time</p> <p>£2,500 to undertake crime prevention campaigns to reduce crime, prevent re offending and increase community confidence through engagement</p>	<p>Outcome –Review and develop integrated neighbourhood management plan for beat</p> <p>Deliver the reviewed the plan outcomes during 2017-2018.</p> <p>Agency Lead to report to Crime JAG each month on progress towards CSP Plan priorities and Beat planned actions.</p> <p>Report progress to CSP quarterly.</p> <p>Measures – (BEAT 65) As outlined in integrated neighbourhood management plan</p>
Progress				

Promote good news stories, crime reduction figures and messages of reassurance through a variety of media channels	Strategic Group	Ongoing	Officer Time	<p>Outcome– 12 articles published/events promoted</p> <p>Measure – number of items published or promoted</p>
Progress				
Develop and Support a process of communicating with neighbourhoods (PACTS)	Delivery Group	Ongoing	Officer Time	<p>Outcome –PACTS are set up in all priority neighbourhoods</p> <p>Measure – The number of PACTs set up</p>
Progress				

Appendix CPerformance Data from the 1st April 2017 to 31st March 2018

Crime Type	Reduction Target	Performance To Date	Total Crime as at 31st March 2017	Total Crime as at 31st March 2018	Position in Family Group 31st March 2018
All Crime	Reduction	+12.6%	10655	11996	7/15
All Burglary	Reduction	-15.4%	1789	1513	14/15
Theft of Vehicles	Reduction	+21.6%	190	231	7/15
Theft From Vehicles	Reduction	-4.5%	1140	1089	14/15
Shoplifting	Reduction	-7.7%	1226	1132	8/15
Violence against the Person with Injury	Reduction	+26.8%	779	988	3/15
Cycle Theft	Reduction	-1.7%	361	355	11/15
Robbery	Reduction	+62.7%	67	109	7/15

Charnwood's Community Safety Partnership's Family Group is as follows: Hampshire – Eastleigh, Hertfordshire - North Hertfordshire, Thames Valley – Wycombe, Hertfordshire – Hertsmere, Sussex – Arun, Essex – Chelmsford, Essex - Epping Forest, North Yorkshire – York, Kent – Maidston, Kent - Canterbury, Avon and Somerset – Bath and North East Somerset, Avon and Somerset – South Gloucestershire, Hertfordshire – Dacorum & Warwickshire – Rugby

SCRUTINY MANAGEMENT BOARD – 8TH AUGUST 2018

Report of the Chief Executive Lead Member: Councillor Jonathan Morgan

ITEM 8 CORPORATE PLAN - ANNUAL REPORT 2017/18

Purpose of Report

To present the annual performance information for 2017-2018 which evaluates how effectively the Council has delivered the themes set out in the Corporate Plan 2016-2020.

Action Requested

The Board is requested to comment on the Annual Report, attached as an Appendix, and scrutinise the annual performance attained by the Council.

Policy Context

Quarterly and annual performance reporting is a key element of monitoring progress towards delivering the Council's Corporate Objectives and Initiatives as set out in the Corporate Plan 2016-2020 and associated annual Business Plans.

Background

The Council's Corporate Plan 2016-2020 was approved by Cabinet on 18th February 2016.

On a quarterly basis Performance Scrutiny Panel receives performance reports which allow it to monitor progress against achieving the agreed targets which support the delivery of the Council's objectives as set out in the Corporate Plan.

This is the second year of performance reporting of the Corporate Plan 2016-2020. The attached Annual Report presents results for the 2017-2018 period against the objectives in the Corporate Plan.

Financial and Legal Implications

None directly arising from this report.

Risk Management

There are no material risks associated with this report.

Background Papers: Corporate Plan 2016-2020, Cabinet, 18th February 2016
 Business Plan 2016-2017, Cabinet, 15th March 2018

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CHARNWOOD BOROUGH COUNCIL
ANNUAL REPORT
2017-2018

LEADER'S INTRODUCTION

I have the great pleasure in presenting to you the Council's Annual Report for 2017-2018.

We are midway through our current Corporate Plan (2016-2020) and I am pleased to say we are on track and heading firmly in the right direction. A lot has happened in this time and we have seen some great successes - as well as some interesting challenges.

We continue to make improvements to people's lives through a variety of projects. Highlights include:

- Investing over £6 million on the Council's housing stock to improve standards for tenants
- Completing the Loughborough Masterplan which will guide the development of Loughborough in future years
- Undertaking a Community Governance Review to ensure that parish council arrangements within the borough continue to reflect local needs and support community cohesion
- Securing the delivery of 1,070 new homes (which includes 254 affordable homes)
- Providing more sport and social activities for all residents and also ensuring that a range of positive activities and opportunities are available to children and young people
- Customers remaining at the heart of everything we do and we continue to strive to ensure people receive the highest possible care
- Offering more opportunities for customers to tell us what they need and want.
- Continuously seeking ways to run the Council more efficiently and creatively so residents get even greater value for money
- Remaining committed to protecting frontline services

In addition to all of this we are continuing to work towards reducing homelessness, tackling anti-social behaviour and other key issues across the borough, whilst also working with our partners to support the most vulnerable members of our community.

We recognise that we have not fully met all of the targets that we set at the start of the year. However we are confident we are bringing improvements to the borough and we are prepared for future challenges. We are committed to working with residents and partners for the benefit of Charnwood.

As always we welcome your input and involvement about decisions affecting your local area so please contact us here at the Council (contact details on the back of this report) if you would like to discuss anything further.

Cllr. Jonathan Morgan

Leader of Charnwood Borough Council



CREATING A LONG AND LASTING ECONOMY

1,070

new homes built in 2017-18
(exceeding target by 57%)



100%

of industrial units were fit for purpose with **83.72%** occupancy

Economic Development and Regeneration Strategy approved and published



43

empty homes have been brought back into use during 2017-18, against a target of 50

254 affordable homes delivered in 2017-18
(exceeding target by 57%)

3%

of cleansing inspections falling below a Grade B, against a target of <1.5%

Park Mark Award Maintained for all car parks



13

conservation areas reviewed



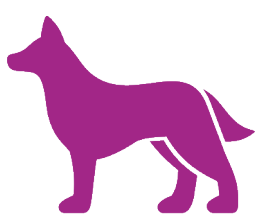
123

dog fouling patrols undertaken



175

stray dogs were collected by our dog warden service



32%

reduction in dog fouling





CREATING A LONG AND LASTING ECONOMY

645,000
town centre parkers in 2017-18



81%

of LED lights installed throughout beehive car park

15,746



stalls let on Loughborough Market throughout 2017-18

15



large festivals and events held with partners in Loughborough Town Centre throughout 2017-18



5 Green Flags

- Queen's Park
- The Outwoods
- Forest Road Green Belt
- Stonebow Local Nature Reserve
- Gorse Covert Local Nature Reserve

Loughborough Masterplan was completed and approved



32

Fixed Penalty Notices for littering



94

waste on property Community Protection Warning Notices issued

Fixed Penalty Notices for fly-tipping

17





EVERY RESIDENT MATTERS

0%

non-decency in the general needs housing stock. £6m spent on improving the Council's housing stock

42

new door entry systems to communal doors of block of flats installed



85

members of staff (equating to 95% of target staff) completed the silver safeguarding e-learning

12

members signed up to the Dementia Action Alliance (against a target of 15) and over 70 people have become Dementia Friends



6

burglary dwelling initiatives were delivered focussing upon the student population and the "We Are Watching You" campaign



23

organisational health checks completed to support and develop capacity in the Voluntary and Community Sector

Work to develop a Community Hub on the Thorpe Acre Scout site continues



Increased volunteering opportunities for residents with 8,921 hours achieved

4

social media campaigns delivered aimed at reducing alcohol and substance misuse related violence.



Statement of Licensing Policy approved and published

EVERY RESIDENT MATTERS



508

new 14-25 year olds living in priority neighbourhoods engaged in sports activity



6,684

attendances at Mini Movers sessions (0-4 year olds)

14

families engaged with the SLF leisure centre scheme throughout the year, including 612 visits for various activities

3

Older people's sports and physical activity programmes delivered with 3,509 total attendances

87.28%

of complaints were successfully resolved at 'Stage 0' of the corporate complaint process



81,758



attendances at Town Hall shows and events with a 98.2% satisfaction rating

84.5%

of customers satisfied with the face to face service they receive

90.75%

of customers satisfied with the telephone service they receive for those calls taken in the contact centre

94.05%

of residents were satisfied with the household waste collection service



47.5%

of customers satisfied with the web service they receive



At least 70% of people were satisfied with cleanliness standards (against a target of 80%)

97%

of food establishments 'broadly compliant'

Environmental Protection Team won National 'John Connell' Noise Award





DELIVERING EXCELLENT SERVICES

Community Governance Review (CGR) completed, ensuring parish council arrangements within the Borough continue to reflect local needs and support community cohesion



Work to investigate the potential for home working amongst Contact Centre teams continues

27



form/journeys completed to extend and enhance the way customers can interact with us to improve the online experience for customers

The Gold Standard Challenge 'Corporate Commitment to Prevent Homelessness' was achieved resulting in the Council being awarded the Bronze Award



Continued delivery of the Customer Service Programme, in line with the project milestones



New telephony system implemented in September 2017

Pilot 'Future Leaders Programme' established



PERFORMANCE OVERVIEW

Performance is a key element of monitoring progress towards delivering the Council's Corporate Objectives and Initiatives as set out in the Corporate Plan (2016-2020) and Annual Business Plan (2017-2018).

This Annual Report presents performance results for the 2017-2018 Business Plan, in respect of the Corporate Plan Objectives and Key Performance Indicators. It provides explanations and commentary in respect of poor performance or non-achievement of targets or non-achievement of targets, and details of remedial actions being taken where appropriate.

PERFORMANCE OBJECTIVES

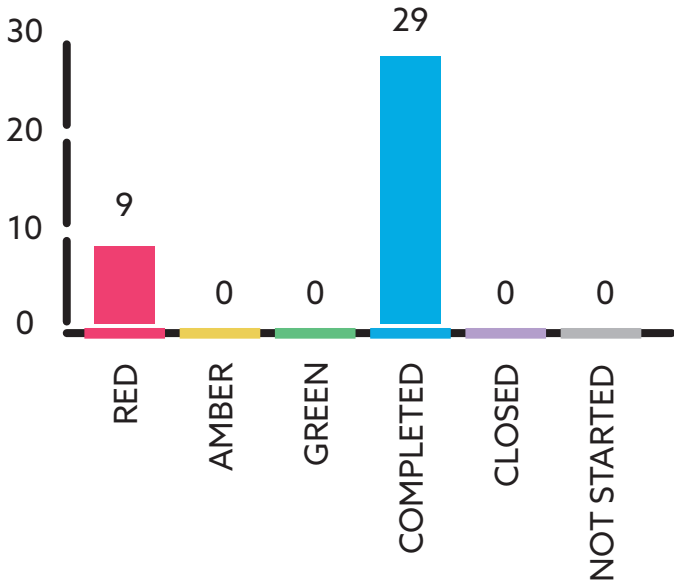
There were **38** activities in the Annual Business Plan (2017-2018) which address the objectives outlined in the Corporate Plan. At the close of the final quarter there were **29** objectives reported as completed in status and **9** graded as red.

PERFORMANCE INDICATORS

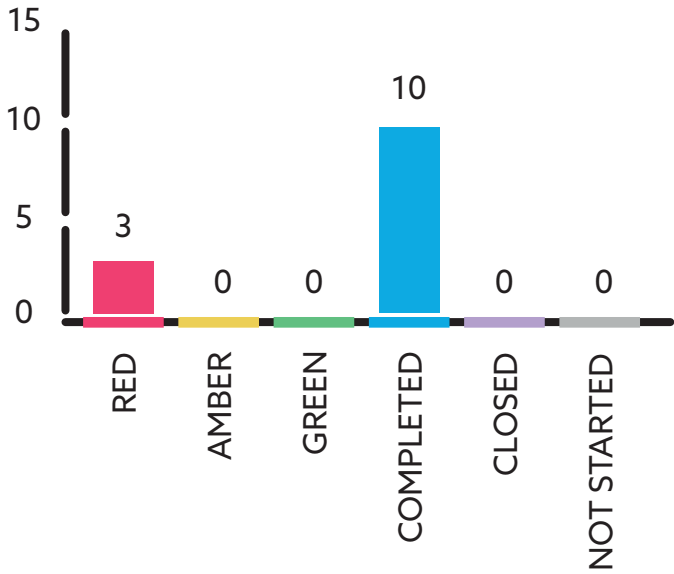
Performance against the Key Indicators associated with the Corporate Plan includes **7** indicators rated at green, **3** as red and **3** as amber. In terms of Business Plan indicators, at the close of the final quarter, **12** indicators are assessed as green and as **4** as red and **1** as amber.

PERFORMANCE DASHBOARD (2017-2018)

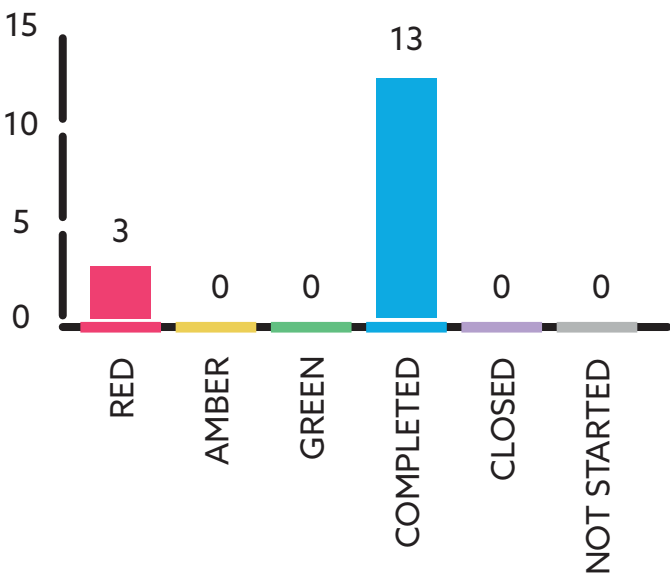
BUSINESS PLAN OBJECTIVES



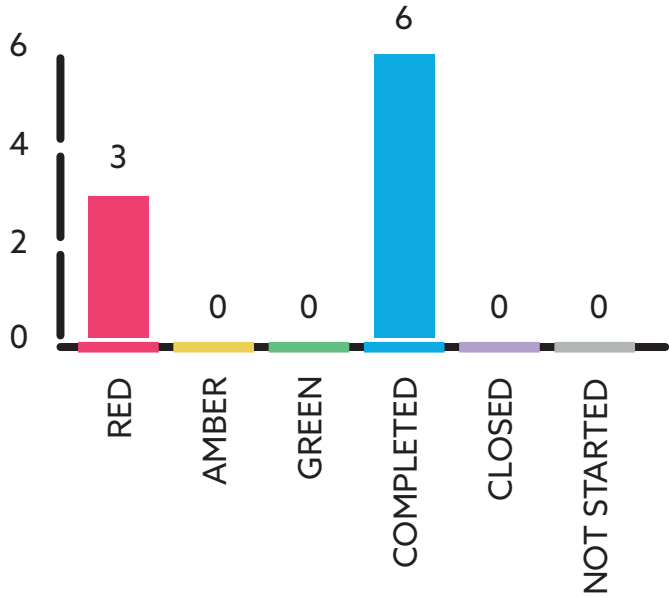
THEME ONE: CREATING A LONG AND LASTING ECONOMY



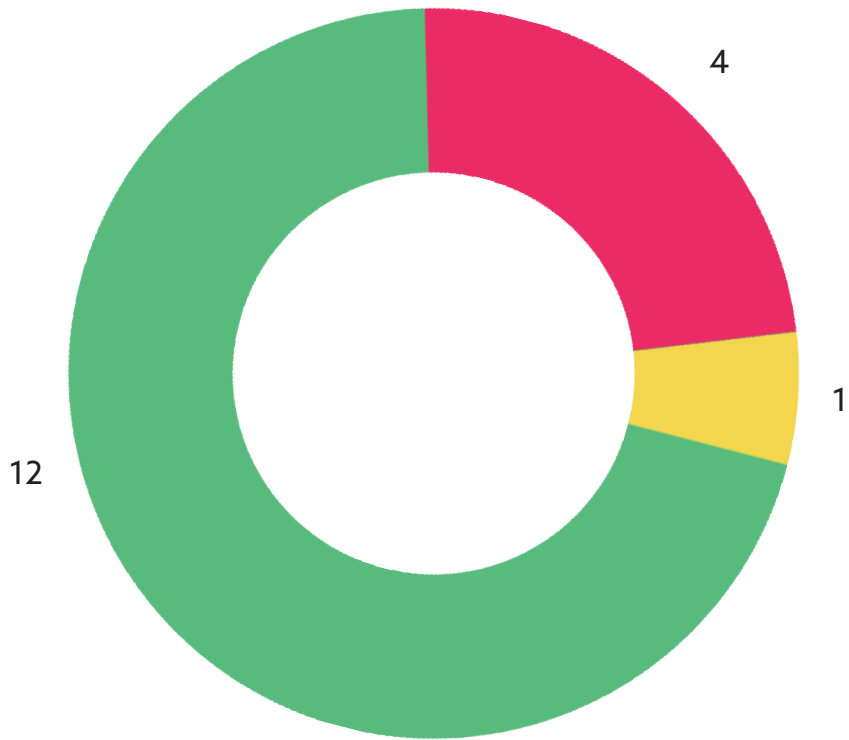
THEME TWO: EVERY RESIDENT MATTERS



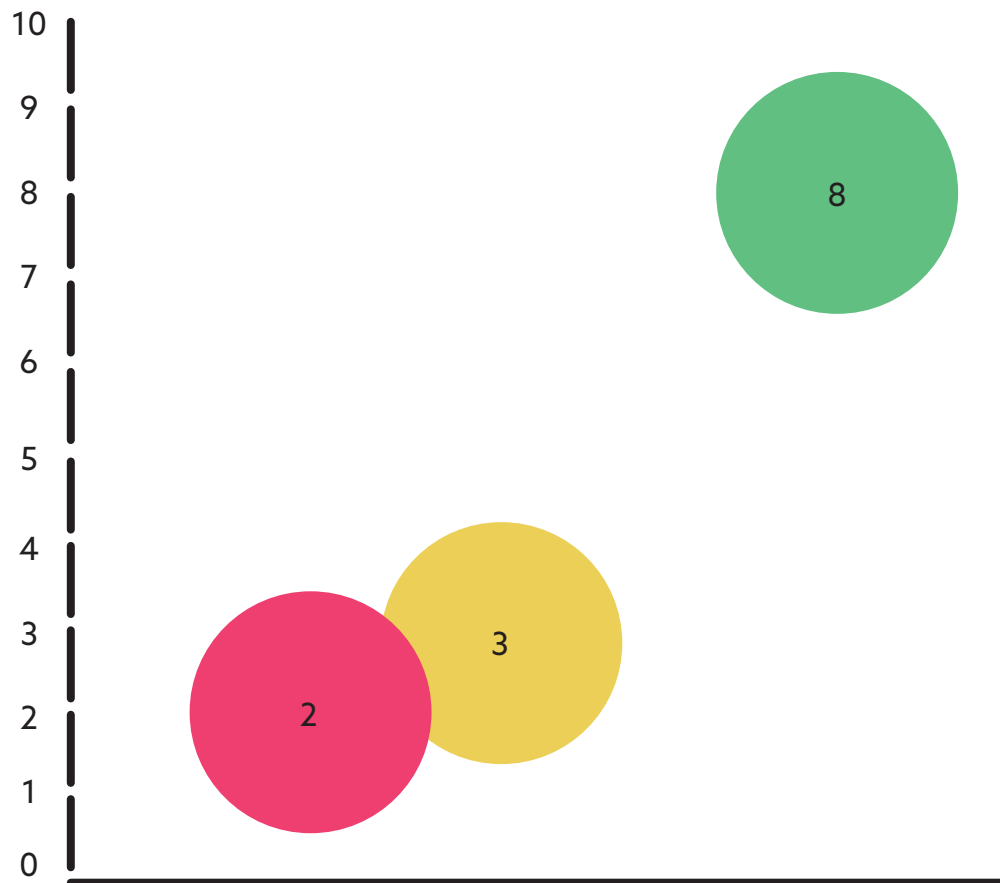
THEME THREE: DELIVERING EXCELLENT SERVICES



BUSINESS PLAN INDICATORS



KEY PERFORMANCE INDICATORS





CREATING A LONG AND LASTING ECONOMY



What we wanted to achieve...	What we did to achieve it...	How we measured the success...		How we performed...
<p>SLE1 – FP1 - Encourage new jobs to the Borough through promoting the delivery of the Science Park and Enterprise Zone and encouraging new businesses to towns and villages.</p>	<p>Ensure industrial units are fit for purpose, and they are advertised as soon as they become vacant, to increase the number of new businesses into Charnwood.</p>	<p>A) 100% of industrial units are fit for purpose. B) 90% occupancy rate.</p>	<p>R</p>	<p>A) This success criteria, was completed in Quarter 4 of the 2017-18 Business Plan. All Business and Industrial units are maintained in good condition to enable lettings to new tenants with 100% of industrial units fit for purpose. B) The achieved occupancy rate of industrial units was 84.80% in Quarter 4, and 83.72% annually, against a quarterly and annual target of 90%. This success criteria, is to be completed as part of the 2018-19 Service Plan for Finance & Property Services.</p>
<p>SLE1- FP2- Encourage new jobs to the Borough through promoting the delivery of the Science Park and Enterprise Zone and encouraging new businesses to towns and villages.</p>	<p>Evaluate options to develop land owned by CBC at Messenger Close into industrial units.</p>	<p>Options appraisal completed and recommendations made to Cabinet by 31/12/2017.</p>	<p>C</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. A report setting out options was issued to Cabinet in March 2018 and the recommended option was approved. The land will be used for Industrial Compounds and these have been pre-let subject to planning permission.</p>
<p>SLE1 - PR - Encourage new jobs to the Borough through promoting the delivery of the Science Park and Enterprise Zone and encouraging new businesses to towns and villages.</p>	<p>Review the Regeneration Strategy and consider the Council's approach to job creation, business promotion and regeneration in the context of the Core Strategy and the LLEP Strategic Economic Plan.</p>	<p>Economic Development and Regeneration Strategy published.</p>	<p>C</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. The Economic Development Strategy was finalised and approved by Cabinet on 15 March 2018.</p>

<p>SLE2 - HOU - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.</p>	<p>Bring empty homes back into use through housing advice/ assistance and partnership grants.</p>	<p>50 empty homes brought back into use.</p>	<p>R</p>	<p>At the close of Quarter 4, 43 empty homes have been brought back into use as a direct result of advice and assistance from the Council's Empty Homes Officer. In addition, 5 problematic empty homes have been identified for Enforcement Action and work is on-going with Specialist Legal Services with a view to pursuing Compulsory Purchase Orders in line with the Empty Homes Strategy.</p> <p>The total number of empty homes as at 1st April 2017 was 866, which had reduced to 477 on the 31st March 2018; a reduction of 419 (48%) empty homes throughout the year. 10 empty homes have been identified where we are working with landlords to bring back into use and will contribute to delivering the target for 2018-19. This action is included within the 2018/19 Business Plan for completion of target.</p>
<p>SLE3 - COS - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p>	<p>Take appropriate action to ensure the Borough is kept clear of litter.</p>	<p>Less than 1.5% of cleansing inspections falling below a Grade B.</p>	<p>R</p>	<p>Monthly monitoring of litter is carried out across the Borough. Any failures in standards are referred to our Contractor Serco to rectify. The annual figure was 3.3% of cleansing inspections falling below a Grade B. This action is included within the 2018/19 Business Plan for completion of target.</p>
<p>SLE3 - PR - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p>	<p>Review the boundaries of 5 Loughborough and 3 Rural Conservation Areas as identified in their management plans.</p>	<p>8 boundaries reviewed.</p>	<p>C</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. The review of 13 conservation areas was completed at the close of Quarter 4.</p>

<p>SLE3 - RS(1) - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p>	<p>As part of the Don't Muck Around Campaign 2017-18, ensure effective dog control enforcement is in place across the borough, including:</p> <p>Implementing the new stray dog collection and kennelling contracted service.</p> <p>Undertaking patrols in targeted areas to enforce the Charnwood Dog Control Public Spaces Protection Order.</p>	<p>A) New stray dog collection and kennelling service awarded to the successful bidder and delivery commenced.</p> <p>B) 95% of stray dogs collected and dealt with in the same working day.</p> <p>C) 30% reduction in dog fouling in targeted areas.</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan.</p> <p>A) This success criteria was completed in Quarter 1 of the 2017-18 Business Plan. The new stray dog collection and kennelling service was awarded to College Garth Kennels and commenced operation on 1 April 2017.</p> <p>C B) This success criteria was completed in Quarter 4 of the 2017-18 Business Plan. In total 175 stray dogs were collected by our Dog Warden Service with 100% of these on the working day as reported.</p> <p>C) This success criteria was completed in Quarter 4 of the 2017-18 Business Plan. In total 123 Dog Fouling patrols were undertaken. For 2017-18 the final outcome achieved 32% reduction in dog fouling in 3 key targeted areas.</p>
<p>SLE3 - RS(2) - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p>	<p>Replace existing lights within Beehive Lane Car Park with LED lighting to encourage increased tourist visitors and customer car parking in Loughborough.</p>	<p>A minimum of 75% of existing lights replaced within Beehive Lane Car Park to maintain the 'Park Mark' award for a safer car park, whilst also reducing the CO2 impacts from the car park and reducing operational costs.</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. 81% of LED lights were installed throughout car park at the close of Quarter 4.</p>
<p>SLE4 - COS - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Maintain the number of Green Flags parks held to create quality open space for residents to enjoy.</p>	<p>5 Green Flag (or equivalent) awards.</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. Charnwood now hold the following 5 Green Flags:</p> <ol style="list-style-type: none"> 1. Queen's Park 2. Outwoods 3. Forest Road - Green Belt 4. Stonebow - Local Nature Reserve 5. Gorse Covert - Local Nature Reserve

<p>SLE4 - LC(1) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Work with partners and stakeholders to make Loughborough town centre thrive through the delivery of a sustainable market, popular events and an attractive town centre.</p>	<p>A) At least 15,515 stall lets annually. B) Implement the Loughborough Market and event marketing plan.</p>	<p>C</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. A) This success criteria was completed in Quarter 4 of the 2017-18 Business Plan. Annually a total of 15,746 stalls were let. B) This success criteria was completed in Quarter 4 of the 2017-18 Business Plan. The actions in the Loughborough Marketing Plan have all been met and including; regular promotion of the markets by social media and the Market Traders receiving regular Newsletters - both online and hand distributed.</p>
<p>SLE4 - LC(2) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Work with our partners to provide high profile events, activities and promotions that help to increase tourism in the Borough while having a positive economic impact.</p>	<p>Deliver with partners 5 key festivals and events thereby increasing footfall and car park usage by an annual average of 231 additional cars (mainly in Beehive Lane and Granby Street car park during free parking promotions/ when compared with non-event days).</p>	<p>C</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. 15 large events were successfully held with partners on Sundays throughout 2017-18. When the impact on car parking was assessed using the 5 key events the car park usage was increased by an average of 331 cars per key event against a target of 231 and 995 when compared with the average car use on a non-event day.</p>
<p>SLE4 - PR - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Work with local stakeholder groups to consider the opportunities to address underused sites and improve the public realm in Loughborough Town Centre.</p>	<p>Completion of the town centre masterplan by 30/09/2017.</p>	<p>C</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. The final version of the Loughborough Masterplan was completed and considered for approval by Cabinet on 12 April 2018.</p>
<p>SLE4 - RS - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Re-surface and re-line Browns Lane Leisure Centre Car Park to encourage increased tourist visitors and customer car parking in Loughborough.</p>	<p>Improvements to Car Parks completed to ensure customer and visitor numbers are maintained or increased within car park.</p>	<p>C</p>	<p>This action was completed in Quarter 2 of the 2017/18 Business Plan. Browns Lane Leisure Centre Car Park has been fully re-surfaced and re-lined with new payment machines provided. Granby Street car park bottom section has also been resurfaced to further improve parking standards in Loughborough.</p>



What we wanted to achieve....	What we did to achieve it....	How we measured the success....		How we performed....
ERM1 – LS (1) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Spend £200k upgrading and fitting new door entry systems to communal doors of block of flats.	Less than 80 reports made to the Council that door entry systems are not functioning correctly. Improved safety for our residents by reducing likelihood of crime and ASB.	C	This action was completed in Quarter 4 of the 2017/18 Business Plan. The programme has been completed with 42 doors installed. £216K has been invested, intentionally exceeding the target set of £200K. In total 88 reports were received regarding doors not working, however on review 14 reports related to the installation of the door or fob access issues, leaving 74 reports.
ERM1 – LS (2) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Social media/newsletter campaign to encourage council tenants to be considerate to neighbours.	Neighbour relations will be improved though 20 anti-social behaviour cases referred to our mediation provider.	C	This action was completed in Quarter 4 of the 2017/18 Business Plan. A social media and newsletter campaign to encourage Council tenants to be considerate to neighbours has been completed. All anti-social behaviour cases appropriate for mediation have been referred to the Council's mediation provider which equated to 19 referrals in total.

ERM1 - NS(1) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.

Delivery of a range of role appropriate safeguarding training to staff and elected members to keep children, young people and vulnerable adults safe.

- A) Silver safeguarding e-learning to 60 staff (80% of target staff).
- B) 1 Silver safeguarding face to face session delivered.
- C) 1 Gold safeguarding 'top up' session delivered.
- D) 1 elected member safeguarding training session delivered.
- E) 3 Designated Safeguarding Officer (DSO) training / shared learning events delivered.

C

- This action was completed in Quarter 4 of the 2017/18 Business Plan.
- A) This success criteria was completed in Quarter 2 of the 2017-18 Business Plan with 139 members of staff completing the e-learning module.
- B) This success criteria was completed in Quarter 2 of the 2017-18 Business Plan with 5 Silver safeguarding face to face sessions delivered.
- C) This success criteria was completed in Quarter 4 of the 2017-18 Business Plan when a combined Gold safeguarding/DSO training event took place.
- D) This success criteria was completed in Quarter 3 of the 2017-18 Business Plan with 1 Induction workshop for new Councillors and 1 annual workshop event held.
- E) This success criteria was completed in Quarter 2 of the 2017-18 Business Plan and 4 training/shared learning events were delivered.

ERM1 - NS(2) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.

Deliver a range of initiatives aimed at reducing crime and ASB.

- A) 6 burglary dwelling initiatives delivered focussing upon the student population and the 'Darker Nights' campaign.
- B) 4 social media campaigns delivered aimed at reducing alcohol / substance misuse related violence.
- C) 3 diversionary projects delivered that target young people at risk of becoming drawn into crime and ASB.
- D) 4 ASB Roadshows.

This action was completed in Quarter 4 of the 2017/18 Business Plan.

A) This success criteria was completed in Quarter 4 of the 2017-18 Business Plan with the following 6 burglary dwelling initiatives delivered:

- (Quarter 1) Twitter and door knocking event to remind students to close their windows and lock their doors.
- (Quarter 2) Two Crime Prevention events in Loughborough Town Centre. Also 30 'cocooning packs' were distributed in the Hasting Ward.
- (Quarter 3) A Crime Prevention event in the Loughborough Town Centre and a Billboard "We are watching You" campaign across the borough.
- (Quarter 4) A student burglary campaign, including an event at the Student Union to raise awareness around keeping themselves and their property safe.

B) This success criteria was completed in Quarter 3 of the 2017-18 Business Plan with the following 4 social media campaigns delivered:

- (Quarter 1) As part of the Safer Summer Campaign the twitter campaign "Know Your Limits" took place.
- (Quarter 2) A Fatal Four event which included a twitter campaign around the consequences of drinking/drugs driving. This was illustrated with an event in the Town Centre where a crash victim was cut out of a vehicle by the Fire Service.
- (Quarter 3) Events took place at Loughborough University and communication via Social Media regarding Alcohol Awareness Week. Additionally, a drink driving campaign took place throughout the Christmas period.

			<p>C) This success criteria was completed in Quarter 4 of the 2017-18 Business Plan with the following 3 diversionary projects delivered:</p> <ul style="list-style-type: none"> • (Quarter 2) Anstey Youth Café and Syston Youth Café. • (Quarter 4) "Mash Up Football" Project. <p>D) This success criteria was completed in Quarter 4 of the 2017-18 Business Plan. In Quarter 2, two ASB Roadshows took place in Loughborough Town Centre and throughout Quarter 4, two ASB roadshows were delivered, one in Sileby and one in Thurmaston.</p>
<p>ERM1- RS - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.</p>	<p>Approve the Statement of Licensing Policy 2017, including the review of the Cumulative Impact Area with Loughborough Town Centre.</p>	<p>A) Statement of Licensing Policy approved by Licensing Committee.</p> <p>B) The Cumulative Impact Area for Loughborough Town Centre has been approved.</p>	<p>This action was completed in Quarter 1 of the 2017/18 Business Plan. The final Statement of Licensing Policy was approved by Full Council on 26th June 2017.</p> <p>C</p>

<p>ERM2 - COS - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p>	<p>Utilise Rangers Service to deliver volunteering projects in Open Spaces.</p>	<p>6500 volunteering hours during 2017/18.</p>	<p>This success criteria, was completed in Quarter 3 of the 2017-2018 Business Plan with a total of 8,921 volunteering hours participating in a range of projects, including:</p> <p>Outwoods - thinning out silver birch and removing rhododendron and sycamore to allow space for planting. Planting began of 869 native trees, predominantly English Oak. A rotten bridge was also removed and replaced. Path maintenance work continued.</p> <p>C Morley Quarry - removal of brambles and strimming took place, to encourage wildflower growth.</p> <p>Knightthorpe Road Wildlife area was coppiced as part of the 8 year cycle.</p> <p>Grange Park - a willow tree was removed which was identified as a risk of falling.</p> <p>Springfield Lake, Quorn - facilitated a community action day.</p>
<p>ERM2 - LS - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p>	<p>Invest in our housing stock to provide fit for purpose homes.</p>	<p>The quality of life for residents and communities will be improved through an investment of £6m by March 2018 to ensure there is no non decency in the Council's general needs housing stock.</p>	<p>C This action was completed in Quarter 4 of the 2017-2018 Business Plan with over £6 million of capital investment undertaken and no non decency in the Council's general needs housing stock.</p>

<p>ERM2 - NS – Make Charnwood an attractive place for all through investment into our housing stock, funding community groups and providing a range of diverse opportunity and events.</p>	<p>Provide funding and support to develop capacity in our voluntary and community sector and enable community groups to take ownership of local issues particularly in priority neighbourhoods.</p>	<p>A) Deliver 2 mental health awareness events through coordinating and supporting the work of the VCS Charnwood Mental Health Forum.</p> <p>B) 15 organisations signed up to the Dementia Action Alliance.</p> <p>C) Develop 1 additional Partnerships and Communities Together (PACT) forum established in a priority neighbourhood.</p> <p>D) 20 VCS organisational health checks, including review of governance structure and business plans complete.</p> <p>E) Community Hub established in Thorpe Acre.</p>	<p>R</p> <p>A) This success criteria, was completed in Quarter 2 of the 2017-2018 Business Plan with 5 mental health awareness events delivered.</p> <p>B) Due to the capacity of the volunteers involved in the Dementia Action Alliance, the membership did not grown as anticipated. The year ended with 12 members and over 70 people have now become Dementia Friends in the borough.</p> <p>This success criteria, is to be completed as part of the 2018-19 Service Plan for Neighbourhood Services.</p> <p>C) This success criteria, was completed in Quarter 4 of the 2017-2018 Business Plan with the first meeting of a PACT for the Warwick Way Area in January 2018. Ten representatives attended from the local community, Housing, Police and Youth Engagement providers.</p> <p>D) This success criteria, was completed in Quarter 3 of the 2017-2018 Business Plan. In total, 35 VCS organisations were supported with a ‘health check’.</p> <p>E) Progress is being made but at a slower than anticipated pace, due to the legal support required in negotiating the sub-lease. CBC legal team are currently liaising with the Scouts solicitor to finalise the agreed details. Once the lease has been agreed, progress on finding an appropriate mobile unit and getting planning permission are next steps. This action is included within the 2018/19 Business Plan for completion of target.</p>
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<p>ERM3 - NS - Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.</p>	<p>Deliver and coordinate a programme of sport and physical activity initiatives, aimed at increasing participation amongst a wide range of residents.</p>	<p>A) Deliver 3 Older People's programmes with 1500 total attendances.</p> <p>B) Deliver 3 early intervention sessions (targeting 0-4s) a week with 3000 total attendances.</p> <p>C) Year 2 Plan of Community Sports Activation Fund delivered with 386 new 14-25 year olds living in priority neighbourhoods engaged.</p> <p>D) Deliver a targeted programme for BME Communities with 2000 total attendances and 250 total individuals engaged.</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan.</p> <p>A) This success criteria, was completed in Quarter 2 of the 2017-2018 Business Plan. The total number of participants was 183 and total attendance was 3509 across the following three programmes:</p> <ol style="list-style-type: none"> 1. Condition Specific activity groups 2. FaME Falls prevention classes 3. Games mornings <p>B) This success criteria, was completed in Quarter 3 of the 2017-2018 Business Plan. 4 Mini Movers sessions were delivered at a variety of venues across the Borough with total attendances at 6,684.</p> <p>C) This success criteria, was completed in Quarter 3 of the 2017-2018 Business Plan. Year 2 Plan was delivered with 508 14 – 25 year olds, living in priority neighbourhoods, engaged and a total number of attendances at 6,746. In addition, throughout Quarter 4, Year 3 of the plan began and delivered a further 60 attendances.</p> <p>D) This success criteria, was completed in Quarter 4 of the 2017-2018 Business Plan. The sessions delivered to date include Badminton, Seated Exercise, Martial Arts, Walking group and Swimming. Annually, 301 participants were engaged and total annual attendance was 2055.</p>
<p>ERM3 - LC - Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.</p>	<p>Throughout 2017-2018 work proactively with Fusion and the Recreational Service Team to develop opportunities and participation by the Supporting Leicestershire Families (SLF) through a supported activity programme within Leisure Centres.</p>	<p>All new families engaging with the SLF programme are aware of the access to Leisure Centres available to them and are encouraged to participate, with consequent improvement to the health of those families.</p>	<p>This action was completed in Quarter 4 of the 2017/18 Business Plan. In total 14 families engaged with the SLF scheme throughout the year, including 612 visits for various activities. The following comment was made by a participating family, “the reduced price means that I can afford for me and my five children to enjoy a range of activities and keep active” thus demonstrating the positive impact the scheme is creating.</p>

<p>ERM4 - LC - Celebrate the rich culture of the Borough.</p>	<p>To develop the Town Hall as a popular cultural destination while reducing the level of Council subsidy.</p>	<p>A) 66,500 attendances at Town Hall shows and events.</p> <p>B) Improve the sustainability of the Town Hall as a provider of cultural services for residents.</p> <p>C) Improved levels of satisfaction from base line of 93%.</p>	<p>C</p> <p>This action was completed in Quarter 4 of the 2017/18 Business Plan.</p> <p>A) This success criteria, was completed in Quarter 4 of the 2017-2018 Business Plan. The overall annual attendance was 81,758 at Town Hall shows & events.</p> <p>B) This success criteria, was completed in Quarter 4 of the 2017-2018 Business Plan. The higher than expected annual attendance figures are due to a number of factors, including increased programmed shows, hires and events with higher capacities, and more varied self-produced events.</p> <p>C) This success criteria, was completed in Quarter 4 of the 2017-2018 Business Plan. Satisfaction scores were recorded on Ease of Booking, Value For Money, Customer Service and Timeliness of Service. The average rating across all 4 categories was 98.2%.</p>
<p>ERM5 - CIS(1) - Listen to and communicate with our residents and act on their concerns.</p>	<p>Ensure improvement in the Corporate Complaints Process and overall service delivery.</p>	<p>85% of complaints not proceeding past 'Stage 0' of the corporate complaint process.</p>	<p>C</p> <p>This action was completed in Quarter 4 of the 2017/18 Business Plan. Over the annual period, 87.28% of complaints did not proceed beyond 'Stage 0' of the corporate complaints process, exceeding the set target.</p>

ERM5 - CIS(2) - Listen to and communicate with our residents and act on their concerns.

Undertake regular satisfaction surveys with members of the public to ensure improvement in those services that use Gov Metric and Contact Centre.

- A) 82% of customers satisfied with the face to face service they receive.
- B) 82% of customers satisfied with the telephone service they receive for those calls taken in the contact centre.
- C) 52% of customers satisfied with the web service they receive on those on GovMetric.

R

- A) This success criteria, was completed in Quarter 4 of the 2017-2018 Business Plan with 84.5% of customers satisfied with the face to face service received.
- B) This success criteria, was completed in Quarter 4 of the 2017-2018 Business Plan with 90.75% of customers satisfied with telephone service received for those calls taken in the contact centre.
- C) 47.50% of customers were satisfied with web service received for those services using GovMetric. This action is included within the 2018/19 Business Plan for completion of target.

<p>ERM5 - NS - Listen to and communicate with our residents and act on their concerns.</p>	<p>Provide opportunities for children and young people to be involved in service design and delivery within Charnwood.</p>	<p>4 opportunities provided for children and young people to have their say.</p>	<p style="text-align: center;">C</p> <p>This action was completed in Quarter 4 of the 2017/18 Business Plan with the following 4 opportunities provided for children and young people to have their say:</p> <ul style="list-style-type: none"> • (Quarter 1) The CBC Sport and Recreation Team used end of activity feedback sheets and the social media network to design the Summer Activity programme. • (Quarter 1) Children from Years 5 and 6 at Hollywell Primary, Loughborough were consulted about the design of Kirkstone Park, Loughborough. • (Quarter 3) Consulted on the Charnwood Residents Survey, with 53 children and young people from 5 youth training and groups completing the survey. • (Quarter 4) The CBC Sport and Recreation Team consulted to inform the 'Hit the Streets' delivery plan for year 3 of the programme with 188 surveys completed and 1:1 consultations also took place during engagement days.
<p>ERM5 - COS - Listen to and communicate with our residents and act on their concerns.</p>	<p>Undertake quarterly resident satisfaction surveys to ensure continually high standards for Environmental Services.</p>	<p>A) At least 90% of residents expressing satisfaction with the household waste collection service.</p> <p>B) At least 80% of people satisfied with cleanliness standards.</p>	<p style="text-align: center;">R</p> <p>Quarterly resident Satisfaction surveys were carried out across the Borough:</p> <p>A) This success criteria, was completed in Quarter 4 of the 2017-2018 Business Plan with 94.05% of people expressing satisfaction with household waste collection.</p> <p>B) The percentage of people satisfied with cleanliness standards was 75%.</p> <p>Any issues of concern raised on the surveys were investigated and rectified where possible, or passed onto external organisations where appropriate. This success criteria, is to be completed as part of the 2018-19 Service Plan for Cleansing & Open Spaces.</p>

ERM5 – LS – Listen to and communicate with our residents and act on their concerns.

Involve tenants in the evaluation of the new Capital Programme contract (Decent Homes).

Tenants' views will be included in decision making processes around the appointment of a contractor to deliver the new Capital Programme.

C

This action was completed in Quarter 3 of the 2017/18 Business Plan. Throughout the procurement process there was significant tenant engagement as follows:

Feedback was gained from 40 tenants who had recently had planned works (Kitchens and Bathrooms) undertaken in their homes. This feedback was used to inform the aspirations of the contract and service improvements.

6 tenants were part of the Project Team

6 tenants participated in the PQQ evaluation.

6 tenants participated in the quality evaluation.

1 tenant was part of the interview panel.

2 tenants went on each of the site visits.

1 tenant is a member of the Project Board.



CREATING A LONG AND LASTING ECONOMY



What we wanted to achieve....	What we did to achieve it....	How we measured the success....		How we performed....
DES1 - SS - Put customers at the heart of everything we do and provide strong community leadership	Undertake a community governance review (CGR) to ensure that parish council arrangements within the Borough continue to reflect local needs and support community cohesion.	CGR completed by 31/1/18. Appropriate consideration given to any issues raised during public consultation phases of the review.	C	This action was completed in Quarter 4 of the 2017-18 Business Plan. The recommendations were approved by Council in January 1018 and the reorganisation order is drafted for implementation in due course.
DES2 - LS - Improve the way in which customers can access our service.	Provide access to Broadband for the Council's sheltered schemes.	All blocks will have broadband availability for tenants if they wish to pay for connection.	C	This action was completed in Quarter 3 of the 2017-18 Business Plan. The Council completed all reasonable actions in order to facilitate the installations. These include providing a way leave agreement to Virgin Media and allocating an appropriate officer resource for Virgin Media to liaise with.
DES2 - PROG - Improve the ways in which customers can access our services.	Extend and enhance the way customers can interact with us to improve the online experience for customers.	Release online journeys to customers on a quarterly basis throughout the year with a minimum of 5 new journeys each quarter. 20 journeys in total.	C	This action was completed in Quarter 4 of the 2017-18 Business Plan with 27 forms/ journeys completed in total.

DES3 - CIS(1) - Continuously look for ways to deliver services more efficiently.	Upgrade and implement Avaya System for improved telephony and opportunity to offer webchat and call recording.	<p>A) New telephony system implemented by 30/09/2017.</p> <p>B) Pilot the use of webchat by 30/09/2017.</p> <p>C) Call recording options investigated to understand impact on PCI Compliance by 30/09/2017.</p>	R	<p>A) This success criteria, was completed in Quarter 2 of the 2017-2018 Business Plan. The cloud based system was fully implemented in September 2017.</p> <p>B) Web chat has been delayed due to the delay in the original roll out of the telephony system and therefore the knock on effect on other associated projects e.g. Homeworking Pilot. This success criteria is included within the 2018/19 Business Plan for completion of target.</p> <p>C) PCI compliance fully understood. Solutions are considered to enable call recording to be implemented without this affecting PCI compliance.</p>
DES3 - CIS(2) - Continuously look for ways to deliver services more efficiently.	Pilot new telephony technology to investigate the potential for home working amongst Contact Centre teams.	<p>A) 1 home working pilot completed.</p> <p>B) Operational tasks are undertaken and completed in a home working environment in line with the same working methods as in the contact centre.</p> <p>C) Evaluation of pilot completed.</p>	R	This project was delayed due to delays in the implementation of the new telephony system (went Live mid-September). Certain technical issues have now been resolved to enable the commencement. However a further issue arose in terms of volunteers to pilot the scheme. Volunteers have now been identified but this has meant the pilot will instead begin in Quarter 1 of 2018/19. This action is included within the 2018/19 Business Plan for completion of target.
DES3 - FP - Continuously look for ways to deliver services more efficiently.	Review 3 year efficiency plan in the light of new information including the final local government finance settlement for 2017/18.	Balanced budget set for 2018/19.	C	This action was completed in Quarter 3 of the 2017-18 Business Plan. New efficiencies were identified as part of the 2018/19 revenue budget setting process and this budget was approved by Council in February 2018.
DES3 - HOU - Continuously look for ways to deliver services more efficiently.	Improve standards for customers seeking housing and homeless advice.	Bronze Award in Gold Standard achieved.	C	This action was completed in Quarter 3 of the 2017-18 Business Plan. The first Gold Standard Challenge "Corporate Commitment to Prevent Homelessness" was achieved resulting in the Council being awarded the Bronze Award in October 2017.

<p>DES3 - PROG - Continuously look for ways to deliver services more efficiently.</p>	<p>Deliver the Customer Service Programme, in line with the project milestones.</p>	<p>Delivery against the project milestones as reported to the Programme Board.</p>	<p>R</p> <p>At the close of the Business Plan year, the Customer Service Programme was graded as amber for performance against time, cost and quality. There were two live projects: the Document and Records Management and Online Customer Experience Projects, both of which were amber in status.</p> <p>In relation to DRMS, work continues regarding a digital post room. In addition, back-scanning options have been presented to the Project Board alongside a pending report regarding hybrid mail.</p> <p>Regarding the OCE project, the project is behind timescales due to recruitment issues. However, differing avenues are being explored for progressing the project further. This action is included within the 2018/19 Business Plan for completion of target.</p>
<p>DES3 - SS - Continuously look for ways to deliver services more efficiently.</p>	<p>Explore opportunities to use Government initiative funding to develop a future leaders programme in partnership with other Local Authorities in the area.</p>	<p>Programme proposals developed for Future Leaders Programme.</p>	<p>C</p> <p>This action was completed in Quarter 4 of the 2017-18 Business Plan. An option for Degree & Masters level Management Qualifications, via a part-time programme with De Montfort University, has been established. Agreement to trial a small number of places with those staff that showed initial interest.</p>



BUSINESS PLAN INDICATORS

The Business Plan indicators below are those which Charnwood Borough Council directly impacts:

Indicator	Quarter 1 2017/18		Quarter 2 2017/18		Quarter 3 2017/18		Quarter 4 2017/18		Annual Outturn 2017/18		
									Target	Result	
BP1 - Percentage of industrial units that are fit for purpose	100.00%	G	100.00%	G	100.00%	G	100.00%	G	100.00%	100.00%	G
BP2 - Percentage occupancy rate of industrial units	81.87%	R	84.11%	R	84.11%	R	84.80%	R	90.00%	83.72%	R
BP3 - Number of empty homes brought back into use	5 Homes	G	21 Homes	G	28 Homes	A	43 Homes	R	50 Homes	43 Homes	R
BP4 - Number of boundaries designated							13 Boundaries	G	8 Boundaries	13 Boundaries	G
BP5 - Less than 1.5% of cleansing inspections falling below a Grade B	0.0%	G	0.0%	G	0.0%	G	3.3%	R	<1.5%	0.8%	G
BP6 - Number of volunteering hours							8,921 Hours	G	6,500 Hours	8,921 Hours	G
BP7 - Number of people attending shows and events	14,680 People	G	7,803 People	G	39,653 People	G	19,638 People	G	66,500 People	81,774 People	G
BP8 - Number of stall/ unit lets across Loughborough Market	4,187 Stalls	G	4,287 Stalls	G	4,287 Stalls	G	2,985 Stalls	R	15,515 Stalls	15,746 Stalls	G
BP9 - Number of Green Flag awards held							5 Flags	G	5 Flags	5 Flags	G
BP10 - Number of journeys customers can undertake online	1 Journey	R	10 Journeys	G	9 Journeys	G	7 Journeys	G	20 Journeys	27 Journeys	G

BP11 - Percentage of complaints not proceeding past 'Stage 0' of the corporate complaints process	83.50%	A	89.00%	G	86.00%	G	90.60%	G	85.00%	87.28%	G
BP12 - Percentage of customers satisfied with the face to face service they receive	77.00%	R	85.00%	G	89.00%	G	87.00%	G	82.00%	84.50%	G
BP13 - Percentage of customers satisfied with the telephone service they receive for those calls taken in the contact centre	85.00%	G	91.00%	G	91.00%	G	96.00%	G	82.00%	90.75%	G
BP14 - Percentage of customers satisfied with the web service they receive for those services use Gov metric	44.00%	A	49.00%	A	51.00%	A	46.00%	R	52.00%	47.50%	A
LS 10 - Leisure Centres - Total number of visits	279,648 Visits	G	266,556 Visits	G	235,738 Visits	A	293,481 Visits	G	1,024,000 Visits	1,075,423 Visits	G
NI 191 - Residual household waste per household	452 Kg/ Household	G	418 Kg/ Household	R	436 Kg/ Household	G	431 Kg/ Household	R	400 Kg/ Household	434 Kg/ Household	R

The Business Plan indicators below are those which Charnwood Borough Council indirectly impacts:

Indicator	Quarter 1 2017/18	Quarter 2 2017/18	Quarter 3 2017/18	Quarter 4 2017/18		Annual Outturn		
						2017/18		
						Target	Result	
BP15 – Number of organisations signed up to the Dementia Action Alliance				12 Organisations	R	15 Organisations	12 Organisations	R

KEY CORPORATE INDICATORS

The key indicators below are those which Charnwood Borough Council directly impacts:

Indicator	Quarter 1 2017/18		Quarter 2 2017/18		Quarter 3 2017/18		Quarter 4 2017/18		Annual Outturn		
									2017/18		
									Target	Result	
KI3 - Percentage of food establishments that achieve Level 3.	96.00%	G	96.80%	G	96.00%	G	97.00%	G	92.00%	96.45%	G
KI4 - Percentage of household waste sent for reuse, recycling and composting	51.23%	G	50.63%	G	47.09%	A	46.72%	R	50.00%	48.91%	R
KI5 – Percentage of non-decent council general needs homes.							0.00%	G	0.00%	0.00%	G
KI6 - % rent collected (including arrears brought forward)	92.05%	G	95.35%	G	96.71%	G	97.20%	G	96.21%	97.20%	G
KI7 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	14.80 Days	G	14.05 Days	G	12.85 Days	G	14.94 Days	A	14.00 Days	14.94 Days	A
KI8 - Percentage of Council Tax Collected	29.41%	G	57.42%	G	85.68%	G	97.74%	A	97.80%	97.74%	A
KI9 - Percentage of non-domestic rates collected	30.61%	G	56.68%	G	84.19%	G	98.70%	G	97.80%	98.70%	G
KI10 - The number of working days / shifts lost to the local authority due to sickness absence	2.13 Days	A	4.04 Days	R	5.29 Days	G	7.69 Days	A	7.50 Days	7.69 Days	A
KI11- Percentage rent loss from void properties	2.47%	R	2.34%	R	2.20%	G	2.16%	G	2.20%	2.16%	G

The key indicators below are those which Charnwood Borough Council indirectly impacts:

Indicator	Quarter 1 2017/18		Quarter 2 2017/18		Quarter 3 2017/18		Quarter 4 2017/18		Annual Outturn		
									2017/18		
									Target	Result	
KI11 - Net additional homes provided	207 Homes	G	455 Homes	G	754 Homes	G	1,070 Homes	G	615 Homes	1,070 Homes	G
KI2 - Number of affordable homes delivered (gross)	45 Homes	G	140 Homes	G	173 Homes	G	254 Homes	G	132 Homes	254 Homes	G
KI12 - Reduction in crime	2,905 Crimes	R	5,601 Crimes	R	8,941 Crimes	R	11,996 Crimes	R	10,580 Crimes	11,996 Crimes	R



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