



NEIGHBOURHOODS AND COMMUNITY WELLBEING SCRUTINY COMMITTEE

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To: Councillors Brookes (Vice-Chair), Fryer, Howe, Miah (Chair), Parton, Popley and Rattray (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Neighbourhoods and Community Wellbeing Scrutiny Committee to be held in Committee Room 2 - Council Offices on Tuesday, 10th September 2019 at 6.00 pm for the following business.

Chief Executive

Southfields
Loughborough

2nd September 2019

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 7
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 PROCEDURES
11.16

No questions were submitted.

6. 2019-20 QUARTER 1 PERFORMANCE MONITORING REPORT 8 - 49
AND 2018-19 ANNUAL REPORT

A report of the Chief Executive providing performance monitoring information and results for the first quarter of 2019/20 and end of year outturn in respect of the Corporate Plan objectives and Key Performance Indicators (KPIs), and to present the annual report for 2018/19 that reviews how effectively the Council has delivered the themes set out in the Corporate Plan 2016-2020.

7. COMMUNITY SAFETY PARTNERSHIP UPDATE 50 - 95

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 in Charnwood.

8. COMMUNITY GRANTS 96 - 122

To provide an overview and summary of the Charnwood Grants scheme and the Grants process.

9. WORK PROGRAMME 123 - 128

A report of the Head of Strategic Support to assist the Committee in determining its work programme

NEIGHBOURHOODS AND COMMUNITY WELLBEING SCRUTINY COMMITTEE 9TH JULY 2019

PRESENT: The Chair (Councillor Miah)
The Vice Chair (Councillor Brookes)
Councillors Fryer, Howe, Parton, Popley and
Ratray

Councillor Taylor (Cabinet Lead Member for
Communities, Safety and Wellbeing)

The Chair stated that the 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.

1. DISCLOSURES OF PECUNIARY AND PERSONAL INTERESTS

The following disclosures of pecuniary and personal interests were made:

- i. by Councillor Popley – a personal interest in item 6 on the agenda (Charnwood Community Lottery Update) as a member of St Botolph's Church which has close links with the Passion Youth Project;
- ii. by Councillor Parton – a personal interest in item 6 on the agenda (Charnwood Community Lottery Update) as a Trustee of Citizens Advice Charnwood and a Charnwood lottery player;
- iii. by Councillor Miah - a personal interest in item 6 on the agenda (Charnwood Community Lottery Update) as a Trustee of Fearon Hall and a member of Equality Action.

2. DECLARATIONS - THE PARTY WHIP

No declarations of the existence of the Party Whip were made.

3. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURES 11.16

No questions had been submitted.

4. NEW SCRUTINY STRUCTURE AND TERMS OF OFFICE

A report of the Head of Strategic Support regarding the remit and terms and reference of the Committee was submitted (item 5 on the agenda filed with these minutes).

The Democratic Services Manager attended to assist the Committee with its consideration of this item. In considering this item it was noted that paragraph 5 of the report should read as follows;

“This Committee will have responsibility for scrutinising all the services delivered by the Neighbourhoods and Community Wellbeing directorate including CCTV, community safety and ASB, neighbourhood’s and partnerships, community grants, leisure centres, town hall, markets, refuse collection and street cleaning, open spaces and the cemetery. In addition, the Committee acts as the Council’s Crime and Disorder Committee by scrutinising the discharge of crime and disorder functions by the Council and other agencies through the Community Safety Partnership”.

RESOLVED that the information regarding the remit and terms of reference of the Committee set out in Part B of, and the appendix to this report be noted.

Reason

To assist the effective working of the Committee as part of the Council’s new scrutiny committee structure.

5. CHARNWOOD COMMUNITY LOTTERY UPDATE REPORT

A report of the Head of Neighbourhood Services reviewing the performance of the Charnwood Lottery six clear months after commencement of the scheme and the associated promotional activities was submitted (item 6 on the agenda filed with these minutes).

At the invitation of the Committee the relevant Cabinet Lead Member and Officers attended to assist the Committee with the consideration of this item. The following summarises comments and observations made by Members of the Committee and responses to questions raised:

- i. Further promotion needs to be undertaken to increase ticket sales in general. Officers confirmed that a number of initiatives were being looked at including attendance at more events to promote the lottery.
- ii. Whilst increasing ticket sales was beneficial to the good causes, it was noted that there was an ethical balance in promotion and encouraging residents to play the lottery.
- iii. Benchmarking with other Councils that run community lotteries is based on ticket sales as opposed to number of players
- iv. There are safeguards in place to discourage individuals with gambling addictions.
- v. Further work needs to be undertaken to generate support for the general good causes to help achieve income targets. It was considered that all ward councillors have an important role in promoting the lottery to good causes. It

was suggested that briefings for interested groups be run in collaboration with ward councillors.

RESOLVED that the Committee notes the report.

Reason

To ensure that Members of the Committee are kept up to date on the performance of Charnwood Community Lottery scheme.

6. 2018-19 QUARTER 4 PERFORMANCE MONITORING AND END OF YEAR OUTTURN REPORT

A report of the Chief Executive providing performance information for the fourth quarter of 2018 – 19 and end of year outturn, in respect of the Corporate Plan objectives and key performance indicators was submitted (item 6 on the agenda filed with these minutes).

At the invitation of the Committee the relevant Cabinet Lead Member and Officers attended to assist the Committee with the consideration of the red indicators.

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

The Cabinet Lead Member for Communities, Safety and Wellbeing and the Head of Neighbourhood Services stated that the partnership events were run either by the Council or with the Police. It was noted this key indicator can be further explored at the Committee meeting in September when the Police will be present.

- b) key indicator ERM2 – NS(2) (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)

The Cabinet Lead Member for Communities, Safety and Wellbeing and the Head of Neighbourhood Services stated that the Thorpe Acre Action Group was now a Community Association and that matters were now progressing satisfactorily.

- c) key indicator K12 (Reduction in all crime)

The Cabinet Lead Member for Communities, Safety and Wellbeing and the Head of Neighbourhood Services were pleased to report that there has been a reduction in incidents and further information would be available at the September Committee meeting when the Police would be in attendance.

- d) key indicator K14 (Percentage of household waste sent for reuse, recycling and composting)

The Cabinet Lead Member for Communities, Safety and Wellbeing and Head of Cleansing and Open Spaces stated that:

- this was a national target and whilst the Council were keen to recycle and improve on this key indicator that the levels of recycling were still far from the national target of 50%.
- unless the Council changed its waste collection arrangements at significant cost then the national target would remain difficult to achieve
- partnership arrangements with organisations that run initiatives aimed at reducing waste such as crisp packet and pet food pouch recycling can be explored with the County Council but it was likely that the costs would be prohibitive for large scale roll out.
- awareness and education of residents was a key factor in improving recycling rates. Noting that cross contamination of waste was a major problem with the current contamination rate standing at approximately 12%. It was suggested by the Committee that new information be issued as part of the annual council tax leaflet mailing shot, and the bin sticker campaign be run again alongside other educational initiatives.

RESOLVED

That the performance results, associated commentary and the explanations Provided be noted.

Reason

To ensure that targets and objectives are being met, and to identify areas where performance might be improved.

7. WORK PROGRAMME

A report of the Head of Strategic Support was submitted to enable the Committee to review and agree its work programme (item 7 on the agenda filed with these minutes).

The Democratic Services Manager assisted the Panel with the consideration of this item.

The Chair referred to the current programme having been carried over from the previous scrutiny structure. He hoped that the Committee would take a new, more efficient, effective and prioritised approach to its scrutiny work, including the involvement of the public at a future stage. To that end, the Committee:

RESOLVED

1. that a briefing report about leisure provision including leisure centres and Loughborough Town Hall be scheduled to the Committee's meeting to be held on 26th November 2019;

2. that a briefing report about community grants providing an explanation of how they operate and the work with strategic partners be scheduled to the Committee's meeting to be held on 10th September 2019;
3. that a briefing report setting out options to improve the recycling rate and to reduce the level of waste contamination be scheduled to the Committee's meeting to be held on 26th November 2019;
4. that a Scrutiny Review Panel concerning Anti- Social Behaviour and crime prevention be considered further at the 10th September meeting when the Police will be in attendance;
5. that the current position with the Committee's Work Programme be noted.

Reasons

1, 2 & 3 The Committee wished to scrutinise the development of leisure provision, community grants and recycling rates after more information was made available.

4. To enable a Panel to be set up should information from the Police suggest that it would be beneficial to do so.

5. To make the Committee aware of the current position with its Work Programme.

8. FUTURE MEETING DATES

The Committee noted the future meeting dates as follows:

10th September 2019

26th November 2019

10th March 2020

NOTES:

1. No reference may be made to these minutes at the Council meeting on 2 September 2019 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 these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Neighbourhoods and Community Wellbeing Scrutiny Committee.

NEIGHBOURHOODS & COMMUNITY WELLBEING SCRUTINY COMMITTEE 10TH SEPTEMBER 2019

Report of the Chief Executive Lead Member: Various

ITEM 6 2019-20 QUARTER 1 PERFORMANCE MONITORING REPORT & 2018-19 ANNUAL REPORT

Purpose of Report

1. To provide performance monitoring information and results for the first quarter of 2019-20 and end of year outturn for 2018-19, in respect of the Corporate Plan Objectives and Key Performance Indicators for the Neighbourhoods & Community Wellbeing Directorate.
2. To present the Annual Report for 2018-19, that reviews how effectively the Council has delivered the themes set out in the Corporate Plan (2016-2020). This is the third Annual Report of this four-year Corporate Plan.

Action Requested

The Committee is requested to note the performance results; associated commentary and the explanations provided and secondly, note the Annual Report 2018-19.

Reason

To ensure that targets and objectives are being met, and to identify areas where performance might be improved.

Policy Context

Quarterly reporting of performance is a key element of monitoring progress towards delivering the Council's Corporate Objectives and Initiatives as set out in the Corporate Plan and Annual Business Plan.

Background

The Committee receives performance reports on a quarterly basis to 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 (2016-2020). As part of the scrutiny arrangements it is envisaged that the Committee will be forward and outward

looking and review performance through investigating how performance can be improved, for example by visiting Council's where performance exceeds that of Charnwood.

The attached report presents detailed performance results for quarter one 2019-20, of the fourth and final year of the Corporate Plan (2016-2020) for the Neighbourhoods & Community Wellbeing Directorate. It provides explanations and commentary in respect of poor performance or non- achievement of targets and details of remedial actions being taken where appropriate. The report focuses on detailed information and dashboard reporting in order to provide the Committee with the information required to sufficiently scrutinise performance.

Annual Reports are an integral component of the Council's performance management framework. The purpose is to provide opportunity to present and review how effectively the Council has delivered the themes set out in the Corporate Plan and met the actions approved in the Annual Business Plan. Attached is the third Annual Report of the Corporate Plan (2016-2020).

Options Available with Reasons

The Committee has the option to use the performance information to suggest new items for the scrutiny work programme of the Scrutiny Commission.

Financial and Legal Implications

None directly arising from this report.

Risk Management

The risks associated with the options available and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Failure to maintain a rigorous and embedded performance management framework could adversely impact on the achievement of the outcomes and objectives set out in the Council's Corporate Plan.	Low	High	Quarterly performance monitoring, including reporting to the Senior Management Team, and to this Panel.

Background Papers: None

Officer(s) to contact: Geoff Parker
Chief Executive
(01509 634600)
geoff.parker@charnwood.gov.uk

Suzanne Kinder
Corporate Improvement and Policy Officer
(01509 634504)
suzanne.kinder@charnwood.gov.uk

Charnwood Borough Council

Neighbourhood and Community Wellbeing Services
Directorate

Corporate Performance Report Quarter 1: 2019-2020



Corporate Plan (2016-2020) Priorities



Creating a Strong and Lasting Economy

“A strong growing and diverse economy is good for every business, community and household.”

New businesses, new homes and improved infrastructure will be key features in the next four years, with a range of affordable homes, new schools, shops and leisure facilities being planned to accommodate growth. We will support our rural communities, maintaining the characteristics that make them special, whilst encouraging the rural economy through small business investment and tourism opportunities. We will embrace innovation and technology so that Charnwood can compete on a worldwide platform at the highest level. We will maintain our commitment to our environment, celebrating its significance to both our heritage and future.



Every Resident Matters

“Every resident is important to us. Our vision is to make sure that Charnwood is a great place to live for families by creating a safe, secure & caring environment.”

We want everyone to feel valued, have a sense of belonging, share in our successes and enjoy life. We will provide opportunities to participate in social, leisure and cultural activities and in community life. We will also look after the more vulnerable members of our community and give support to those who need it most, especially older people and those less able to cope. We will nurture our young people and celebrate our rich cultural mix. We will welcome new communities so that we can all celebrate and enjoy our diverse culture.



Delivering Excellent Services

“We will maintain our focus on meeting our customers’ and residents’ needs.”

We will provide high quality, affordable and responsive services and improve online access to them. We are always seeking to improve the services that we deliver, by providing strong community leadership, being well governed, accountable, open and transparent. We will maintain the financial stability of the Council whilst continuing to seek ways to deliver better services as efficiently as possible.

Performance Overview

Quarterly reporting of 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 (2019-2020). This report presents detailed performance results for the Quarter 1 of 2019-2020, in respect of the Corporate Plan Objectives and Key Performance Indicators for the **Neighbourhood and Community Wellbeing Directorate**. It provides explanations and commentary in respect of poor performance, or non-achievement of targets, and details of remedial actions being taken where appropriate.

Corporate Performance Objectives: Quarter 1 2019-2020

Overall, at Quarter 1 there are **53** activities in the Annual Business Plan (2019-2020) which address the objectives outlined in the Corporate Plan. There is **1** objective reported as red, **5** objectives graded as amber in status this quarter and **44** are assessed as green. In addition, **3** objectives are assessed as not yet started (as they are scheduled for reporting in future quarters).

Neighbourhood and Community Wellbeing Directorate Performance Objectives: Quarter 1 2019-2020

At Quarter 1 there are **19** activities which are assigned to and are the responsibility of the **Neighbourhood and Community Wellbeing Directorate**. There are **18** objectives are reported as green and **1** objective graded as **amber** this quarter.

Corporate Performance Indicators: Quarter 1 2019-2020

Corporate performance against the Business Plan Indicators at Quarter 1 includes **1** indicator assessed as red, **2** as amber, and **7** are green and **16** have not yet started (as they are scheduled for reporting in future quarters).

Performance against the Key Indicators associated with the Corporate Plan at Quarter 1 includes **9** assessed as green, **1** indicator rated at amber, **1** indicator is red and **6** have not yet started (as they are scheduled for reporting in future quarters).

Neighbourhoods and Community Wellbeing Directorate Indicators: Quarter 1 2019-2020

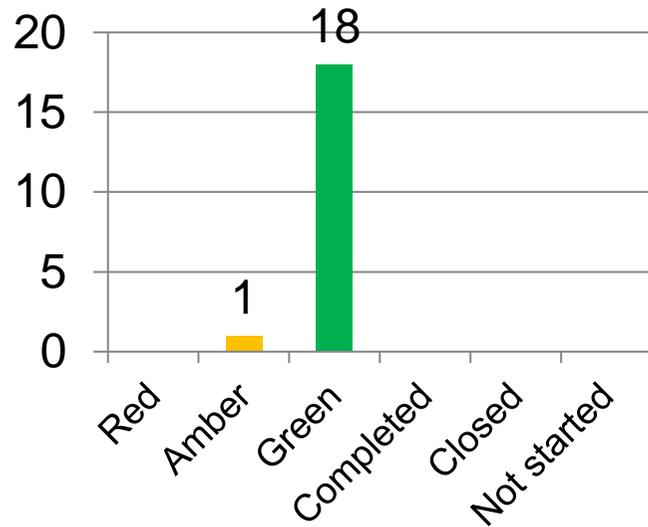
At Quarter 1 there are **12** Business Plan Indicators which are assigned to and are the responsibility of the **Neighbourhood and Community Wellbeing Directorate**. Of these, **1** indicator is graded as red, **4** are green and **7** have not yet started (as they are scheduled for reporting in future quarters).

Directorate performance against the Council's Key Indicators, at Quarter 1, includes **2** indicators assessed as not yet started (as they are scheduled for reporting in future quarters).

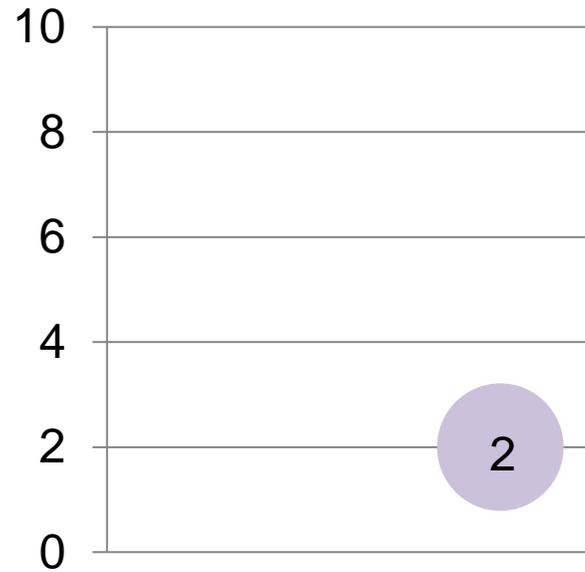
Neighbourhood and Community Wellbeing Dashboard

Quarter 1: 2019-2020

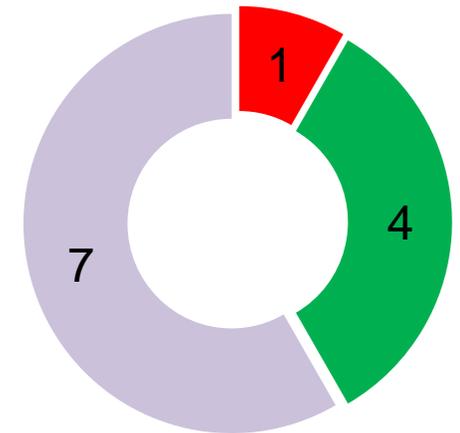
Business Plan Objectives



Key Performance Indicators

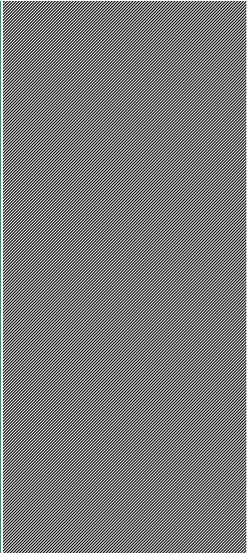


Business Plan Indicators



Creating a Strong and Lasting Economy

Corporate Plan Outcome (2016-2020)	Business Plan Action (2019-2020)	Measurable Success Criteria	Progress	RAG	Linked Indicators	
SLE2 - COS - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.	Visitor offering at the Outwoods improved by providing a Visitor Centre/Café.	Visitor Centre/Café at the Outwoods fully established by March 2020.	The specification for the building design and development of the Visitor Centre/Café at the Outwoods has been developed throughout Quarter 1 and planning permission has been submitted.	G		
SLE3 - COS - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.	Foster environmental improvements and carbon reductions through the delivery of a free garden tree giveaway for Charnwood residents.	2,000 trees allocated to residents.	Upon the success from running this project last year, this project will be repeated in November 2019 (Quarter 3). To date initial development work has taken place surrounding this Project.	G	BP4	NS
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.	Install town centre street dressing for 3 new major campaigns, to raise the profile of Loughborough and increase visitors to the town centre.	3 new major campaigns delivered.	Campaign 1: The 'Summer Campaign' was promoted using street poster sites and overhead street dressing, including 12 x 20-foot banners promoting Loughborough's markets, these were branded in colour to match Britain in Bloom. Three of the key events in the Summer Campaign have attracted in excess of 20,000 visitors to the town centre.	G		

<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>Increase the number of guest traders, linked to the event programme, at the markets to ensure sustainability of Loughborough Markets.</p>	<p>16,500 market units let on an annual basis.</p>	<p>In Quarter 1, overall market unit lets were 4,247 (against a target of 4,125). Additionally, in total 83 guest traders have attended the Ceramics Market, Bike & Trike Show, Race for Life, Car Show and Armed Forces Day throughout Quarter 1.</p>	<p>G</p>	<p>BP8</p>	<p>G</p>
<p>SLE4 - LC (3) - 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 the Carillon Museum Trust to develop a bid to the Heritage Lottery Fund, to further extend the remit of the War Memorial Museum.</p>	<p>Delivery of bid to the Heritage Lottery Fund by March 2020.</p>	<p>The application/ bid has now been registered on the National Lottery website and the Steering Group are meeting every two weeks to progress the application/ bid, supported by CBC officers. The brief for the development of the Museum has been written, an audience development meeting was held in April and an Open Day was held on 29 June 2019 to generate further interest from the community. The application will focus on generating more interest in the heritage of Loughborough.</p>	<p>G</p>	<p></p>	

SLE4 - LC (4) - 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.

Increase the profile of tourism businesses in Charnwood, through supporting attendance at promotional and networking events.

29 tourism businesses attending promotional and networking events.

Good progress has been made and many of the tourism business in Charnwood have been invited to take place in the Tourism awards to be held in November 2019.

G

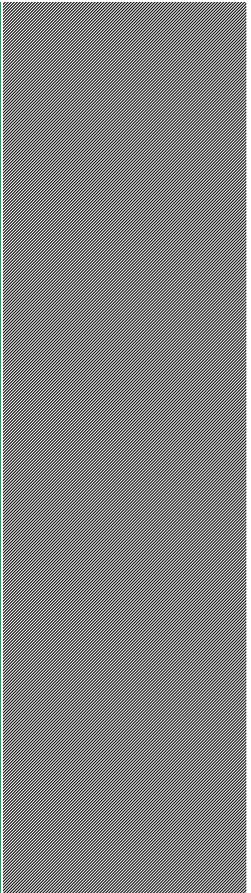
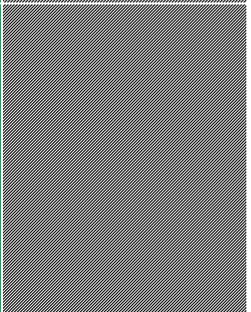
BP5

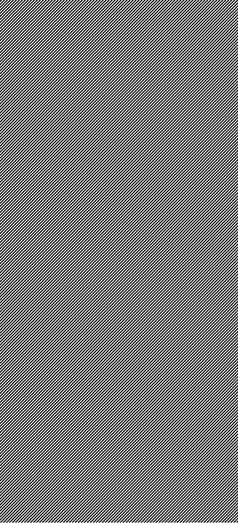
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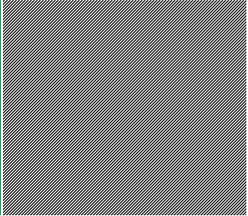
Every Resident Matters

Corporate Objectives	Business Action Plan	Measure / Success Criteria	Progress	RAG	Linked Indicators
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.	Appropriate safeguarding training provided to staff and elected members with the aim of keeping children, young people and vulnerable adults safe.	<p>A) Delivery of 10 safeguarding sessions to staff and elected members.</p> <p>B) Silver safeguarding e-learning delivered to 65 staff.</p>	<p>A) 2 out of a target of 10 safeguarding sessions were delivered in Quarter 1. One to staff and one to Elected Members.</p> <p>B) 13 out of a target of 65 staff completed Silver level safeguarding e-learning training in Quarter 1.</p>	G	BP9 NS
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.	Work with partners to employ specific interventions that proactively tackle incidents of ASB across the Borough.	5% increase in ASB interventions from a baseline as at 31st March 2019.	Throughout Quarter 1, there were 1,252 ASB interventions (equating to a 1.9% increase to date). This is an annual indicator which will be fully reported at the close of Quarter 4.	G	BP17 NS
ERM1 - NS(3) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	In conjunction with partners, deliver 8 crime prevention campaigns/ events with the aim of contributing to deterring and preventing crime.	<p>A) 8 crime prevention campaigns/ events delivered.</p> <p>B) KI12: Reduction in all crime.</p>	<p>A) During Quarter 1, four campaigns were delivered:</p> <p>1. 'Student Crime Prevention' advice stalls were located at Loughborough University Library and St. Peters Church on Storer Road, with around 75 students spoken to by the multi-agency team.</p>	G	KI12 NS

			<p>2. A 'Cycle Crime Prevention' event took place in Loughborough Town Centre. During the event the team engaged with over 30 people, gave out 25 cycle lights and swapped 10 D locks for 10 wire locks.</p> <p>3. A 'Burglary' social media campaign which had 2,703 impressions and 115 engagements on Twitter.</p> <p>4. A 'Vehicle Crime' Campaign which included 25 tweets, 3,152 impressions and 216 engagements.</p> <p>B) Not scheduled to report until Quarter 4.</p>			
<p>ERM2 - NS(1) - 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>Maintain support to the voluntary and community sector through continued growth of the Charnwood Lottery Scheme.</p>	<p>65 registered organisations and weekly ticket sales of 1000 (52,000 per annum) as a result of action by the Council.</p>	<p>In Quarter 1 there were 9,556 ticket sales (averaging at 735 per week against a target of 1,000) with 51 registered organisations.</p> <p>It is recognised that further work needs to be done to increase ticket sales in general, but also generate support for the general good causes fund to help achieve income targets.</p> <p>A mitigating action, a Communications Plan has been approved and includes increased promotion activities for both the Council and to support Good Causes.</p>	<p>A</p>	<p>BP20</p>	<p>R</p>

<p>ERM2 - NS(2) - 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>Facilitate the development of a Community Hub in Thorpe Acre.</p>	<p>Community Hub fully established in Thorpe Acre.</p>	<p>The development of the community hub continues with support from CBC officers. Both the Head Lease and Sub Lease have been agreed by both the TA Scouts and Thorpe Acre Residents Association (TARA) and are awaiting signing.</p> <p>TARA trustees have signed their new constitution to become Thorpe Acre Community Association. Additionally, the Association are currently being supported in their Charities Commission Application, however there are some issues between trustees to be resolved before the final submission.</p> <p>The finalisation of the mobile building purchase is in progress with revised quotes being sought. A meeting of all the trustees to agree the final building will be held at the end of July and planning permission will then be sort.</p>	<p>G</p>	
<p>ERM3 - NS(1) - Encourage healthy lifestyle for all our residents through physical activity programmes and the provision of sport facilities and green spaces</p>	<p>Deliver the 'Hit the Street' sport and physical activity programme (specifically targeting 14-25 year olds living in priority neighbourhoods) in order to increase participation.</p>	<p>290 14-25 year olds, living in priority neighbourhoods, engaged in the programme.</p>	<p>In Quarter 1, the total number of participants who have attended 14-25 year olds activities in priority neighbourhoods was 78. Activities included 'PL Kicks' delivered by Leicester City Football Club in the Community and an engagement day delivered by the Sport & Active Recreation Team.</p>	<p>G</p>	

<p>ERM3 - NS(2) - Encourage healthy lifestyle for all our residents through physical activity programmes and the provision of sport facilities and green spaces</p>	<p>Deliver an inclusive physical activity programme (for under-represented groups), aimed at increasing participation amongst a wide range of residents.</p>	<p>Increased participation from under-represented groups with a target of 3500 total attendances and 400 individuals participating in the programme.</p>	<p>In Quarter 1, the total number of participants was 134 individuals and attendance across programmes for under-represented groups was 950.</p> <p>Activities have been provided for:</p> <ul style="list-style-type: none"> ▪ South Asian community ▪ Female-specific sessions ▪ Overweight/ obese individuals ▪ People with learning disabilities ▪ People with conditions such as Parkinson's and Dementia ▪ Individuals living in Sheltered Accommodation ▪ Older people 	<p>G</p>	
<p>ERM3 - LC - Encourage healthy lifestyle for all our residents through physical activity programmes and the provision of sport facilities and green spaces</p>	<p>Develop additional marketing and communications to increase levels of participation in the Leisure Centres.</p>	<p>Increase levels of participation in our Leisure Centres to 1,024,000 Visits.</p> <p>(LS10- Leisure Centres: Total number of visits)</p>	<p>Following a meeting with Fusion, our Leisure provider, arrangements are now in place for the production of localised marketing which better reflects the facilities and the opportunity to engage better with potential and existing users.</p>	<p>G</p>	<p>LS10</p> <p>G</p>
<p>ERM4 - LC - Celebrate the rich culture of the Borough</p>	<p>Deliver a rich cultural programme at our venues to increase attendance and develop Loughborough as a popular cultural destination.</p>	<p>Delivery of a targeted programme of events and activities with:</p> <p>A) 73,000 total attendances at the Town Hall.</p> <p>B) 47,000 total attendances at the Museum.</p>	<p>The successful delivery of events at the Museum and Town Hall have resulted in both venues exceeding their total attendance levels set for the first quarter.</p> <p>A) 21,029 attendances at the Town Hall in Quarter 1.</p> <p>B) 13,974 attendance at the museum in Quarter 1.</p>	<p>G</p>	<p>BP6</p> <p>NS</p> <p>BP7</p> <p>G</p>

<p>ERM5 - COS - Listen to and communicate with our residents and act on their concerns</p>	<p>Undertake quarterly satisfaction surveys with residents, to ensure improvements in waste and recycling, street cleansing, and open spaces services.</p>	<p>Maintain (or improve) customer satisfaction levels from a baseline as at 31st March 2019.</p>	<p>The satisfaction level for the waste collections' service for Quarter 1 was 93.09%.</p> <p>The satisfaction level for the Open Spaces service for Quarter 1 was 98%.</p>	<p>G</p>	<p>BP15</p>	<p>G</p>
<p>ERM5- NS - Listen to and communicate with our residents and act on their concerns</p>	<p>Provide opportunities for hard to reach groups (i.e. children and young people; the Armed Forces Community) to be involved in service design and delivery within Charnwood.</p>	<p>3 opportunities provided for hard to reach groups to be involved.</p>	<p>No consultations with hard to reach groups have been undertaken in Quarter 1 but planning for this to take place later in the year is underway.</p>	<p>G</p>		

Delivering Excellent Services

Corporate Plan Outcome (2016-2020)	Business Plan Action (2019-2020)	Measurable Success Criteria	Progress	RAG	Linked Indicators	
DES2 - LC - Improve the way in which customers can access our services.	Create a mapping system to develop an improved town centre enquiry service, with the aim of dealing with customer enquiries more effectively at the first point of contact.	A fully established town centre enquiry service/ mapping system by March 2020	The first stage of entering the data (street furniture) onto GIS mapping has been completed and meetings have been held to move to the next stage.	G		
DES3 - COS - Continuously look for ways to deliver services more efficiently.	Increase the number of commercial waste customers.	100 individual businesses signed up to the commercial waste collection service.	The Council has started offering a Commercial Waste refuse service since November 2018. This has been recently promoted via the BID as well as by direct mail outs with promising uptake from local businesses. Officers are dealing with enquiries in the most efficient manner to ensure the highest levels of standards.	G	BP24	NS

Business Plan Indicators

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

Indicator	Quarter 1		Target	Commentary
LS10 - Leisure Centres- total number of visits	271,345 Visits	G	262,000 Visits	Quarter 1 has exceeded the participation target by 9,345 and is also 3,672 visits more than that achieved in Q1 2018, satisfaction levels across the nine measurable areas was 93.1% which is 3.7% improved on the same period in 2018.
NI 191 - Residual household waste per household		NS		Annual Target- to be reported in Quarter 2 and Quarter 4 only.
BP4 - Number of trees allocated to residents		NS		Annual Target- to be reported in Quarter 3 only. See SLE3 – COS for further information.
BP5 - Number of tourism businesses engaged in promotional and networking events		NS		Annual Target- to be reported in Quarter 4 only. See SLE4 - LC (4) for further information.
BP6 - Number of people attending the museum		NS		Annual Target- to be reported in Quarter 4 only. 13,974 attendances to date. See ERM4 LC for further information.
BP7 - Number of people attending shows and events	21,089 Attendees	G	16,000 Attendees	Town Hall Quarter 1 figures are 5,089 over target. Split as follows: <ul style="list-style-type: none"> Shows: 10,575 attendees Local Groups- 8,323 attendees Gallery and Hires- 2,191 attendees
BP8 - Number of stall/ unit lets across Loughborough Market (Cumulative Target)	4,247 Stalls	G	4,125 Stalls	The number of casuals lets across all of our markets has increased and the first quarter exceeded its target by 122 unit lets.

BP9 - Number of safeguarding sessions delivered <i>(Cumulative Target)</i>		NS		Annual Target- to be reported in Quarter 2 and Quarter 4 only. 2 of 10 sessions delivered to date. <i>See ERM1 NS (1) for further information.</i>
BP15 - Percentage of residents expressing satisfaction with the household waste collection service	93.10%	G	90.00%	This is an annual rolling average figure for this indicator and reflects the high quality of service offered to residents across the Borough.
BP17 - Percentage increase in ASB interventions		NS		Annual Target- to be reported in Quarter 4 only. 1,252 ASB interventions (equating to a 1.9% increase to date). <i>See ERM1 NS (2) for further information.</i>
BP20 - Number of Charnwood Lottery ticket sales <i>(Cumulative Target)</i>	9,556 Tickets	R	13,000 Tickets	A marketing and communication plan is in place to continue to increase both ticket sales and the number of Good Causes registered. This includes promotional events, press releases and a social media campaign.
BP24 - Increase number of commercial waste customers <i>(Cumulative Target)</i>		NS		Annual Target- to be reported in Quarter 2 and Quarter 4 only. <i>See DES3 – COS for further information.</i>

Key Corporate Indicators

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

Indicator	Quarter 1	Target	Commentary
KI4 - Percentage of household waste sent for reuse, recycling and composting		NS	Annual Target- to be reported in Quarter 2 and Quarter 4 only.

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

Indicator	Quarter 1	Target	Commentary
KI12 - Reduction in all crime <i>(Cumulative Target)</i>		NS	Annual Target- to be reported in Quarter 2 and Quarter 4 only.



CHARNWOOD BOROUGH COUNCIL
ANNUAL REPORT
2018-2019

LEADER'S INTRODUCTION



I am pleased to present to you the Council's Annual Report for 2018-2019.

The report covers the third year of our Corporate Plan (2016-20) and looks at how we have progressed in this particular year.

I am delighted to say the vast majority of targets have been achieved and while some areas may require more focus, I am confident that overall our current corporate plan is on track.

It is important we use these annual reports to ensure residents and partners can clearly see how our services are performing. It is also important to showcase how we are delivering excellent customer service and value for money.

There are many examples of great work in this report and I would like to thank staff, members, partners and residents for their support. Collaboration is key to any success and that need for joint working will only become more important in the future.

While this Annual Report highlights that we are heading in the right direction, we will never stand still and already the Council is looking at its next Corporate Plan for 2020-24.

We will be selecting new priorities, based on the views and needs of residents and partners.

And while funding will always remain a challenge in local government, I am pleased to say this Council remains financially robust.

Our next Corporate Plan will continue to put people at the heart of everything we do and we remain committed to making our communities stronger, the local economy more vibrant and protecting our environment for future generations.

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 STRONG AND LASTING ECONOMY

1,117

new homes built in 2018-19
(exceeding target by 36%)



98.75%

occupancy rate of industrial units
(achieved against a target of 90%)

Consultation on a draft
Local Plan to take place in
October 2019 (originally
October 2018)



55

empty homes have been
brought back into use during
2018-19, against a target of 50

189 affordable homes
delivered in 2018-19
(exceeding target by 7.5%)

0.6%

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

Food Safety Team won Best 'Small
Business Friendly' Regulatory
Approach (for support given to
new businesses to help them
comply with the food law)



Stray dog service achieves
RSPCA Golden Footprints
Award for 3rd year running



79%

decrease in
dog fouling in 4
targeted areas



Bradgate Park Dog Control
Public Spaces Protection
Order amended and came
into force

CREATING A STRONG AND LASTING ECONOMY

16,601



stalls let on Loughborough Market throughout 2018-19



3 Green Flag Sites

- Queen's Park
- The Outwoods
- Forest Road Green Belt

2 Local Nature Reserve accredited sites



- Stonebow Washlands
- Gorse Covert

High-Level Stewardship (HLS) site

- Morley Quarry

56%

increase in awareness of fly-tipping offences amongst surveyed residents, following a joint multi-media campaign

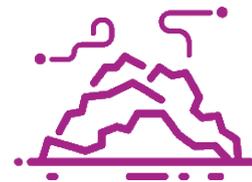
76



Fixed Penalty Notices issued for littering & fly-tipping

838

fly-tipping cases investigated



Refurbishment of the Carillon Tower completed



EVERY RESIDENT MATTERS

99%

of high-risk inspections (179 of 180) completed on open food businesses

97.7% (1409 out of 1442) of food businesses scored Level 3 or above on the National Food Hygiene Rating Scheme

24 new door entry systems to communal doors installed, for enhanced security to residents.

12

Silver safeguarding face to face training sessions have been delivered to help keep children, young people and vulnerable adults safe



144 members of staff completed the silver safeguarding e-learning

8 crime prevention campaigns delivered with partners to deter and prevent crime



11 Gambling Premises inspected for compliance over the year

Gambling Act 'Statement of Principles' came into effect in January 2019



Increased volunteering opportunities for residents with 8,264 hours achieved

Worked in partnership across Leicestershire and Rutland to support and resettle 27 Refugee families

92 Disabled Facilities Grants provided to support home adaptations and improvements to help people remain independent in their own homes

7 Waste Ward Walks took place with resident groups to identify problem streets



13,608 incidents of crime (against a target of 11,995)

0% non-decency in the general needs housing stock

10.7% increase in ASB interventions

57% decrease in the number of bins on-street offences (at targeted locations)



EVERY RESIDENT MATTERS



1,045,359

visits to Charnwood Borough Council Leisure Centres

Annual participation at Leisure Centres by Supporting Leicestershire Families (SLF) totalled 591 visits

89.47%



of complaints not proceeding past stage 1 of the process (against target of 90%)

87.5%

of customers satisfied with the face to face service they received

93.75%

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

46.75%

of customers satisfied with the web service they receive

334

new individuals participating in the inclusive physical activity programme (for under-represented groups)

Work to develop a Community Hub with Thorpe Acre Residents Association continues

486

improvements made to kitchens, bathrooms and heating in our housing stock (50 less than anticipated target)

10

communal areas on the Bell Foundry estate refurbished

11

properties purchased, using resources from Right to Buy Receipts, to meet the housing needs of those on the housing register

481

new 14-25-year olds living in priority neighbourhoods engaged in sports activity (with 5904 attendances)

Access works to Dishley Pool full completed, to provide wheelchair and mobility scooter access

98,229



attendances at Town Hall shows and events. The relaxed performance of the Panto increased to 109 (from 80 in 2017-18)

94.8%

of residents expressing satisfaction with the household waste collection service



47,293

attendances at Charnwood Museum, with 6 Local History Cafés delivered to support people at risk of social isolation and loneliness

27

weekly draws of the Charnwood Community Lottery have taken place and raised £3,676.20 for the registered good causes



DELIVERING EXCELLENT SERVICES



Reviewed, produced and published a new Tenancy Strategy

Developed a new online Housing Register application system



Customer Service Excellence Award achieved in September 2018

Customer insight software tool purchased and fully implemented across services

6,172

transactions undertaken online, via the Council's website (169.5% increase from target of 2290)

193

bookings/ transactions for Lifeline via the new booking live system



Continued delivery of the Customer Service Programme with 5 out of 7 projects completed to date



Work to investigate opportunities for webchat and call recording, to improve customer access, continues

Committee Management Software System implemented with 51 Elected Members successfully using the system

88%

of school holiday activities booked online using the new online booking service



All actions within the People Strategy Action Plan for 2018/19 are complete and fully implemented

Restructured the Council's scrutiny function in accordance with recommendations from the Centre for Public Scrutiny (with effect for the 2019/20 council year)

Development of an Investment Strategy setting out the Council's approach to investment decisions is postponed until Summer 2019



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 (2018-2019).

This Annual Report presents performance results for the 2018-2019 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 and details of remedial actions being taken where appropriate.

PERFORMANCE OBJECTIVES

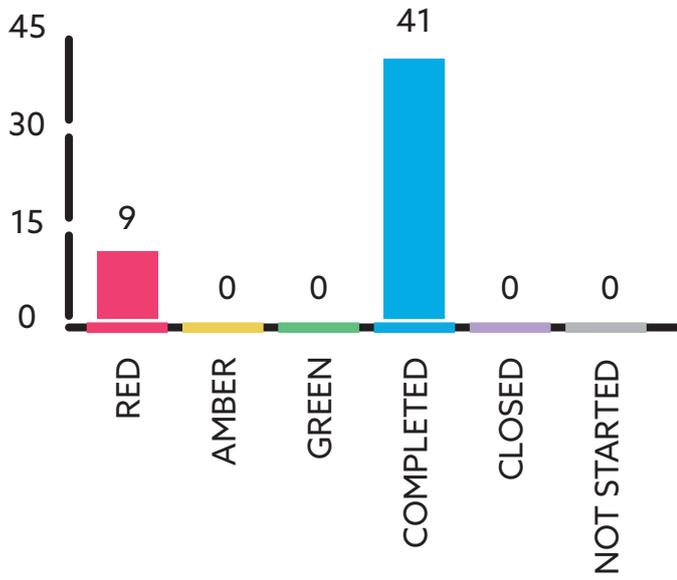
There were **50** activities in the Annual Business Plan (2018-2019) which address the objectives outlined in the Corporate Plan. At the close of the final quarter there were **41** objectives reported as completed in status and **9** graded as red.

PERFORMANCE INDICATORS

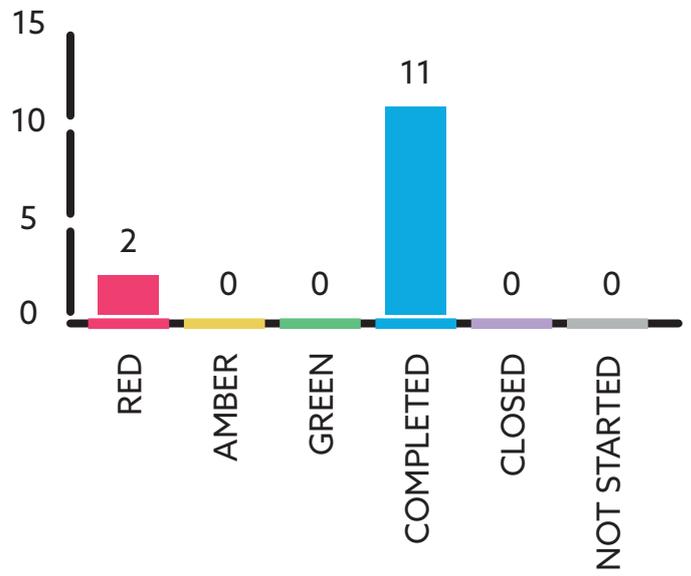
Corporate performance against the Business Plan Indicators, at the annual outturn, includes **1** indicator assessed as red, **3** as amber, and **18** as green. Performance against the Key Indicators associated with the Corporate Plan at the annual outturn was **6** indicators assessed as green, **3** as amber and **3** as red.

PERFORMANCE DASHBOARD (2018-2019)

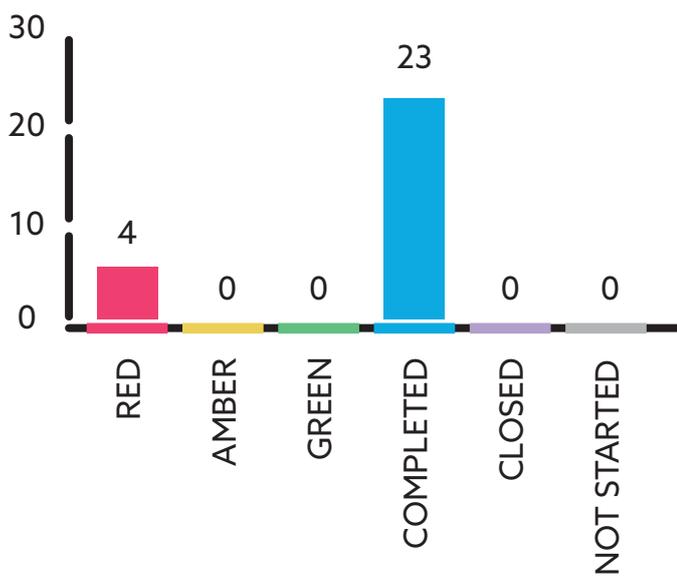
BUSINESS PLAN OBJECTIVES



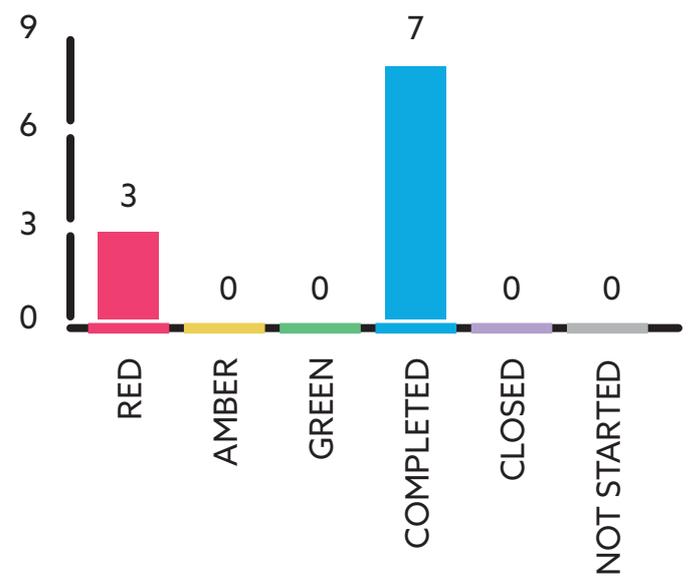
THEME ONE: CREATING A STRONG AND LASTING ECONOMY



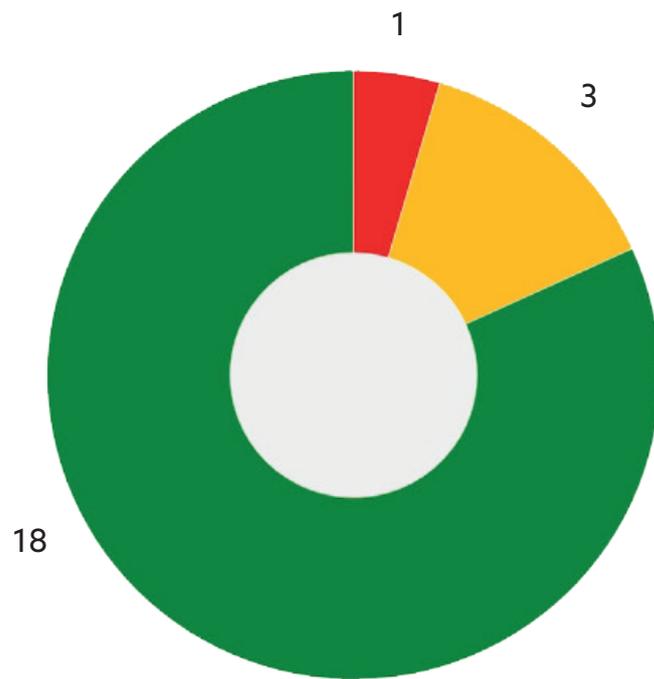
THEME TWO: EVERY RESIDENT MATTERS



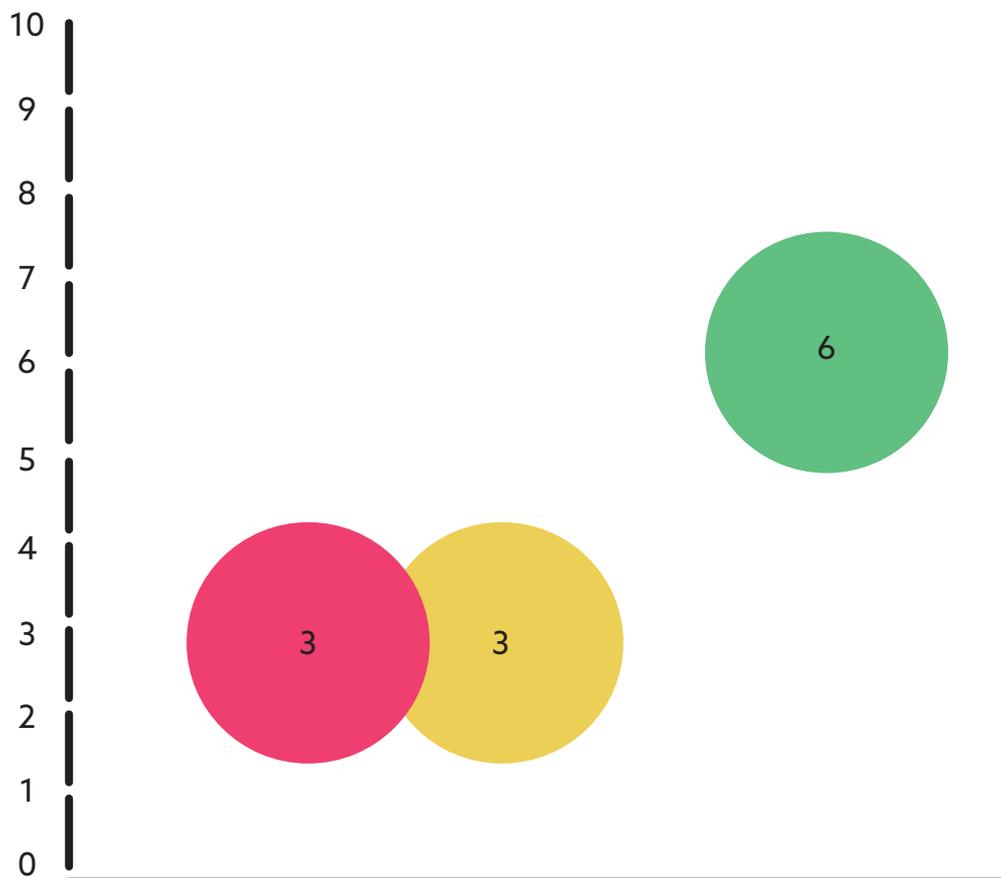
THEME THREE: DELIVERING EXCELLENT SERVICES



BUSINESS PLAN INDICATORS



KEY PERFORMANCE INDICATORS





CREATING A STRONG AND LASTING ECONOMY



What we wanted to achieve...	What we did to achieve it...	How we measured the success...		How we performed...
(SLE1 FP) 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.	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.	A) 100% of industrial units are fit for purpose. B) Increase occupancy by 1% from a baseline as at 31st March 2018 across all units through a review of acceptance criteria.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) This success criteria, was completed in Quarter 4 of the 2018/19 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) This success criteria, was completed in Quarter 4 of the 2018/19 Business Plan. Occupancy rate rose to 98.75% (exceeding the annual target of 87.87%). The uptake of tenants joining/ leaving the business units does fluctuate, but overall there has been an increase in occupancy at The Ark and Oak Business Centre.
(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.	Complete the Economic Development Strategy with an aim to create a strong and lasting economy.	Final Strategy agreed and published by September 2018.	C	This action was completed in Quarter 1 of the 2018/19 Business Plan. The Economic Development Strategy was finalised and approved by Cabinet in Quarter 4 of the previous Business Plan (2017-18) and was published in Quarter 1 of the current Plan.

(SLE2 HOU) Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.	Bring empty homes back into use through housing advice/ assistance and partnership grants.	50 Empty Homes brought back into use as a result of action by the Council.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan, with an annual total of 55 Empty Homes bought back into use against the strategy target of 50 Empty Homes.
(SLE2 PR) Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.	Complete the milestones in the Local Development Scheme 2018-2021 for the preparation of the local plan.	To publish consultation on a draft local plan by October 2018.	R	The Local Development Framework Project Board has considered the programme for preparing the Local Plan and re-programmed dates identified for the preparation of the draft plan, taking account of a range of factors affecting the timetable including, impacts arising from evidence collection (including traffic modelling) and staff absence. A revised Local Development Scheme was considered by Cabinet in March 2019 setting out a revised consultation date of October 2019. Objective included within the 2019/20 Business Plan for further progression.
(SLE3 COS) Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.	Take appropriate action to ensure the Borough is kept clear of litter.	Less than 1.5% of cleansing inspections falling below a Grade B.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. The annual rolling average for cleansing inspections falling below a Grade B was 0.6%.
(SLE3 RS1) Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.	Review the Bradgate Park Dog Control Public Spaces Protection Order 2016 with a view to extend the current Order to apply all year around.	Review complete and Order extended with controls in place throughout the year.	C	This action was completed in Quarter 3 of the 2018/19 Business Plan. The Bradgate Park Dog Control Public Spaces Protection Order was amended and came into force on the 1st November 2018.

(SLE3 RS2) Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.	As part of the Leicestershire 'Fly-Tipping' promotional and enforcement campaign undertake the following: A) A joint multi-media campaign with all Leicestershire District Councils, Leicester City Council and Leicestershire County Council. B) Investigate all reported fly-tipping incidents and take action where sufficient evidence is obtained.	A) 40% increase in awareness of fly-tipping offences amongst those residents who were surveyed at the start and end of the campaign. B) 80% of fly-tipping cases referred for legal action result in a Fixed Penalty Notice or Prosecution.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) This success criteria, was completed at Quarter 2 of the 2018/19 Business Plan. For Charnwood Borough Council, 239 people completed questionnaires before and after the campaign. After the campaign 92% were aware of the 'Duty of Care' offence for their waste, an increase of 56% (against an annual target of 40%). B) This success criteria, was completed at Quarter 4 of the 2018/19 Business Plan. The total annual number of fly-tipping cases investigated was 838, with 76 Fixed Penalty Notices issued for littering & fly-tipping, resulting in total fines of £5,840 with 100% of these paid.
(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.	Maintain the number of Green Flags parks held to create quality open space for residents to enjoy.	Maintain the number of Green Flags parks held to create quality open space for residents to enjoy.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. There are currently 3 Green Flag Sites in the Borough (Queens Park, The Outwoods, Forest Road Green Belt), 2 Local Nature Reserve (LNR) accredited sites (Stonebow Washlands, Gorse Covert) and a High-Level Stewardship (HLS) site (Morley Quarry). All the above have their own management plan and are maintained in a sustainable way that enhances their attributes.
(SLE4 LC1) - 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.	Complete the upgrade, refurbishment and modernisation of public toilets at Charnwood Museum to encourage increased tourism and visitors.	Delivery of the refurbished public toilets at Charnwood Museum by February 2019.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan with the Museum toilet upgrade fully complete and in use. All works were completed within the £16,000 Capital Budget.

(SLE4 LC2) - 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.	Complete the refurbishment of the Carillon Tower informed by surveys report and project submitted to the War Memorial Trust to promote the profile of the Borough and encourage tourism.	Delivery of the refurbished Carillon Tower by October 2018.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan when the Carillon Tower refurbishment was completed. The specialist architect signed off all the work as complete and to an acceptable standard. His report was also submitted to the War Memorial Trust to draw down the grant that was already allocated by the Trust to the project.
(SLE4 LC3) - 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.	Deliver a Vision for Loughborough Market by improving the layout, infrastructure and marketing to increase footfall and encourage a wider diversity of traders.	A) 16,000 number of market units let on annual basis. B) Increase the variation of market traders by 5 and number of traders by 7 from a baseline of 85.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) This success criteria was complete at Quarter 4 with an annual total of 16,601 stall lets, against the annual target of 16,000. B) This success criteria was complete at Quarter 4 with 100 traders on the market (against a target of 92) and the variation of traders continues to stand at 9.
(SLE4 LC4) - 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.	Work with Leicestershire Promotions to increase the profile of local businesses in Charnwood, involved in tourism, and effectively deliver a Blue Print for Tourism in Charnwood.	Develop and implement a Blue Print for Tourism in Charnwood.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan when the Blue Print for tourism was successfully completed, in consultation with partners, and launched as part of National Tourism Week (beginning 30th March 2019).
(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.	Complete phase 1 of the Beehive Lane car park improvements and refurbishment scheme to maintain the long-term viability of the car park and encourage increased customer car parking in Loughborough.	Installation of new car park railings on the top floor of Beehive Lane car park completed by 31st March 2019.	R	At Quarter 4, following the procurement process for the new railing's installation, no suitable Tenders meeting the Council's requirements were received. The procurement process will be reviewed with a view to re-tendering during 2019/20. The procurement of the Fire Detection system was completed, and all contract work was signed with work scheduled to commence in April 2019. Objective included within the 2019/20 Business Plan for further progression.



What we wanted to achieve....	What we did to achieve it....	How we measured the success....		How we performed....
(ERM1 LS) Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Undertake the 2018/19 programme of works to install 23 new communal door entry systems in order to provide enhanced security for tenants.	Completion of works, with 23 new communal door entry systems installed.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan with a total of 24 blocks completed, exceeding the target of 23 blocks.
(ERM1 NS1) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Work with partners to deliver 4 initiatives aimed at proactively tackling and reducing incidents of ASB.	5% increase in ASB interventions, from a baseline as at 31st March 2018.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan with a total of four initiatives delivered that aimed to proactively tackle and reduce incidents of ASB. A 10.7% increase (against an annual target of 5%) in ASB interventions was achieved in comparison to the previous year.
(ERM1 NS2) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Work with our partners to deliver 8 crime prevention campaigns with the aim of contributing to deterring and preventing crime.	K112: Reduction in all crime	C	This action was completed in Quarter 4 of the 2018/19 Business Plan with a total of eight partnership campaigns delivered which aimed to contribute towards deterring and preventing crime.

(ERM1 NS3) Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Deliver a suite of role appropriate safeguarding training to staff and elected members to keep children, young people and vulnerable adults safe.	Delivery of 6 safeguarding sessions, and silver safeguarding e-learning to 30 staff, to ensure we meet our statutory obligations with regard to safeguarding.	C	This action was completed in Quarter 2 of the 2018/19 Business Plan. In total 12 face to face safeguarding sessions were delivered to 140 internal and 3 external staff during 2018/19 and in addition 144 staff completed Silver level safeguarding e-learning.
(ERM1 RS1) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	As part of the Food Hygiene Rating Scheme, undertake the following actions: A) Introduce a new procedure to allow food businesses to request a chargeable re-scoring visit prior to the next scheduled inspection. B) Complete a minimum of 95% of High Risk (Risk Ratings A-C's) Food Safety Inspections.	A) The Statement of Principles approved by Full Council by January 2019. B) 90% of premises holding a Gambling Act Licence (of those inspected) comply with the legal standards.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) This success criteria was complete at Quarter 3 when the Gambling Act 'Statement of Principles' was approved by Full Council on 05.11.2018, advertised on 07.12.2018 and came into effect on 31.01.2019. B) This success criteria was complete at Quarter 4 with 11 Gambling Premises inspected over the year. 91% (10 Premises) were fully compliant on the first visit with the final premises compliant after a re-visit.
(ERM1 RS2) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Review, update and obtain Council approval for the Charnwood Borough Council Gambling Act 2005 'Statement of Principles' in order to protect our children & vulnerable residents by ensuring responsible Gambling Premises operate across the Borough.	A) The Statement of Principles approved by Full Council by January 2019. B) 90% of premises holding a Gambling Act Licence (of those inspected) comply with the legal standards.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) This success criteria was complete at Quarter 3 when the Gambling Act 'Statement of Principles' was approved by Full Council on 05.11.2018, advertised on 07.12.2018 and came into effect on 31.01.2019. B) This success criteria was complete at Quarter 4 with 11 Gambling Premises inspected over the year. 91% (10 Premises) were fully compliant on the first visit with the final premises compliant after a re-visit.

<p>(ERM1 RS3) Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.</p>	<p>As part of the 'Don't Muck Around' campaign undertake the following actions targeted at reducing bin side waste and bins on streets offences:</p> <p>A) Undertake a minimum of 3 Litter & Waste Ward Walks, in areas with the highest number of reports.</p> <p>B) Undertake a minimum of 12 targeted Litter and Waste Patrols in locations with the highest number of reports.</p>	<p>Completion of planned campaigns to achieve 20% reduction in bin side waste and bins on streets offences (baseline set at start of campaign).</p>	C	<p>This action was completed in Quarter 4 of the 2018/19 Business Plan.</p> <p>A) This success criteria was complete at Quarter 3. In total 7 Waste Ward Walks took place with resident groups to identify problem streets.</p> <p>B) This success criteria was complete at Quarter 4. 5 Ward Walks and 12 targeted litter & waste patrols were undertaken during the year. The final monitoring was undertaken in January 2019 and overall for the targeted locations there was a 57% decrease in the number of bins on-street offences (67 bins on street at the start compared to 29 at the final monitoring).</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 the Ranger Service to deliver volunteering opportunities in Open Spaces.</p>	<p>7000 volunteering hours during 2018/19.</p>	C	<p>This action was completed in Quarter 4 of the 2018/19 Business Plan with 8,264 volunteering hours achieved. The Rangers interacted with various groups and continue to facilitate and oversee many projects and activities on Open Spaces including some of the Borough's key sites such as the Outwoods, Stonebow Washland, Gorse Covert, Booth Wood and Dishley Pool.</p>

<p>(ERM2 LS1) 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 through the delivery of (an estimated) 84 kitchens, 144 bathrooms, and 308 heating installations to provide high quality homes for Council tenants.</p>	<p>0% non-decent Council general needs homes.</p>	R	<p>Performance has improved, and the kitchen and heating installation programmes have been completed. At the close of Quarter 4, the following were delivered:</p> <ul style="list-style-type: none"> • Kitchens: 81; • Bathrooms: 109; • Heating: 296. <p>Total = 486 Improvements (50 less than anticipated target). This equates to a 90.7% completion rate for the year against the anticipated target.</p> <p>The bathroom programme is expected to be completed by the end of Q1 2019. The level of non-decency is not affected by the slower than expected progress on this stream.</p> <p>Objective included within the 2019/20 Business Plan for further progression.</p>
<p>(ERM2 LS2) 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>Refurbish 10 communal areas on the Bell Foundry estate to provide an enhanced environment for tenants, residents and visitors.</p>	<p>Completion of works, with 10 communal areas refurbished.</p>	C	<p>This action was completed in Quarter 4 of the 2018/19 Business Plan with 10 communal areas fully refurbished, meeting the target set.</p>

(ERM2 LC1) 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.	Undertake a range of improvements to the Town Hall, including new auditorium seating, installation of a new Wi Fi system and repairs to the Town Hall roof, in order to maintain our assets; provide a better service for customers and increase the revenue stream.	Completion of planned improvements to: A) Increase auditorium income to £678,300 from last year's target of £645,400. B) Increase levels of satisfaction from a base line of 93%.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) The completion of planned works resulted in an increase in the auditorium income by circa £284,700 totalling £963,000 against a target of £678,300. B) All of the areas of satisfaction were successfully increased by an average of 5.7% based on a baseline of 93%. The results achieved includes: <ul style="list-style-type: none"> Ease of Booking (99.2%) Value for Money (97.5%) Customer Service (99.6%) Average (98.8%)
(ERM2 LC2) 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.	Develop (with input from stakeholders) Loughborough Town Centre as a popular destination by refurbishing, replacing and improving the offer of Loughborough festive lights and street dressings to assist in creating an attractive environment for residents and tourists.	Delivery of improved and new lighting/ street dressing scheme by November 2018.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. The new street lighting/ dressing scheme has been successfully commissioned and installed. The project has successfully helped to create an improved and attractive environment for residents and tourists.
(ERM2 NS1) 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.	Maintain our support to the voluntary and community sector through the introduction of a Charnwood Lottery Scheme.	Charnwood Lottery Scheme fully implemented.	C	This action was completed in Quarter 2 of the 2018/19 Business Plan. Annually, 27 weekly draws of the Charnwood Community Lottery have taken place and raised £3,676.20 for the registered good causes. We currently have 47 Good Causes registered. Average weekly ticket sales were at 720 with 450 players registered.

(ERM2 NS2) 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.	Facilitate the development of a Community Hub in Thorpe Acre.	Community Hub fully established in Thorpe Acre.	R	The Thorpe Acre Action Group and Thorpe Acre Scouts Group have progressed with the lease agreements and final changes are being made ready for signing. The sourcing of quotes and specifications of mobile/building units has now taken place and options are being costed including the provision of utilities to site. Planning consent will then be sought before all details are finalised. Objective included within the 2019/20 Business Plan for further progression.
(ERM2 HOU1) 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.	Deploy available resources from the Right to Buy Receipts to acquire additional properties, to meet the housing needs of households on the housing register.	Spend the allocated budget of £1,953k (purchasing between 8 and 10 properties in 2018-2019) to meet the housing needs of the Borough.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. Sales were completed on 11 properties with £2,079,780 spent/ committed (£126,780 of the 2019-2020 budget has been brought forward to cover the additional spend).
(ERM2 HOU2) - 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.	Implement the Homelessness Strategy Action Plan as approved by Cabinet in March 2018.	Complete the milestones in the Homelessness Strategy Action Plan for 2018-19.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan with all milestones in the Homelessness Strategy Action Plan for 2018/19 fully met.
(ERM3 COS) Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.	Complete access works to Dishley Pool to provide wheelchair and mobility scooter access in order to provide access to the whole community.	Access works to Dishley Pool fully completed.	C	This action was completed in Quarter 2 of the 2018/19 Business Plan when the access works to Dishley Pool were fully completed. Moving forward, officers are now also looking to extend the footpaths to other wider areas of the site.

(ERM3 LC) Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.	Work proactively with Fusion and the Recreational Services Team to support the 2018-19 programme of supported activity (such as sessions provided for Supporting Leicestershire Families (SLF) and overall deliver effective leisure centres that increase participation in physical activity for Charnwood residents. across the Borough.	1,024,000 annual visits to Charnwood Borough Council Leisure Centres.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. Through the Supporting Leicestershire Families Scheme, individual participation totalled an overall annual attendance of 591, through the issuing of leisure cards for the Loughborough/ Soar Valley/ South Charnwood leisure centres. One family in particular commented, "the swimming lessons have benefited us all, especially the children's confidence". In general, the annual participation figure to Charnwood Borough Council Leisure Centres totalled 1,045,359 Visits.
(ERM3 NS1) Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.	As part of the Sport & Physical Activity Programme, deliver Year 3 Plan of Community Sports Activation Fund (specifically targeting 14-25 year olds living in priority neighbourhoods), in order to increase participation.	290 14-25 year olds, living in priority neighbourhoods, engaged in the programme.	C	This action was completed in Quarter 3 of the 2018/19 Business Plan. Annually, the total number of participants (aged 14-25 years old) was 481 and the total number of attendances for the year was 5,904.
(ERM3 NS2) Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.	Deliver an inclusive physical activity programme (for under- represented groups), aimed at increasing participation amongst a wide range of residents.	Increased participation from under-represented groups with a target of 2000 total attendances and 250 individuals participating in the programme.	C	This action was completed in Quarter 3 of the 2018/19 Business Plan. Annually, the total number of participants was 334 and the total number of attendances for the year was 2,856. Delivery of the commissioning plan included activities for the South Asian community, women-specific sessions, people who are overweight or obese, people with learning disabilities, people with conditions such as Parkinson's and Dementia, people living in Sheltered Accommodation and older people.

(ERM4 LC1) Celebrate the rich culture of the Borough.	Deliver a programme of major events and activities in our parks, open spaces and venues to develop Loughborough as a popular cultural destination.	Delivery of a targeted programme of events and activities with: A) 70,000 total attendances at the Town Hall. B) 47,000 total attendances at the Museum. C) Hold 3 major events that attract attendance of above 10,000 people for each event.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) Total annual attendance at the Town Hall was 98,202 (28,202 over anticipated target). B) Total annual attendance at the Museum was 47,293 (against a target of 47,000). C) This success criteria was complete at Quarter 2. Events have included: <ul style="list-style-type: none">• Loughborough by the Sea 13th Aug 25,660 (+37% on 2017) 14th Aug 26,234 (+40% on 2017) 15th Aug 25,750 (+55% on 2017)• Mela – Sunday 19th August 18,169 (+23% on 2017)• Dog Show – 16th September 18,204 (+58% on 2017)
(ERM4 LC2) Celebrate the rich culture of the Borough.	As part of the Town Hall programme of events and activities undertake the following actions targeted at increasing access to cultural activity for 'hard to reach' groups: A) Delivery of a signed and relaxed performance of the Panto, at the Town Hall, increasing attendance at these events. B) Delivery of a pilot Local History Café project at the Museum to support people who are at risk of social isolation and loneliness.	A) Increased attendance to 100 attendees at this event. B) Deliver a scheme of 6 cafes. Evaluation completed by De Montfort University to determine success with recommended outcomes reviewed and considered as appropriate.	C	This action was completed in Quarter 3 of the 2018/19 Business Plan. A) Relaxed performance of the Panto was an overwhelming success. Attendance increased to 109 (from 80 the previous year) and the impact of the shows led to more SEN schools booking for the school shows. A review of the relaxed performance in the Leicester Mercury was extremely positive. B) The pilot for the Local History Café was very successful with each café attracting around 10 attendees. Funding of £1000 was successfully secured from the Tesco Bags of Help scheme to fund the next round of cafes (which will be 5 in total).
(ERM5 COS) Listen to and communicate with our residents and act on their concerns.	Undertake quarterly resident satisfaction surveys to ensure continually high standards for Environmental Services.	At least 90% of residents expressing satisfaction with the household waste collection service.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. The annual satisfaction level for the collections' service was 94.80%.

(ERM5 CIS1) Listen to and communicate with our residents and act on their concerns.	Review the Corporate Complaint Policy to ensure an effective and efficient process for our Customers from which the Council can learn and improve.	A) Updated Corporate Complaint Policy. B) 90% of complaints not proceeding past stage 1 of the process.	R	A) This success criteria was completed in Quarter 4 of the 2018/19 Business Plan when the Draft Corporate Complaints Policy was fully updated and approved. B) The annual total number of complaints not proceeding past stage 1 of the process was 89.47%. Objective included within the 2019/20 Business Plan for further progression.
(ERM5 CIS2) 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 Govmetric and the Contact/ Customer Service Centre.	A) 87% of customers satisfied with the face to face service. B) 87% of customers satisfied with the telephone service they received for calls taken in the contact centre.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) 87.5% of customers surveyed annually rated their face-to-face service as 'Good'. B) 93.75% of customers surveyed annually rated their telephone service from the Contact Centre as 'Good'.
(ERM5 SS) 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 the web service they receive.	Increased levels of customer satisfaction with the web related service they receive, from a baseline of 52%.	R	46.75% of customers who gave feedback throughout 2018/19 rated the web related service they received as 'Good' (5.25% below the target of 52%). In 2018/19, there were 473,495 users on the website and of these the Council received 1,846 negative or average ratings (for various reasons, many unexplained). Therefore, if each negative or average rating was a person, that would equate to 0.39% of web users. Additionally, following the website redesign and updating the survey in October 2018, the number of Govmetric ratings have increased by 200%. Objective included within the 2019/20 Business Plan for further progression.

(ERM5 NS) Listen to and communicate with our residents and act on their concerns.	Provide opportunities for children and young people to be involved in service design and delivery within Charnwood.	2 opportunities provided for children and young people to be involved.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. The first consultation took place in Quarter 2 and involved a series of 3 engagement days as part of the 'Hit The Street' project. The second consultation took place in Quarter 4 when the views of local young people were sought, to shape and influence the Community Premier League Kicks programme running from Charnwood College (a partnership programme developed by Charnwood Borough Council and Leicester City Community Foundation).
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CREATING A STRONG 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 Customer Service Excellence (CSE) Assessment by September 2018 and retain CSE accreditation through the independent assessment process.	Retain CSE accreditation by September 2018.	C	<p>This action was completed in Quarter 2 of the 2018/19 Business Plan when the organisation achieved the Customer Service Excellence Award. The assessor was on site from 12th-14th September and he met with over 70 staff from across the Council, including the Senior Management Team and the Leader / Deputy Leader of the Council. He also met various customers and partners at various sites including the MTC Centre / Peel Drive, the Falcon Centre, Green Gym at the Outwoods and Fearon Hall.</p> <p>The assessor identified a number of strengths and awarded a total of five compliance plus ratings for excellent performance.</p>

(DES2 CIS) Improve the ways in which customers can access our services.	Explore and evaluate opportunities to offer webchat and call recording to improve customer access and customer satisfaction when contacting the Council.	<p>A) Pilot of webchat completed.</p> <p>B) Call recording solution and quality monitoring implemented.</p>	R	<p>A) Due to other issues with the telephony system the webchat project was put on hold while resolutions to these outstanding issues were completed. Work will continue to develop this new access channel, which is expected to be delivered in the next financial year.</p> <p>Objective included within the 2019/20 Business Plan for further progression.</p> <p>B) The implementation of call recording is dependent upon the introduction of a way to de-scope payments from the contact centre (to ensure PCI compliance). An order has now been placed for the PCI software and once this is implemented the call recording implementation will be scheduled.</p> <p>Objective included within the 2019/20 Business Plan for further progression.</p>
(DES2 PROG1) Improve the ways in which customers can access our services.	Develop a Corporate Booking System by procuring a cloud-based booking system in order to enable customers to effectively book activities online.	Cloud based booking system fully implemented and fully operational by July 2018 with 100 transactions taking place by March 2018.	C	<p>This action was completed in Quarter 4 of the 2018/19 Business Plan. The cloud-based booking system is fully implemented and fully operational and being used by both Lifeline and the Sports & Active Recreation Service.</p> <p>To date, there have been 193 bookings/ transactions for Lifeline via the booking live system.</p>

(DES2 PROG2) 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.	Increase the number of annual online transactions, via the Council's website, to: <ul style="list-style-type: none"> 820 missed bins transactions 870 garden waste application transactions 600 bulky waste collection transactions 	C	This action was completed in Quarter 4 of the 2018/19 Business Plan, with the number of annual online transactions is as follows: <ul style="list-style-type: none"> 1352 missed bins transactions 1247 garden waste application transactions 3573 bulky waste collection transactions
(DES3 CIS1) Continuously look for ways to deliver services more efficiently.	Evaluate new opportunities to move the ICT infrastructure to a 'cloud' based environment to improve resilience and future technical opportunities.	Complete proof of concept for 'Office 365' software by migrating 25 users onto the platform. Provide a business case of the technical set up, hosting options and costs for the virtual desktop infrastructure.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. A) Heads of Service identified pilot users for 0365 which we began migrating from mid-October 2018. At the close of Quarter 4, 132 users were migrated onto the platform. B) The Business case was completed at the close of Quarter 4. A verbal updated was given to the IT Security Group on this matter and agreed a way forward in terms of different options.
(DES3 PROG) Continuously look for ways to deliver services more efficiently.	Deliver the Customer Service Programme, in line with the project milestones.	Delivery against the project milestones as reported to the Programme Board.	R	The Chief Executive included an objective in the 2019/2020 Business Plan stating, 'Establish a Transformation Programme for the Council', therefore this will supersede the current objective. Five out of 7 projects have been completed with the OCE project and DMS project still live and are progressing. Objective included within the 2019/20 Business Plan for further progression.

(DES3 FP) Continuously look for ways to deliver services more efficiently.	Development of an Investment Strategy setting out the Council's approach to investment decisions and detailing the evaluation criteria to be used.	Final Strategy agreed and published by April 2019.	R	An informal briefing with members was held to set out proposals and understand risk. However, it was concluded that it was appropriate to delay the Cabinet report until Summer 2019, following the May Council elections allowing new members to set the Strategy. Objective included within the 2019/20 Business Plan for further progression.
(DES3 SS1) Continuously look for ways to deliver services more efficiently.	Deliver the Digital Democracy Project to provide a more efficient and effective Committee Management System.	Full implementation of Committee Management Software System with 52 Elected Members successfully using the system.	C	This action was completed in Quarter 4 of the 2018/19 Business Plan. In total 28 Elected Members have gone completely paperless at meetings whilst others are using both paper agendas and the devices simultaneously. Additional IT training was provided in February 2019 for further support to Members.
(DES3 SS2) Continuously look for ways to deliver services more efficiently.	Implement the People Strategy Action Plan. This includes reviewing our current working policies and practices to ensure they are robust and flexible enough to deliver high quality services and promote employee wellbeing and effectiveness.	Following consultation with staff and managers, implement revised working policies and practices, meeting the milestones in the People Strategy Action Plan for 2018-19.	C	All actions within the People Strategy Action Plan for 2018/19 are complete and fully implemented.



BUSINESS PLAN INDICATORS

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

Indicator	Quarter 1 2018/19		Quarter 2 2018/19		Quarter 3 2018/19		Quarter 4 2018/19		Annual Outturn 2018/19		
									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							98.75%	G	87.87%	98.75%	G
BP3 - Number of empty homes brought back into use	5 Homes	G	21 Homes	G	42 Homes	G	55 Homes	G	50 Homes	55 Homes	G
BP4 - Number of boundaries designated	100%	G	100%	G	100%	G	100%	G	80%	100%	G
BP5 - Less than 1.5% of cleansing inspections falling below a Grade B	0.0%	G	1.0%	G	1.0%	G	0.6%	G	<1.5%	0.6%	G
BP6 - Number of volunteering hours							8,264 Hours	G	7,000 Hours	8,264 Hours	G
BP7 - Number of people attending shows and events	20,874 People	G	9,159 People	G	45,183 People	G	23,013 People	G	70,000 People	98,229 People	G
BP8 - Number of stall/ unit lets across Loughborough Market	4,251 Stalls	G	4,202 Stalls	A	4,076 Stalls	A	4,072 Stalls	G	16,000 Stalls	16,601 Stalls	G
BP9 - Number of Green Flag awards held							6 Flags	G	6 Flags	6 Flags	G
BP10 - Number of journeys customers can undertake online							6,172 Transactions	G	4,800 Transactions	6,172 Transactions	G

BP11 - Percentage of complaints not proceeding past 'Stage 0' of the corporate complaints process	93.00%	G	90.00%	G	86.60%	A	88.00%	A	90.00%	89.48%	A
BP12 - Percentage of customers satisfied with the face to face service they receive	89.00%	G	85.00%	A	87.00%	G	89.00%	G	87.00%	87.50%	G
BP13 - Percentage of customers satisfied with the telephone service they receive for those calls taken in the contact centre	94.00%	G	93.00%	G	94.00%	G	94.00%	G	87.00%	93.75%	G
BP14 - Percentage of customers satisfied with the web service they receive for those services use Gov metric	48.00%	A	43.00%	R	50.00%	A	46.00%	R	52.00%	46.75%	R
BP15 - Percentage of residents expressing satisfaction with the household waste collection service	95.50%	G	95.50%	G	94.40%	G	93.70%	G	90.00%	94.80%	G
BP16 - Number of communal door entry systems installed							24 Doors	G	23 Doors	24 Doors	G
BP17 - Percentage increase in ASB interventions							10.7% Increase	G	5% Increase	10.7% Increase	G
BP18 - Percentage reduction in bin side waste and bins on streets offences							57% Reduction	G	20% Reduction	57% Reduction	G
BP19 - Number of kitchens, bathrooms and heating streams delivered							486 Improvements	A	536 Improvements	486 Improvements	A
BP20 - Number of communal areas refurbished on Bell Foundry Estate							10 Refurbishments	G	10 Refurbishments	10 Refurbishments	G
LS 10 - Leisure Centres - Total number of visits	267,673 Visits	G	255,115 Visits	G	240,446 Visits	A	282,125 Visits	G	1,024,000 Visits	1,045,359 Visits	G
NI 191 - Residual household waste per household	448 KG/Household	A	430 KG/Household	G	448 KG/Household	A	442 KG/Household	A	440 KG/Household	442 KG/Household	A

KEY CORPORATE INDICATORS

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

Indicator	Quarter 1 2018/19		Quarter 2 2018/19		Quarter 3 2018/19		Quarter 4 2018/19		Annual Outturn 2018/19		
									Target	Result	
KI3 - Percentage of food establishments that achieve Level 3.	97.00%	G	97.00%	G	97.50%	G	92.00%	G	92.00%	95.88%	G
KI4 - Percentage of household waste sent for reuse, recycling and composting			46.01%	R			44.72%	R	50.00%	45.84%	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)	91.54%	G	94.95%	G	96.17%	G	96.75%	G	95.31%	96.75%	G
KI7 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	18.50 Days	A	25.04 Days	R	17.11 Days	A	12.40 Days	G	17.00 Days	18.26 Days	A
KI8 - Percentage of Council Tax Collected	29.40%	G	57.29%	A	85.22%	A	97.52%	R	97.80%	97.52%	R
KI9 - Percentage of non-domestic rates collected	30.12%	A	57.25%	G	85.22%	A	97.52%	A	97.80%	97.52%	A
KI10 - The number of working days / shifts lost to the local authority due to sickness absence	2.36 Days	R	4.29 Days	A	6.71 Days	A	8.67 Days	A	7.5 Days	8.67 Days	A
KI11- Percentage rent loss from void properties	2.14%	G	2.10%	G	2.14%	G	2.16%	G	2.20%	2.16%	G

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

Indicator	Quarter 1 2018/19		Quarter 2 2018/19		Quarter 3 2018/19		Quarter 4 2018/19		Annual Outturn 2018/19		
									Target	Result	
KI1 - Net additional homes provided	208 Homes	G	429 Homes	G	700 Homes	G	1,117 Homes	G	820 Homes	1,117 Homes	G
KI2 - Number of affordable homes delivered (gross)	59 Homes	G	79 Homes	R	126 Homes	A	189 Homes	G	176 Homes	189 Homes	G
KI12 - Reduction in crime							13,608 Crimes	R	11,995 Crimes	13,608 Crimes	R



Charnwood Borough Council
Southfields Road
Loughborough
LE11 2TX

Telephone: 01509 263151
Email: customer.services@charnwood.gov.uk
Visit: www.charnwood.gov.uk
Twitter: @CharnwoodBC
www.facebook.com/charnwoodbc

This information is available in different formats
To access these please phone 01509 634560

**NEIGHBOURHOODS & COMMUNITY WELLBEING SCRUTINY
10TH SEPTEMBER 2019**

Report of the Head of Neighbourhood Services

Lead Member: Councillor Deborah Taylor

PART A

ITEM 7 COMMUNITY SAFETY PARTNERSHIP UPDATE REPORT

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.

Recommendations

That the Committee notes the report.

Reason

Neighbourhoods & Community Wellbeing Scrutiny Committee has been allocated the statutory responsibility to ensure that effective scrutiny of the work of the Community Safety Partnership takes place.

Report Implications

The following implications have been identified for this report.

Financial Implications

There are no financial implications associated with this report.

Risk Management

There are no risks directly associated with this report.

Contacts

Julie Robinson
Head of Neighbourhood Services
(01509) 634590
julie.robinson@charnwood.gov.uk

Tim McCabe
Community Safety Manager
(01509) 634920
timothy.mccabe@charnwood.gov.uk

PART B

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 CSP 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 CSP Strategic Assessment (PSA) in January 2019, the CSP reviewed its Community Safety Partnership Plan. This annual assessment ensures that the CSP 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 CSP fully revised its Community Safety Plan in April 2017, where it amended its three themes and revised its priorities reducing them from 8 to 5 (as listed below).

In seeking to deliver the CSP priorities, the Partnership has implemented an annual Action Plan, focusing upon the key tasks required to create a safer and stronger community, the progress of which is reviewed at each CSP meeting.

The priorities identified for 2019/2020 are set out below:

Theme 1: Making Communities Safer	Theme 2: Protecting Vulnerable People	Theme 3: Improving Community Confidence, Engagement and Cohesion
Priority 1: Prevent and disrupt criminal activity with the aim of reducing 'All Crime'	Priority 3: Protecting Vulnerable Adults and Youths including those at risk of Criminal Exploitation	Priority 5: Build safer and stronger communities with a focus on increasing community confidence
Priority 2: Proactively tackle ASB with a focus on reducing alcohol related violence, substance misuse and street related ASB	Priority 4: Prevent people being drawn into extremism and increase the reporting of Hate Crime	

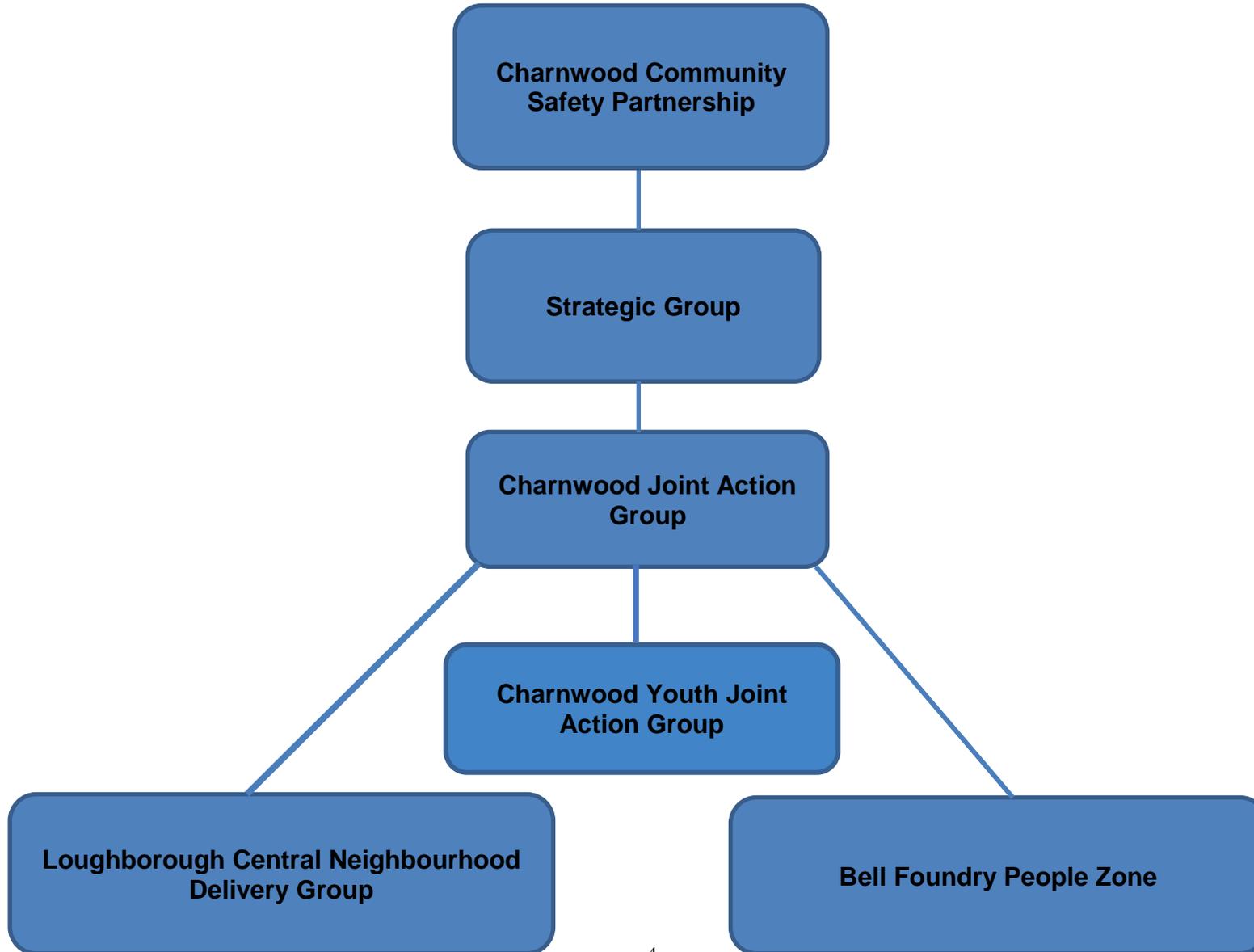
The Partnership Strategic Assessment for 2019/2020 identified several critical areas of business that require action in order to deliver an effective crime and disorder control plan. It was recommended that the focus for the Partnership in the performance year 2019/2020 should be:

- To develop an effective drug strategy with actions that have an impact on the individual and the wider community
- To continue the development of the Joint Action Group and the Youth Joint Action Group to enable early identification of Adults and Young People at risk of criminal exploitation, particularly cases linked to County Lines and locality-based crime groups
- To develop an effective control strategy within our town centres aimed at addressing violence, commercial crime and street related anti-social behaviour.
- To ensure all agencies take an active role in the development and implementation of the Peoples Zone within the Bell Foundry Estate

The Charnwood CSP Plan can be found at Appendix A and was agreed by the Partnership at the January 2019 Meeting.

The governance and operating structure of the CSP is detailed below. Detailed update reports from both the Strategic JAG and the Charnwood JAG and its sub groups is provided for each CSP meeting, to enable the partnership to identify any issues and be aware of the work being undertaken in the locality.

Charnwood Community Safety Partnership Delivery Structure



Context Community Safety Partnership Performance 2018 / 2019

The Partnership finished the 2018/19 performance year with a +12.6% increase in 'All Crime', this increase took place predominantly in Q1 and the Partnership put in measures to address the areas where there had been an increase and were able to ensure no further increases throughout the remainder of the performance year. This increase equated to an extra 1521 crimes. Compared to the other members of Charnwood's Most Similar Family Group (MSFG) we moved in the wrong direction and ended the year positioned 10/15 from 9/15.

Executive Summary Quarter 1 2019 / 2020

This report is focused on the performance of the CSP set against its three Strategic Themes from the 1st April 2019 to the 30th June 2019:

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 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.

In keeping with previous 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). The report will also provide some context in terms of both local and national crime trends and positive actions implemented by the Community Safety Partnership to address crime and disorder patterns.

In terms of the current 2019/20 Quarter 1 performance, the key successes to date show the following significant reductions:

- All Crime -1.8%
- Violence with Injury -13.5%
- Burglary – Residential -17.3%
- Burglary – Business -34.3%
- Theft of Vehicles -7.4%
- Cycle Theft -52.3%
- Shoplifting -39.7%

As with all performance criteria there will be challenges and the following crime domains are currently failing to meet their reduction target:

- Theft from Vehicles +12%
- Robbery +10.3%

Context

The Partnership has seen a reduction in many crime categories, however, it is recognised that there is much work still to be done to maintain this position. There are further challenges and emerging threats such as the criminality linked to “County Lines”- a key feature of the recent Operation Lionheart, an increase in Youth offending, increasing access to weapons – particularly knives and the ongoing supply of controlled drugs within the Borough.

The Partnership is working hard to manage offenders living in the locality, seeking to identify those most persistent and prolific offenders and then working in a multi-agency setting to ensure there is a control strategy in place to mitigate their risk.

The Partnership is also alive to the growing risk of criminal exploitation of adults at risk within our communities, who are being targeted by offenders due to their vulnerabilities. The JAG and sub delivery groups seek to identify such adults at risk at the earliest opportunities and ensure safeguarding referrals are made to address concerns. This is a growing area of business for the Partnership and has a significant impact upon demand for services.

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, risk and harm. The PSA is written in consultation with Leicestershire Police and other key partners, and ultimately prioritises resources for the Partnership and shapes the Community Safety Plan.

Theme 1 of the Community Safety Plan seeks to ‘make our communities safer’ and Figures 1 and 2 below, demonstrates the Quarter 1 2019/2020 crime performance compared to Quarter 1 2018/19:

Fig 1:

Crime Type	Performance to Date	Total Crime as at 30th June 2019	Total Crime as at 30th June 2018	Position in Family Group as at 31st May 2019
All Crime	-1.8%	3289	3350	8/15
Violence with Injury	-13.5%	218	252	2/15
Burglary – Residential	-17.3%	205	248	14/15

Burglary – Business	-34.3%	69	105	12/15
Theft of Vehicles	-7.4%	75	81	11/15
Theft from Vehicles	+12%	252	225	14/15
Robbery	+10.3%	32	29	5/15
Cycle Theft	-52.3%	53	111	14/15
Shoplifting	-39.7%	213	353	8/15

Most Similar Family Groups

Most Similar Family Groups are used with the aim of making effective and meaningful peer comparisons. The Home Office uses areas with very similar geographical, demographic and socio-economic situations that have been shown to have reasonably comparable levels of crime. The Home Office uses 24 variables which are combined using a technique called Principal Component Analysis (PCA). The Most Similar Family Groups are determined by identifying the localities that share the similar variables.

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

Figure 2: CSP Crime Performance Data by Beat from the 1st April 2019 to 30th June 2019:

Beat Area	All Crime			Burglary- Residential			Theft from Motor Vehicle			Theft of a Motor Vehicle		
	Crime as at 30 th June 2018	Crime as at 30 th June 2019	% Variance	Crime as at 30 th June 2018	Crime as at 30 th June 2019	% Variance	Crime as at 30 th June 2018	Crime as at 30 th June 2019	% Variance	Crime as at 30 th June 2018	Crime as at 30 th June 2019	% Variance
Charnwood Borough												
Beat 56 Covers, Woodhouse Eves Newtown Linford, Cropston, , Rothley and Quorn	304	234	-23%	31	31	0%	25	30	+20%	11	4	-63.6%
Beat 57 Mountsorrel	156	160	+2.5%	7	9	+28.5%	4	10	+150%	6	7	+16.6%
Beat 58 Anstey	106	141	+33%	11	6	-45.4%	10	19	+90%	4	2	-50%
Beat 59 Covers Wymeswold, Hoton, Burton on Wolds, Barrow Upon Soar, Sileby, and Seagrave	396	368	-7%	30	27	-10%	28	22	-21.4%	14	8	-42.8%
Beat 60 Covers Birstall and Wanlip	209	229	+9.5%	15	19	+26.6%	24	24	0%	6	9	+50%
Beat 61 Covers, Queniborough, Syston, Thurmaston, Barkby, Beeby and South Croxton	573	663	+15.7%	29	30	+3.4%	29	71	+144.8%	10	17	+70%
Beat 62 Covers Ashby Road Estate, Loughborough University, Storer Road Area, Loughborough Town Centre and Loughborough College	1044	928	-11.1%	80	47	-41.2%	33	31	-6%	12	11	-8.3%
Beat 63 Covers Nanpantan, The Outwoods and Shelthorpe	347	354	+2%	68	44	-35.2%	44	32	-27.2%	14	19	+35.7%
Beat 64 Covers Hathern, Shepshed and the Dishley Road Estate	582	448	-23%	44	30	-31.8%	37	44	+18.9%	9	12	+33.3%
Beat 65 Covers Bell Foundry Estate, Warwick Way estate, Parts of Alan Moss Road, Meadow Lane, Sparrow Hill, Pinfold Gate, Leicester Road	671	697	+3.8%	36	25	-30.5%	47	25	-46.8%	15	16	+6.6%

Figure 2 shows the breakdown of Serious Acquisitive Crime, which includes Burglary and Vehicle Crime.

Priority 1: Prevent and disrupt criminal activity with the aim of reducing 'All Crime'

The 'All Crime' performance as at 30th June 2019 has decreased by -1.8%, this decrease equates to 61 less victims of crime. Compared to the other members of Charnwood's Most Similar Family Group (MSFG) we have moved in the right direction and are now positioned 8/15 from a previous position of 10/15.

The Partnership has delivered a Quarter 1 return of:

- -17.3% reduction in Burglary – Residential (43 less offences)
- -34.3% reduction in Burglary – Business and Community (36 less offences)
- -13.5% reduction in Violence against the person with Injury (34 less offences)
- -7.4% reduction in Theft of Vehicles (6 less offences)
- -52.3% reduction in Cycle Theft (58 less offences)
- -39.7% reduction in Shoplifting (140 less offences)

However, further work will be required to address increases in :

- Theft from Motor Vehicle: +12% (27 additional offences)
- Robbery: +10.3% (3 additional offences)

Context

During Quarter 1 of 2019/2020, there has been significant enforcement activity under Operation Lionheart. This Operation has involved both covert and overt tactics, aimed at tackling criminality, particularly driven by drug supplies here in Charnwood and Leicester City. Phase 1 of the Operation has led officers to execute 144 warrants, make 112 arrests and the Police charged 101 people with drug offences, 53 arrests were from Charnwood and 25 arrest were for crime committed in Charnwood but lived elsewhere. Several key offenders have already pleaded guilty and are currently serving custodial sentences, with other trials pending.

During 2018/19 Charnwood was chosen by the Police Crime Commissioner and the Strategic Partnership Board (SPB) to trial a People Zone within a designated location. A People Zone is modelled upon an Integrated Neighbourhood Management Team focused upon tackling local concerns. The location chosen has been identified as The Bell Foundry Estate within Loughborough East (Hastings Ward):

The Bell Foundry Estate is a Lower Super Output Area (LSOA) and is listed in the national Indices of Multiple Deprivation as being in the top 1% nationally for high crime rates, poor levels of employment/income and poor health factors. The People Zone's vision is to:

Create a Safer & Stronger Community within The Bell Foundry Estate.

A dedicated team has been identified and an action plan under Place and People themes have been developed to address the concerns the community have raised. Targeted action has resulted in the disruption of criminal activity and in several cases, this has been followed up with civil action in the guise of closure orders at the offender's property. This increased enforcement activity, coupled with a more focused drive around preventative measures, has assisted in tackling our crime spikes.

The Partnership is also pleased to report a reduction of cycle thefts standing at -52.3% which equates to a reduction of 53 recorded offences. Not only have officers been proactive in the Town centre, but credit must be given to Charnwood Borough Council CCTV team who have played a significant part in often identifying such offences and highlighting them to police officers. This proactive approach, coupled with preventative measures, including the exchange of cycle locks for more substantial D locks has played its part in the reduction.

Priority 2: Proactively tackle ASB with a focus on reducing alcohol related violence, substance misuse and street related ASB

Preventing and tackling persistent Anti-social Behaviour (ASB) is frequently identified as a key priority by our local communities, not least because of the impact it has on the quality of life for our residents. Within town centres, ASB can also have a negative impact upon local businesses and is particularly damaging to public perceptions in local areas.

There are several significant contributing factors that make tackling ASB a priority in the Partnership plan, namely:

- Loughborough has a vibrant night time economy
- Loughborough has a large student populous
- Urban areas mixed in with rural locations
- Vulnerable victims living within our communities

Context

The Partnership continues to be committed to taking positive action under the Loughborough Town Centre Civil Injunction and legal proceedings were commenced in respect of persistent beggars within the Town Centre. A file was presented to the County Court in June of this year and we were successful in securing a civil injunction against a further 8 named individuals who have, despite offers of support, made the choice to continue to beg within the designated zone. In keeping with our 'Homelessness & Begging' protocol, positive action will now ensue against these individuals, should they choose to continue their behaviour. In a recent breach hearing of the Town Centre Civil Injunction, a persistent beggar received a custodial sentence of 30 weeks, demonstrating the effectiveness of the Partnership's approach.

The Night Time Economy is an area of business where the Partnership has reshaped its focus and redirected some of the work of the Loughborough Central Delivery Group. This has meant that the Police are now working more consistently with the Street Pastors and the CCTV team to provide a more coordinated approach to the Night time economy, with the aim of making the night time safer. The Loughborough Central Delivery Group work with the following groups and organisations to delivery a safer night time economy

- Funding for the Street Pastors to support vulnerable users of the night time economy on a Saturday evening
- Funding for the Student Street Support Scheme, which helps to reduce transient noise on a Saturday and Wednesday evening

- Targeted work around Licensing concerns raised by members of the group
- Proactively working with The BID to tackle issues raised by the local business community.

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

The Charnwood Community Safety Partnership has achieved reductions in many crime domains during Quarter 1 2019/20 and the processes in place to identify and respond to threats around crime trends are working well. This has included the following:

- The continuation of the Cocooning Project (crime prevention packs delivered to home owners near identified burglaries), with 100 packs given out in Loughborough, Syston and Sileby
- County Wide social media campaign #SaferSummer, which so far shows 2,569 impressions and 98 engagements
- Cycle Theft events in Loughborough Town Centre. During the events the team engaged with over 30 people and gave out 25 cycle lights and swapped 10 D locks for 10 wire locks.
- Student crime prevention advice stalls in Loughborough University Library and at St Peters on Storer Road. At the events the multiagency team engaged with 75 Students
- A Burglary social media campaign held during Quarter 1, which had 2703 impressions and 115 engagements on Twitter.
- A Vehicle Crime Campaign which included 25 Tweets and received 3152 impressions and 216 engagements
- 462 Key Fob Signal Blockers wallets have been given out to members of the community with the aim of reducing vehicle thefts from burglary dwellings
- Multi-agency Patch walks have been carried out in the following locations:
 - Waterside Close – identification of residents’ concerns and discussed further actions to be carried out.
 - Victoria Street – the patch walk identified actions to improve the green spaces to make them more user friendly
 - Wordsworth Road – this was to reassure the community after OP Lionheart
 - Sharpley Road - to ensure the community aware of how to report ASB and Crime and provide community reassurance
 - Storer Road – to remind student residents regarding noise complaints.
- The CSP Structure ensures that the Partnership focuses on the high crime areas and hotspot locations.
- The Partnership Performance Structure ensure crime trends and emerging issues are identified and actions undertaken

- The Partnership has a targeted approach to prolific and Young offenders through the JAG and Youth JAG.

Theme 1: Making Communities Safer: Areas for Development:

The challenge for the Partnership moving forward will be to maintain this focus, particularly in our hotspot locations of Beat 62 (Loughborough Town Centre) and Beat 65 (Loughborough East). Both these locations have multi-agency delivery groups wrapped around them and must be aware of the future threats, such as the return of international students/Freshers and the impact of youth offenders, particularly the identified Urban Street Gang (USG) active in Loughborough.

Part of that challenge will be to obtain a more consistent approach from significant partners in attending the CSP delivery group meetings. Currently 'Health Agencies' are not regular attendees at the meetings and Adult/Children Social Care often cite a lack of capacity, which often impacts upon their ability to attend meetings. These partner gaps have a detrimental impact upon the Partnership's control plan and Senior Managers continue to raise this at strategic meetings.

Theme 2: Protecting Vulnerable People

Priority 3: Protecting Vulnerable Adults and Youths including those at risk of Criminal Exploitation

Vulnerable, high risk and repeat victims of crime and anti-social behaviour present the highest levels of threat and harm for the Partnership. 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 3 referrals during Quarter One 2019/2020, 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.

Historically Domestic Abuse has been an under-reported crime and organisations have found it difficult to measure the true extent of domestic abuse within Charnwood. An increase in both reported Domestic Abuse and Hate Crime is seen as a positive indicator of a community's confidence in the statutory services, which is in keeping with the CSP's vision. By encouraging victims to report incidents, the Partnership will be in an informed position and be more effective in supporting victims and developing further services.

Context

The following are updated performance indicators from Quarter 1 2019/2020 for the Domestic Abuse Service funded through Charnwood Community Safety Partnership:

- 100% victim satisfaction rate for 2019/2020, with all aspects of service delivery being rated as excellent or good.
- Living without Abuse has supported 31 clients in Charnwood in Quarter One against the target of 80 clients for 2019/2020
- One Freedom Programme session has taken place in Quarter 1. 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.

Protecting vulnerable adults/youths at risk of criminal exploitation has been identified as a priority in the 2018/19 Partnership Strategic Assessment and the CSP has accordingly taken the following steps:

The Partnership implemented a Youth JAG in August 2018 to address the significant threat posed by the offending of several persistent youth offenders. This Youth JAG is a multi-agency team that is Chaired by the Community Safety Manager and meets every 4 weeks. An initial assessment of 35 youths took place back in August last year, with a cohort of 12 children identified as being of the highest risk. Their ages have ranged between 13 – 17 years of age.

The Youth JAG continues to adopt the Youth Offending Services Risk Matrix and each case is assessed on the following criteria:

- Risk of Re-Offending
- Risk of Harm to other
- Risk of Harm to Self

The Charnwood cohort have all been assessed as high risk on all three of the above assessments, hence it can be argued that on the risk matrix, their overall rating is one of 'Extreme Risk'.

The Youth JAG, now that it has been in existence for approaching 12 months, offers the CSP detailed analysis of both the offending history of this cohort and the risk they pose to the community, themselves and to others.

Some of the offences they have committed in the past 12 months include:

- Burglary - both dwellings and commercial
- Handling stolen goods
- Theft of motor vehicles
- Theft from motor vehicles
- Serious sexual offences – including rape
- Serious violent offences – including the use of knives
- Supply of controlled drugs - including the supply of class A drugs such as heroin and cocaine

There are many complexities that the Partnership is facing in seeking to control the offending history of some of the most serious youth offenders within the locality. However, the implementation of the Youth JAG demonstrates the proactive stance of the CSP in ensuring it effectively tackles and manages the risk posed by persistent and prolific youth offenders.

Priority 4: Prevent people being drawn into extremism and increase the reporting of Hate Crime

The Prevent Strategy is part of the Government's counter-terrorism strategy, 'Contest' and it aims to prevent individuals being drawn into terrorism and becoming extremists. It is important that the Partnership is proactive in addressing issues that could threaten community cohesion and that partner agencies work collaboratively to demonstrate that hate crime and extremist actions will not be tolerated

Context

Any partner or community concern in respect of an individual who 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. However, to ensure the Partnership facilitates its statutory duty the following activities have been undertaken during Quarter 1:

- Training for New Council Staff to assist them identify possible signs of radicalisation
- Prevent training delivered on 12th June in partnership with LCC to Charnwood College with around 70 staff attending.

- Training delivered to newly elected members in respect of both the Council's Prevent duty and its Hate Incident/Crime Policy
- Delivery against the Prevent Action Plan which the Partnership updates on a quarterly basis.

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

The Partnership implemented a Drug Strategy in April 2019 and is the first Community Safety Partnership nationally to have such a detailed plan. There are 3 strategic themes within the Charnwood CSP Drugs Strategy:

- **Theme 1: Prevention and Early Identification** - As a Partnership we will promote positive and responsible behaviours enabling individuals to make informed choices and reduce the negative impacts that can lead to drug misuse.
- **Theme 2: Building Recovery** – the Partnership with local drug support agencies to sign post individuals at risk of exposure to drug misuse, to appropriate treatment services, with the goal of addressing their drug misuse. We will focus our collective response to support individuals in recovery in our communities
- **Theme 3: Safer and Stronger Communities** – the Partnership will work together to share both criminal and community intelligence and implement responses to tackle drug related crime and disorder.

Sitting beneath the strategy is an action plan that has been created to deliver on the key elements of our plan. This will be overseen by the creation of a local drugs forum here in Charnwood. To this end, a meeting took place with local drug support services (Exaireo/Falcon Centre/Turning Point) on 27th June 2019 to discuss terms of reference for the Drugs Forum and to build upon the working practices introduced under the drugs strategy. Below are some of the projects/actions being delivered:

- The Drugs Support Outreach programme through the Falcon Centre and Exaireo
- The development of a Drugs Strategic Advisor Forum, the aims of the forum are :
 - to share intelligence
 - identify local drug trends
 - explore further funding options
 - gather best practice to improve outcomes for the users of the service
- The Partnership has supported partners to achieve 4 Closure Orders under Op Lionheart to improve the outcomes for local residents.
- This Forum will lead on the Recovery Week for Charnwood and will include all relevant agencies and service users
- Targeting of Young Offenders through the multi-agency Youth JAG.
- The current Town Centre Public Space Protection Order and Civil Injunction to help prevent Alcohol Related ASB and Street Related ASB.

Theme 2: Protecting Vulnerable People: Areas for improvement:

The Partnership has a management plan in place via the Youth JAG, focused on those posing the greatest risk within our communities. However, there are many more youth offenders that currently are not discussed in our CSP delivery structures. Therefore, the Partnership has agreed to liaise with partner agencies with the goal of creating a Charnwood CSP Youth Strategy. The strategy needs to take a holistic approach to address the social impact youth offenders are having upon our communities in Charnwood, with a clear escalation plan for those individuals, that despite all diversionary activity from support agencies, continue to commit offences.

Theme 3: Improving Community Confidence, Engagement and Cohesion

Priority 5: Build safer and stronger communities with a focus on increasing community confidence

People's perception of becoming a victim of crime is greater than the actual reality of being a victim of crime, as identified in the previous British Crime Survey. However, the Leicestershire Insight Survey, which comprises of 1,600 telephone interviews throughout the year reported the following:

- 85% felt safe in their local area after dark - this has reduced in the last few months from 89%
- 80% agreed that ASB has got better or stayed the same – this has reduced in the last few months from 83%

Context

The Partnership continues to work with the OPCC to progress the concept of the People Zone. The People Zone project has been separated into two elements; People and Places. These two strands have been established to capture the issues identified by relevant agencies (People Strand) and the local communities (Places Strand).

The priorities that underpin the work of the People Zone complement the vision of the Police and Crime Commission and there is a focus on issues identified by the local community. Each Strand has developed an action plan, which has input from all members and the community, which is reported to the Charnwood Community Safety Partnership. Below are some of the projects being delivered on the People Zone:

- Exaireo's Recovery Support being based at the MTC three times per week to build relationships and encourage people to access support The games nights at the MTC continue to be popular, which brings together residents to combat social isolation.
- The allotment group now runs an additional session each week.
- DWP staff from Loughborough Jobcentre offering to do a monthly litter pick in the area
- The continue development of the Fishing Group, which was recently promoted through BBC Leicester Radio Station.
- The exercise and walking group are well-attended and will continue to be developed
- The MTC is celebrating its Ten-Year anniversary in September, which included a special thanks giving event to say thank you to everyone has been involved in the Centre and a Community Barbeque
- The PACT still meets on a regular basis, with members of the wider community, with concerns raised going to the Place meeting.

The Partnership also carried out the following projects in the wider Borough

- Multi-agency Patch walks have been carried out in the following locations:
 - Waterside Close – identification of residents’ concerns and discussed further actions to be carried out.
 - Victoria Street – the patch walk identified actions to improve the green spaces to make them more user friendly
 - Wordsworth Road – this was to reassure the community after OP Lionheart
 - Sharpley Road - to ensure the community aware of how to report ASB and Crime and provide community reassurance
 - Storer Road – to remind student residents regarding noise complaints.
- The current Town Centre Public Space Protection Order and Civil Injunction to help prevent Alcohol Related ASB and Street Related ASB.
- The continuation of the Cocooning Project (crime prevention packs delivered to home owners near identified burglaries), with 100 packs given out in Loughborough, Syston and Sileby.
- The Town Centre Pubwatch support the “Ask for Angela” scheme, which has been positive received by the local licence’s premises in Loughborough Town Centre. The scheme encourages anybody out on a date, who feels uncomfortable or unsafe to approach the bar staff and “Ask for Angela”. The staff will assist them to exit the premise.

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

The Partnership has a calendar of events throughout the Borough to help reduce the fear of crime and inform individuals what they can do to protect themselves. These will be carried out with the support of the local Police Beat Teams and will continue throughout 2019/20. These will include:

- National social media campaigns
 - Domestic Abuse Week,
 - Hate Crime Awareness week,
 - Mental Health Awareness Week
 - Drink Drive campaign on the run up to Christmas
- Local social media campaigns
 - Student Crime Prevention campaign under the following #ThinkSafe, #ThinkCommunity, #ThinkBins.
 - Dark nights burglary campaign #leaveALightOn
 - Celebrate Safely on the run up to Christmas #CelebrateSafely

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

The Partnership is more focused on our engagement in communities and the focus on local issues. There will be more visibility and reassurance from the local police to local communities and demonstrate a better police footprint at local parish council meetings. The Neighbourhood teams are now producing a monthly newsletter which will be distributed across Charnwood. Together with a better more effective social media presence the partnership is actively contributing to increasing community confidence.

Funding for 2019/2020

The PCC Police and Crime Plan 2017-2021 details five themes and several underlying priorities for each. Whilst the responsibility for some priority's rests solely with specialist agencies, there are many opportunities for the CSP to contribute to the delivery of these outcomes. The plan is centred on 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 are 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		£1,000
Street Pastors		£3,000
Targeted multiagency preventative action to reduce SAQ offences & offending within the People Zone		£2,000
Targeted multiagency preventative action to reduce SAQ offences within the Priority Neighbourhood – Loughborough Central (N62		£2,000
Prevention Campaign Materials/ and Domestic Burglary Packs		£8,000
Student Crime Awareness		£2,000
Substance Misuse Project		£15,000
Mobile CCTV Camera fund		£3,000
Domestic Abuse Services		£10,000
Cycle Theft		£1,000
Fire Skills		£1,958
Knife Crime/Youth Projects		£10,000

Contingence Fund		£3,542
Shed Youth Group		£3,000
Total		£75,500.00

PCC CI001 – Youth Prevention and Diversion – 2019/20

The OPCC has made £15,956.25 CI001 funding to Charnwood in 2019/20 for youth prevention and diversion work.

CI001 Youth Prevention and Diversion funding is for use with the following groups:

- a) Young people identified as being high-risk first-time entrants to the Criminal Justice System
- b) Repeat offenders (primarily those already working with Youth Offending Service). In 2015/16 these were defined in the PCC monitoring requirements as 'Deter Young Offenders'. (The Youth Justice Board define Deter Young Offenders (DYO) as being those that are likely to cause the most harm to communities and pose a high risk of reoffending).

Initiative Description	Funding Received	Funding Proposed
PCC CI001 – Youth Prevention and Diversion	£15,956.25 approx	
Fun and Families Grounded – Wreake Valley Academy (Syston)		£2,322
Fun and Families Grounded - Roundhill Academy (Thurmaston)		£2,322
Go Getta Desire Or Go Getta Ashby Road Youth Club (targeted, July – end March)		£2,000 £3,872
Go Getta Engagement		£3,000
Spot purchasing fund		£200
Go Getta Anstey Active Youth Engagement sport sessions		£2,240
Winter venue hire (20 weeks November – end March)		£1,000
YOS Spot Purchasing		£1000

Further work is being carried out to agree the following:

- Evaluate whether to move one Grounded course to Loughborough Inclusion Partnership area
- To look at further funding for the venue costs for Anstey Sessions
- Any unallocated funding in C1001 pot to be allocated to Go Getta – multi agency meeting to determine what provision should be to meet identified need

Conclusion:

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

- Theft from Vehicles
- Robbery (although only 3 additional crimes)

The Partnership has seen a reduction in many crime categories, however, it is recognised that there is much work still to be done to maintain this position. There are further challenges and emerging threats such as the criminality linked to "County Lines"- a key feature of the recent Operation Lionheart, an increase in Youth offending, increasing access to weapons – particularly knives and the ongoing supply of controlled drugs within the Borough.

The Partnership is working hard to manage offenders living in the locality, seeking to identify those most persistent and prolific offenders and then working in a multi-agency setting to ensure there is a control strategy in place to mitigate their risk.

The Partnership is also alive to the growing risk of criminal exploitation of adults at risk within our communities, who are being targeted by offenders due to their vulnerabilities. The JAG and sub delivery groups seek to identify such adults at risk at the earliest opportunities and ensure safeguarding referrals are made to address concerns. This is a growing area of business for the Partnership and has a significant impact upon demand for services.

Contact Officers:

Julie Robinson
01509 634590
Julie.Robinson@charnwood.gov.uk

Tim McCabe
01509 634920
Timothy.McCabe@charnwood.gov.uk



Charnwood Community Safety Partnership Partnership Plan 2017-2020

Reviewed 2019/20

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Background

The Charnwood Community Safety Partnership (CSP) brings together statutory agencies and organisations concerned with tackling and reducing crime and anti-social behaviour in Charnwood and who have shared responsibility placed on them by the Crime and Disorder Act 1998.

The CSP has a legal responsibility to tackle crime, anti-social behaviour, drug and alcohol misuse and to contribute to communities feeling safe. The key role of the CSP is to identify and prioritise the community safety issues that are affecting our communities and to ensure control strategies are put in place to address identified concerns.

The responsible authorities who sit on the CSP are:

- Charnwood Borough Council,
- Leicestershire Police,
- Leicestershire County Council,
- NHS West Leicestershire Clinical Commissioning Group,
- Leicestershire Fire Authority,
- National Probation Service

The Partnership is further supported by non-statutory members, which include:

- Loughborough University
- Loughborough Business Improvement District (BID)
- Loughborough Chamber of Trade and Commerce

In 2012 the Police Authority was abolished and replaced by the new Office of the Police and Crime Commissioner (OPCC). Sir Clive Loader was elected in November 2012. The PCC is directly accountable to voters and is elected every four years. In May 2016 the second Police and Crime Commissioner, Lord Bach was elected. The work of the OPCC is scrutinised by a panel made up of other elected and independent members (Police Crime Panel). The PCC has statutory duties for holding the Chief Constable to account for the delivery of an efficient and effective police service and he does this through his Police and Crime Plan. Charnwood's Community Safety Partnership Plan takes cognisance of the strategic aims and priorities contained with the Police and Crime Plan.

Unlike Police Authorities, PCCs are not 'responsible authorities' under the Crime and Disorder Act 1998 and hence will not be members of Community Safety Partnerships. The statutory duties in the Crime and Disorder Act that applied to police authorities will not apply to PCCs. However, provisions in the Police Reform and Social Responsibility Act 2011 place a mutual duty on PCCs and responsible authorities in CSPs to work in partnership in reducing crime, disorder and re-offending. There is also a similar reciprocal duty on the PCC and criminal justice bodies to cooperate.

Domestic Homicides Reviews

Domestic Homicide Reviews (DHRs) were established on a statutory basis under Section 9 of the Domestic Violence, Crime and Victims Act (2004). The Act places a responsibility on Community Safety Partnerships to establish the necessity for reviews. This provision came into force on 13th April 2011, requiring local authorities and partner agencies to devise a process underpinned by the statutory guidance provided. The rationale for the Domestic Homicide Review process is to ensure agencies are responding appropriately to victims of domestic violence/abuse by offering and putting in place appropriate support mechanisms, procedures, resources and interventions with an aim to avoid future incidents of domestic homicide, violence and abuse.

The Leicestershire Safer Communities Strategy Board, on behalf of local Community Safety Partnerships (CSPs), the Leicestershire and Rutland Local Safeguarding Children Board (LSCB) and Safeguarding Adults Board (SAB) and the Safer Rutland Community Partnership have all agreed that DHR's will be conducted across Leicestershire and Rutland as part of the Serious Case Review (SCR) arrangements.

New Domestic Abuse Measures

Following the extension of the definition of domestic violence in March 2013, several further measures have been introduced that have changed the way in which agencies are able to support victims of domestic violence and abuse. In March 2014, the Domestic Violence Disclosure Scheme (known as Clare's Law) was extended to all police forces across England and Wales, allowing police to disclose to individuals, details of their partner's abusive past. The Serious Crime Act 2015 also created a new offence of 'controlling or coercive behaviour' in intimate or familial relationships that came into force in December 2015. This includes honour-based violence, female genital mutilation and forced marriage and victims are not confined to one gender or ethnic group.

Modern Slavery Act 2015

The Act came into force in November 2015, consolidating several existing slavery offences and creating two main modern slavery offences: Slavery, servitude and forced or compulsory labour and human trafficking (where a person arranges or facilitates the travel of another person with a view to that person being exploited). The 'exploitation' includes: slavery, servitude and forced or compulsory labour; sexual exploitation; removal of organs; securing services by force, threats or deception; and securing services from children or vulnerable people. Specified public authorities now have a duty to notify the Home Office of any individual that is identified by them as a suspected victim of slavery or human trafficking.

The Psychoactive Substances Act 2016

The Act received Royal Assent in January 2016 and aims to tackle the trade in harmful psychoactive substances and protect young people from the risks posed by them. The

new legislation prohibits the production, supply and importation of these potentially dangerous drugs and carries severe sentences for offenders.

The Charnwood Community Safety Partnership Plan

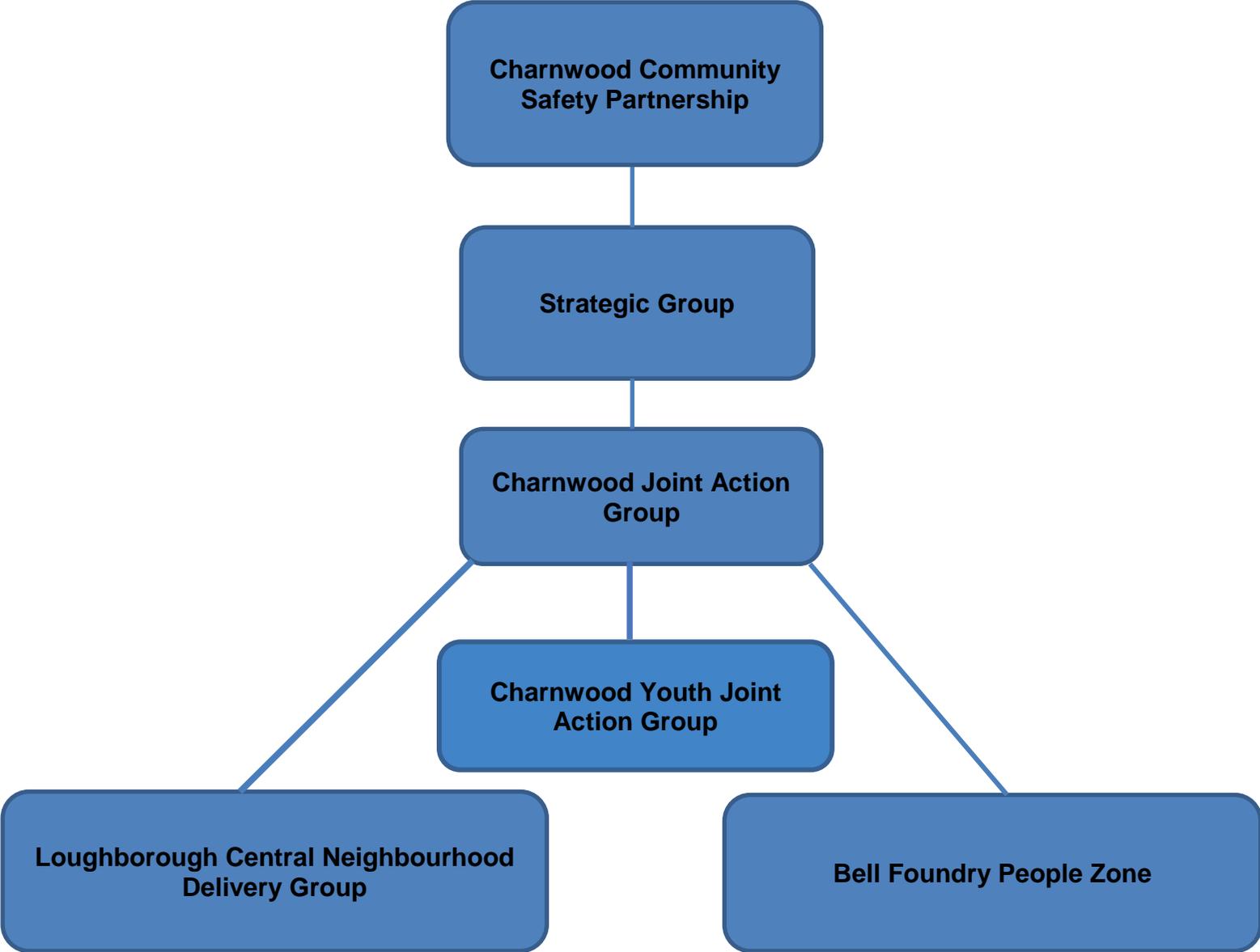
Each year the CSP has a statutory duty to develop a Strategic Assessment of the levels of crime and ASB being experienced in Charnwood. The purpose of the assessment is to:

- Highlight performance, progress and achievements against the commitments made in the previous Community Safety Plan
- Identify key crime, disorder and ASB risks and threats to our local communities
- Identify the partnerships priorities for the forthcoming year

Following analysis of the Partnership Strategic Assessment (PSA) the CSP Plan is able to define the priorities and direct the actions of the Charnwood Community Safety Partnership.

The CSP Plan runs on a three-year cycle and takes account of performance, problem issues, changes within our communities and available resources. This current plan recommences the start of the three-year cycle and has been written for 2017 – 2020. It will be refreshed annually following a review of an end of year Strategic Assessment.

Figure 1: Charnwood Community Safety Partnership Delivery Structure



In 2016 it was identified that there was a need to restructure the delivery groups to ensure increased governance and improved performance. This structure has been embedded since May 2016. However, following the 2018/19 Partnership Strategic Assessment and the creation of The Bell Foundry People Zone, **Figure 1** above represents the proposed amended CSP delivery structure for 2019/20.

The CSP is the Executive Group setting the annual strategic objectives for the Partnership. The identified objectives are put into a strategic plan, the governance of which sits with the Strategic Group and the tactical plan is implemented by the JAG and sub groups.

Performance Management

The Partnership reports to Charnwood Together on progress against agreed targets. Projects to achieve our outcomes are developed and implemented by the Strategic Group and Charnwood Joint Action Group/ sub groups (**Figure 1**). Performance is managed in the following way:

- The Partnership, which comprises of representatives from the responsible agencies and other relevant agencies, will be responsible for undertaking quarterly reviews of progress against priorities and for determining any support measures needed to ensure successful outcomes.
- The lead for each group will co-ordinate partnership activity through an agreed Action Plan, review progress on a quarterly basis and report back to the Partnership.
- The CSP Chair will be responsible for maintaining an overview of activity in respect of all agreed priorities and will address potential barriers to successful outcomes.
- The activities of the Partnership will take a structured approach to problem solving by utilising the four stages of the SARA model: *Scanning, Analysis, Response and Assessment* and use the SMART principles (*Specific, Measurable, Appropriate, Relevant, Timescales*) in driving the key themes set within the plan.
- The Partnership will use a standardised Action Plan template detailing the key objectives, initiatives, measures of success, time scales, lead partners, resources and associated risks.
- Manage performance towards strategic priorities
- Monitor its own performance against its Most Similar Family Group (MSFG) using IQUANTA crime data

The Strategic Group and Charnwood Joint Action Group are responsible to the Partnership for delivering the strategic objectives. The Joint Action Group and the Delivery Groups prepare an Action Plan that includes details of initiatives, time scales, funding arrangements, lead body and measures of success. The Action Plans are approved by the Partnership and monitored through the performance management framework set out above.

The Joint Action Group and Delivery Groups Chairs coordinate their group's performance through the Action Plans, reviewing progress on a quarterly basis and presenting a progress report to each Partnership meeting.

Action Plans are reviewed annually to align with this Plan and will be agreed by the Partnership by the end of each year.

The Action Plan format is:

Charnwood Community Safety Partnership Plan Action Plan 2017/2021				
PRIORITY				
List Aims				
Enforcement, Intelligence, Prevention, Confidence				
Key Actions	Lead Agency	Time Scales	Financial and Resources implications	Outcome Target & Performance Measure
Progress				

Police and Crime Plan

The Draft **Police and Crime Plan 2017/2021** were published in November 2016 by the Office of the PCC. The PCC wishes to see more of an emphasis on:

- Crime prevention
- Police visibility and accessibility
- Development of more effective collaborative partnerships
- Simplified commissioning framework

The Plan sets out a framework under 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. Under each theme the PCC has set out his aims outlined below:

- **VIABLE PARTNERSHIPS**

- Enhance the network of partners with whom my office and I engage to capture the views of more individuals and local groups. This will give me a broader and more representative range of opinions.
- Facilitate more opportunities for disengaged and disadvantaged groups to engage with the Office of the Police and Crime Commissioner (OPCC).
- Provide a commitment from myself and my office to work productively, openly and transparently with LLR Local Authorities alongside the Community Safety Partnerships, Health Services and Fire and Rescue and the Police.
- Provide opportunities for all partners to be shaping the future of 'policing' across LLR.

- **VISIBILITY**

- Maintain and where possible increase resources for local Neighbourhood Policing Teams.
- Develop new channels, via the internet and other technologies to information, enabling easy and timely access for as many people as possible.
- Ensure that there are new and innovative ways for the public to provide information relating to crime and public safety.
- Ensure that the views of public continue to be sought and reflected in the development of these new services.
- Work to develop a Visibility Plan that meets the needs of all communities.
- Focus on prevention to reduce the number of people having a need for Police services or entering the Criminal Justice System (CJS).

- **VICTIMS**

- Prioritise a Victims Strategy to deliver further improved services, demonstrating my commitment to this area of work.
- Review victims' services to ensure that victims receive the best possible service, through robust mechanisms, focused on the needs of the individual. In order to do this I will work more closely with victim groups

and individuals to ensure I capture their experiences and understanding when commissioning services.

- Ensure that support for victims is incorporated into our core business as an integral part of our delivery and not a stand-alone item.
- **VULNERABILITY**
 - Work closely with partners to offer an appropriate service to vulnerable members of society.
 - Continue and further develop work to encourage reporting and better understanding of 'hidden crime' with a view to this type of crime becoming less suppressed.
 - Provide a commitment to work with the Chief Constable to tackle knife crime.
 - Adopt a zero-tolerance approach to the supply of Class A drugs across Leicester, Leicestershire and Rutland.
 - Work closely with health partners to ensure that the challenges of turning the Crisis Care Concordat into an operational reality are fully met.
 - Develop and improve the 101 non-emergency contact systems to act as a gateway to better and wider ranging of public services
- **VALUE FOR MONEY**
 - Be more responsive to reflect changes in demand to areas and projects as issues arise.
 - Provide support to groups/projects with better knowledge and reach i.e. hard to reach and engage areas.
 - Focus on the most effective use of public funds whilst being cautious and challenging around private outsourcing proposals to ensure that my principles around added social value are adhered to. I am committed to protecting frontline policing.
 - Revisit the Budget, Grants and Commissioning arrangements to ensure great effectiveness, clarity and simplicity in the way they operate.
 - Develop a Social Value policy in close consultation with local authorities to ensure that maximum added value for Leicester, Leicestershire and Rutland is gained from all contracts held by Leicestershire Police.

Key Findings from the 2018/19 Partnership Strategic Assessment

The 2018/19 Partnership Strategic Assessment (PSA) demonstrates that the Partnership continues to face a growing challenge in meeting its target of reducing 'All Crime'. This performance category continues to show an upwards trend year on year and as at 5th December 2018, shows a +14.8% increase, compared to the same period last year. The +14.8% increase equates to an additional 1,159 crimes and places Charnwood CSP 8/15 in its MSFG. which is in line with the National crime trend. In 2017 the Home Office revised the National Crime Recording Standards (NCRS) with the aim of increasing greater confidence in the true levels of recorded crime. This reclassification process has in turn led to an increase in the recorded levels of crime here in Charnwood.

Further analysis undertaken in this Partnership Strategic Assessment (PSA) has also highlighted a significant increase in drug related behaviour, particularly within

Loughborough and an increase in youth related crime and disorder. This youth related crime and disorder is compounded by the fact that several of the youths are also listed by Leicestershire Police as 'Habitual Knife Carriers'(HKC) and pose a risk on a number of levels, not least their involvement in 'County Lines' or 'locality based' crime groups. The Partnership is aware that there are a number of youth cases in Charnwood who are either listed as being involved in County Lines or locality-based crime groups, both of which centre on the child's involvement in drug activity, be it the supply or personal use of controlled substances.

To mitigate this risk, the Partnership has created a Youth JAG which first met in September 2018. This multi-agency group has in the first three months considered 25 youth related cases based upon a grading of either Low, Medium or High Risk. The Partnership has adopted the Youth Offending Services Risk Matrix and each case is assessed on the following criteria:

- Risk of Re-Offending
- Risk of Harm to other
- Risk of Harm to Self

As of 21st December 2018, the Partnership has identified 8 youths who are now assessed as High Risk on all three of the criteria listed above. For context, this number has fluctuated between 12 and 8 cases listed as 'High Risk' since the inception of the initiative in September 2018. As the child reaches the age of 18 they are removed from the list which has happened in several cases.

In respect of the cases that are scoring high risk on all three criteria, it is noted that each child is displaying criminal behaviour of a concerning level and impacting significantly on their local community. A profile of each of the current 8 cases (December 2018) shows that they are all, on the whole, open to Children Social Care and the Youth Offending Services. They are complex cases and further work will be needed to address the risk factors.

Analysis undertaken in the creation of the Partnership Strategic Assessment (PSA) highlights the following points as being the main threat areas for the Partnership in the coming 2019/20 performance year:

- The increasing social and criminal impact of sustained drug misuse on both the individual and the local community
- Criminal exploitation of both Adults/Youths at risk and the subsequent safeguarding concerns
- The increasing threat posed by the number of high risk youth related cases, compounded by the number of youth related habitual knife carriers

During 2018/19 Charnwood was chosen by the Police Crime Commissioner and the Strategic Partnership Board (SPB) to trial a People Zone within a designated location. A People Zone is modelled upon an Integrated Neighbourhood Management Team focused upon tackling local concerns. The location chosen has been identified as The Bell Foundry Estate within Loughborough East (Hastings Ward).

The Bell Foundry Estate is a Lower Super Output Area (LSOA) and is listed in the national Indices of Multiple Deprivation as being in the top 1% nationally for high crime rates, poor levels of employment/income and poor health factors. The People Zone's vision is to: **Create a Safer & Stronger Community within The Bell Foundry Estate.** A dedicated team is being identified and an action plan will be created to address local concerns.

Finally, the PSA has identified several critical areas of business that require action in order to deliver an effective crime and disorder control plan. It is recommended that the focus for the Partnership in the performance year 2019/2020 should be:

- To develop an effective drug strategy with actions that have an impact on the individual and the wider community
- To continue the development of the Joint Action Group and the Youth Joint Action Group to enable early identification of Adults and Young People at risk of criminal exploitation, particularly cases linked to County Lines and locality-based crime groups
- To develop an effective control strategy within our town centres aimed at reducing street related anti-social behaviour (with a focus on substance misuse) and reducing commercial crime
- To ensure all agencies take an active role in the development and implementation of the Peoples Zone within the Bell Foundry Estate

Key Priorities for Charnwood Community Safety Partnership

The 2018/19 Partnership Strategic Assessment, has identified an increase in significant concerns in respect of serious threat, harm and risk related cases. It has highlighted the sustained impact drug related behaviour and crimes are having both on the individual and within our communities. It clearly demonstrates that there is an increase in the criminal exploitation of both adults and youths at risk. This exploitation brings significant safeguarding concerns and requires detailed analysis by Partnership resources. This exploitation has links to both County Lines and locality-based crime groups and is often centred upon drug misuse.

Furthermore, the PSA has identified the increasing risk within Charnwood of youth related crime and disorder. This is compounded by the fact that there is also an increase in youth related Habitual Knife Carriers, primarily aged between 14 – 18 years of age. This increase in risk has led the Partnership to create a Youth JAG aimed at mitigating the risk to both the individual and to the community. This Youth JAG has adopted to Youth Offending Service risk matrix and assess each case on the following risk criteria:

- Risk of reoffending
- Risk of Harm to Others
- Risk of Harm to Self

Given the volume of Youth related cases and the fact that the Youth JAG has already identified on average 9 cases that have triggered a scoring of 'High Risk' on all three of the above criteria, the PSA has identified the need of further detailed multiagency working.

With due diligence to the above and the detailed analysis contained within the 2018/19 Partnership Strategic Assessment, it is proposed to make amendments to the current CSP Plan. The changes proposed are designed to focus the Partnership's resources with the aim being to deliver both effective performance and effective risk management. To this end it is proposed that the CSP adopts the following:

Partnership Vision

'To contribute to a high quality of life for all, by facilitating an environment where people feel secure and live without the threat or fear of crime and disorder'

Overarching Aim

'To deliver enhanced partnership working, collaboration and collective problem solving.'

Themes

The three themes of the CSP for 2017 - 2020 are:

Theme 1: Making Communities Safer

Theme 2: Protecting Vulnerable People

Theme 3: Improving Community Confidence, Engagement and Cohesion

Under the three themes, the following priorities have been identified:

Theme 1: Making Communities Safer	Theme 2: Protecting Vulnerable People	Theme 3: Improving Community Confidence, Engagement and Cohesion
<p>Priority 1:</p> <p>Prevent and disrupt criminal activity with the aim of reducing 'All Crime'</p>	<p>Priority 3:</p> <p>Protecting Vulnerable Adults and Youths including those at risk of Criminal Exploitation</p>	<p>Priority 5:</p> <p>Build safer and stronger communities with a focus on increasing community confidence</p>
<p>Priority 2:</p> <p>Proactively tackle ASB with a focus on reducing alcohol related violence, substance misuse and street related ASB</p>	<p>Priority 4:</p> <p>Prevent people being drawn into extremism and increase the reporting of Hate Crime</p>	

Each of the CSP's three priorities is broken down into specific tasks and activities that will be undertaken by officers in delivering the outcomes required for each priority.

Theme 1

Priority 1: Prevent And Disrupt criminal activity with the aim of reducing All Crime

Why is this a priority?

The 2018/19 Charnwood Partnership Strategic Assessment illustrates that for the period 01/04/18 to 05/12/18 there were 9,255 crimes recorded in Charnwood, this is equal to a rate of 51.6 crimes per 1000 population using population figure of 179,389 (using IQuanta mid 2016 estimates). On a quarterly basis the Partnership measures its performance against IQuanta's Most Similar Family Groups of Community Safety Partnerships and for 'All Crime' the Partnership has stayed the same at 8/15 but have seen the Partnership move to 14/15 for 'Burglary – Residential' and considered above average crime rates for the family group.

The table below shows the current performance for Charnwood Community Safety Partnership across all crimes as at the 5th December 2018. This table shows that the Partnership has over the last year seen a reduction in most crime types currently measured by the Partnership except:

- Burglary – Residential
- Theft of Vehicles
- Violence against the person with Injury
- Cycle Theft
- Shoplifting

All these increases have impacted upon the Partnership's performance in respect of 'All Crime', which has shown a +14.3% increase during 2018/2019.

Crime Type	Performance to Date	Total Crime as at 5th December 2017	Total Crime as at 5th December 2018
All Crime	+14.3%	8096	9255
Violence against the person with Injury	-2.5%	633	617
Burglary – Residential	+13.4%	689	781
Burglary – Business and Community	-34.6%	384	251
Theft of Vehicles	+47.5%	162	239
Theft From Vehicles	-2.9%	817	793
Robbery	-10.1%	69	62
Cycle Theft	+21%	243	294
Shoplifting	+3%	764	787

What will we aim to achieve this coming year?

- A reduction in All Crime
- A reduction in Serious Acquisitive Crime
- A reduction in Shoplifting
- A reduction in Burglary- Business/Community

How will we achieve our aims?

- Continuous development of the integrated Neighbourhood Management Plan to tackle persistent crime localities Loughborough Town Centre, Ashby Road Area and Loughborough University (Beat 62) and Peel Drive Area (Beat 65)
- Work with the Loughborough Business Improvement District (BID) to use and develop best practice to tackle Business Crime
- Increase crime prevention awareness through the media and in local communities and deliver seasonal crime initiatives to address the varying risks throughout the year
- Continue to increase the public awareness of cybercrime, and how to avoid becoming a victim
- To work to embed the responsibility of reducing re-offending across all agencies for all age groups, including awareness raising of existing services and activities

How will we measure success?

- A reduction in All Crime
- A reduction in Serious Acquisitive Crimes recorded
 - Burglary - Residential,
 - Robbery,
 - Theft from Motor Vehicle
 - Theft of Motor Vehicle);
- A reduction in Shoplifting crimes
- A reduction in Burglary- Business/Community

Priority 2: Proactively tackle ASB with a focus on reducing alcohol related violence, substance misuse and street related ASB

Why is this a priority?

The Partnership's approach to tackling anti-social behaviour will largely concentrate on the key principles of anti-social behaviour as defined by the 'Anti-social Behaviour Crime and Policing Act 2014'. This can be summarised as:

"Behaviour which caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household".

Nationally and locally, anti-social behaviour has a high profile and the Partnership wholly accepts that incidents of anti-social behaviour have a negative impact upon the quality of life of the residents within our communities. There are a number of significant contributing factors that make this a priority, namely:

- Loughborough has a vibrant night time economy
- Loughborough has a large student populous
- Urban areas mixed in with rural locations
- Vulnerable victims living within our communities

In the period 1st April 2018 to 31st December 2018 there have been 3446 complaints of anti-social behaviour, with various hotspot locations identified. Transient noise caused by young people, along with anti-social behaviour connected to houses in multiple occupation continues to be a challenge for the Partnership. Furthermore, tackling alcohol/ substance misuse fuelled anti-social behaviour throughout the borough is critical in promoting safe and stronger communities.

Over the past 12 months, there appears to have been an increase in the number of people sleeping rough, begging and undertaking street related anti-social behaviour in Loughborough. The Partnership, through supportive interventions, will work together to reduce the number of people rough sleeping, begging and causing street related anti-social behaviour within Loughborough Town Centre. Most people that present as rough sleepers and/or partake in begging, street related ASB are vulnerable people and should be treated as such. Support and diversion will be sought prior to and in conjunction with any enforcement action taken.

What will we aim to achieve this coming year?

- A reduction in Violence Against the Person With Injury
- A reduction in street related ASB
- Engage closely with the communities to ensure they are confident in reporting incidents of ASB
- Ensure there is effective follow up with victims and that they are better informed of the positive outcomes of interventions taken
- Communicate effectively with communities to highlight the appropriate responses and positive action taken to address reports of ASB, particularly involving young people as both perpetrators and victims

How will we achieve our aims?

- Work in partnership with the Business Improvement District to support effective crime prevention schemes and enhance information sharing.
- To continue to develop and improve the Neighbourhood Management Plans for Loughborough Town Centre, Ashby Road Area and Loughborough University (Beat 62).
- To raise awareness of opportunistic crimes within the day time economy and provide effective prevention campaigns.
- Reduce opportunities for crime through rolling awareness campaigns (e.g. Stay Safe, Drink Drive etc).
- Support events, businesses and the Police by providing effective CCTV coverage and monitoring.
- Ensure publication of successful initiatives through effective press liaison.
- Use of available powers to address individuals deemed to be committing Crime and / or ASB / street related ASB
- Support the Student Street Support Scheme
- The Charnwood JAG will monitor emerging issues and hotspot areas to ensure the intelligent direction of mainstream resources.
- Supporting victims of anti-social behaviour and providing effective case management.
- Focus on tackling anti-social behaviour issues related to young people

How will we measure success?

- The Community Safety Partnership will monitor the number of reported crimes, as recorded by Leicestershire Police, on a quarterly basis.
- Reduction in complaints about Street Related ASB
- Number of legal interventions
- The Partnership will monitor the number of incidents recorded (both on Police systems and on Sentinel) and compare the data to the preceding year.
- The JAG will also monitor on a monthly basis
 - the number of non-legal interventions taken against young perpetrators
 - the number of breaches of non-legal youth interventions

Theme 2

Priority 3: Protecting Vulnerable Adults and Youths, including those at risk of Criminal Exploitation

Why is this priority?

Vulnerable, high risk and repeat victims of crime and anti-social behaviour present the highest levels of threat and harm for the Partnership. Protecting vulnerable adults/youths at risk of criminal exploitation has been identified as a priority in the 2018/19 PSA.

Historically Domestic Abuse has been an under-reported crime and organisations have found it difficult to measure the true extent of domestic abuse within Charnwood. An increase of both Domestic Abuse and Hate Crime is seen as a positive indicator of a community's confidence in the statutory services, which is in keeping with the CSP's vision. By encouraging victims to report incidents, the Partnership will be in an informed position and be more effective in supporting victims and developing further services.

The Partnership has seen a decrease in Domestic Related Violent Crime with Injury of -20.7%, with no hotspot locations identified.

Young people are also vulnerable to being exploited by adults within our communities and this includes: Drug exploitation (County Lines) and Child Sexual Exploitation (CSE). Agencies across the Borough and County are working together to protect these vulnerable young people and prosecute the perpetrators, hence the requirement for the CSP to demonstrate positive action in addressing the issue.

Further analysis undertaken in the Partnership Strategic Assessment (PSA) has also highlighted a significant increase in drug related behaviour, particularly within Loughborough and an increase in youth related crime and disorder. This youth related crime and disorder is compounded by the fact that several of the youths are also listed by Leicestershire Police as 'Habitual Knife Carriers'(HKC) and pose a risk on a number of levels, not least their involvement in 'County Lines' or 'locality based' crime groups.

What will we aim to achieve this coming year?

- To increase the reporting of Domestic Abuse offences
- To raise awareness of Domestic Abuse and the Domestic Abuse support services in the Borough
- To provide diversionary projects that target young people at risk of becoming drawn into Crime and ASB.
- To identify all high-risk victims of Crime and ASB and to refer them to the Charnwood JAG for effective case management
- We aim to ensure that front line staff are sufficiently knowledgeable about the subject to ensure appropriate levels of support and referral
- To raise awareness of CSE and the support that is available

How will we achieve our aims?

- Two awareness initiatives will be undertaken in 2018/19 to highlight the local domestic support services that are available to victims and their families.
- Review and respond to any learning outcomes from any Leicestershire Domestic Homicide Reviews.
- Prevention – examine ways to change attitudes, and ensure that information about domestic abuse is widely available
- Improve information sharing and ensure a robust audit trail for information relating to the vulnerability of young people.
- To provide diversionary projects that target young people at risk of becoming drawn into Crime and ASB.
- Ensure appropriate referrals are made for support to children and young people, through Charnwood JAG
- We will ensure that all concerns identified in respect of children at risk of sexual exploitation are referred to the County CSE Thematic Group
- Improve information sharing and ensure a robust audit trail for information relating to the vulnerability of young people.
- To continue the development of the Joint Action Group and the Youth Joint Action Group to enable early identification of Adults and Young People at risk of criminal exploitation, particularly cases linked to County Lines and locality-based crime groups

How will we measure success?

- Number of Violence with Injury crimes
- Number of Domestic Violence with Injury crimes
- Number of Youth Related High Risk Cases referred to the Youth Joint Action Group
- Number of Adult Related High-Risk Cases referred to the Joint Action Group

Priority 4: Prevent people being drawn into extremism and increase the reporting of Hate Crime

Why is this priority?

The Prevent Strategy is part of the Government's counter-terrorism strategy, 'Contest'. It aims to stop people becoming extremists. It is important that the Partnership is proactive in addressing issues that could threaten community cohesion and that partner agencies work collaboratively to demonstrate that hate crime and extremist actions will not be tolerated. Whilst individual incidents of anti-social behaviour (ASB) may be considered minor offences, persistent ASB can have a very detrimental effect on individuals and families that are its victims and neighbourhoods as a whole.

From 1st April 2018 to the 31st December 2018 there were 135 hate crimes, which represents an increase of 37 (37.8%) more offences recorded, these include racial, religious, homophobic, transphobic, age, disability and gender incidents.

Charnwood has areas with significantly higher levels of hate related incidents than elsewhere in the county and an increase in reporting is viewed as a positive statement in terms of community confidence.

What will we aim to achieve this coming year?

- Respond to the ideological challenge of terrorism and the threat we face from those who promote it
- Prevent people from being drawn into terrorism and ensure they are given appropriate advice and support
- Work with sectors and institutions where there are risks of radicalisation that we need to address.
- To promote the work of the Hate Incident & Prevent Group, reporting processes and the support available to victims through events and local media.
- To improve awareness of hate incidents and increase levels of incident reporting to align with the County Council Hate Incident Monitoring Project targets; 7.5% increase over the next 3 years, 2.5% increase each year

How will we achieve our aims?

- By creating opportunities for people to discuss concerns at various levels.
- By providing WRAP training opportunities for frontline staff and people who come into contact with individuals vulnerable to radicalisation
- By communicating information regarding Prevent related threats and risks through the various levels of the Prevent structure.
- 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
- By ensuring that Charnwood Borough Council is represented at all levels in terms of Prevent agenda

- By holding at least 3 Hate/Domestic Abuse events throughout the year, promoting discussion and increasing awareness with members of the public.
- Deliver presentations to Schools, in hotspot locations for Hate Crime, as well as deliver training for Hate Incident reporting centre staff.

How will we measure success?

- Number of Prevent/Channel training sessions provided;
- Number of Channel referrals made:
- The Community Safety Partnership will monitor the number of Hate crimes, as recorded by Leicestershire Police, on a quarterly basis.

Theme 3

Priority 5: Build Safer and Stronger Communities, with a focus on increasing community confidence

Why is this priority?

The overall trend of 'All Crime' is rising with a +14.3% increase as at 5th December 2018 and a rise in reported ASB, with a +18% increase reported to the last Community Safety Partnership. In a recent survey for Loughborough Town Centre the following was reported

- 61% felt 'safe' or 'very safe' in Loughborough during the day
- 26% felt 'safe' or 'very safe' in Loughborough during the night
- 47% stated drugs was a 'major issue'
- 49% stated begging was a 'major issue'
-

Therefore, people's perception of becoming a victim of crime is greater than the actual reality of being a victim of crime. However, the Leicestershire Insight Survey, which comprises of 1,600 telephone interviews throughout the year reported the following

- 87% felt safe in their local area after dark - this has reduced in the last few months
- 80% agreed that ASB has got better or stayed the same – this has reduced in the last few months

What will we aim to achieve this coming year?

- Encourage people to take reasonable precautions to protect themselves, their neighbours and their property.
- Work with the Council's Communications Team to develop a Community Safety Partnership Communications Strategy.
- Update the website on a regular basis.
- Increase our use of social media as a vehicle to communicate crime reduction messages.

How will we achieve our aims?

- Promote good news stories, crime reduction figures and messages of reassurance through a variety of media channels
- Support a process of communicating with neighbourhoods
- Inform the community of the actual levels of crime and ASB
- Engage with residents and local representatives, particularly in our priority neighbourhoods, to understand local concerns and seek feasible solutions.

How will we measure success?

- By aiming to achieve a 90% of people stating that felt safe in their local area after dark (Leicestershire Insight Survey)

Glossary

ASB	Anti-Social Behaviour
ABC	Acceptable Behaviour Contracts
ASBI	Anti Social Behaviour Injunction
BCS	British Crime Survey
CBO	Criminal Behaviour Orders
CSP	Community Safety Partnership
DV / DA	Domestic Violence / Domestic Abuse
IDVA	Independent Domestic Violence Advisor
IOM	Integrated Offender Management
iQuanta	The iQuanta website provides a large repository of analyses on current policing and community safety in England and Wales.
JAG	Joint Action Group
LSP	Local Strategic Partnership (Charnwood Together)
MAPPOM	Multi-Agency Prolific & Priority Offender Management – Leicestershire’s programme for managing and reducing offending of PPOs
MARAC	Multi-Agency Risk Assessment Conference
NIM	National Intelligence Model
NPA	Neighbourhood Policing Area
PCC	Police and Crime Commissioner
PCP	Police and Crime Panel
PPO	Prolific & Priority Offenders – The small proportion of offenders who cause a disproportionately large amount of crime and disorder in local communities
SCS	Sustainable Communities Strategy (The strategy of the LSP to improve the quality of life for communities)

NEIGHBOURHOODS & COMMUNITY WELLBEING SCRUTINY COMMITTEE 10TH SEPTEMBER 2019

Report of the Head of Neighbourhood Services

PART A

ITEM 8 CHARNWOOD COMMUNITY GRANTS

Purpose of Report

To provide an overview and summary of the Charnwood Grants scheme and the Grants process.

Recommendations

That the Committee notes the report.

Reason

To enable the committee to better understand the Charnwood Grants scheme and the associated processes.

Report Implications

The following implications have been identified for this report.

Financial Implications

There are no financial implications associated with this report.

Risk Management

There are no risks directly associated with this report.

Contacts

Julie Robinson
Head of Neighbourhood Services
(01509) 634590
julie.robinson@charnwood.gov.uk

Verity Graham
Neighbourhoods & Partnerships Manager
(01509) 632516
verity.graham@charnwood.gov.uk

PART B

Background

Charnwood Community Grants Criteria

The revised Community Grants Criteria reflected the Corporate Plan and were approved by Cabinet on 12th April 2012. Cabinet subsequently agreed, on 16th January 2014, that the Community Development and Community Engagement Grant Schemes be combined from 2014/15.

Cabinet on the 17th December 2015 approved the revised of the Grants Criteria, to reflect the new Corporate Plan for 2016-2020. The application forms were revised against the Corporate Plan objectives and used for all future applications.

Previous Scrutiny

In February 2017 a report went to Policy Scrutiny outlining the assessment criteria for Charnwood Grants. The report provided the information about the different types of grants that were available, what the criteria for them were and where people could find that information. Information on how those who were unsuccessful were supported to help find alternative funding or improve future applications was also discussed. Policy Scrutiny approved the report which can be found along with the minutes of this meeting on this link:

https://www.charnwood.gov.uk/committees/policy_scrutiny_group?paper_q=&paper_classification=&paper_startDate=2017-02-07&go=Search

On the 18th January 2018 a report went to Cabinet to consider the proposals for the Strategic Partner Grant Scheme funding for 2018/19 and 2019/20. The report had been considered by Overview Scrutiny on the 15th January 2018, who resolved that Cabinet be informed that the Group supports the recommendations. Cabinet approved the recommendations and the Strategic Partners were given two year Service Level Agreements. The reports and minutes of this meeting can be found on this link:

https://www.charnwood.gov.uk/committees/cabinet?paper_q=&paper_classification=&paper_startDate=2018-01-18&go=Search

On Monday 12th March 2018 the Members Grants Report went to Overview Scrutiny before going to Cabinet 12th April 2018 to seek agreement to the establishment of a Member Grants scheme for Charnwood to support the local voluntary and community sector. The proposal was approved, and Member Grants went live in June 2018. The report and minutes of this meeting can be found on this link:

https://www.charnwood.gov.uk/committees/cabinet?paper_q=&paper_classification=&paper_startDate=2018-04-12&go=Search

Grants Information and Budget

The following link takes you to the Grants page of the Council's website where all the application forms and Guidance Criteria can be found :

<http://www.charnwood.gov.uk/pages/charnwoodgrants>

The following is a summary of all the Charnwood Grants and the amounts available for 2019/20

Grant	Amount 2019/20
Facilities and Feasibility Grant	Rolling amount currently £68,691 after round 1
Community Development & Engagement Grants	£66,500
Loughborough Community Grant	£30,900
Strategic Partner Grant	£281,000
Members Grant	£52,000
Environmental Grant (SERCO funded)	£20,000
Sports Grants	£11.800

All Community Grant information including the organisations that have been awarded grants is available on the Charnwood Borough Council Website

<https://www.charnwood.gov.uk/pages/charnwoodgrants>

Voluntary & Community Sector Development Officer

At its meeting on 5th January 2015 the Budget Scrutiny Panel supported the proposal to fund a 12 month Voluntary and Community Sector Development Officer post through both the Loughborough Special Rate and the General Fund. At its meeting on the 25th November 2015 recommended to Cabinet that the post should continue to be funded and on the 3rd January 2017 it was agreed the post would be funded on an ongoing basis.

https://www.charnwood.gov.uk/files/papers/bsp_03_january_2017_item_07_supplementary_information_vcs_development_officer/BSP%2003%20January%202017%20Item%2007%20Supplementary%20Information%20VCS%20Development%20Officer.pdf

The post continues to provide support

- to the groups including an initial 'health check' to identify any areas of need or development (Please see Organisational Support details below)
- with specific focus given to supporting identified Strategic Partners through the next application round and then ongoing through their business and sustainability planning.
- with support to organisations who apply for Charnwood Grants including additional support for external funding applications
- with suggestions for funding sources and a guidance resource on ensuring that organisations maximise the potential of their applications.
- by working with partners including VAL and Charnwood Connect to support the development and sustainability of the Charnwood Voluntary and Community Sector Forum

- by attending all Charnwood Grants Panels in an advisory capacity
- Delivering workshop/networking events with specific areas of focus including successful applications, monitoring and evaluation and trustee development

Community Development and Engagement Grants & Loughborough Community Grants

Appendix A provides the Grants Panel Assessment Form for Community Development and Engagement /Loughborough Community Grants.

The criteria for the Community Development & Engagement Grant includes the following:

- Maximum amount to be awarded is £10,000
- Provides funding for projects delivered by the voluntary and community sector
- Must be available for the wider community

The criteria for the Loughborough Community Grants include the following:

- Maximum amount to be awarded is £2,000**
- Must be a Loughborough based project
- Provides funding for projects delivered by the voluntary and community sector
- Must be available for the wider Loughborough community

**In 2015/16 it was identified that the £2,000 maximum payment was proving restrictive and meant that some organisations have not been able to apply or have only been able to part fund their scheme.

At Cabinet on the 21st January 2016 a recommendation was made and approved, that the money can be utilised flexibly between both the Loughborough and the Community Development and Engagement Grant schemes. This money will be ring-fenced for Loughborough schemes, allowing greater flexibility to the application process, enabling schemes up to a maximum application of £10,000.

With both Grants, all applications are assessed against two measures of need: how the project meets the Council's aims and objectives in meeting identified community needs and the organisational need of grant funding from the Council to enable the project to succeed. Both measures seek to demonstrate the value for money to be obtained in providing grant funding.

Twelve criteria are used to assess community need based on the aims and objectives set out in the Corporate Plan.

- How does your project promote stronger, cohesive and balanced communities (in particular encouraging people from different backgrounds to get along together)?
- How does your project involve volunteers and will volunteers be supported and developed effectively?
- How does your project promote and support physical health and well-being (in particular healthy eating, physical activity, sexual health and reduced substance misuse)?
- How does your project promote and support improved mental health and emotional well-being?
- How does your project reduce the impact of crime and anti-social behaviour?
- How does your project improve the quality of life of people living in priority neighbourhoods?
- How does your project improve the well-being of residents through acknowledging their diverse needs?
- How does your project enable children, young people and older people to make a positive contribution to the communities in which they live?
- How does your project enable older people to live independent lives?
- How does your project promote access of local people to green spaces and the countryside?
- How does your project add value to Charnwood's commitment to reduce the impact of climate change?
- How does your project help promote local businesses to prosper and develop vibrant towns and villages and support rural enterprise?

Five criteria are used to assess the need for the Council to provide grant funding. Organisations must demonstrate that their projects are prepared and managed well and will be encouraged to explore other funding sources where appropriate.

- Has a realistic total cost and timetable for the project been identified after being researched, for example through obtaining quotes or using reliable information from previous years?
- Have efforts been made to obtain other funding to enable the project to begin and is the amount sought from the Council necessary to secure match funding or because other sources of funding are not available?
- What balances and reserves are available and has using these to fund the activity been considered?
- Is the proportion of the cost of the project the Council is being asked to fund justified?
- No specific geographically based conditions or targets are applied to grant awards but the geographical distribution of grants across the Borough is taken into account.

Applications are assessed qualitatively against these criteria and rated high, medium or low. These ratings are converted to a score on the following basis which rewards those applications which rate highly in meeting community need and provide a maximum possible score of 97.

Table 1 – Conversion of rankings into scores

Ranking	Community Need Score	Organisation Need Score
HIGH	6	5
MEDIUM	2	3
LOW	1	1
Maximum Score	72	25

The scoring for the 2 areas, Community Need and Organisation Need have been set to reflect that an organisation can still score highly if they significantly contribute to one or two of the criteria rather than only contribute a little to most of the criteria.

Levels for funding

Score	Level of funding
Less than 30	Nil
30 – 40	Some of grant applied grant for
More than 40	Most or all of funding applied for

Community Development and Engagement Environmental Grants

Serco agreed to provide £20,000 per year to Charnwood Borough Council (CBC) for grants to projects that deliver environmental outcomes (reduce, reuse, recycle). They made a commitment to provide this funding for three financial years (2017/18, 2018/19 and 2019/20).

Having reviewed the existing Charnwood Grants criteria it was felt that these grants should be administered using our existing Community Development and Engagement Grants Scheme as the eligibility / assessment criteria and decision making process for these grants is well-established, robust and proven. The criteria for our Community Development and Engagement and Loughborough grants schemes include two environmental related criteria; the other assessment criteria underpin the success of any funded project, including those with an environmental theme.

It was agreed that this money would sit within the Community Development and Engagement grants scheme and would be ringfenced for appropriate schemes that met the criteria. This funding has been promoted as part of the Charnwood Grants Scheme.

Community Facilities Grants

The criteria include the following:

- That the maximum amount awarded would be £20,000 for projects that link well into the Council's Corporate Plan and can achieve wider community benefits.
- That the scheme would support up to 50% of the cost of feasibility studies, with an upper limit of £5,000.

Schemes are scored using an assessment matrix which looks for:

- Well prepared schemes, with a realistic costing of the work, and projects that are well targeted, have good local support and a strong input from volunteers.
- Projects that link well into the Council's Corporate Plan and can achieve wider community benefits.
- Applications from organisations with a strong local base and full accessibility to the community.
- The need of the community for the facility and the need of the organisation for the funding.

The assessment matrix produces a maximum score of 100. A scheme scoring below 30 on the matrix is recommended for refusal and the Grants Panel will provide feedback to the community organisation on the reasons why it was not successful. Where a scheme scores between 30 and 40 on the first assessment the Grants Panel will work with the community organisation to see whether the bid can be improved and strengthened. Schemes scoring 40 and above are normally recommended for approval. However, applicants seeking a large grant which scores only just over 40 are advised that they may only receive part of the money they have applied for.

Appendix B provides the Grant Panel Assessment Matrix for Community Facilities Grants.

The individual panel members score against three categories of criteria.

The Scheme specific assessment has eight criteria and is 30% of the overall score

- Quality of targeting within the Borough
- Quality of benefits for the target group
- Quality of links to the objectives of the Corporate Plan
- Accessibility of organisation
- Evidence of local support and voluntary effort.
- Quality of Plans and scheme details
- Quality of cost plan and quotations
- Quality of Funding proposals

The Sustainability Checklist has 30 questions that the panel score against the information provided. This assessment is 20% of the overall score.

The questions include:

- Contribute towards local employment / vocational training?
- Help local community based businesses set up and grow e.g. community enterprises, credit unions etc?
- Help to reduce occurrence of crime, anti-social behaviour and/or the fear of crime?
- Use and/or encourage the use of renewable energy e.g. wind, water, biomass, solar water heating and photovoltaic panels?
- Reuse / conserve existing buildings?

- Preserve and help to enhance local heritage, landscaping quality, local distinctiveness and local diversity?

The final section is the Assessment of the organisation and local need which has 4 criteria and is 50% of the overall assessment

The 4 criteria are

- Financial position of organisation
- Strength of constitution and local representation
- Range of services provided to local community
- Assessment of need

The combination of these 3 assessments provides the overall score for the application.

Sports Grants

Active Charnwood Sports Grants offer funding to individuals, clubs and organisations that are in need of additional finance to run their projects and activities.

There are different types of sports funding grants:

- the sports development fund aims to increase the availability of sporting opportunities by assisting existing organisations to develop their sports programmes and encouraging the establishment of new sports groups/clubs/sections. Grants will normally be awarded to a maximum of £250.
- the coach/official education grant aims to assist in the education of coaches and officials by enabling them to improve their qualifications and experience. Each grant application will be considered on its own merits and the club must operate within the borough of Charnwood. Grants will normally be awarded to a maximum rate of 50% and not exceeding £250
- the sports facilities grant aims to assist sports clubs/organisations to provide, improve or retain essential playing facilities and ancillary accommodations. The applicant must contribute at least 25% of the total cost of the proposed project from their own funds and must be able to identify the sources providing the balance of the project costs; grants will be awarded to a maximum of £1,500
- the talent support grant aims to support individuals who are in need of additional income to help to pursue their sporting talent. Grants will normally be awarded to a maximum rate of 50% and not exceeding £250

A Club, Coach and Volunteer panel that includes volunteers and members of organisations such as the university meet with officers to agree the grant awards. The recommendations then go to the Charnwood Grants panel to approve.

Grants Panel Considerations, Recommendations and Support

Grants panel members individually score the grants, and these are then averaged to provide an overall score.

In addition to scoring against the criteria, the grants panel discussion will also take into account possible duplication, identified needs, location of delivery, time scales, achievability, number of potential recipients/users and value for money. In addition to how it delivers against the Councils corporate plan and other identified priorities for the borough.

There are several reasons why applications can be unsuccessful. The key reason would be that they do not meet the criteria for the grants. However, in some cases it is because of the lack of detail and information provided, it is a repeat application, or they cannot demonstrate sufficient need.

If the application arrives in a timely fashion and it can be reviewed in advance, an opportunity can be given for the applicant to resubmit with any details/information that is missing before the deadline. Where this is not possible the panel may defer an application to allow for more information to be submitted or in some cases the panel would ask the Voluntary & Community Sector Development Officer to contact them and offer support and advice for re-submitting the application or applying again

Payment of Grants

Grants are released, providing they are approved, once the applicants have met any required payment conditions. Grant payment terms will be on a grant by grant basis, depending on the nature of the organisation / project and level of grant awarded. Payment may be made in stages, and copy invoices, or proof of project expenditure, requested.

Monitoring & Evaluation

All successful applicants receive a letter confirming the terms of the grant awarded including payment schedule and the monitoring and evaluation requirements. In some instances, a midterm monitoring form may be required and/or a visit and all projects require a completed form at the end of the project along with any relevant documents including receipts.

APENDIX C shows a summary of the grants awarded in 2018/19

Charnwood Strategic Partner Grants

Following the decision by Cabinet in March 2013, officers undertook a full review in late 2013 of the current Strategic Partner Grant Scheme, and a further review was under taken during 2018 with recommendations including a two year commitment to the Service Level Agreements with reviews taking place to ensure the continuation of the agreed objectives and delivery.

The findings showed that for many years the Council has allocated funding to support the delivery of services across the borough by key voluntary and community sector organisations and groups. The majority of these organisations became Strategic Partners after delivering a particular piece of work or service on the Council's behalf on an ongoing basis. As a Strategic Partner they have received an agreed level of funding based on a Service Level Agreement (SLA).

It was agreed that Strategic Partner grants will be awarded for two years and then reviewed to avoid running a rolling programme and allow for any changes in priorities. Year 2 funding will be subject to monitoring and evaluation of Year 1 delivery against Service Level Agreement (SLA).

All organisations wishing to access the Strategic Partner Grant Scheme have to complete the application form and will be assessed against the evaluation criteria. That the Council's corporate objectives continue to serve as the overarching framework for the Strategic Partners priorities.

Starting in September 2019 a review will be carried out looking back at the Strategic Partners and grant process as the SLA's come to an end in March 2020. The review will provide the background to the next round of Strategic Partner Grants in 2020/21.

Appendix D provides the Strategic Partner delivery against Corporate Objectives and a summary of the organisations and their delivery and service level agreement objectives.

The application process required the following:

- That each organisation has a maximum amount that can be awarded
- That the award is for two years, subject to evaluation after year one
- That each organisation must meet at least five of the Council's Corporate Plan Objectives
- That the organisation has a robust two year business plan
- That the organisation delivers its services directly into Charnwood

All applications are assessed against two measures of need: how the project/service delivers the Council's aims and objectives in meeting identified community needs and the organisational need of the Council's grant funding to enable the project to succeed. Both measures seek to demonstrate the value for money to be obtained in providing grant funding.

Twelve criteria are used to assess community need based on the aims and objectives set out in the Corporate Plan. They are :

- How does your project promote stronger, cohesive and balanced communities (in particular encouraging people from different backgrounds to get along together)?
- How does your project involve volunteers and will volunteers be supported and developed effectively?

- How does your project promote and support physical health and well-being (in particular healthy eating, physical activity, sexual health and reduced substance misuse)?
- How does your project promote and support improved mental health and emotional well-being?
- How does your project reduce the impact of crime and anti-social behaviour?
- How does your project improve the quality of life of people living in priority neighbourhoods?
- How does your project improve the well-being of residents through acknowledging their diverse needs?
- How does your project enable children, young people and older people to make a positive contribution to the communities in which they live?
- How does your project enable older people to live independent lives?
- How does your project promote access of local people to green spaces and the countryside?
- How does your project add value to Charnwood's commitment to reduce the impact of climate change?
- How does your project help promote local businesses to prosper and develop vibrant towns and villages and support rural enterprise?

Nine criteria are used to assess the Organisational Assessment. Organisations must demonstrate that their service/projects are prepared and managed well and will be encouraged to explore other funding sources where appropriate. They are :-

- That the organisation has identified a realistic total cost and timetable for the service/project that the grant is sort for? (Demonstrates that costs and timescales have been researched)
- Has provided evidence of a robust two year business plan?
- Has demonstrated that the organisation has capacity to deliver the service/project effectively and within the agreed timescales.
- Has demonstrated that the service/project provides value for money?
- That the application has demonstrated that the service/project is not duplicated by another organisation?
 - Has joint working been considered?
 - Has evidence shown how the work is different from others?
- That the application provides strong evidence of how delivery of the service/project will be monitored
 - How outcomes will be monitored
 - What statistical information can be provided
 - How feedback will be collected by 'users'
 - Other evidence that can be provided
- That the balances and reserves demonstrate the stability of the organisation? (Demonstrates that it follows relevant guidance on maintaining general balances, and reserves that are earmarked reserves reflect its long term strategy and has considered whether it can fund the activity from its balances.)
- What proportion of the cost of the service/project is the Council being asked to fund? (Demonstrates that the level of funding sought from the Council is justified.)

- Geographical location (No specific conditions or targets will be applied to grant awards, but the assessment of need will take the geographical distribution of grants across the Borough into account)

Applications are assessed qualitatively against these criteria and rated high, medium or low. These ratings are converted to a score on the following basis which rewards those applications which rate highly in meeting community need and provide a maximum possible score of 117.

Table 1 – Conversion of rankings into scores

Ranking	Community Need Score	Organisation Need Score
HIGH	6	5
MEDIUM	2	3
LOW	1	1
Maximum Score	72	45

Levels for funding

Score	Level of funding
Less than 35	Nil
35 – 50	Some of grant applied for
More than 50+	Most or all of funding applied for

The Grants Panel receive the applications and complete the Assessment Forms using the scoring method described above. One of the requirements for being considered for Strategic partners funding is that the organisation can demonstrate that they deliver against at least five of the Corporate Plan objectives.

Members Grants Scheme

In May 2018 the Member Grant scheme was launched. All 52 Councillors were given £1000 to spend to support local good causes in their ward.

Guidance notes were created for both Councillors and those wishing to apply and included an approval process for each application.

These are available along with the application form using the following link
https://www.charnwood.gov.uk/pages/member_grants

Two sessions of Member training were held to support members and additional handouts and FAQ's were also created.

Of the 52 Councillors 14 did not fully spend their allocation in 2018/19. A list of the Member Grants awarded in 2018/19 can be found at the following link :

https://www.charnwood.gov.uk/files/documents/member_grants_2018_19_amount_warded_by_councillor/Member%20Grants%202018-19%20-%20Amount%20Awarded%20by%20Councillor.pdf

The Members Grant for 2019/20 has been launched and two Member training sessions have been held.

Officers to contact:

Verity Graham
Neighbourhoods & Partnerships Manager
01509 632516
verity.graham@charnwood.gov.uk

Julie Robinson
Head of Neighbourhood Services
01509 634590
julie.robinson@charnwood.gov.uk

Appendix A

Community Development & Engagement & Loughborough Community Grant Assessment Form

Name of Applicant:	
Purpose of grant	
Total Project Cost:	
Amount applied for	
Charnwood Grants panel date	
Cabinet date	

Has applicant previously applied for funding? (This financial year and the previous two)			
Financial Year	Grant programme	Project	Amount awarded

Total Score	Level of funding
Less than 30	Nil
30-40	Some of funding applied for
More than 40	Most or all of funding applied for

Completed by Panel Member (initials)						
Community Need Score: (Maximum Score: 72)						
Organisational Need Score: (Maximum Score: 25)						
TOTAL SCORE: (Maximum Total Score: 97)						
Recommendation/Comments:						

		Completed by (initials)					
<p>Does the application support the Community Need criteria?</p> <p>Yes/No If Yes, score: High = 6 Medium = 2 Low = 1</p>	Does the project promote stronger, cohesive & balanced communities (in particular encouraging people from different backgrounds to get along together)?						
	Does the project involve volunteers and will volunteers be supported and developed effectively?						
	Does the project promote physical health and well-being (in particular healthy eating, physical activity, sexual health and reduced substance misuse)?						
	Does the project promote and support improved mental health and emotional well-being?						
	Does the project reduce the impact of crime and / or anti-social behaviour?						
	Does the project improve the quality of life of people living in priority neighbourhoods?						
	Does the project improve the well-being of residents through acknowledging their diverse needs?						
	Does the project enable children, young people and older people to make a positive contribution to the communities in which they live?						
	Does the project enable older people to live independent lives?						
	Does the project promote access of local people to green spaces and the countryside?						
	Does the project add value to Charnwood's commitment to reduce the impact of climate change?						
	Does the project help promote local businesses to prosper and develop vibrant towns and villages, and support rural enterprise?						
	TOTAL						

		Completed by (initials)					
<p>Does the application support Charnwood Borough Council's Organisational Need criteria?</p> <p><u>Score:</u> High =5 Medium = 3 Low = 1</p>	<p>Have you identified a realistic total cost and timetable for the project? (Demonstrates costs and timescales have been researched, for example through obtaining quotes or using reliable information from previous years.)</p>						
	<p>Have you sought to obtain other funding to enable the project to begin? (Demonstrates funding has been sought from other sources and that the amount sought from the Council is necessary to secure match funding or because other sources of funding are not available.)</p>						
	<p>What balances and reserves do you have available? (Demonstrates that it follows relevant guidance on maintaining general balances, and reserves, that earmarked reserves reflect its long term strategy and has considered whether it can fund the activity from its balances.)</p>						
	<p>What proportion of the cost of the project is the Council being asked to fund? (Demonstrates that the level of funding sought from the Council is justified.)</p>						
	<p>Geographical location (No specific conditions or targets will be applied to grant awards but the assessment of need will take the geographical distribution of grants across the Borough into account.)</p>						
	TOTAL						

Appendix B
Community Facilities Grants Assessment form content

Scheme Specific Assessment

	0.00	1.00	2.00	3.00	4.00	5.00	Score
Quality of targeting within the Borough							0.00
Quality of benefits for the target group							0.00
Quality of links to the objectives of the Corporate Plan							0.00
Accessibility of organisation							0.00
Evidence of local support and voluntary effort.							0.00
Quality of Plans and scheme details							0.00
Quality of cost plan and quotations							0.00
Quality of Funding proposals							0.00

Sustainability assessment

	1	2	3	4	5	SCORE
Improve access to training and self development opportunities for all?						0
Improve quality of access to information by communicating in different ways e.g. different languages and different formats?						0
Link local production with local consumption by buying local goods and local services?						0
Contribute towards local employment / vocational training?						0
etc?						0
Encourage local businesses to improve competitiveness through environmental good practice e.g. saving energy and reducing waste?						0
Help to reduce occurrence of crime, anti-social behaviour and/or the fear of crime?						0
Help to deliver targets set in the Crime & Disorder Reduction Strategy?						0
Reduce factors that contribute to ill health?						0
Improving facilities and choice in the provision of health care?						0
Encourage waste reduction, recycling, composting and the use of recycled materials?						0
Minimise the use of energy, water and other natural resources?						0
Use and/or encourage the use of renewable energy e.g. wind, water, biomass, solar water heating and photovoltaic panels?						0
Promote and encourage the use of public transport, cycling and walking?						0
Encourage schools and businesses to adopt Green Travel Plans?						0
Improve awareness of sustainable development and the environment?						0
Have a Fairtrade purchasing policy or support ethical trading schemes?						0
Use timber from sustainable sources e.g. FSC?						0
Create and preserve quality open spaces and/or wildlife areas for community use?						0
Provide improved local amenities and facilities for local people?						0
Improve access for people with disabilities?						0
Encourage and/or promote energy efficiency?						0
Encourage local action and decision-making e.g. involving local people in developing this project?						0
Provide access to housing appropriate to need?						0
Reuse / conserve existing buildings?						0
Take into account under represented groups?						0
Encourage partnership working and working between groups?						0
Increase enjoyment of and participation in arts, local culture and heritage?						0
diversity?						0
Encourage and promote the interaction and understanding of different cultures?						0

Assessment of need

	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100		
Financial position of organisation																						0
Strength of constitution and local representation																						0
Range of services provided to local community																						0
Assessment of need																						0
	AVERAGE																				0	

Total Score

Scheme Specific	0.0
Sustainability Checklist	0.0
Sub Total	0.0
Assessment of Need	0.0
Final score	0.0

APPENDIX C

Grants Awarded 2018/19

The link below provides a list of the applications awarded in 2018/19 :

https://www.charnwood.gov.uk/files/documents/charnwood_grants_awarded_2018_19/Charnwood%20Grants%20Awarded%202018-19.pdf

Further information is provided below for each grant scheme and the number of applications received, awarded and the number of new organisations submitting grant applications.

The Voluntary and Community Sector (VCS) Development Officer is providing guidance to the groups and organisations to help improve the standard of applications and increase the number of successful applications. As a result of this support there has been an increase in successful grant awards including a significant number of first time applicants.

Community Development & Engagement Grant Applications 2018/19 (including Environmental)

A total of 25 applications were received in 2018/19 of which 21 were awarded grants. Of the 25 applications, 4 were declined due to not meeting the eligibility criteria. Of the 25 applications, 11 of the organisations were new to applying for a grant.

Loughborough Grant Applications 2018/19

A total of 27 applications were received in 2018/19 of which 18 were awarded grants. The 9 applications that were declined was due those applications either not meeting the eligibility criteria or sufficiently scoring high enough to be awarded a grant. Of the 27 applications, 9 of the organisations were new to applying for a grant.

Community Facilities Grant Applications 2018/19

A total of 2 applications were received in 2018/19 of which 1 was awarded a grant. In previous years a higher number of applications had been received for this category.

APPENDIX D

Strategic Partner Information Summary

Charnwood Citizens Advice Bureau

Amount Awarded 2018/19 (Year 1) £60,137 2019/20 (Year 2) £62,427

CAB play an essential part in helping anyone living or working in the borough of Charnwood by providing information, directing them to the best source of help for their issues and giving advice through trained generalist advisers and specialists. The service they provide is free, independent, confidential and impartial.

The advice they give covers all categories of social welfare law, although over 60% of the work actually relates to debt and welfare benefits. Other areas we cover include housing, employment, consumer, family & relationship issues and basic immigration queries.

Their SLA objectives :

- Run advice sessions available to Charnwood residents at convenient locations and times, with the aim of reducing anxiety and contributing to better general well-being
- Offer welfare benefits & debt advice to those in need with the aim of maximising income and reducing debt
- Provide advice and/or information based on the individual needs and abilities of clients to encourage self-confidence and self-reliance
- Provide well-supported volunteering opportunities
- Offer objective and impartial legal advice that considers all actions/options to ensure that our clients do not suffer due to a lack of knowledge of their rights and responsibilities

Charnwood Twenty Twenty

Amount Awarded 2018/19 (Year 1) £9,287 2019/20 (Year 2) to be determined

They believe in the worth, talent and potential of all young people. No matter what challenges a young person has faced or is still facing, with the right help, they can develop the confidence, personal resources and skills to move forward in their education and find sustainable employment.

Their SLA objectives:

- Raise the educational attainment of more disadvantaged and disengaged young people in Charnwood, especially those from priority neighbourhoods and troubled families.
- Improve the confidence and aspiration for all the disengaged young people they work with across the projects.
- Help to reduce the numbers of young people NEET in Charnwood.

- Enable disadvantaged and disengaged young people from priority neighbourhoods to gain access to a wide range of good quality jobs and achieve economic wellbeing
- Promote more volunteering within Charnwood

Clockwise Credit Union

Amount Awarded 2018/19 (Year 1) £8,000 2019/20 (Year 2) £8,298

Clockwise is the Credit Union that serves Charnwood and the surrounding area. They are a not for profit banking organisation that helps those unable to be part of the mainstream banking a chance to save and borrow.

Their SLA objectives:

- Improve financial inclusion in the Charnwood area
- To increase membership
- To increase loan book
- To meet all capital and liquidity requirements and key ratios
- To maintain bad debt costs <6% of loan book

Equality Action

Amount Awarded 2018/19 (Year 1) £20,200 2019/20 (Year 2) £20,978

The organisation promotes equality and diversity, dignity and respect through inclusion. Aiming to “eliminate discrimination, campaign for equality of opportunity and promote good relations between all persons in the Borough of Charnwood, Leicestershire”.

Their SLA objectives:

- Provide advice and information on a wide range of matters including welfare benefits, housing, debt, money management, adult social care, PAYE, tax credits and immigration. They are regulated by the Office of the Immigration Services Commissioner for our immigration work.
- Work to develop and promote good relations, eliminating discrimination and campaigning for equality within the Borough.
- Assure the delivery and performance of limited casework, welfare benefits, debt & money management, immigration through small grants including CBC’s Specialist Debt & Money Management programme.
- Ensure successful delivery of our Improving Lives (working with South Asian men) project funded by the Big Lottery Fund.
- Deliver the Chances For All Project with specific aims around raising awareness of mental health issues and continuing physical health of South Asian women.

Fearon Hall

Amount Awarded 2018/19 (Year 1) £29,383 2019/20 (Year 2) £30,488

Fearon Hall is a vibrant, diverse community centre, operated by Fearon Community Association (FCA), it provides services and access to an area of Loughborough that has significant areas of deprivation and provides support to vulnerable members of the community. In addition, the centre hosts a wide range of events and activities open to all.

Their SLA objectives:

- Increase opportunities for members of the community to engage in activities that meet individual needs.
- Improve mental health and promote healthy lifestyles
- Increase opportunities for local people to acquire skills, build self-esteem and develop confidence
- Support neighbourhood, community and voluntary sector groups to grow and develop

Gorse Covert Community Association

Amount Awarded 2018/19 (Year 1) £19,698 2019/20 (Year 2) £20,432

Gorse Covert is a long established community centre offering a wide range of activities largely through third party providers, catering for pre-natal to 100 year old residents of the immediate surrounds and the wider area of Loughborough and Charnwood.

Gorse Covert Community Association (GCCA) is an organisation formed with the specific responsibility of running the Gorse Covert Community Centre. Its primary aim is to provide and promote social, recreational, educational and community development support for local people through the continued provision of a community centre.

Their SLA objectives:

- Run sessions for recreation and learning for parents and children
- Offer regular activities and opportunities for volunteering to local people
- Provide a local accessible facility for community activities
- Regular meetings sharing best practice and peer support

John Storer Charnwood

Amount Awarded 2018/19 (Year 1) £83,542 2019/20 (Year 2) £86,655

John Storer Charnwood is an independent charity serving the communities of Charnwood with activities running throughout the day and evening and at weekends too.

They provide volunteering opportunities throughout their organisation.

They provide leisure and social activities both on and off-site for adults with learning disabilities and for older people and are committed to promoting community activity and well-being in Charnwood.

They play a wider Voluntary and Community Sector in Charnwood. Providing information and advice through our VCS Forum and through regular networking. They also promote volunteering for organisations throughout Charnwood and source and host training for VCS groups.

They operate a Café providing affordable home-cooked food and a valuable social space where people come to meet and chat.

Their SLA objectives:

- To maintain a vibrant, welcoming community centre and maintaining maximum levels of access.
- To ensure rooms are used to optimum levels, giving priority to groups that are complementary to our charitable aims and objectives.
- Ensure John Storer House is maintained within legal obligations and is fit for purpose and a place of safety
- To facilitate a community café open to the public six days a week
- To maintain a welcoming environment where people can feel safe and stay for as long as they wish
- To provide Lunch Clubs and transport for vulnerable people and those who would otherwise be socially isolated
- To provide a range of peer-led, JSH activities including keep fit, handicrafts, bridge and line dancing
- To provide wellbeing support groups offering peer support, signposting and information, activities and trips open to anyone who has an interest or concerns for their own or a cared for person's wellbeing.
- To ensure that our specialist Volunteer Co-ordinator continues to promote, safely recruit, induct, train and support all of our volunteer placements.
- Co-ordinator to offer to act as a peer mentor to several smaller VCS groups assisting them to better manage their volunteer workforce.
- To take part in community events and work in partnership with other organisations throughout Charnwood.
- To advertise and promote events through website and social media.
- Identify local volunteering opportunities.
- To support organisations to develop a clear volunteer management programme
- Match volunteers to roles available at other community organisations
- Maintain a website with up to date information on funding news, training events and templates.
- To attend and participate on the Charnwood Health and Wellbeing Board
- To represent the VCS sector on the Loughborough University Grants and Awards panels

- To engage with and promote local government consultations in order to enable a broader VCS voice to be heard

Shepshed Volunteer Centre

Amount Awarded 2018/19 (Year 1) £9,430

2019/20 (Year 2) £9,781

Shepshed Volunteer Centre provides services for vulnerable members of the community of Shepshed and surrounding Charnwood area, supporting them to maintain independent lives in their own homes.

The main services provided by volunteers include a social car scheme, a gardening scheme which helped to maintain over 20 gardens and a befriending scheme.

Their SLA objectives:

- To provide a community hub for local residents.
- To enable residents to maintain their gardens where, due to age, disability or long-term illness, they are unable to do so themselves.
- To reduce isolation amongst people with support needs and older people.
- To maintain independence by providing social car journeys for people who cannot access public transport
- To improve social interaction within the village and encourage local people to take part in events.

Living Without Abuse

Amount Awarded 2018/19 (Year 1) £16,549

2019/20 (Year 2) £17,165

Living Without Abuse exists to relieve the distress and suffering felt by anyone who has experienced any form of domestic abuse. LWA is also a member of the consortium United Against Violence and Abuse (UAVA), along with FreeVA and Women's Aid Leicestershire Limited. UAVA has been commissioned to provide domestic abuse and sexual violence services across Leicester, Leicestershire and Rutland from the 1st December 2015. Within the consortium LWA is the lead organisation for outreach services and group support.

Their SLA objectives:

- Aim for throughput of 65% of cases within 6 months and 80% within 9 months
- Demonstrate a positive satisfaction of service for 85% of clients supported
- Reduction in the number of incidents of repeat victimisation / return to abusive relationship against national statistics of 50%

Rosebery St Peters Community Centre

Amount Awarded 2018/19 (Year 1) £5,122

2019/20 (Year 2) £5,313

Rosebery St. Peter's Community Centre (RSPCC) is a charitable company set up to meet the needs of individuals and families living in Loughborough and surrounding areas in Charnwood. RSPCC essentially acts as a community anchor organisation supporting the activities and sustainability of other local organisations which aim to meet local need.

To date they have over 28 groups, each using the space available at the centre to deliver a variety of activities and projects. RSPCC provides a gateway for residents to access local services by ensuring regular activities to meet diverse need.

Their SLA objectives:

- To host/accommodate a wide range of health and fitness activities available at the Centre
- To promote the activities taking place at the Centre particularly in GP surgeries and other health settings
- To provide an affordable venue and space for sports and recreation activity
- To host and promote a wide range of activities to strengthen groups delivering cultural activities on a regular basis

Syston Volunteer Centre

Amount Awarded 2018/19 (Year 1) £9,430

2019/20 (Year 2) £9,781

Syston and District Volunteer Centre have been providing social transport for those living in Syston and the surrounding area for over nearly forty years. Along with providing social transport they also provide minibus trips using our own fleet of minibuses, running trips twice a week throughout the year visiting various places of interest. Along with transport they hire out mobility equipment. In addition, they are working to provide new volunteering opportunities.

Their SLA objectives:

- Continue to provide the best possible social car scheme that we can, looking for ways to expand into new areas.
- To work with Charnwood Borough Council specifically those teams that require transport or driving volunteer opportunities
- The Syston Garden Project
- Expand our training option with MiDAS
- Increase Minibus hire and Room hire
- Look at ways in which we can expand our volunteering opportunities
- Set pilot project with Citizens Advice Charnwood and hopefully expand into full project on weekly basis.

Strategic Partner Delivery Against Corporate Objectives

Corporate Objectives	Promotes Stronger Cohesive & Balances Communities	Promotes well supported Volunteering opportunities	Promotes health & wellbeing (including reduced substance misuse)	Promotes and supports improved mental health and emotional wellbeing	Reduces the impact of crime and ASB	Improves the quality of life for people in our Priority Neighbourhoods	Improves wellbeing of residents through acknowledging their diverse needs	Enables children, young people & older people to make a positive contribution	Enables older people to live independent lives	Promotes access to green spaces and countryside	Adds value to Charnwood's commitment to reduce impact of climate change	Helps local businesses to prosper, develops vibrant towns & social enterprise
Charnwood Citizens Advice Bureau	✓	✓	✓			✓	✓	✓	✓			
Charnwood Twenty Twenty	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓
Clockwise Credit Union	✓	✓	✓	✓		✓	✓		✓			
Equality Action	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓
Fearon Hall	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Gorse Covert Community Association	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
John Storer Charnwood	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓
Shepshed Volunteer Centre	✓	✓	✓				✓	✓	✓	✓		✓
Living Without Abuse	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Rosebery St Peters Community Centre	✓	✓	✓		✓	✓	✓	✓	✓		✓	
Syston Volunteer Centre	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	

**NEIGHBOURHOODS & COMMUNITY WELLBEING
SCRUTINY COMMITTEE
10th SEPTEMBER 2019**

Report of the Head of Strategic Support

ITEM 9 SCRUTINY WORK PROGRAMME

Purpose of the Report

To enable the Committee to review and agree its scrutiny work programme.

Action Requested

To review and agree the Committee's scrutiny work programme to ensure that it is fit for purpose and that any items which no longer warrant scrutiny are removed and any items requiring scrutiny are added (see Appendix 1).

Reasons

To enable the Council's new scrutiny arrangements to operate efficiently and effectively.

Policy Justification and Previous Decisions

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.

A new scrutiny committee structure was agreed by full Council on 25th February 2019 for implementation from the start of the 2019/20 Council year. As part of that process the former Scrutiny Management Board reviewed the existing scrutiny work programme and resolved:

“that the Head of Strategic Support be asked to ensure that committees under the new scrutiny committee structure are asked to review their work programmes at their first meetings, and are provided with appropriate guidance to assist that, so that any items which no longer warrant scrutiny are removed and any items requiring scrutiny are added” (minute 43.2 2018/19 refers).

This Committee can identify and schedule items for its own work programme without needing the approval of the Scrutiny Commission if those items fall within its area of responsibility. If the committee identifies a topic for scrutiny that is outside its area of responsibility, it can make a recommendation to the Scrutiny Commission that it is added to the work programme of the relevant scrutiny committee, or that a scrutiny panel be established.

The Committee's work programme, as it stood at the time of the publication of this agenda and incorporating any changes made by the Scrutiny Commission at its meeting on 5th August 2019, is attached as Appendix 1.

Implementation Timetable including Future Decisions and Scrutiny

Issues identified by the Committee within its own remit will be reflected in an updated work programme. Issues identified for scrutiny outside of the Committee's remit will be recommended to the Scrutiny Commission.

Appendices

Appendix 1 – Scrutiny Work Programme (Neighbourhoods, and Community Wellbeing Scrutiny Committee)

Background Papers: None

Officer to Contact: Karen Widdowson
Democratic Services Manager
01509 634785
karen.widdowson@charnwood.gov.uk

Neighbourhoods and Community Wellbeing Scrutiny Committee Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
NCW	10 September 2019 (standing item at every meeting)	Work Programme	To consider items for future meetings	To allow the Committee to identify items for which scrutiny is required.	Democratic Services / Lead Officer	
NCW	10 Sept 2019	Anti-Social Behaviour	To consider asking Scrutiny Commission to set up a scrutiny panel concerning anti-social behaviour and crime.	To assess whether there was further opportunity for scrutiny.	J. Robinson/ external officers	Added to the committee's work programme at its meeting on 9 th July 2019.
NCW	10 Sept 2019 (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	Quarter 1 Report considered at the same time annually.
NCW	10 Sept 2019 (six-monthly item)	Community Safety Partnership	To review the work of the Community Safety Partnership on a six-monthly basis, 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.	CSP Chair / J. Robinson / T. McCabe	

Neighbourhoods and Community Wellbeing Scrutiny Committee Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
NCW	10 Sept 2019	Community Grants	A briefing report be provided to the committee on how the scheme operates and how it works with strategic partners.	To provide more information to the Committee on this matter and to see if there is an opportunity for further scrutiny.	J. Robinson/ V.Graham	Added to the committee's work programme at it's meeting on 9 th July 2019.
NCW	26 Nov 2019	Leisure Provision	A briefing report be provided to the committee about leisure provision including leisure centres and Loughborough Town Hall.	To provide more information to the Committee on this matter and to see if there is an opportunity for further scrutiny.	J. Robinson	Added to the committee's work programme at it's meeting on 9 th July 2019.
NCW	26 Nov 2019	Improving recycling and waste	A briefing report be provided to the committee setting out options to improve the recycling rate and to reduce the level of waste contamination.	To provide more information to the Committee on this matter and to see if there is an opportunity for further scrutiny.	M. Bradford	Added to the committee's work programme at it's meeting on 9 th July 2019.
NCW	26 Nov 2019 (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	Quarter 2 Report considered at the same time annually.

Neighbourhoods and Community Wellbeing Scrutiny Committee Work Programme

RB	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
NCW	10 March 2020	Children and Families Wellbeing Service	To scrutinise the new service model being provided by Leicestershire County Council.		External Partner	SMB 06 March 2019, Minute 39.1 refers.
NCW	10 March 2020 (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	Quarter 3 Report considered at the same time annually.
NCW	10 March 2020 (six-monthly item)	Community Safety Partnership	To review the work of the Community Safety Partnership on a six-monthly basis, 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.	CSP Chair/ J. Robinson / T. McCabe	
NCW	July 2020 (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	Quarter 4 Report considered at the same time annually.

Neighbourhoods and Community Wellbeing Scrutiny Committee Work Programme

NCW	To be scheduled	Charnwood Grants - Strategic Partners (2020/21-2021/22)	To put forward recommendations regarding the proposed levels of Strategic Partner Grant funding for the next two years.(considered by Cabinet Jan 2020)	At the request of Scrutiny Commission - to do Cabinet pre-decision scrutiny at an earlier stage.	Relevant Lead Members/ J Robinson & V Graham	Item added by SC at its meeting on 5th August 2019 (Min 36.2, 2019/20).
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