



**HOUSING, PLANNING AND REGENERATION, AND REGULATORY SERVICES
SCRUTINY COMMITTEE**

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To: Councillors S. Bradshaw, Brennan, Capleton, Grimley (Chair), Hunt, Needham and Ranson (Vice-Chair) (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Housing, Planning and Regeneration, and Regulatory Services Scrutiny Committee to be held in Committee Room 2 - Council Offices on Tuesday, 3rd September 2019 at 6.00 pm for the following business.

Chief Executive

Southfields
Loughborough

22nd August 2019

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 3 - 6
To approve the minutes of the previous meeting.
3. DISCLOSURES OF PECUNIARY AND PERSONAL INTERESTS
4. DECLARATIONS - THE PARTY WHIP

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.16
No questions were submitted.
6. WORK PROGRAMME 7 - 11
A report of the Head of Strategic Support enabling the Committee to review and agree the scrutiny work programme.
7. 2019-20 QUARTER 1 PERFORMANCE MONITORING REPORT AND 2018-19 ANNUAL REPORT 12 - 50
A report of the Strategic Director 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, 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).
8. DELIVERY OF THE CLIMATE CHANGE STRATEGY 51 - 63
A report of the Head of Planning and Regeneration providing an update on the progress with implementing the Council's Climate Change Strategy.
9. EXEMPT INFORMATION
It is recommended that members of the public be excluded from the meeting during the consideration of the following item on the grounds that it will involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.
10. BUILDING CONTROL ALTERNATIVE SERVICE DELIVERY PROJECT
An exempt report of the Head of Planning and Regeneration to enable the Committee to undertake Cabinet pre-decision scrutiny of topics at an earlier stage to give it an opportunity to be more involved in the scrutiny process (as agreed by Scrutiny Commission).

HOUSING, PLANNING AND REGENERATION, AND REGULATORY SERVICES SCRUTINY COMMITTEE 2ND JULY 2019

PRESENT: The Chair (Councillor Grimley)
The Vice Chair (Councillor Ranson)
Councillors S Bradshaw, Brennan, Capleton, Hunt
and Needham

Councillor Harper-Davies (Cabinet Lead Member
for Performance of Major Contracts), Smidowicz
(Cabinet Lead Member for Regulatory Services,
Enforcement and Licensing) and Vardy (Cabinet
Lead Member for Planning, Inward Investment
and Tourism Strategy)

Strategic Director of Housing, Planning,
Regeneration and Regulatory Services
Head of Landlord Services
Head of Planning and Regeneration
Head of Regulatory Services
Democratic Services Manager
Democratic Services Officer (NC)

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

No disclosures were made.

2. DECLARATIONS - THE PARTY WHIP

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

3. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.16

No questions had been submitted.

4. NEW SCRUTINY COMMITTEE STRUCTURE - TERMS OF REFERENCE

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.

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

A report of the Strategic Director 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). Additional information regarding anti-social behaviour and housing complaints was included.

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

The Cabinet Lead Member for Housing sent his apologies.

- a) performance indicator SLE2 – PR (completed the milestones in the Local Development Scheme (LDS) 2018-2021 for the preparation of the local plan).

The Cabinet Lead Member for Planning, Inward Investment and Tourism Strategy and the Head of Planning and Regeneration stated that:

- it was necessary to take the appropriate time to ensure the information in the Local Plan was accurate and evidence based.
- the Local Plan currently in place alongside the core strategy mitigated risks and provided context for planning applications. It was important for the Local Plan to be kept updated as an out-dated Plan could be more easily challenged by Developers.
- as further information was requested mid-year by the Local Development Framework Project Board and with competing priorities in the team the project timelines in the LDS had slipped. There was no direct impact on the Council and residents.
- the revised LDS had been submitted and agreed by the Cabinet in March 2019.

- b) performance indicator SLE4 – RS (complete phase 1 of the Beehive Lane car park improvements).

The Cabinet Lead Member for Regulatory Services, Enforcement and Licensing, and the Head of Regulatory Services stated that:

- the delay to installing car park railings on the top floor of the carpark was a result of multiple factors, including priority given to procurement of the fire detection system, only one tender had been received, the project was likely to be too small for larger companies, smaller local companies didn't necessarily have the health and safety expertise required and it was challenging to retro-fit safety railings to an existing car park.
 - other car park providers had been contacted for advice and to compare their approaches to similar issues.
 - temporary fencing had been installed to ensure the carpark was safe.
 - a new approach to encourage more tenders was being taken. A structural engineer would be contracted to help provide H&S expertise in a bid to encourage smaller local companies to apply.
- c) performance indicator ERM2 – LS (1) (invest in our housing stock through delivery of kitchens bathrooms and heating installations to provide high quality homes for Council tenants)

The Cabinet Lead Member for Performance of Major Contracts and the Head of Landlord Services stated that the delay in the delivery of bathrooms did not affect the decent homes standard as the replacement programme was organised around component dates. If a property was void and required a new kitchen / bathroom it would be replaced as part of the programme to get the property let again.

In respect of Appendix 2, anti-social behaviour (ASB) and housing complaints, the Head of Landlord Services noted that the housing repairs complaints included complaints from all teams in the repairs service. With respect to ASB behaviour complaints it was noted that cases opened in error or as duplicates resulted mostly from several complaints about the same issue being raised as individual cases and then being closed so only one case was open regarding the issue.

RESOLVED

1. that the Head of Landlord Services provides further information regarding the number of residents who were informed that the replacement of their bathroom would not be occurring during the council year due to slippage;
2. that the Head of Landlord Services discusses with the Community Safety team the inclusion of an additional category for cases closed as duplicates/entered in error.
3. that the performance results, associated commentary and the explanations provided be noted;

Reasons

1. To confirm that the Council informed residents of the situation when they had been told at the start of the year that their bathroom would be replaced.
2. To enable further scrutiny of this matter to determine if it is an issue.

3. To record the information contained in the 2018-19 Quarter 4 Performance Monitoring Information report and end of year outturn.

6. 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.

RESOLVED

1. that scrutiny of the Local Plan be scheduled to the Committee's meeting to be held on 10th December 2019;
2. that the current position with the Committee's Work Programme be noted.

Reasons

1. The Committee wished to scrutinise the development of the Local Plan after the second consultation has taken place in October 2019.
2. To make the Committee aware of the current position with its Work Programme.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 2nd 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 Housing, Planning and Regeneration, and Regulatory Services Scrutiny Committee.

**HOUSING, PLANNING, REGENERATION, AND REGULATORY
SERVICES SCRUTINY COMMITTEE
3RD SEPTEMBER 2019**

Report of the Head of Strategic Support

ITEM 6 SCRUTINY WORK PROGRAMME

Purpose of the Report

To enable the Commission to review and agree the scrutiny work programme.

Actions Requested

1. To review and amend the 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).
2. To schedule the following items to its Work Programme:
 - a) Housing Capital Programme – to be considered by Cabinet in March 2020
 - b) Local Development Scheme – to be considered by Cabinet in March 2020

Reasons

1. To enable the Council's new scrutiny arrangements to operate efficiently and effectively.
2. To enable the Committee to fulfil the request by the Scrutiny Commission to complete pre-decision scrutiny on topics at an earlier stage.

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.

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.

Work Programme Update

The Scrutiny Commission agreed the Scrutiny Work Programme (as attached at Appendix 1) at its Meeting on 5th August 2019. During the meeting it agreed that it wished the three Directorate based Scrutiny Committees to do some of the Cabinet pre-decision scrutiny at an earlier stage to give them an opportunity to be more involved in the scrutiny process.

The Commission considered the subject matter of the forthcoming Key Decisions and agreed to add the following items to the Scrutiny Work Programme for the Housing, Planning, Regeneration and Regulatory Services Directorate:

1. Building Control Alternative Service Delivery Project – to be considered by Cabinet in October 2019
2. Housing Capital Programme – to be considered by Cabinet in March 2020
3. Local Development Scheme – to be considered by Cabinet in March 2020

Due to the timing, a report regarding Building Control Alternative Service Delivery Model has been added to the Committee's agenda for this meeting (3rd September).

The other two items will require scheduling by the Committee. The Local Plan is already scheduled for consideration by the Committee at its meeting on 10th December 2019.

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 (Housing Planning Regeneration and Regulatory Scrutiny Committee)

Background Papers: None

Officer to Contact: Nicky Conway
Democratic Services Officer
01509 634787
nicky.conway@charnwood.gov.uk

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
HPRRS	03 Sept 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.	N. Conway/ Lead Officer	
HPRRS	03 Sept 2019	Building Control Alternative Service Delivery Project	to consider the preferred delivery model for the provision of future building control services.	At the request of Scrutiny Commission - to do Cabinet pre-decision scrutiny at an earlier stage.	Relevant Lead Members & Head of Planning & Regeneration	Item added by SC at its meeting on 5th August 2019 (Min 36.2, 2019/20).
HPRRS	03 Sept 2019 (annual item)	Full Performance Information (Quarter 1 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. To also include reports on any anti-social or housing repairs complaints.	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	Item amended by SC at its meeting on 3 rd June 2019. Quarter 1 Report considered at the same time annually.
HPRRS	03 Sept 2019 (annual item)	Climate Local Action Plan	Monitoring of the Climate Change Strategy Action Plan	Monitoring of progress on Action Plan.	Lead Member/ M. French / C. Clarke	Amended by SC at its meeting on 3 rd June 2019: report to be reviewed by the Committee and possibly deleted after its meeting if no longer relevant.
HPRRS	10 Dec 2019	Progress against actions in the Housing Strategy	To scrutinise progress against the actions in the Housing Strategy.		Lead Member/ A. Simmons	Added by SMB 25 October 2017, see min 26.1.
HPPRS	10 Dec 2019 (annual item)	Full Performance Information (Quarter 2 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. To also include reports on any anti-social or housing repairs complaints.	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	Item amended by SC at its meeting on 3 rd June 2019. Quarter 2 Report considered at the same time annually.

Housing, Planning and Regeneration, and Regulatory Services Scrutiny Committee Work Programme

Responsible	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
HPRRS	10 Dec 2019	Local Plan	To enable scrutiny of the development of the Local Plan. The Local Plan is being developed to the timetable set out in the Local Development Scheme. Informal public consultation took place in April 2018 and further consultation is due to take place in the second half of 2019.	To ensure appropriate scrutiny of the development of the Local Plan.	Lead Member/ R. Bennett /D. Pendle/ C. Clarke	Last considered by PSG on 10 July 2018 at which the results of the first phase of consultation were considered (min 6). Scheduled by HPRR 02 Jul 2019.
HPRRS	03 March 2020 (annual item)	Full Performance Information (Quarter 3 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. To also include reports on any anti-social or housing repairs complaints.	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	Item amended by SC at its meeting on 3 rd June 2019. Quarter 3 Report considered at the same time annually.
HPRRS	July 2020 (annual item)	Full Performance Information (Quarter 4 Report – Year End)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. To also include reports on any anti-social or housing repairs complaints.	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	Item amended by SC at its meeting on 3 rd June 2019. Quarter 4 Report considered at the same time annually.
HPRRS	To be scheduled	Housing Capital Programme	To consider the annual investment programme for improvements to the Council's housing stock (to be considered by Cabinet in March 2020)	At the request of Scrutiny Commission - to do Cabinet pre-decision scrutiny at an earlier stage.	Relevant Lead Members & Head of Landlord Services	Item added by SC at its meeting on 5th August 2019 (Min 36.2, 2019/20).

Housing, Planning and Regeneration, and Regulatory Services Scrutiny Committee Work Programme

HPRRS	To be scheduled	Local Development Scheme	To consider a revised Local Development Scheme (LDS) so that the programme for the preparation of planning documents for Charnwood is agreed (to be considered by Cabinet in March 2020)	At the request of Scrutiny Commission - to do Cabinet pre-decision scrutiny at an earlier stage.	Relevant Lead Members & Head of Planning and Regeneration	Item added by SC at its meeting on 5th August 2019 (Min 36.2, 2019/20).
HPRRS	To be scheduled as required (ongoing item)	Five Year Housing Land Supply	If the Council's housing land supply falls below 5.5 years, a quarterly report to be provided and the Lead Member to attend to explain what actions are in place to return the five-year housing supply to a satisfactory level.	To ensure that, when necessary, the figures are scrutinised on a regular basis and any actions can be identified if required	Lead Member / R. Bennett	Agreed by SMB on 24 October 2018 (min 25.3) in response to a recommendation by the Five-Year Housing Land Supply Scrutiny Panel.

HOUSING, PLANNING, REGENERATION & REGULATORY SCRUTINY COMMITTEE 3RD SEPTEMBER 2019

Report of the Director of Housing, Planning, Regeneration & Regulatory Services Lead Member: Various

ITEM 7 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, in respect of the Corporate Plan Objectives and Key Performance Indicators for the Housing, Planning, Regeneration & Regulatory Services 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 of 2019-20, of the fourth and final year of the Corporate Plan (2016-2020) for the Housing, Planning, Regeneration & Regulatory Services 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

Appendices: Appendix 1 – Performance monitoring report Q1
Appendix 2 – Annual Report 2018-19

Officer(s) to contact: Eileen Mallon
Director of Housing, Planning, Regeneration & Regulatory Services
(01509 634662)
eileen.mallon@charnwood.gov.uk

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

Charnwood Borough Council

Housing, Planning & Regeneration and Regulatory
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 **Housing, Planning & Regeneration and Regulatory Services 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).

Housing, Planning & Regeneration and Regulatory Services Directorate Performance Objectives: Quarter 1 2019-2020

At Quarter 1 there are **19** activities which are assigned to and are the responsibility of the **Housing, Planning & Regeneration and Regulatory Services Directorate**. There are **0** objectives are reported as red, **1** objective graded as amber in status this quarter and **17** are assessed as green. In addition, **1** objective has not yet started this quarter (as it is scheduled for reporting in future quarters).

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).

Housing, Planning & Regeneration and Regulatory Services Directorate Indicators: Quarter 1 2019-2020

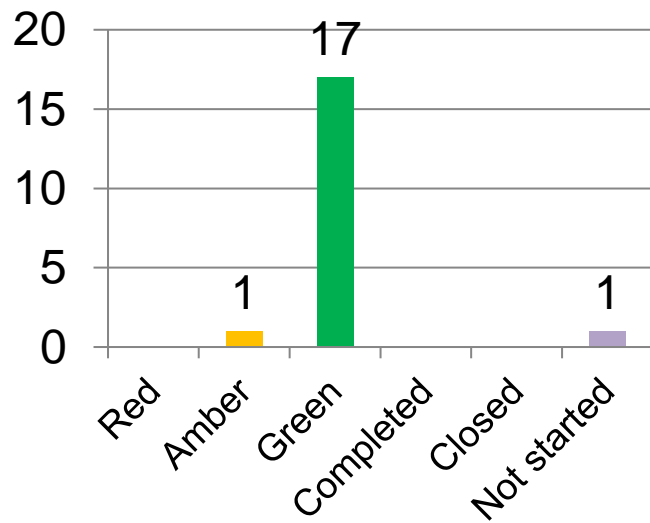
At Quarter 1 there are 5 Business Plan Indicators which are assigned to and are the responsibility of the **Housing, Planning & Regeneration and Regulatory Services Directorate**. At Quarter 1 all **5** have not yet started (as they are scheduled for reporting in future quarters).

Directorate performance against the Council's Key Indicators, at Quarter 1, includes **1** indicator assessed as red, **6** indicators graded as green, and **4** have not yet started (as they are scheduled for reporting in future quarters).

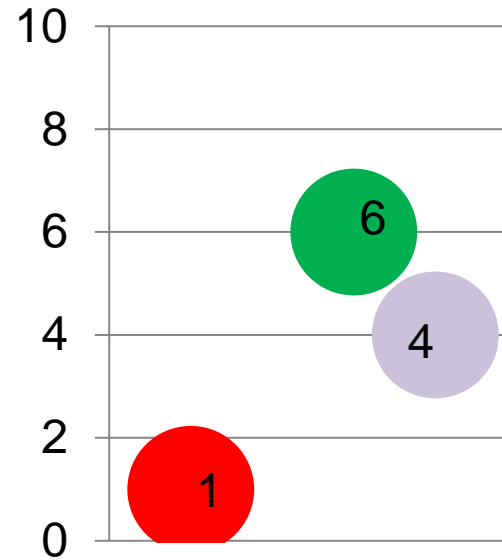
Housing, Planning and Regeneration and Regulatory Services Directorate Dashboard

Quarter 1: 2019-2020

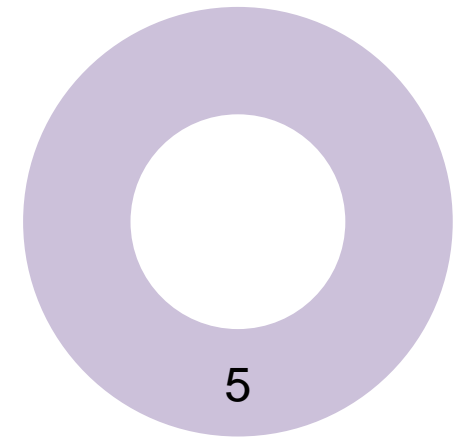
Business Plan Objectives



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
SLE1 - PR (1) - 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.	Further inward investment opportunities to the Borough sought by employing the INCharnwood brand as a promotional tool.	<p>A) Business event promoting the INCharnwood brand held with a minimum of 100 businesses in attendance.</p> <p>B) Promotional video showcasing Charnwood to investors released by December 2019. Complete at Q1.</p>	<p>We are responding to investor enquiries and working closely with Loughborough Science & Enterprise Park, and Charnwood Campus, to court investors to the Enterprise Zone.</p> <p>A) Advanced planning is taking place with LATi to develop a major promotional event, due to be held in February 2020.</p> <p>B) The new inCharnwood promotional video was launched on 10th July 2019.</p>	G	
SLE1 - PR (2) - 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.	Establish the governance mechanism and investment plan for the delivery of the Charnwood Campus and Loughborough University Science and Enterprise Park as part of the Loughborough and Leicester Enterprise Zone.	Agreement in place with the Councils delivery partners, being Leicester City Council and the Leicester and Leicestershire Enterprise Partnership by December 2019.	Throughout Quarter 1, discussions began to take place with partners, including Leicester City Council and Leicester and Leicestershire Enterprise Partnership.	G	

<p>SLE2 - PR (1) - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.</p>	<p>Draft local plan completed for consultation, to guide the provision of homes and jobs across the Borough.</p>	<p>Draft local plan published for consultation by December 2019.</p>	<p>Action not scheduled to commence until Quarter 2.</p>	<p>NS</p>	
<p>SLE2 - PR (2) - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.</p>	<p>Establish a Housing Delivery Company to provide a vehicle for investment in land and property.</p>	<p>Housing Delivery Company fully established by September 2019.</p>	<p>Legal advice was sought throughout Quarter 1 and the project is progressing, in line with the project milestones. On track for delivery in Quarter 2.</p>	<p>G</p>	
<p>SLE2 - HOU - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband.</p>	<p>Bring Empty Homes back into use through housing advice/ assistance and partnership grants.</p>	<p>50 Empty Homes brought back into use as a result of action by the Council.</p>	<p>In Quarter 1, 5 empty homes have been returned into use as a direct result of advice and assistance from the Council's Empty Homes Officer.</p>	<p>G</p>	<p>BP3 NS</p>
<p>SLE3 - PR (1) - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p>	<p>Implement the actions in the Carbon Management Plan to achieve the carbon reduction target by 2020.</p>	<p>15% reduction in CO2 emissions by 2020 (from a baseline of 2,133 tCO2 in 2012/13).</p>	<p>Carbon Management Plan projects have delivered sustained reductions in carbon emissions. In 2017/18 the Council's carbon footprint was 1,436 tCO2e, 32% decrease in emissions.</p> <p>Work is continuing to deliver the remaining projects identified in the Carbon Management Plan.</p>	<p>G</p>	

<p>SLE3 - PR (2) - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p>	<p>Promote high quality design in new developments to raise design standards.</p>	<p>A) Design Guide published by April 2020. B) Charnwood Design Awards held by March 2020.</p>	<p>A) Work is progressing on a Design Supplementary Planning Document with consultation planned for September/October 2019. B) Planning is underway for the Charnwood Design Awards 2020, which are due to be held in November 2019.</p>	<p>G</p>	
<p>SLE3 - RS - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p>	<p>Review the Charnwood Borough Council Dog Control Public Spaces Protection Order 2017 to retain the existing controls and extend controls, if appropriate.</p>	<p>Review completed by December 2019 and Order in place for a further 3-year period.</p>	<p>Public consultation completed May 2019. Reported to Scrutiny Commission and Loughborough Area Committee. Draft Notice of Intention for the proposed Dog Control PSPO to be approved at Cabinet 4th July 2019. Next stage is the publication of the Notice followed by the implementation of the final PSPO.</p>	<p>G</p>	
<p>SLE4 - PR (1) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Establish a scheme of capital works to extend and improve the Shepshed public realm.</p>	<p>Shepshed scheme approved for implementation by December 2019.</p>	<p>CCTV in the town centre was installed and went 'live' in May 2019. Discussions are currently underway between the Town Team and the CBC Contracts Manager / idverde about a potential scheme to improve planting and street furniture in the town centre.</p>	<p>G</p>	

<p>SLE4 - PR (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>Establish a scheme of capital works to extend and improve the Bedford Square/Wards End public realm.</p>	<p>Bedford Square/Wards End scheme approved for implementation by December 2019.</p>	<p>Project initiation documents have been drafted and meetings have been held with key business stakeholders to agree principles of the scheme. The procurement process for final design and delivery of the scheme is due to be launched by October 2019.</p>	<p>G</p>	
<p>SLE4 - RS (1) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p>	<p>Complete improvements to Browns Lane, Southfields Office, Syston and Woodhouse Eaves car parks to maintain the long-term viability of the car parks and increase customer car parking facilities across the Borough.</p>	<p>4 car parks resurfaced and repaired in line with the Council's Capital Programme.</p>	<p>Internal meeting and site visits have taken place with Property Services to develop scope of works.</p>	<p>G</p>	
<p>SLE4 - RS (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>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.</p>	<p>Installation of new car park railings on the top floor of Beehive Lane car park completed by March 2020.</p>	<p>Currently reporting as amber due to a slippage in timescales (due to the specialist nature of the project and being able to secure suitable Tenders) and a potential risk of a requirement to re-apply for planning permission. However mitigating action is in place, including seeking approval of carrying forward capital funding by Cabinet on 4th July 2019. The next phase is then to employ a contractor to re-assess Tender specification and costings.</p>	<p>A</p>	

Every Resident Matters

					Linked Indicators	
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 2019/20 programme of works to install 21 new communal door entry systems in order to provide enhanced security for tenants.	21 new communal door entry systems installed.	Communal door installations are scheduled to commence in Quarter 2.	G	BP16	NS
ERM1 - RS (1) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Review the Hackney Carriage and Private Hire Licensing Policy to continue to ensure the safety/ protection of those using Taxis and Private Hire Vehicles within Charnwood.	Final Policy agreed and published by March 2020.	Development of Policy has taken place in Quarter 1. Consultation on new the revised Policy is due to commence in Quarter 2.	G		
ERM1 - RS (2) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding.	Create and undertake an inspection programme for all new Animal Activity Licences issued under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, to ensure that all premises comply with the minimum legal standards.	<p>A) 100% of planned inspections are completed during the year.</p> <p>B) 80% of Licences held achieve a level of 3 Stars or above as determined under the Animals Activity Star Rating System.</p>	<p>A) 2 planned inspections and 2 unannounced visits of Licensed premises were undertaken in Quarter 1.</p> <p>B) 95% (58 out of 61) of all Licences held achieve a level of 3 stars or above.</p>	G	BP10	NS

<p>ERM2 - LS (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>Invest in our housing stock through the delivery of (an estimated total of) 537 kitchens, bathrooms and heating installations to provide high quality homes for Council tenants.</p>	<p>A) 108 kitchens, 239 bathrooms, and 190 heating installations.</p> <p>B) KI5: 0% non-decent council general needs homes.</p>	<p>A) To date, delivery totals:</p> <p><u>Bathroom and level access shower replacements:</u> 108 started (80 handed over, 14 completed awaiting handover, and 14 in progress).</p> <p><u>Heating:</u> 102 started (80 handed over, 19 completed awaiting handover, and 3 in progress)</p> <p><u>Kitchens:</u> Works are expected to commence in Quarter 2.</p> <p>B) Not scheduled to report until Quarter 4.</p>	<p>G</p>	<p>KI5</p>	<p>NS</p>
<p>ERM2 - LS (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>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>	<p>6 communal areas have been identified for refurbishment at Freehold Street, and 4 on Russell Street. Works are expected to commence in Quarter 2.</p>	<p>G</p>	<p>BP19</p>	<p>NS</p>

<p>ERM2 - HOU (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>Deploy available resources from the Right to Buy Receipts to acquire additional properties to meet the housing needs of households on the housing register</p>	<p>Purchase between 10 and 12 properties in 2019-2020 to meet the housing needs of the Borough.</p>	<p>Sales have been completed on 1 property (a 3-bed house) with a further 4 being progressed (a 3-bed bungalow, a 2-bed bungalow; a 2-bed house and a 2-bed ground floor flat).</p> <p>To date £844,500 of the budget for 2019/2020 has been spent or committed leaving a balance of £1,952,500.</p>	<p>G</p>	
<p>ERM2 - HOU (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>Provide suitable temporary accommodation (excluding bed & breakfast) within Charnwood that meets the needs of homeless applicants.</p>	<p>50% of suitable temporary accommodation (excluding bed & breakfast) meeting the needs of homeless applicants.</p>	<p>92% of temporary accommodation provided by Charnwood Borough Council to homeless households, as of 30th June 2019, was in the Councils housing stock and would be deemed suitable.</p>	<p>G</p>	<p>BP21</p> <p>NS</p>

Business Plan Indicators

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

Indicator	Quarter 1	Target	Commentary
BP3 - Number of Empty Homes brought back into use (Cumulative Target)		NS	Profiled Target- to be reported in Quarter 2, Quarter 3 and Quarter 4. 5 of 50 Homes delivered to date. See SLE2 HOU for further information.
BP10 - Percentage of planned inspection for Animal Activity Licenses		NS	Annual Target- to be reported in Quarter 4. See ERM1 RS2 for further information.
BP16 - Number of communal door entry systems installed		NS	Annual Target- to be reported in Quarter 4. 0 of 21 doors delivered to date. See ERM1 LS for further information.
BP19 - Number of communal areas refurbished on Bell Foundry Estate		NS	Annual Target- to be reported in Quarter 4. See ERM2 - LS (2) for further information.
BP21 - Percentage of suitable temporary accommodation for homeless applicants		NS	Profiled Target- to be reported in Quarter 2 and Quarter 4. Achieved 92% (against a 50% target) at Quarter 1. See ERM2 - HOU (2) for further information.


Key Corporate Indicators

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

Indicator	Quarter 1		Target	Commentary
KI3 - Percentage of food establishments that achieve level 3 (broadly compliant) within the Charnwood Food Hygiene Rating System	97.70%	G	92.00%	1417 (97.7%) out of a total of 1450 registered food businesses have been rated at level 3 and above at the end of Quarter 1.
KI5 - Percentage non-decent council general needs homes		NS		Annual Target- to be reported in Quarter 4.
KI6 - % rent collected (including arrears brought forward) (Cumulative Target)	90.09%	R	91.00%	There has been an increase in the number of tenants receiving universal credit (UC), rising from 90 tenants at the end of June 2018 to 714 at the end of June 2019. As expected, and in line with the experience of other landlords, rent arrears have increased. UC is paid to the claimant as a single monthly payment in arrears. It can take up to 5 weeks for the Department for Work and Pensions to assess a claim, and for tenants to receive their first payment of the benefit. A rent debt is often accrued as a result. In some instances, on receipt of the benefit tenants do not pay the rent to the Council. Advice and support is offered, to tenants, by the Landlord Services Financial Inclusion and Tenancy Support Teams. Where tenants have eight weeks of arrears or they are vulnerable, a dedicated Landlord Services Universal Credit officer makes applications to the DWP to switch payment of the housing element of UC from the tenant to the Council. Rent recovery action is taken where necessary.
KI11 - Percentage rent loss from void properties (Proxy Target)	2.15%	G	2.20%	<p>Performance at end of Quarter 1 is 2.15%, rent loss of £131,409 against available rent of £6,100,648. The rent loss breakdown equates to £64,986 for General Needs and £66,423 for Sheltered Housing accommodation.</p> <p>Void turnaround times have been impacted by 13 properties which were having major works completed for a combined total of 2,045 days.</p>

				<p>The Voids Working Groups continue to meet regularly to discuss processes and individual properties. In addition to this the Senior Allocations and Lettings Officer meets with the Senior Repairs Officer to discuss the weekly voids and prioritise the works.</p> <p>The Sheltered Housing Review is underway to consider the options to reduce long term voids within the Sheltered Schemes being considered.</p>
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The key indicators below are those which Charnwood Borough Council indirectly impacts:

Indicator	Quarter 1		Target	Commentary
KI1 - Net additional homes provided <i>(Cumulative Target)</i>	226 Homes	G	205 Homes	Exceeded target for the Quarter.
KI2 - Number of affordable homes delivered (gross) <i>(Cumulative Target)</i>	45 Homes	G	44 Homes	Exceeded target for the Quarter.
KI13 - Percentage of Major Planning applications determined in 13 week or agreed timescale		NS		Annual Target- to be reported in Quarter 4. 100% achieved at Quarter 1.
KI14 - Percentage of Minor Planning applications determined within 8 weeks or agreed timescale		NS		Annual Target- to be reported in Quarter 4. 99% achieved at Quarter 1.
KI15 - Percentage of Other Planning applications determined within 8 weeks or agreed timescale		NS		Annual Target- to be reported in Quarter 4. 98% achieved at Quarter 1.
KI16 - Number of years housing Supply	6.41 Years	G	5 Years	6.41 years Housing Supply- exceeded target.
KI17 - Direction of travel to 5-year housing supply		G		Attainment of KI16 will be maintained over the remaining quarters.



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)

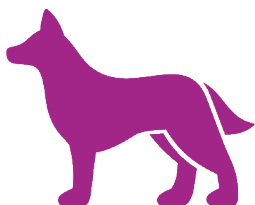


Stray dog service achieves
RSPCA Golden Footprints
Award for 3rd year running



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

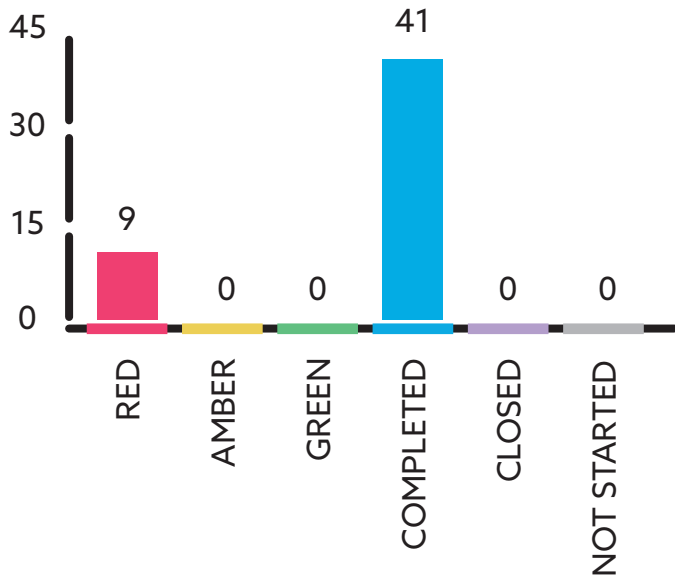
There were **50** activities in the Annual Business Plan (2018-2019) which address the objectives outlined in the Corporate Plan. At the close of the final quarter there were **41** objectives reported as completed in status and **9** graded as red.

PERFORMANCE INDICATORS

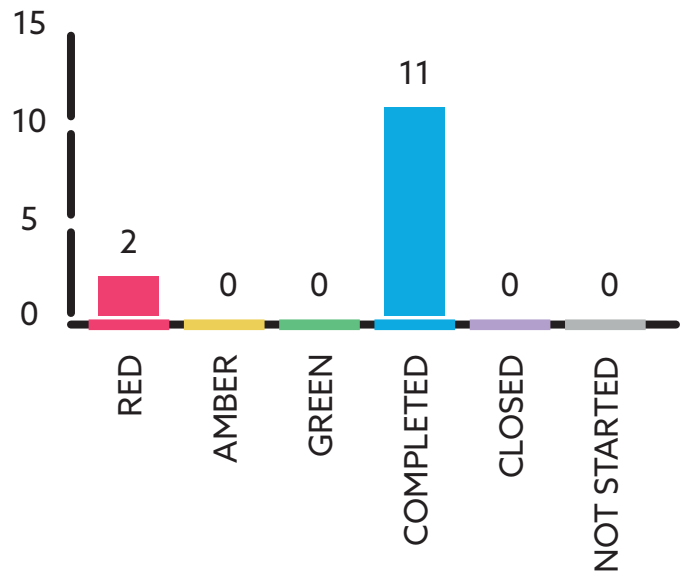
Corporate performance against the Business Plan Indicators, at the annual outturn, includes **1** indicator assessed as red, **3** as amber, and **18** as green. Performance against the Key Indicators associated with the Corporate Plan at the annual outturn was **6** indicators assessed as green, **3**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

PERFORMANCE DASHBOARD (2018-2019)

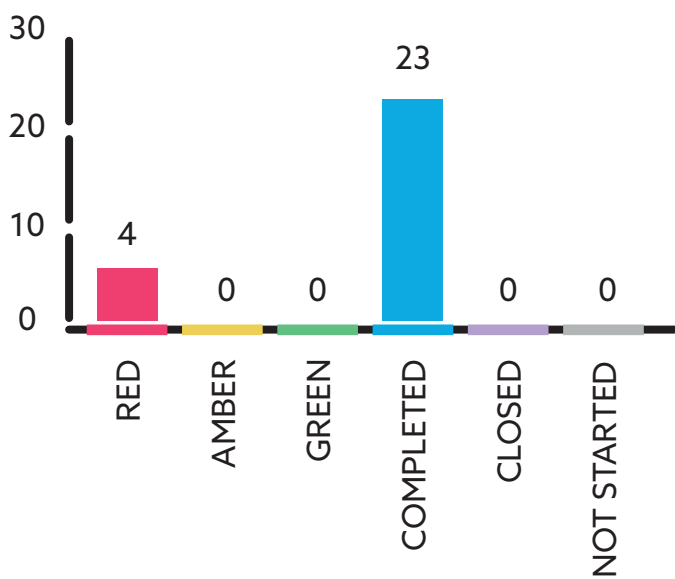
BUSINESS PLAN OBJECTIVES



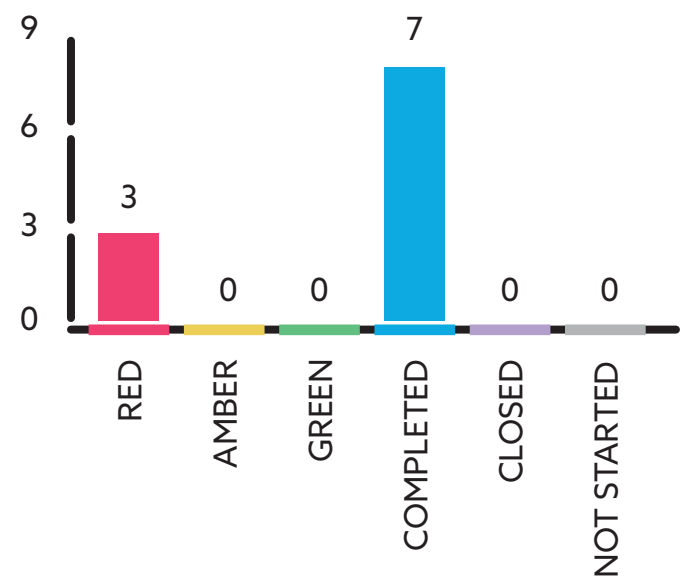
THEME ONE: CREATING A STRONG AND LASTING ECONOMY



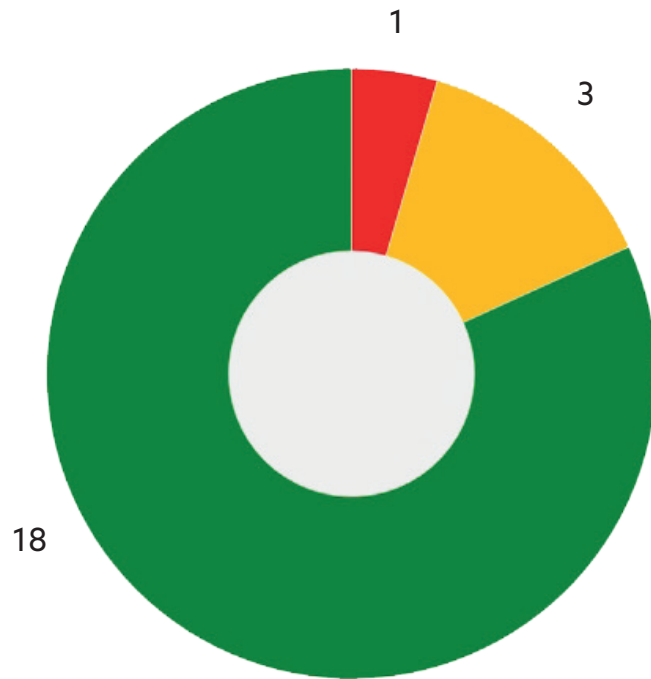
THEME TWO: EVERY RESIDENT MATTERS



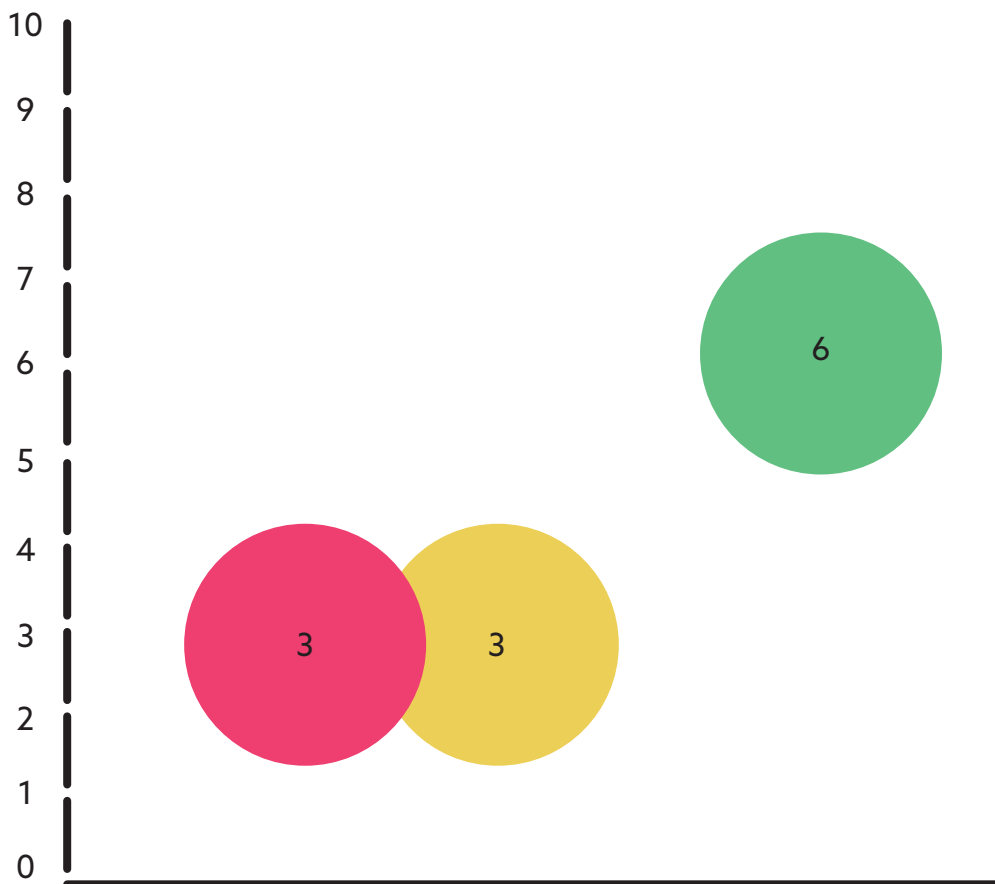
THEME THREE: DELIVERING EXCELLENT SERVICES



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>	<p>C</p>	<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>	<p>C</p>	<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>	<p>R</p>	<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>	<p>C</p>	<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.	<p>Increase the number of annual online transactions, via the Council's website, to:</p> <ul style="list-style-type: none"> • 820 missed bins transactions • 870 garden waste application transactions • 600 bulky waste collection transactions 	C	<p>This action was completed in Quarter 4 of the 2018/19 Business Plan, with the number of annual online transactions is as follows:</p> <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.	<p>Complete proof of concept for 'Office 365' software by migrating 25 users onto the platform.</p> <p>Provide a business case of the technical set up, hosting options and costs for the virtual desktop infrastructure.</p>	C	<p>This action was completed in Quarter 4 of the 2018/19 Business Plan.</p> <p>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.</p> <p>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.</p>
(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	<p>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.</p> <p>Five out of 7 projects have been completed with the OCE project and DMS project still live and are progressing.</p> <p>Objective included within the 2019/20 Business Plan for further progression.</p>

(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	<p>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.</p> <p>Objective included within the 2019/20 Business Plan for further progression.</p>
(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	<p>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.</p>
(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	<p>All actions within the People Strategy Action Plan for 2018/19 are complete and fully implemented.</p>



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

HOUSING PLANNING REGENERATION and REGULATORY SERVICES SCRUTINY COMMITTEE – 3RD SEPTEMBER 2019

Report of the Head of Planning and Regeneration Lead Member: Councillor Vardy

ITEM 8 DELIVERY OF THE CLIMATE CHANGE STRATEGY

Purpose of Report

To provide members with an update on the progress in implementing the Council's Climate Change Strategy.

Actions Requested

1. The Committee is asked to consider the content of the report
2. The Committee is asked to consider whether it wishes to schedule the Climate Change Strategy to its work programme for future scrutiny;

Reasons

1. To ensure that progress on the Action Plan is monitored, in accordance with the Committee's work programme.
2. Historically a Scrutiny Committee has considered an overview of how the Council is responding to the challenges of Climate Change on an annual basis. The Housing Planning Regeneration and Regulatory Services Scrutiny Committee may wish to schedule an annual review of the strategy in its work programme.

Policy Context

The Climate Change Strategy was approved by the Cabinet at its meeting in May 2018 (minute 113 17/18 refers). The Strategy sets out the Council's activities in response to the challenges of climate change and how it will encourage others in the Borough to take similar steps. The Climate Change Action Plan sets local targets and actions and the context for reporting regularly on progress.

The Climate Change Strategy contributes to the Council's 2016-2020 Corporate Plan aim to 'take action to protect the environment for future generations'.

A climate change notice of motion was approved by Full Council on 24 June to note the findings from the International Panel on Climate Change report published in October 2018 (minute 23.1 19/20 refers). The report concluded that we have less than 12 years to act to avoid the worst impacts of climate change. The notice of motion set an aspiration for the council to achieve carbon neutrality from its own operations by 2030. The Council also committed to work with residents, businesses and other public bodies across the borough and region to deliver this ambitious goal through all relevant technologies, strategies and plans.

Report Implications

The following implications have been identified for this report.

Financial Implications

The strategy and action plan has been delivered within existing resources and through the pursuit and capture of external funding where appropriate.

Risk Management

The risks associated with the delivery of the Action Plan and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Council Service areas and operational managers not sufficiently engaged to deliver the climate change agenda, resulting in failure to achieve performance targets and objectives.	Moderate	Moderate	Ensure there is corporate ownership and engagement with key stakeholders is coordinated across the Council. Report progress on the Climate Change Action Plan to the Performance Scrutiny Panel.
Changes in government policy or funding affect the ability to deliver the action plan in its current form.	Moderate	Moderate	Monitor for anticipated changes in the policy or funding landscape and adapt the action plan through regular reviews.

Sustainability

The Climate Change Strategy is a central pillar to the Council's progress on Sustainability.

Background Papers:

Climate Change Strategy

[Climate Change Strategy Action Plan](#)

Appendices:

Appendix A: Climate Change Strategy Action Plan

Officer to contact:

Maria French
Sustainability Officer
(01509 634802)
maria.french@charnwood.gov.uk

Part B

1. Background

- 1.1 The Climate Change Strategy sets out the Council's approach to addressing climate change. It takes into account the Council's own ambitions to reduce carbon emissions from its own estate and operations as well as means by which the wider community can adapt to climate change and reduce carbon emissions.

2. Monitoring Performance 2018/19

- 2.1 Progress against the actions within the Climate Change Strategy Action Plan is set out in Appendix A. The appendix identifies progress through a RAG rating where:

- there is progress as expected or the action has been completed (green);
- there is progress in accordance with expectations with minor work or issues outstanding (amber); or
- the action has not and/or will not been met (red).

- 2.2 It should be noted that many of the actions [are being implemented on an on-going basis, such as actions 2.2.1 and 2.2.2](#) working in partnership to deliver government energy efficiency programmes, and are repeated in each year of the Strategy.

- 2.3 Commentary is also provided to explain progress or to provide additional information.

- 2.4 Overall, the status of the sixty four actions is as follows:

- fifty nine actions are ranked green with progress as expected or the action completed (two of these actions have been completed);
- three actions are ranked amber with issues outstanding
- two actions are ranked red as not being met

3. Summary of Actions 2018/19

A full summary of the progress on the actions is provided in the appendix. However, the following summary provides selected highlights of activity on actions rated as green along with a full list of actions that are red or amber:

Outstanding Actions but on Target (green)

Action 1.3: Work with partnership agencies to encourage businesses to adopt energy efficiency measures by signposting to relevant services and opportunities

- 3.1 This Action requires 1 promotional campaign to be delivered annually. A Green Business Fund workshop was delivered in partnership with the Carbon Trust on 6 February 2019 and publicity was given via the website and press releases. The Green Business Fund scheme provides direct funded advice and support

to small and medium sized businesses through free energy assessments and equipment procurement support. Over 30 businesses attended this free workshop to help learn how to identify and implement low and no cost opportunities to reduce energy costs.

Action 2.1.1: Implement actions in Carbon Management Plan

Action 2.1.8: Assess the feasibility of electric or hybrid vehicles when the Council's existing fleet vehicles are replaced

- 3.2 These Actions include a range of measures that are part of a basket that sit under the commitment to measure and reduce carbon emissions across our buildings and operations, including our fleet.
- 3.3 The Council is now exploring options for electrification/hybrid vehicles as part of the renewal of the Fleet. This Action is therefore time bound to existing contract renewal periods.
- 3.4 The Council set a commitment to reduce carbon emissions by 15% by 2020 from a 2012/13 baseline. In 2017/18 the Council's carbon footprint was 1,436 tCO_{2e} with associated costs of £591,167. This represents a 32% decrease in emissions and a 19% decrease in nominal costs since 2012/13. Carbon emissions monitoring is reported a year after the reporting period to allow for data collection.

Summary of actions with issues outstanding (amber):

Action 2.2.5: Carry out stock condition surveys to monitor energy condition of Council housing stock

- 3.5 There has been some slippage on this action due. A review of requirements has been undertaken, and a dedicated Stock Condition Surveyor role is now planned. The post has been evaluated at Job Evaluation Panel and the relevant authority will be sought to create the post in the Council's establishment. The creation of the post will enable the action to be commenced during 2019/20.

Action 2.5.2: Increase the household recycling rate. Tonnages of green waste and recycling as a percentage

- 3.6 There is a target in the action plan to increase the household recycling rate and tonnages of green waste and recycling as a percentage. The current recycling figure is around 48%. The 50% target has been difficult to achieve given the changing mix and weights of recycling materials and it is unlikely that this Action will be achieved.

Action 3.2.3: Development of community resilience plans with parish councils

- 3.7 To promote the community flood warden monitoring scheme a target was set to have 5 community resilience plans in place. This action is in progress with two plans signed off being Sileby and Syston. Anstey, Barrow, Mountsorrel, Thurstaston & Cropston and Newtown Linford are in progress. Promotion of the scheme through Parish forums and newsletters is ongoing.

Summary of actions not met (red):

Action 1.2.1: Engage with schools to promote environmental programmes

- 3.8 There are two related measures associated with this action. Working with schools on the 'Enviro Detectives' programme and the promotion of the 'Don't Muck Around' campaign.
- 3.9 All schools in the borough were invited to book on sessions delivering the Enviro Detectives resource during the week of 26th November 2018 which ties in with the national curriculum. The aim of the education programme is to teach children about the environment, what is being done at Charnwood Borough Council and encourage environmental action. There have been no schools choosing to participate in the programme during the monitoring year, which is understood to be due to the timing of invitations sent during 2018/19. Invitations for 2019 will therefore be sent out at the start of the new school year in September 2019.
- 3.10 The promotion of the 'Don't Muck Around' campaign to schools and young people was to be issued during school visits delivering the Enviro Detectives programme in November 2018. Unfortunately, due to no schools taking part in the Enviro Detectives programme there was no pledge paperwork handed out. It is hoped that the earlier engagement of schools as detailed above will enable an opportunity to promote this action from November 2019 so that schools can participate in the Enviro Detectives programme.
4. Forward look to 2019/2020
- 4.1 As mentioned above the Council has made a commitment for the organisation to be Carbon Neutral by 2030 and to encourage others to do the same. The 2018 Climate Change Strategy will therefore be reviewed during 2019/20 and actions considered to achieve this target. Part of the approach will be to consider a new Corporate Carbon Management Plan.

Appendix A

Climate Change Strategy Action Plan

Awareness Raising									
Ref	Commitment	Action	Measure	Target	Time-scale	Progress 2017/18	Rank	Progress 2018/19	Rank
1.1	We will recognise climate change as a corporate commitment for the Council	Ensure climate change is recognised as a priority within the Corporate Plan	Climate change included in the Corporate Plan for 2020-2025	Corporate plan published with Climate Change as a key priority	2020	The 2020-2025 Corporate Plan will start to be considered during Spring 2019.	Green	The Corporate Plan is currently being developed and it is intended that a draft will be available towards the end of the calendar year. Climate change has been identified as a key priority for inclusion.	Green
1.2	We will encourage environmental education and promote climate action through a proactive communication campaign	Engage with schools to promote environmental programmes	Working with schools across the Borough on the Enviro Detectives resource	Number of children engaged 200-300	Annual	Schools invited to book on sessions during the week of 26 th November 2018. All schools in Charnwood Borough invited with a view to holding sessions during the week which ties in with National curriculum.	Amber	Schools were invited but no schools chose to participate. Invitations for 2019 will be sent out in the new school year in September 2019. As there were no school visits pledge paper work was not distributed.	Red
1.2.1			Promotion of the 'Don't Muck Around' campaign to schools and young people	Achieve 5 entries / pledges from schools and young people	Annual	Pledge paperwork will be issued in November 2018 during schools visits.	Amber	Numbers - zero	Red
1.2.2		Encourage residents to adopt energy efficiency measures	Frontline services training and awareness taking place Information on website	Website updated	Annual	All frontline Housing Support Co-ordinators (HSCs) have received Energy Awareness and Fuel Poverty Training. The HSCs visit vulnerable residents in their own home to give a range of housing advice, including energy efficiency and will refer to the Warm Homes scheme via First Contact Plus where appropriate. Warm Homes information leaflets are available in the Council Offices reception area, providing contact details for the First Contact Plus scheme and information about the services available. The Council Website https://www.charnwood.gov.uk/pages/energy contains signposting information for residents, landlords and tenants to assist in ensuring that they are aware of any grant funding or benefits that they are entitled to, as well as advice on saving money on their fuel bills and reducing the energy that they use.	Green	All frontline Housing Support Co-ordinators (HSCs) have received Energy Awareness and Fuel Poverty Training. The HSCs visit vulnerable residents in their own home to give a range of housing advice, including energy efficiency and will refer to the Warm Homes scheme via First Contact Plus where appropriate. Warm Homes information leaflets are available in the Council Offices reception area, providing contact details for the First Contact Plus scheme and information about the services available. The Council Website https://www.charnwood.gov.uk/pages/energy contains signposting information for residents, landlords and tenants to assist in ensuring that they are aware of any grant funding or benefits that they are entitled to, as well as advice on saving money on their fuel bills and reducing the energy that they use.	Green
1.2.3		Encourage residents to reduce waste to landfill and increase recycling	Awareness programmes in place #Recycle Right campaign Big Guide brochure delivered to all new properties	Two number of promotions	Annual	The Cleansing and Open Spaces Team administer a minimum of two awareness campaigns per year.	Green	Leicestershire County Council has taken the recycling contract back in house. CBC is working in partnership to promote a recycling campaign on contamination. All new properties have a brochure and a sticker of the recycling bin of what items are accepted/not accepted in them.	Green
1.2.4		Encourage the improvement of our environment by taking part in Loughborough in Bloom	Resources and promotions in place to support and take part in competition	Maintain the number of Love Your Neighbourhood groups >30	Annual	There were 39 'It's Your Neighbourhood' groups entered for East Midlands in Bloom during 2018/19. The groups are supported by the Loughborough in Bloom Community Participation group and Bloom Board.	Green	There were 41 'It's Your Neighbourhood' groups entered for East Midlands in Bloom during 2018/19. The groups are supported by the Loughborough in Bloom Community Participation group and Bloom Board.	Green
1.2.5	Encourage residents to cut down on meat consumption to within accepted health guidelines to help reduce the carbon emissions associated with meat production and to bring about health benefits	Work with Leicestershire Nutrition Dietetic (LNDS) as part of the Lifestyle Exercise Activity Programme for adults to raise awareness	Ensure key messages delivered through our dieticians	Annual	The Adult Weight Management Group programme is designed to help overweight adults lose weight and lead a healthy lifestyle. To date 48 people have accessed this programme across 3 venues. The programme provides dietary advice around healthy eating and one hour of physical activity.	Green	The Adult Weight Management Group programme is designed to help overweight adults lose weight and lead a healthy lifestyle. To date 30 people have accessed this programme across 2 venues. The programme provides dietary advice around healthy eating and one hour of physical activity. The integrated weight management service is transferring to be delivered by Leicestershire County Council from the 1st October 2019.	Green	
1.2.6		Awareness programme in place	Deliver 1 promotional campaign annually	Annual	Promotion scheduled February 2019	Green	The Choose to move campaign was delivered from Jan - March 2019	Green	

Awareness Raising									
Ref	Commitment	Action	Measure	Target	Time-scale	Progress 2017/18	Rank	Progress 2018/19	Rank
1.3	We will encourage a low carbon economy	Work with partnership agencies to encourage businesses to adopt energy efficiency measures by signposting to relevant services and opportunities	Engage with Businesses to promote energy efficiency Details made available on website and publications	Deliver 1 promotional campaign annually	Annual	Liaise with Innovation inCharnwood event organiser to encourage low carbon businesses to participate on 7 th November inCharnwood event.	Green	Promotional leaflets were distributed at the inCharnwood event to encourage business to attend an energy efficiency workshop in conjunction with the Carbon Trust and Charnwood Borough Council. A Green Business Fund workshop was delivered on 6 February 2019.	Green
1.4	We will promote environmental behaviour change and showcase best practice	Develop and implement an environmental behavioural change programme and work with teams to show case positive changes in environmental practice	Programme in place Questionnaire to staff on feedback of scheme	Number of staff taking part 40	Annual	There were ten teams from across the Council completing actions on sustainability. An awards ceremony was held in July 2018. Feedback from staff surveys has been very positive. The fifth year of the programme is being developed to be launched in Autumn 2018.	Green	The fifth year of the Green Impact programme was launched in November 2018. Four teams were audited as part of the programme, three of which received a Green Impact slate award at the awards ceremony on 11 July. There were two members of staff who received an environmental hero award for exceptional work on the environmental agenda. A review of the programme will take place during the autumn to ensure the programme is still fit for purpose and whether changes can be made to ensure participation of all teams. A feedback survey has been sent to those taking part in the programme.	Green

Reducing Our Impact on Climate Change									
Ref	Commitment	Action	Measure	Target	Time-scale	Progress 2017/18	Rank	Progress 2018/19	Rank
2.1	We will measure and reduce carbon emissions across our buildings and operations, including our fleet	Implement actions in Carbon Management Plan	Reduction in carbon emissions from energy saving schemes	Carbon 2020 pledge	2020	In 2016/17 the Council's carbon footprint was 1,703tCO ₂ e, with an associated cost of £639,683. This represents a 20% decrease in emissions and a 12% reduction in costs since 2012/13.	Green	In 2017/18 the Council's carbon footprint was 1,436 tCO ₂ e with associated costs of £591,167. This represents a 32% decrease in emissions and a 19% decrease in nominal costs since 2012/13.	Green
2.1.1			Resources available to complete annual carbon monitoring report	Production of annual report					
2.1.2		Review low carbon solutions across Council buildings, operations and fleet	Number of schemes implemented	Carbon savings will depend on schemes implemented	Ongoing	Potential schemes are being investigated as part of the carbon plan assessing costs, payback, timescales and potential savings.	Green	Potential schemes have been investigated as part of the carbon management plan.	Green
2.1.3		Improve energy efficiency of Council ICS equipment virtualisation of devices by the implementation of Thin Client Terminal	Minimise surplus hardware and energy demand through virtualisation of devices by the implementation of Thin Client Terminal	Carbon savings will depend on schemes implemented	2018	Complete	Green	Complete	Green
2.1.4		Implementation of cloud based telephony system	Implementation of cloud based telephony system	Migration onto the new phone system and decommission existing telephone infrastructure	2018	Complete	Green	Complete	Green
2.1.5		Implementation of Office 365	Implementation of Office 365	Complete the proof of concept with 25 users	Ongoing	Members have been switched across to Office 365 in August 2018 and a pilot for staff starting in October 2018. The new system will provide easier access to email and documents across a number of devices.	Green	The proof of concept with 25 users has been completed. Office 365 is currently being rolled out across Council departments.	Green
2.1.6		Options identified for improving remote working systems, encouraging smarter, more efficient working	Options identified for improving remote working systems, encouraging smarter, more efficient working	Carbon savings will depend on schemes implemented	Ongoing	A report on Smart and Flexible Working went to SMT on 15 th August. The report introduced the concept of smart and flexible working and considered some of the issues around implementation of new ways of working. It was agreed that Charnwood would introduce a process to develop a number of smart working pilots across the organisation.	Green	A number of workshops have been held to raise awareness of smart / agile working opportunities for staff and managers across the organisation.	Green
2.1.7		Support tree planting across Charnwood to offset CO ₂ emissions, provide habitat for wildlife, enhance natural landscape and reduce flood risk	Number of trees planted	Plant 10,000 trees	Ongoing	Over 900 trees planted at the Outwoods as part of the sustainable management and conversion of the coniferous element to native oak woodland. New community tree scheme to be launched in November 2018 by Cleansing & Open Spaces to offer free trees to local residents for planting in gardens and community spaces. The scheme is to be part funded by National Forest.	Green	During 2018/19 2,200 were given away and planted as part of the Charnwood Free trees initiative.	Green
2.1.8		Assess the feasibility of electric or hybrid vehicles when the Council's existing fleet vehicles are replaced	Number of electric or hybrid vehicles leased	Minimum of 3 electric / hybrid vehicles leased	Ongoing	The Council's fleet contains three electric vehicles. Opportunities to expand on this will be considered as part of every vehicle renewal.	Green	Options are currently being explored now that some of the fleet need renewing.	Green
2.2	We will encourage energy reduction, clean energy and energy efficiency and promote its benefits to our community and businesses	Update and implement the Home Energy Conservation Act (HECA) report	Production of HECA report	Report published	Biannual	HECA progress report 2017-19 published	Green	The HECA progress report 2017-19 has been published.	Green
2.2.1		Work in partnership to deliver government energy efficiency programmes	ECO top up grant contribution	Guidance available to support residents	Ongoing	Since the introduction of ECO Top-Up grants, 2 residents have been assisted through the grant to obtain new efficient gas central heating boilers for their homes.	Green	Since the introduction of ECO Top-Up grants, 4 residents have been assisted through the grant to obtain new efficient gas central heating boilers for their homes.	Green
2.2.2		Resources in place to signpost to first contact plus	Guidance available to support residents	Ongoing	First Contact Plus and Warm Homes leaflets are available in the Council Offices reception area providing contact details and information on the services available.	Green	Resources are in place at the Council offices to provide information on energy efficiency programmes.	Green	
2.2.3		Energy Performance Certificates (EPCs) records for Council housing stock to be updated to give an average SAP value	EPCs updated on the stream line software to give an average SAP value	To carry out EPC's at all void properties and uploaded to software	Ongoing	Council Project Surveyors continue to deliver EPC certificates to void properties via the Elmhurst EPC software. Additional Surveyors are to be trained in EPC delivery in order to carry out more surveys. The current average SAP rating for Council stock is D.	Green	All Council owned domestic properties have an EPC certificate at void stage. There are 1987 properties that currently have an EPC.	Green

Reducing Our Impact on Climate Change										
Ref	Commitment	Action	Measure	Target	Time-scale	Progress 2017/18	Rank	Progress 2018/19	Rank	
2.2.4		Provide top-up roofing insulation, cavity wall and boiler upgrade programme for Council housing stock	Investment in programme	125 loft insulation installations based on £400 per property	2018/19	All lofts have been surveyed and it is expected that the programme will be delivered by the end of the year.	Green	Tenants at 19 blocks of accommodation have received loft insulation alongside renewal of roofs. A separate loft insulation programme has also been completed at individual dwellings.	Green	
2.2.5		Carry out stock condition surveys to monitor energy condition of Council housing stock	Stock condition surveys	250 stock condition surveys per year	Ongoing	An appropriate stock condition survey is currently being designed. Fortem will undertake the surveys.	Green	There has been some slippage on this action. A review of requirements has been undertaken, and a dedicated Stock Condition Surveyor role is now planned. The post has been evaluated at Job Evaluation Panel and the relevant authority will be sought to create the post in the Council's establishment. The creation of the post will bring the action back on track.	Amber	
2.2.6		Ensure Charnwood standard is implemented and maintained for Council housing stock	Charnwood standard in place and being maintained	No properties not meeting Charnwood standard Programmes created from the housing management system to ensure standard maintained	Ongoing	It is expected that all streams concerning replacement of major components (kitchens, bathrooms, heating etc.) to maintain the Charnwood standard will be delivered by the end of the year.	Green	The 2018/19 programme has been completed. The 2019/20 programme is in progress.	Green	
2.3	We will minimise the climate impact from development and encourage a low carbon economy through the planning system	Encourage a sustainable pattern of development supported by a low carbon transport infrastructure	Amount of new major developments that provide walking, cycling and public transport access to key facilities and services embedded in the emerging local plan	100% of major developments to provide walking, cycling and public transport links to key facilities and services	Ongoing	Options for accommodating the development needs in Charnwood are being tested through evidence and sustainability appraisal. The accessibility of new developments to key facilities and services is part of this testing work.	Green	This action is expected to be addressed though the new Local Plan, a draft of which is due to be consulted upon in Autumn 2019.	Green	
2.3.1			Green travel plans required for all major developments	100% of major developments to have travel plan	Ongoing	Travel plans within major developments are not currently monitored.	Green	This action is expected to be addressed though the new Local Plan, a draft of which is due to be consulted upon in Autumn 2019.	Green	
2.3.2		Encourage renewable sources of energy supply	Amount of new energy being provided from renewable or low carbon energy developments embedded in the emerging local plan	27.5MWe of energy provision from decentralised and renewable sources of energy supply	Ongoing	Evidence on potential for renewable and low carbon energy potential is being collected, as is evidence about environmental impact of certain renewable energy technologies. This evidence will be used to draw up fresh targets for energy from these sources.	Green	This action is expected to be addressed though the new Local Plan, a draft of which is due to be consulted upon in Autumn 2019.	Green	
2.3.3			Include policies in our Local Plan that encourage developers to achieve high energy standards and to incorporate renewable and decentralised (on-site) energy generation	Local plan adopted	2020	Evidence on renewable energy potential is currently being gathered and it is planned to collect evidence on the viability of higher energy efficiency standards in new development.	Green	This action is expected to be addressed though the new Local Plan, a draft of which is due to be consulted upon in Autumn 2019.	Green	
2.3.4			Include policies in our Local Plan that encourage new large scale development to explore and incorporate low carbon district heating networks	Local plan adopted	2020	Evidence has been collected on the potential for low carbon district heating in Charnwood. There has been engagement on the potential for such schemes in west Loughborough around the university. The preferred strategy for meeting development needs has yet to be identified and policies have yet to be drafted.	Green	This action is expected to be addressed though the new Local Plan, a draft of which is due to be consulted upon in Autumn 2019.	Green	
2.3.5			Promote sustainable design in buildings	Sustainable Design category in Charnwood design Awards	Design Awards scheme	Biannual	Awards scheme planned for 2019.	Green	Work is being progressed with nominations being scheduled to be advertised in the autumn and a presentation in December 2019.	Green
2.4.		We will encourage reduced car use and	Investigate actions in Council Sustainable Travel Plan	Implementation of actions	1 new scheme introduced	2020	Discussions have taken place around resource/financial implications for a Cycle to Work scheme. A business case will be presented to SMT in the new year.	Green	Staff have been engaged to ascertain views on implementing a cycle to work scheme. A report is being prepared on feasibility for implementing a scheme.	Green

Reducing Our Impact on Climate Change									
Ref	Commitment	Action	Measure	Target	Time-scale	Progress 2017/18	Rank	Progress 2018/19	Rank
2.4.1	promote sustainable travel	Promote cycling, walking, running and other physical activity to our own staff and the wider community	Assess the feasibility of electric or hybrid pool car / bike	1 electric hybrid vehicle leased 1 electric pool bike	2021	To be reviewed 2020	Green	The Sport & Active Recreation team use an electric van to travel to venues and transport sports equipment to activities. Further options will be considered as part of the new carbon neutral plan.	Green
2.4.2			Engage with workplaces in the Borough	Provide a bespoke physical activity package to 5 Charnwood based workplaces per year	Ongoing	Physical activity packages have been delivered to Fisher Scientific, Loughborough, ARM a technology company based in Loughborough and Charnwood Borough Council.	Green	The team are providing ongoing support to Fisher Scientific , ARM and 3M and Well Being At Work at CBC. The team also promote LRS Well Being At Work campaigns.	Green
2.4.3			Deliver and promote national physical activity / health campaigns to Charnwood residents	In line with Public Heath priorities deliver 3 campaign weeks per year and achieve 300 new participants annually	ongoing	The following campaigns have been delivered; <ul style="list-style-type: none"> One You national campaign - Promoted on line health assessment which signposts individuals to sport/health support services (300+ individuals) Promoting Leics. & Rutland County Sports Partnership Work Place Health Survey This Girl Can Event (100 attendances) 	Green	The following campaigns have been delivered; One You national campaign. Promoted on line health assessment which signposts individuals to sport/health support services (350+ individuals) Promoting Leics. & Rutland County Sports Partnership Work Place Health Survey This Girl Can Campaign scheduled for August 16 th 2019.	Green
2.4.4			Provide support to Charnwood based cycling clubs and groups to deliver recreational and family bike rides	2 new ride leaders trained annually 10 recreational / family bike rides delivered annually	Ongoing	Two ride leaders have been trained at Charnwood Cycling Club. One cycling geocaching event was delivered as part of the Council's summer holiday activity programme for 5-16 years. In partnership with Charnwood Cycling Club the Council have helped to promote junior cycling coaching twice a month.	Green	Currently working with South Charnwood Schools to promote cycling initiatives.	Green
2.4.5			Develop and promote new and existing walking initiatives	Deliver 2 new patient participation groups and community walking groups Provide training to 10 volunteer walk leaders Promote the Charnwood walks programme with an annual target of 2000 attendances	Annual	A new weekly walk has been introduced from John Storer House with 16 new walk leaders trained.	Green	There have been 2 PPG walks groups set up (Barrow now linked with local GP Practice and Woodhouse Eaves supported by Dishley Grange PPG). 20 New walk volunteer leaders have been trained There have been 3 new weekly walks introduced as part of Charnwood Walks with attendance to date – 630.	Green
2.4.6			In partnership develop a parkrun site at Derby Road playing fields	Weekly park run event organised with 500 members and 2500 attendances annually	Ongoing	On 28 th July 2018 the Dishley parkrun in Loughborough was launched (Derby Road Playing fields) and will continue every Saturday 9am. To date the average weekly attendance is 297 (over the first five weeks) with a total 958 participants. There have been 203 new runners to the event.	Green	Weekly park runs continue to take place.	Green
2.4.7			Support the development of the green gym project	Promote the physical activity volunteering opportunities with the green gym project to individuals, community groups and local workplaces at 5 events	Ongoing	Continue to promote Green Gym project with key community groups	Green	The Green Gym project continues to be promoted.	Green
2.4.8			Promote non-recreational cycling for commuting as well as recreational cycling	Promote the choose how you move programme to encourage cycling for commuting	Promotional campaign in place	Ongoing	Campaign promoted at the National Play Day and One You Roadshows events (two to date) and Work Place Health check events (three to date).	Green	Promotions have been taking place.
2.5	We will encourage an increase in the	Update and implement the Zero Waste Strategy	New Zero Waste Strategy in place	Strategy published	Ongoing	Zero Waste Strategy is in place until 2024.	Green	Zero Waste Strategy is in place until 2024.	Green

Reducing Our Impact on Climate Change									
Ref	Commitment	Action	Measure	Target	Time-scale	Progress 2017/18	Rank	Progress 2018/19	Rank
2.5.1	proportion of reuse and recycling and a reduction in waste to landfill		Zero Waste Strategy in place to divert waste from landfill and improve recycling	Compare tonnage of landfill waste with other LCC authorities as well as against the national average	Ongoing	Continuous measurement of the amount of residual waste per household per year to assess progress in reducing residual waste.	Green	The absolute tonnage of waste sent to landfill dropped in 2018/19. The dry summer had a great impact on the garden waste collected in 2018/19 which affected the overall performance for the year. All authorities faced the same impact	Green
2.5.2			Increase the household recycling rate. Tonnages of green waste and recycling as a percentage	Contractors to achieve a 50% household recycling rate	Ongoing	Current recycling figure is around 48%. The 50% target will be difficult to achieve given the changing mix and weights of recycling materials.	Amber	The recycling figure for 2018/19 was 45%. This drop was mainly due to the dry summer which had an impact on the tonnage of garden waste collected.	Amber
2.5.3		Implement waste education / promotional campaigns	Resources available to deliver educational campaigns on reducing waste to landfill and recycling	Deliver waste promotional programmes	Annual	The Cleansing and Open Spaces Team continues to administer a minimum of two awareness/educational campaigns per year.	Green	The team delivers various awareness campaigns including working with Loughborough University for the student blitz at the end of the academic year. Educational workshops are also carried out with a number of organisations including schools and community groups.	Green
2.5.4		Phase put single use plastics within Council offices and buildings	Investigate use of single use plastics	Implement reduction of single use plastics	Ongoing	The breakout has begun by removing disposable plastic coated cups, recycling plastic knives and forks, replacing plastic packs of butter with foil packs, using recyclable sandwich boxes and replacing sauce sachets with dispenser units and replacing plastic milk containers with jugs. Plastic cups have been removed from water stations saving more than 75,000 plastic cups a year.	Green	There have been several initiatives taking place across Council sites to reduce the use of plastics, including use of paper straws at the Town Hall, promotional of reusable cups across all sites and removal of single use plastic items.	Green
2.6	We will work in partnership to improve air quality	Monitor and review air quality across the borough to determine whether national air quality objectives are being met	Preparation of DEFRA annual monitoring report	Review annually	Ongoing	2018 Annual Status Report (ASR) submitted to DEFRA in June 2018. All reported conclusions have since been accepted. Data collection in preparation of the 2019 report continues as per continuing Environmental Protection work.	Green	2019 Annual Status Report (ASR) submitted to DEFRA in June 2019. Currently awaiting evaluation feedback from DEFRA, typically received late August/early September. Data collection in preparation of the 2020 report continues as per continuing Environmental Protection work.	Green
2.6.1			Production of monitoring report	National air quality targets being met	Annual	No exceedances of any National Air Quality Objective levels were monitored in 2017 (reported on in 2018). DEFRA accepted the submitted results.	Green	No exceedances of any National Air Quality Objective levels were monitored in 2018 (reported on in 2019). DEFRA currently undergoing evaluation of submitted results	Green

Resilience									
Ref	Commitment	Action	Measure	Target	Time-scale	Progress 2017/18	Rank	Progress 2018/19	Rank
3.1	We will work with our partners to understand the current and future risks of flooding	Review Charnwood Borough Council Flood Plan with Local Resilience Forum partners	Charnwood Borough Council Flood Plan and recommendations being implemented	Review biannually	April 2018	The plan is currently overdue for sign off due to resource constraints and the need to have more discussions with the Environment Agency. The plan is expected to be reviewed and signed by October 2018.	Amber	The revised flood plan was signed off in February 2019.	Green
3.2	We will work with communities and businesses to increase resilience to future changes in climate	Promote the community flood warden monitoring scheme	Number of flood wardens in place	At least 1 flood warden for each flood warning area	Ongoing	Flood warden numbers have declined due to the average age of volunteers. A recruitment drive is being led through the Councillor Bulletin, Parish Councils and when visiting communities to discuss Community Response Plans.	Green	There are currently 32 Flood Wardens across Charnwood. During visits to the community to discuss Community Response Plans, the Flood Warden scheme is promoted.	Green
3.2.1			Flood warden scheme on Charnwood and Local Resilience Forum websites	Website updated on a regular basis	Ongoing	The flood warden scheme is promoted on Leicester Leicestershire and Rutland (LLR) website at: https://www.llrprepared.org.uk/prepared-communities/flood-warden/ A sub-page will be provided on the Charnwood Borough Council website dedicated to 'being prepared' and 'how to become a flood warden'.	Green	The flood warden scheme is promoted on Leicester Leicestershire and Rutland (LLR) website at: https://www.llrprepared.org.uk/prepared-communities/flood-warden/ Under the 'Resilience Planning' webpage, viewers are encouraged to visit the LLR website.	Green
3.2.2		Advise residents on steps to increase resilience	Up to date information made available on Charnwood and Local Resilience Forum websites.	Website Updated on a regular basis	Ongoing	Extensive advice is available on LLR website. Resilience information on the Council website to be expanded as well as making the name of the page and the search function better so people can find it more easily. Rebranding 'Emergency Planning' to 'Resilience' as this is more in keeping with modern terms and is better understood by the public.	Green	Extensive advice is available on the LLR website. Under the 'Resilience Planning' webpage, viewers are encouraged to visit the LLR website.	Green
3.2.3		Development of community resilience plans with parish councils	Number of community resilience plans in place	5 plans in place	Ongoing	There are two plans signed off being Sileby and Syston. Anstey, Barrow, Mountsorrel, Thurgaston & Cropston and Newtown Linford are in progress. Promotion of the scheme through Parish forums and newsletters is ongoing.	Green	Sileby and Syston plans have recently been revised. Work is ongoing with East Goscote, Quorn and Barrow-upon-Soar. Continued promotion of the scheme takes place through Parish Councils and newsletters.	Amber
3.2.4		Promote the Climate East Midlands Business adaptation guide for business	Information provided on website, forums, seminars and business groups	Deliver 1 new promotional campaign	Annually	Information provided on Council website.	Green	Information is provided on the Council website.	Green
3.3	We will ensure business continuity planning at the Council is resilient to climate impacts	Work with partners to prepare and assess Council Business Continuity plans	Annual assessment of Business Continuity plans and reviews of live incidents	Annual assessment complete	Annual	We are currently working with the Business Continuity team within the local resilience partnership to ensure our business continuity plans are up to date and complete.	Amber	Business continuity plans have been reviewed and updated.	Green
3.3.1			Quarterly assessment of Strategic Risk Register	Annual assessment complete	Ongoing	We are currently working with the business continuity team within the local resilience partnership to ensure our business continuity plans are up to date and complete.	Amber	Risk management framework has been reviewed and updated, and a new strategic risk register compiled which is reviewed quarterly.	Green
3.4	We will ensure that Council owned open spaces and habitat are well adapted to the changing climate	Work in partnership to carry out biodiversity and heritage audits in Charnwood	Full list of Council owned land and their wildlife features	2 No. of biodiversity and heritage audits conducted	2020	There is one Local Nature Reserve (LNR) dedicated at Stonebow Washlands. Gorse Covert management plan has been completed and is going through a formal dedication process. The Council will also declare Booth Wood a LNR in 2018/19 and Pignut Spinney in 2019/20. Quorn Parish Council proposes to declare Tom Longs Meadow an LNR.	Green	Local Nature Reserves (LNRs) have been declared at Stonebow Washland and Gorse Covert. The declaration of Booth Wood LNR is in progress. The declaration of Pignut Spinney LNR is scheduled. Quorn Parish Council proposes to declare Tom Longs Meadow an LNR.	Green
3.4.1		Work in partnership to deliver Charnwood Forest Regional Park partnership funding	Promote heritage, improve biodiversity, geology, history and cultural values of Charnwood sites	Stage 1 completed and approved by Heritage Lottery Funding (HLF)	2020	Officers from Cleansing & Open Spaces and Planning attend regional park meetings.	Green	Stage 1 of the application process for the HLF has been passed. CBC is fully engaged with the Regional Park Board. The submission for Phase 2 is planned for later in 2019.	Green
3.5	When new development is considered in areas with nature conservation value we will ensure that risks can be managed through suitable adaptation measures	Protect and enhance native species and habitats	Monitoring the implementation of policies such as CS11 Landscape and Countryside, CS12 Green Infrastructure and CS13 Biodiversity and Geodiversity	Core strategy annual monitoring report published	2020	These policies are currently monitored as part of the Charnwood Annual Monitoring Report.	Green	These policies are currently monitored as part of the Charnwood Annual Monitoring Report.	Green
3.5.1		Promotion of climate resilient buildings through the revised Local Plan	Embed policy in emerging Local Plan	Local Plan published	2020	Emerging Local Plan policies have yet to be drafted.	Green	This action is expected to be addressed through the new Local Plan, a draft of which is due to be consulted upon in Autumn 2019.	Green

Resilience									
Ref	Commitment	Action	Measure	Target	Time-scale	Progress 2017/18	Rank	Progress 2018/19	Rank
3.5.2		Promote and support opportunities for environmental enhancement and regeneration	Embed policy in emerging Local Plan	Local Plan published	2020	Emerging Local Plan policies polices have yet to be drafted.	Green	This action is expected to be addressed though the new Local Plan, a draft of which is due to be consulted upon in Autumn 2019.	Green
3.6	We will support healthy and ethical local food initiatives	Promote the allotment and community orchard schemes	Number of new allotment schemes introduced Number of community orchards introduced	1 no of new allotment schemes introduced 1 no of community orchard scheme introduced	Ongoing	New community orchard scheme/partnership meeting with Fruit Routes to be held in September to look at wider network of orchards and potential new sites.	Green	Half plots now let as standard to provide an increased amount of allotment space and reduce waiting lists. Additional free allotment space given over for community projects in conjunction with Green Gym Allotment Project and John Storer House. New community orchard scheme/partnership with Fruit Routes and National Forest held in in September 2018 to look at wider network of orchards encourage potential new sites. Forest Road Green Belt planted new community orchard in 2017/18. The Charnwood free trees for residents include fruit varieties to encourage residents to plant and create their own orchards.	Green
3.6.1		Work with partners to support the Loughborough farmers market	Number of businesses participating in the Farmers market	Sustain the number of businesses participating in the farmers market	Ongoing	The market takes place the second Wednesday of each month There are currently six traders using nine stalls. A marketing campaign is planned for October to encourage new traders onto the Farmers Market.	Green	Campaigns have taken place to sustain the number of businesses participating in the farmers market.	Green
3.6.2		Work with partners to promote and support Fairtrade in the borough	Information provided on website	Deliver 1 promotion annually	Ongoing	Fairtrade is promoted on the Council website to support ethical trade practices. A promotion is planned during Fairtrade fortnight taking place 25 February to 10 March 2019.	Green	Fairtrade was promoted during Fairtrade Fortnight via social media and green impact teams at the Council.	Green