



**SCRUTINY COMMISSION**

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To: Councillors Bailey, Baines, Bolton, Draycott (Vice-Chair), Hadji-Nikolaou, Parsons and Rattray (Chair) (For attention)

All other members of the Council  
(For information)

You are requested to attend the meeting of the Scrutiny Commission to be held in Committee Room 2 - Council Offices on Monday, 16th September 2019 at 6.00 pm for the following business.

Chief Executive

Southfields  
Loughborough

6th September 2019

**AGENDA**

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 4 - 8

To approve the minutes of the meeting of the Commission held on 5th August 2019.

3. DECLARATIONS OF PECUNIARY AND PERSONAL INTERESTS

No declarations were made.

4. DECLARATIONS OF THE PARTY WHIP

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURES  
11.16

No questions were submitted.

6. PRE-DECISION SCRUTINY OF ANY SPECIFIC FINANCIAL  
MATTERS TO BE CONSIDERED BY CABINET

There are no items of this nature on the Cabinet agenda for the Commission to consider.

7. CORPORATE PLAN - ANNUAL REPORT 2018-19 9 - 32

A report of the Chief Executive presenting the annual performance information for 2018/19, which evaluates how effectively the Council has delivered the themes set out in the Corporate Plan 2016-2020.

8. CABINET ITEMS FOR PRE-DECISION SCRUTINY

The following items have been identified for pre-decision scrutiny from the Cabinet agenda for 16th September 2019:

- (a) Shared Internal Audit Service with North West Leicestershire District Council and Blaby District Council 33 - 37

9. SCRUTINY COMMISSION PRE-DECISION SCRUTINY - CABINET  
RESPONSE

There are no responses to report at this meeting due to the last meeting of Cabinet being cancelled.

10. PROGRESS WITH PANEL WORK

To receive a verbal update from the Democratic Services Manager on the scrutiny panels.

11. SCRUTINY WORK PROGRAMME 38 - 49

A report of the Head of Strategic Support enabling the Commission to review or agree the scrutiny work programme.

12. SCRUTINY COMMISSION WORK PROGRAMME 50 - 63

A report of the Head of Strategic Support setting out the list of forthcoming Executive Key Decisions and the Group's Work Programme for consideration, in order to identify items for future scrutiny.

For information, further meetings of the Group are scheduled as follows:

14th October 2019  
11th November 2019  
9th December 2019  
13th January 2020  
10th February 2020  
9th March 2020  
6th April 2020  
5th May 2020

**SCRUTINY COMMISSION  
5TH AUGUST 2019**

PRESENT:      The Chair (Councillor Hunt)  
                  The Vice Chair (Councillor Draycott)  
                  Councillors Bailey, Bolton, Parsons, Rattray and  
                  Fryer

                  Head of Strategic Support  
                  Democratic Services Officer (NA)

APOLOGIES:   Councillor Baines

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.

28.      MINUTES OF THE PREVIOUS MEETING

Matters arising from the previous minutes:

- (i) The query raised on page 2 regarding a section 106 agreement had not been answered satisfactorily and the Commission wanted a further response. The Commission was advised that a further response would be emailed out to them following the meeting.

The minutes of the meeting of the Commission held on 1st July 2019 were then approved.

29.      DECLARATIONS OF PECUNIARY AND PERSONAL INTERESTS

Councillor Fryer declared an interest in item 9 as the Deputy Chair of the Children and Families Overview and Scrutiny Committee and a member of the Adults and Communities Scrutiny Committee for Leicestershire County Council.

30.      DECLARATIONS OF THE PARTY WHIP

No declarations were made.

31.      QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURES 11.16

No questions were submitted.

32.      PRE-DECISION SCRUTINY OF ANY SPECIFIC FINANCIAL MATTERS TO BE CONSIDERED BY CABINET

There were no items of this nature on the Cabinet agenda for the Commission to consider.

33. SCRUTINY COMMISSION PRE-DECISION SCRUTINY - CABINET RESPONSE

A report of the Cabinet was considered setting out its responses to the recommendations of the Commission on pre-decision scrutiny items (item 7 on the agenda filed with these minutes).

In relation to the Bulky Waste Collection Cabinet report the Commission asked whether further information could be provided on the Cabinet decision that “a scheme be introduced for waiving the charge in cases of extreme hardship”. The Democratic Services Officer advised that a response would be obtained and circulated to the Commission following the meeting.

**RESOLVED** that the Cabinet’s responses to the Commission’s recommendations be noted.

Reason

The Commission was satisfied that it added value where appropriate and welcomed the Cabinet’s consideration of the Commission’s views and recommendations as part of its decision-making process.

34. PROGRESS WITH PANEL WORK

The Commission discussed the Scrutiny Panel suggestions which had been developed by the Chair and Vice-chair following the last meeting. They were reminded that only four Panels could run at a time as this was in line with Democratic Service Officer support levels.

The Commission confirmed which suggestions would be informal panels, express panels and full panels based on their scope for scrutiny and some more information was added to the suggestions to provide more detail and focus for the Panels.

**RESOLVED**

1. That the Chair of the Commission contact the Chair of the Overview and Scrutiny Committee at Leicestershire County Council to advise of the Council’s plans for upcoming Scrutiny Panels which focused on County Council functions.
2. That the Democratic Services Manager be given the task of administering the Panels according to the timetable agreed in the report.
3. That the relevant Council officers be invited to attend the first meeting of all new Scrutiny Panels to inform the Members of officer actions already taking place.
4. Democratic Services Team to compile the timetable for all Scrutiny Panels once agreed and to indicate where Democratic Service Officer support will be provided.

## Reasons

1. To avoid any duplication of work, to inform the County Council of the Borough Council's plans and to identify any opportunities for collaborative working.
2. To ensure timely and efficient scrutiny of the subjects.
3. To help guide the focus of the Scrutiny Panel and to avoid any duplication of work already completed.
4. To monitor the progress of all Scrutiny Panels and to highlight where panels are Member led.

### 35. SCRUTINY WORK PROGRAMME

A report of the Head of Strategic Support enabling the Commission to review and agree the scrutiny work programme (item 10 on the agenda filed with these minutes).

#### **RESOLVED**

1. that that the Scrutiny Work Programme set out in the Appendix to the report, and scheduled scrutiny of those matters, be noted.
2. That the following item be removed from the Scrutiny Work Programme:
  - (i) Partnership Arrangements – Scrutiny Commission – to be scheduled.

## Reasons

1. To ensure timely and effective scrutiny.
2. The Commission commented that the item on Partnership Arrangements had been long standing on the old Scrutiny Work Programme and had never been scheduled thus decided to remove it.

### 36. SCRUTINY COMMISSION WORK PROGRAMME

A report of the Head of Strategic Support was considered, to enable the Commission to consider its work programme and forthcoming Key Decisions and decisions to be taken in private by the Cabinet in order to schedule items for pre-decision scrutiny (item 11 on the agenda filed with these minutes).

The Commission discussed the subject matter of the forthcoming Key Decisions and decided that they wanted 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. They decided that the upcoming Executive Key Decision reports as set out in Resolution 2 be added to the three other Scrutiny Committees Work Programmes.

## RESOLVED

1. that forthcoming Executive Key Decisions or decisions to be taken in private by the Executive, set out in Appendix 2 to the report, and scheduled scrutiny of those matters, be noted, and that further items be scheduled for scrutiny as follows:
  - (i) Internal Audit Shared Service Contract – September 2019
  - (ii) Amendments to Annual Procurement Plan and Capital Plan Amendment Report – September 2019. These two reports will be reviewed by the Chair and Vice-chair of the Commission to decide whether they offer potential for scrutiny.
  - (iii) Draft Charnwood Local Plan 2036 – September 2019
  - (iv) Annual Procurement Plan 2020/21 – March 2020
  - (v) Business Plan 2020/21 – March 2020.
  
2. that the following Executive Key Decisions or decisions to be taken in private by the Executive, set out in Appendix 2 to the report, be added to the relevant Scrutiny Committee's Work Programme for earlier scrutiny:

### Corporate Services Scrutiny Committee

- Medium Term Financial Strategy 2020/2023 – November 2019
- Draft Capital Plan 2020/21 – 2022/23 – December 2019
- Capital Plan Outturn 2019/20 – July 2020

### Housing, Planning and Regeneration and Regulatory Services Scrutiny Committee

- Building Control Alternative Service Delivery Project – October 2019
- Housing Capital Programme – March 2020
- Local Development Scheme – March 2020

### Neighbourhoods and Community Wellbeing Scrutiny Committee

- Charnwood Grants – January 2020

3. That the Commission's current work programme be noted and updated following this meeting, in accordance with the decisions taken during consideration of this item and at this meeting and any items of pre-decision scrutiny that require changing due to their reprogramming by the Cabinet.

### Reasons

- 1, 2 & 3. To ensure effective and timely scrutiny, either to provide Cabinet with advice prior to it taking a decision or to ensure that the Council and external public service providers and partners were operating effectively for the benefit of the Borough.

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 Scrutiny Commission.

## SCRUTINY COMMISSION- 16TH SEPTEMBER 2019

### Report of the Chief Executive

**Lead Member: Councillor Morgan**

#### ITEM 7      CORPORATE PLAN - ANNUAL REPORT 2018-19

##### Purpose of Report

To present the annual performance information for 2018-2019, which evaluates how effectively the Council has delivered the themes set out in the Corporate Plan 2016-2020.

##### Action Requested

The Commission is requested to comment on the Annual Report 2018-19, attached as an Appendix, and scrutinise the annual performance attained by the Council.

##### Policy Context

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

##### Background

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

On a quarterly basis, performance reports are submitted to each of the three scrutiny committees to allow monitoring of progress against achieving the agreed targets which support the delivery of the Council's objectives as set out in the Corporate Plan.

This is the third year reporting annual performance of the Corporate Plan 2016-2020. The attached Annual Report presents results for the 2018-2019 period against the objectives in the Corporate Plan.

##### Report Implications

The following implications have been identified for this report.

### *Financial Implications*

None directly arising from this report.

### *Risk Management*

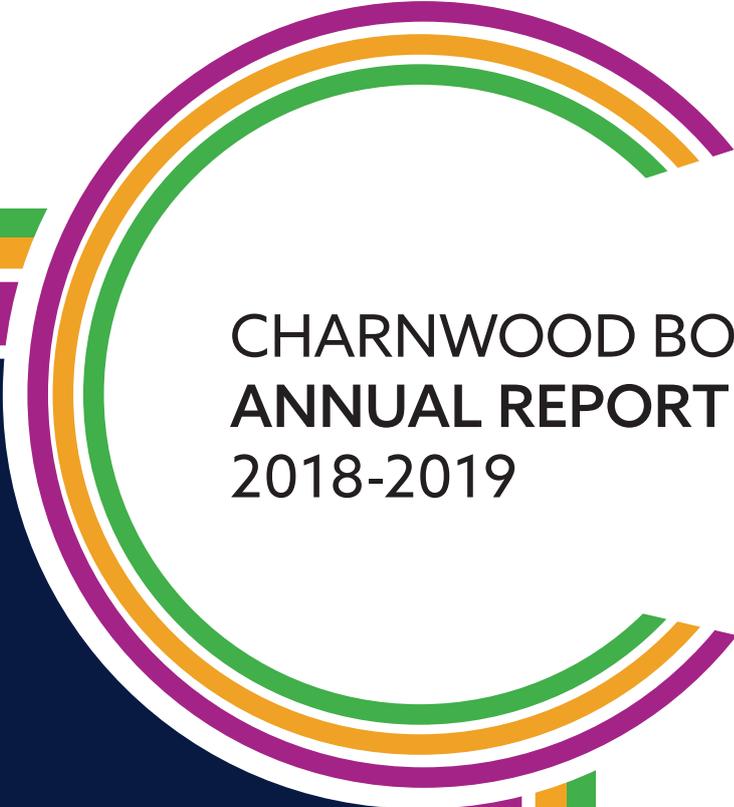
There are no specific risks associated with this report.

Background Papers: Corporate Plan 2016-2020, Cabinet, 18th February 2016  
Business Plan 2018-2019, Cabinet, 15th March 2018

Appendices: Appendix 1 – Annual Report 2018-2019

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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

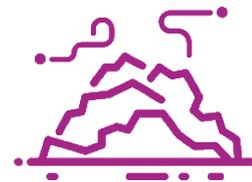
76



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

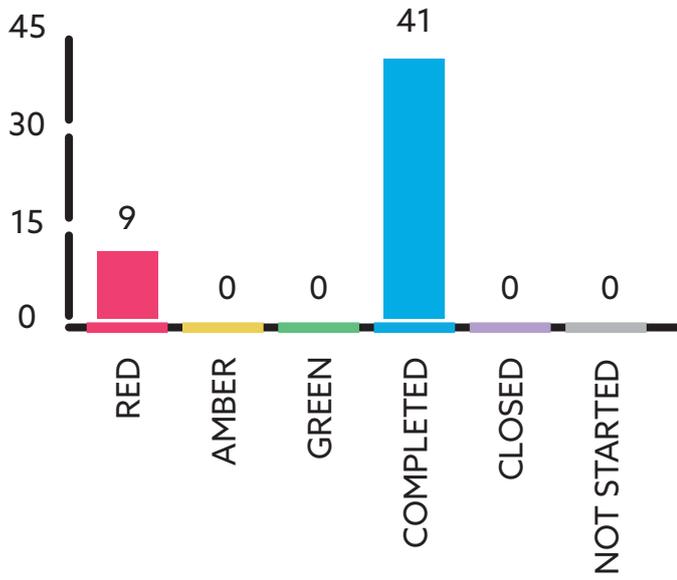
There were **50** activities in the Annual Business Plan (2018-2019) which address the objectives outlined in the Corporate Plan. At the close of the final quarter there were **41** objectives reported as completed in status and **9** graded as red.

## PERFORMANCE INDICATORS

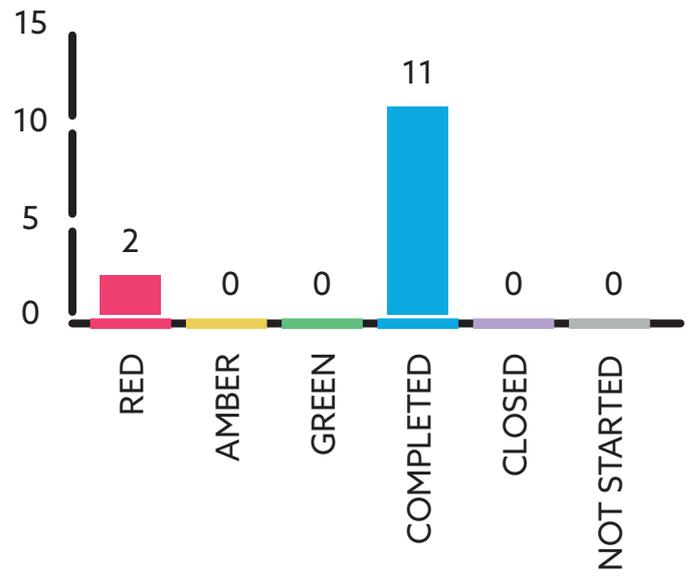
Corporate performance against the Business Plan Indicators, at the annual outturn, includes **1** indicator assessed as red, **3** as amber, and **18** as green. Performance against the Key Indicators associated with the Corporate Plan at the annual outturn was **6** indicators assessed as green, **3**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

# PERFORMANCE DASHBOARD (2018-2019)

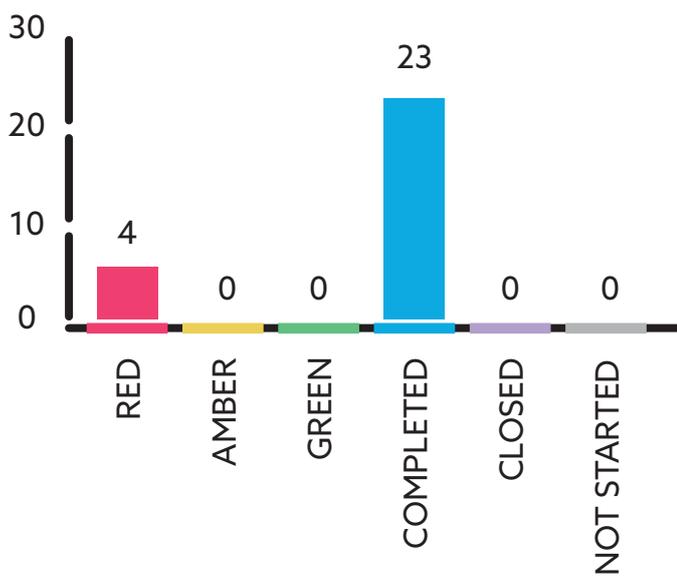
## BUSINESS PLAN OBJECTIVES



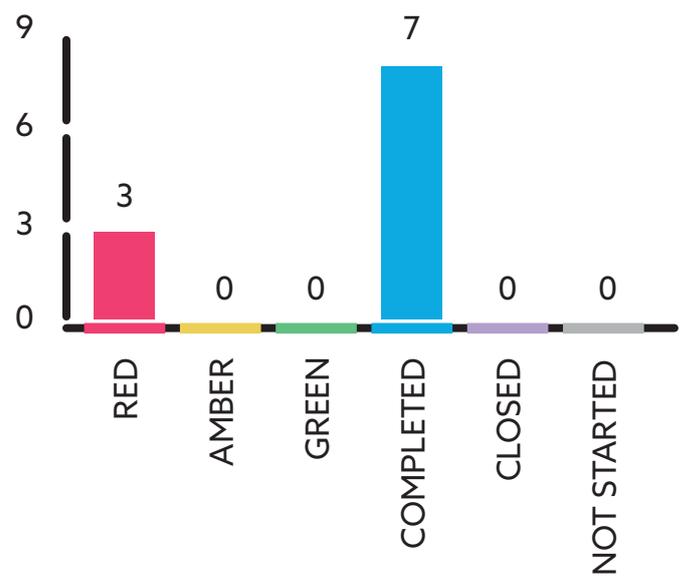
## THEME ONE: CREATING A STRONG AND LASTING ECONOMY



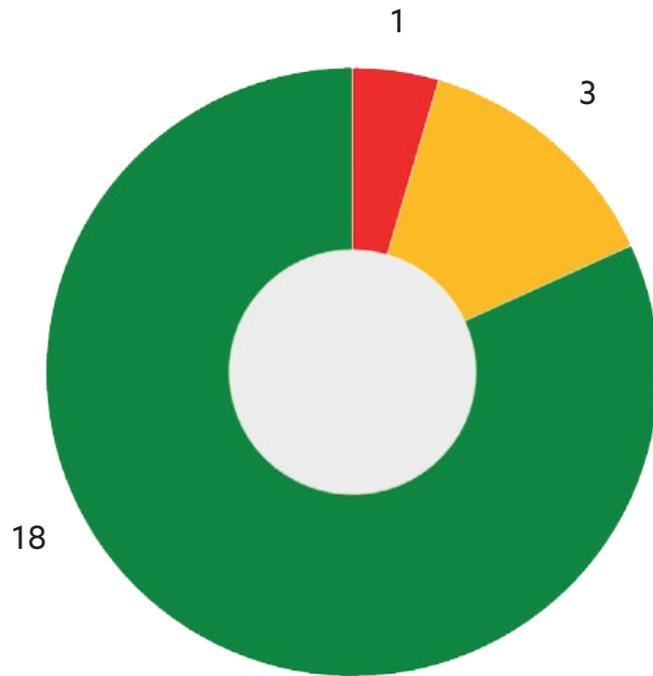
## THEME TWO: EVERY RESIDENT MATTERS



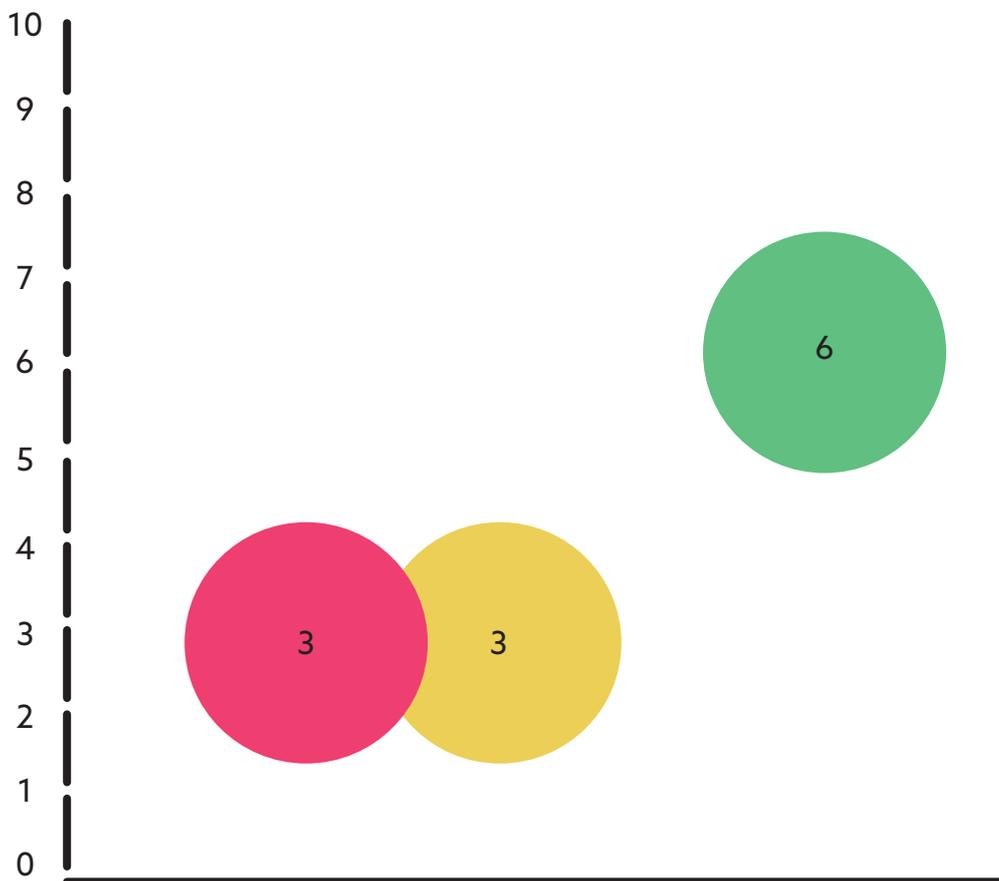
## THEME THREE: DELIVERING EXCELLENT SERVICES



### 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. <b>Objective included within the 2019/20 Business Plan for further progression.</b>
(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.

<b>(SLE3 RS2) Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</b>	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.	<b>C</b>	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.
<b>(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.</b>	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.	<b>C</b>	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.
<b>(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.</b>	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.	<b>C</b>	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.

<b>(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.</b>	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.	<b>C</b>	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.
<b>(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.</b>	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.	<b>C</b>	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.
<b>(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.</b>	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.	<b>C</b>	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).
<b>(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.</b>	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.	<b>R</b>	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.  <b>Objective included within the 2019/20 Business Plan for further progression.</b>



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 &amp; 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 &amp; 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"> <li>• Kitchens: 81;</li> <li>• Bathrooms: 109;</li> <li>• Heating: 296.</li> </ul> <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><b>Objective included within the 2019/20 Business Plan for further progression.</b></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"> <li>Ease of Booking (99.2%)</li> <li>Value for Money (97.5%)</li> <li>Customer Service (99.6%)</li> <li>Average (98.8%)</li> </ul>
(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.  <b>Objective included within the 2019/20 Business Plan for further progression.</b>
(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.

<b>(ERM3 LC) Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.</b>	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.
<b>(ERM3 NS1) Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.</b>	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.
<b>(ERM3 NS2) Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces.</b>	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.

<b>(ERM4 LC1) Celebrate the rich culture of the Borough.</b>	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"><li>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)</li><li>Mela – Sunday 19th August 18,169 (+23% on 2017)</li><li>Dog Show – 16th September 18,204 (+58% on 2017)</li></ul>
<b>(ERM4 LC2) Celebrate the rich culture of the Borough.</b>	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).
<b>(ERM5 COS) Listen to and communicate with our residents and act on their concerns.</b>	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%.

<b>(ERM5 CIS1) Listen to and communicate with our residents and act on their concerns.</b>	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.	<b>R</b>	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%. <b>Objective included within the 2019/20 Business Plan for further progression.</b>
<b>(ERM5 CIS2) Listen to and communicate with our residents and act on their concerns.</b>	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.	<b>C</b>	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'.
<b>(ERM5 SS) Listen to and communicate with our residents and act on their concerns.</b>	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%.	<b>R</b>	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%. <b>Objective included within the 2019/20 Business Plan for further progression.</b>

<b>(ERM5 NS) Listen to and communicate with our residents and act on their concerns.</b>	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.	<b>C</b>	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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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 &amp; 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"> <li>• 820 missed bins transactions</li> <li>• 870 garden waste application transactions</li> <li>• 600 bulky waste collection transactions</li> </ul>	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"> <li>• 1352 missed bins transactions</li> <li>• 1247 garden waste application transactions</li> <li>• 3573 bulky waste collection transactions</li> </ul>
(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><b>Objective included within the 2019/20 Business Plan for further progression.</b></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><b>Objective included within the 2019/20 Business Plan for further progression.</b></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



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## CABINET - 19TH SEPTEMBER 2019

### Report of the Head of Strategic Support Lead Member: Councillor Poland

#### Part A

ITEM SHARED INTERNAL AUDIT SERVICE WITH NORTH WEST  
LEICESTERSHIRE DISTRICT COUNCIL AND BLABY DISTRICT  
COUNCIL

#### Purpose of Report

To present proposals for a shared service arrangement between Charnwood Borough Council, North West Leicestershire District Council and Blaby District Council for the provision of internal audit, with North West Leicestershire being the lead authority.

#### Recommendations

1. That the Council enter into an arrangement for a shared internal audit service with North West Leicestershire District Council and Blaby District Council, on the basis as set out in Part B of this report for an initial period of five years.
2. That delegated authority be given to the Head of Strategic Support to finalise detailed arrangements and complete any required legal agreements to implement the arrangements.

#### Reasons

1. To support the delivery of a shared internal audit service between the three authorities, with the aim of increasing resilience, improving service delivery, and potentially generating future cost savings.
2. To allow for the detailed arrangements to be finalised expeditiously.

#### Policy Justification and Previous Decisions

Although the consideration of internal audit reports is a Council function delegated to the Audit Committee, the function of resourcing the internal audit service is not expressly reserved to Council, and as such is an Executive function that falls to Cabinet.

#### Implementation Timetable including Future Decisions and Scrutiny

Recommendation 2 seeks to give delegated authority to the Head of Strategic Support to agree the commencement date for the implantation of the shared service arrangements, which will require agreement from the other two authorities involved.

## Report Implications

The following implications have been identified for this report.

### *Financial Implications*

The current budgeted staffing costs of the in-house internal audit team are estimated at £102,500 per annum.

The cost of the proposed shared service, including disbursements, is just under £91,000 per annum.

The current financial year (2019/20) is the final year of the ongoing 4 year audit plan cycle, and an audit needs assessment will be undertaken to determine the level of audit days required for future financial years. The £11,500 difference between the current service costs and the proposed shared service arrangement will be retained until the outcome of the audit needs assessment is known, as it may be required to fund additional support.

### *Risk Management*

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
Recruitment difficulties for the proposed Senior Auditor post in the shared service establishment	Unlikely (2)	Significant (2)	Low (4)	If recruitment is unsuccessful the unspent staffing budget would be available to buy-in additional audit days
Potential performance and service delivery problems with the shared service arrangement	Unlikely (2)	Significant (2)	Low (4)	The shared service arrangement has already been in place between NWLDC and Blaby and has proved successful, and the Head of Strategic Support will be responsible for ongoing monitoring of the service. The Audit Committee will also receive regular progress reports.

### *Equality and Diversity*

Equality and diversity implications relating to any existing Council staff will be considered as part of the TUPE arrangements.

Key Decision: Yes

Background Papers: None

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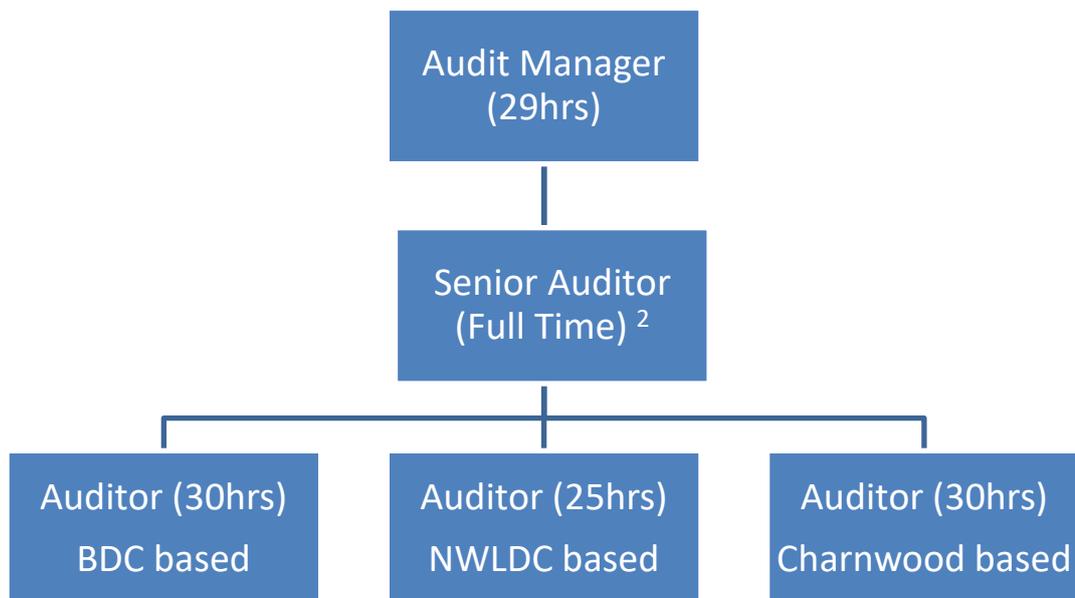
## Part B

### Background

1. The Council currently operates an on-house internal audit team, with the following staffing establishment:

<b>Post</b>	<b>Weekly Hours</b>	<b>Notes</b>
Audit & Risk Manager	Full-time - 37 hours <sup>1</sup>	Currently vacant
Auditor	Full-time – 37 hours	Currently vacant
Auditor	Part-time – 30 hours	

- <sup>1</sup> Estimated as spending 33% of time on direct internal audit work (12¼ hours)
2. The Audit & Risk Manager and the full-time Auditor left the Council's employment a few months ago, and the opportunity was taken to review potential alternative options to deliver the internal audit service.
3. A procurement process has been undertaken to buy-in additional support to deliver planned internal audit work that would have normally been delivered by the currently vacant posts within the internal audit team.
4. Exploratory discussions were held with some neighbouring authorities and with various existing local government shared internal audit service providers to identify potential shared service opportunities.
5. Most of the options considered would have resulted in increased costs to deliver a comparable number of audit days to the current arrangements, because the potential providers were either offering a service based on paying a fixed daily rate, or were offering to provide a service based on transferring the total existing budget for the 3 current audit posts on the establishment, although this included non-audit responsibilities which would need to have been funded from elsewhere on a cost-additive basis.
6. The most favourable option identified was a shared internal audit service with North West Leicestershire District Council (NWLDC) and Blaby District Council (BDC), who have already been operating a joint service for a number of years with NWLDC being the lead authority. This was the closest option to a genuine shared service arrangement, with all the participating authorities working together on a partnership basis, and could also be delivered within the existing available budget, including leaving funding available for non-audit responsibilities such as risk management and business continuity. This option is therefore the one that is recommended.
7. The proposed staffing model for the extended shared service for the 3 authorities is set out below:



<sup>2</sup> Senior Auditor to be recruited if the shared service proposal goes ahead

8. The average weekly split of time to be spent supporting this Council would be:

Audit Manager: 40% (11.6 hours)

Senior Auditor: 66% (24.4 hours)

Auditor: 100% (30 hours)

9. This is a slightly reduced number of hours for internal audit work compared to the existing in-house establishment, and also would replace what was an Auditor post with a Senior Auditor. However, the current financial year is the final year of the 4 year long-term internal audit plan, and therefore an audit needs assessment will need to be undertaken by the Audit Manager of the new shared service. As set out in the financial implications section of this report, the £11,500 saving between the current budget and the shared service budget will be retained and will be available to fund any additional support that may be identified as being required.
10. It is proposed that the remaining Charnwood part-time Auditor would be transferred to be employed by NWLDC under TUPE provisions.
11. It is considered that the shared service proposal presents an opportunity to improve resilience, share experience and knowledge, and in future it also offers potential opportunities for cost savings and service improvements. For example, each authority currently employes external IT audit support, but by pooling their requirements the shared service may be able to directly recruit an experienced IT auditor at some point in the future.
12. Finally, it is proposed that the remaining other functions of the Audit & Risk team; insurance, and risk management and business continuity support, will transfer to the Improvement & Organisational Development team within the Strategic Support service.

## SCRUTINY COMMISSION – 16th SEPTEMBER 2019

### Report of the Head of Strategic Support

#### ITEM 11. SCRUTINY WORK PROGRAMME

##### Purpose of the Report

To enable the Commission to review and agree the Scrutiny Work Programme. This includes reviewing the changes made by the other three Scrutiny Committee's and adding items to their individual work programmes.

##### Action Requested

1. To review the Scrutiny Committees, Work Programme and make any amendments the Commission feel necessary.
2. To agree that the Scrutiny Work Programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during the course of this meeting (see Appendix 1).

##### Reasons

- 1.To ensure timely and effective scrutiny of the matter/subject.
- 2.To ensure that the information contained within the Work Programme is up to date.

##### Policy Context

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

##### Updates on the individual Scrutiny Committee work programmes

Two directorate-based Scrutiny Committees have not met since the last meeting of the Scrutiny Commission held on 5th August 2019. The Housing, Planning, Regeneration and Regulatory Services Scrutiny Committee met on the 3rd September 2019 and any changes will be outlined at this meeting.

The Scrutiny Commission at its last meeting added to the relevant Scrutiny Committee's Work Programmes the following items, and these have been added to the attached Scrutiny Work Programme.

### Corporate Services Scrutiny Committee

- Medium Term Financial Strategy 2020/2023 – November 2019
- Draft Capital Plan 2020/21 – 2022/23 – December 2019
- Capital Plan Outturn 2019/20 – July 2020

### Housing, Planning and Regeneration and Regulatory Services Scrutiny Committee

- Building Control Alternative Service Delivery Project – October 2019
- Housing Capital Programme – March 2020
- Local Development Scheme – March 2020

### Neighbourhoods and Community Wellbeing Scrutiny Committee

- Charnwood Grants – January 2020

### Scrutiny Work Programme

The current Scrutiny Work Programme, as it stood at the time of the publication of this agenda, is attached as Appendix 1 to enable the Commission to decide which scrutiny body should consider new items and currently unscheduled items, and when those should be considered.

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

Appendices: Appendix 1 – Scrutiny Work Programme

Background Papers: None

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## Corporate Services Scrutiny Committee Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
CS	17 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.	L. Strong/ Lead Officer	
CS	17 Sept 2019  (annual item)	Performance Information (Quarter 1 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarter 1 Report considered at the same time annually.
CS	17 Sept 2019  (Period 4 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Three reports to be considered through the year. Reports to be considered at the same time annually.
CS	17 Sept 2019	Medium Term Financial Strategy 2020-2023	Early stage pre-decision scrutiny of a matter identified from Forthcoming Cabinet Key Decisions, as requested by Scrutiny Commission.	To give the Committee an opportunity to be involved in pre-decision scrutiny at an early stage.	Lead Member/ L. Tansey	Consideration of Draft MTFS 2020-2023 19 Sept 2019 Cabinet Report will enable this.  See Scrutiny Commission Minute 36, 05 August 2019.

## Corporate Services Scrutiny Committee Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
CS	03 Dec 2019  (annual item)	Performance Information (Quarter 2 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarter 2 Report considered at the same time annually.
CS	03 Dec 2019  (Period 7 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Three reports to be considered through the year. Reports to be considered at the same time annually.
CS	25 Feb 2020  (annual item)	Performance Information (Quarter 3 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarter 3 Report considered at the same time annually.
CS	25 Feb 2020  (Period 9 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Three reports to be considered through the year. Reports to be considered at the same time annually.

### Corporate Services Scrutiny Committee Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
CS	June 2020 (annual item)	Capital Monitoring including Outturn	Monitoring of position with the Council's Capital Plan.	To ensure progress to the Council's Capital Plan and its financing are satisfactory.	Lead Member/ L. Tansey	Annual report.
CS	June 2020 (annual item)	Revenue Monitoring (General Fund and HRA) Outturn	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Annual report.
CS	June 2020 (annual item)	Performance Information (Quarter 4 Report – Year End)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarter 4 Report considered at the same time annually.
CS	<i>To be determined</i>	Draft Capital Plan 2020-21	Early stage pre-decision scrutiny of a matter identified from Forthcoming Cabinet Key Decisions, as requested by Scrutiny Commission.	To give the Committee an opportunity to be involved in pre-decision scrutiny at an early stage.	Lead Member/ L. Tansey	See Scrutiny Commission Minute 36, 05 August 2019.

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

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 <sup>rd</sup> 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 <sup>rd</sup> 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 <sup>rd</sup> 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 <sup>rd</sup> 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 <sup>rd</sup> 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.

## Neighbourhoods and Community Wellbeing Scrutiny Committee Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
NCW	10 September 2019  (standing item at every meeting)	Work Programme	To consider items for future meetings	To allow the Committee to identify items for which scrutiny is required.	Democratic Services / Lead Officer	
NCW	10 Sept 2019	Anti-Social Behaviour	To consider asking Scrutiny Commission to set up a scrutiny panel concerning anti-social behaviour and crime.	To assess whether there was further opportunity for scrutiny.	J. Robinson/ external officers	Added to the committee's work programme at its meeting on 9 <sup>th</sup> July 2019.
NCW	10 Sept 2019  (annual item)	Performance Information (Quarter 1 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarter 1 Report considered at the same time annually.
NCW	10 Sept 2019  (six-monthly item)	Community Safety Partnership	To review the work of the Community Safety Partnership on a six-monthly basis, to enable any issues to be identified for further scrutiny by the appropriate scrutiny body and to enable incidences of violent crime to be monitored.	To ensure effective scrutiny of the work of the Community Safety Partnership.	CSP Chair / J. Robinson / T. McCabe	

### Neighbourhoods and Community Wellbeing Scrutiny Committee Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
NCW	10 Sept 2019	Community Grants	A briefing report be provided to the committee on how the scheme operates and how it works with strategic partners.	To provide more information to the Committee on this matter and to see if there is an opportunity for further scrutiny.	J. Robinson/ V.Graham	Added to the committee's work programme at it's meeting on 9 <sup>th</sup> July 2019.
NCW	26 Nov 2019	Leisure Provision	A briefing report be provided to the committee about leisure provision including leisure centres and Loughborough Town Hall.	To provide more information to the Committee on this matter and to see if there is an opportunity for further scrutiny.	J. Robinson	Added to the committee's work programme at it's meeting on 9 <sup>th</sup> July 2019.
NCW	26 Nov 2019	Improving recycling and waste	A briefing report be provided to the committee setting out options to improve the recycling rate and to reduce the level of waste contamination.	To provide more information to the Committee on this matter and to see if there is an opportunity for further scrutiny.	M. Bradford	Added to the committee's work programme at it's meeting on 9 <sup>th</sup> July 2019.
NCW	26 Nov 2019  (annual item)	Performance Information (Quarter 2 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarter 2 Report considered at the same time annually.

## Neighbourhoods and Community Wellbeing Scrutiny Committee Work Programme

RB	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
NCW	10 March 2020	Children and Families Wellbeing Service	To scrutinise the new service model being provided by Leicestershire County Council.		External Partner	SMB 06 March 2019, Minute 39.1 refers.
NCW	10 March 2020 (annual item)	Performance Information (Quarter 3 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarter 3 Report considered at the same time annually.
NCW	10 March 2020 (six-monthly item)	Community Safety Partnership	To review the work of the Community Safety Partnership on a six-monthly basis, to enable any issues to be identified for further scrutiny by the appropriate scrutiny body and to enable incidences of violent crime to be monitored.	To ensure effective scrutiny of the work of the Community Safety Partnership.	CSP Chair/ J. Robinson / T. McCabe	
NCW	July 2020 (annual item)	Performance Information (Quarter 4 Report – Year End)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarter 4 Report considered at the same time annually.

**Neighbourhoods and Community Wellbeing Scrutiny Committee Work Programme**

NCW	To be scheduled	Charnwood Grants - Strategic Partners (2020/21-2021/22)	To put forward recommendations regarding the proposed levels of Strategic Partner Grant funding for the next two years.(considered by Cabinet Jan 2020)	At the request of Scrutiny Commission - to do Cabinet pre-decision scrutiny at an earlier stage.	Relevant Lead Members/ J Robinson & V Graham	Item added by SC at its meeting on 5th August 2019 (Min 36.2, 2019/20).
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## SCRUTINY COMMISSION – 16th SEPTEMBER 2019

### Report of the Head of Strategic Support

ITEM 12

#### SCRUTINY COMMISSION WORK PROGRAMME

##### Purpose of Report

To enable the Commission to review its own work programme, including considering the list of forthcoming Executive Key Decisions in order to schedule items for pre-decision scrutiny.

##### Work Programme

The Commission's current work programme is attached at Appendix 1. Currently the work programme consists of items concerned with the Commission's roles in overseeing the scrutiny function and undertaking pre-decision scrutiny, and two items to be scrutinised.

##### Action Requested

That a report on the Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities be added to the work programme for 11th November 2019.

##### Key Decisions

To enable the Commission to be aware of the Key Decisions to be taken by the Cabinet over the coming months and to determine which, if any, of these items should be programmed for pre-decision scrutiny, details of forthcoming Exempt and Key Decisions to be taken by the Cabinet are attached as Appendix 2.

Items dated prior to this meeting have been removed from the Appendix to avoid confusion.

Background Papers:                      None

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Scrutiny Commission Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Commission	14 <sup>th</sup> October 2019 (standing item)	Scrutiny Work Programme and Requests from Scrutiny Committees		<p>To review the Commission's Work Programme.</p> <p>To consider the Scrutiny Work Programme in its entirety to ensure the Commission's role in managing that programme is undertaken.</p> <p>To consider any requests from scrutiny committees that items be added to the work programme which are not within their own remit or that scrutiny panels be established.</p>	K.Widdowson (report) Lead Officer (meeting)	
Scrutiny Commission	14 <sup>th</sup> October 2019 (standing item)	Cabinet items for pre-decision scrutiny		To allow identification of items from the latest Key Decisions Notice for pre-decision scrutiny by the Commission.	K.Widdowson (report) Lead Officer (meeting)	<p>Items may also be determined by the Chair and Vice-chair in consultation with the Democratic Services Manager.</p> <p>Further items may also be added following publication of the Cabinet agenda.</p>
Scrutiny Commission	14 <sup>th</sup> October 2019 (if applicable, standing item)	Pre-decision scrutiny of any specific financial matters to be considered by Cabinet		To ensure pre-decision scrutiny of any <u>out-turn reports, virements and in-year service pressures</u> , particularly when they are related to additional costs arising from decisions by other agencies to reduce services.	K.Widdowson (report) Lead Officer (meeting)	<p>Agreed by SMB 23 January 2019 (see minute 31.2) (supports recommendation of Budget Scrutiny Panel Jan 2019).</p> <p>To be identified from the Key Decisions Notice or from the Cabinet agenda.</p>

## Scrutiny Commission Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Commission	14 <sup>th</sup> October 2019 (standing)	Pre-decision scrutiny – Cabinet Response		To consider the response of Cabinet to recommendations by the Commission on pre-decision scrutiny items.	K.Widdowson (report) Lead Officer (meeting)	<i>*Not applicable to first meeting of the Commission.</i>
Scrutiny Commission	10th February 2020 (annual item)	Business Plan 2020/21		Consideration of draft plan to ensure scrutiny input.  Plan due to be considered by and agreed by Cabinet in March 2020.	Leader/ G. Parker/S. Kinder	<i>*Short timescale between committee and Cabinet consideration.</i>
Scrutiny Commission	09 March 2020 (annual item)	Draft Annual Scrutiny Report 2019-20	To report on the activities of Scrutiny and look forward to the forthcoming year.	To agree on the content of a report to Council on the workings of scrutiny over the past year.	Dem. Services Manager	
Scrutiny Commission	As required	Scrutiny Commission or Scrutiny Committee Recommendations – Cabinet Response and Monitoring Implementation		To consider the response of Cabinet to recommendations made to it by the Commission or by scrutiny committees and to decide how implementation of agreed recommendations will be monitored by the Commission.	N. Ansari (report) Lead Officer (meeting)	

## Scrutiny Commission Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Commission	As required	Scrutiny Panel Reports		To consider recommendations set out in Scrutiny Panel reports before they are referred by the Commission to Cabinet, Council or a committee.	Panel's Democratic Services Officer (report) Panel Chair (meeting)	
Scrutiny Commission	As required	Scrutiny Panels – Cabinet Response and Monitoring Implementation		To consider the response of Cabinet to Scrutiny Panel recommendations and to decide how implementation of agreed recommendations will be monitored by the Commission.	Panel's Democratic Services Officer (report) Lead Officer and Relevant Officers (meeting)	

## Scrutiny Commission Work Programme

### **Scrutiny Panels**

Due to officer capacity there is an agreement that no more than 4 scrutiny panels should be convened during any given period. Currently, there is 1 established scrutiny panel:

Budget Scrutiny Panel – Chair Cllr Parsons

Meetings scheduled for 25 September 2019, 04 December 2019 and 08 January 2020.



**FORTHCOMING KEY  
DECISIONS AND DECISIONS  
TO BE TAKEN IN PRIVATE  
BY CHARNWOOD BOROUGH  
COUNCIL'S EXECUTIVE**

**Published  
21st August 2019**

**What is a Key Decision?**

A key decision is one which:

- commits the Council to expenditure, savings or increases or reductions in income of £150,000 or more in any financial year;
- makes proposals in relation to the budget or the policy framework under Budget and Policy Framework Procedure 14.2(a); or
- will result in the closure of any facility from which Borough Council services are provided or a reduction by more than 10% in the level of a discrete service provided.

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

**What is a Private Meeting?**

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

**Representations**

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

**Other information**

This document supersedes all previous Forward Plans.

If you have any general queries, please contact:

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

## FORTHCOMING EXECUTIVE KEY DECISIONS

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Submission of Business Case to apply for Funds for Enhanced Power Supply to the Enterprise Zone Site in Western Loughborough	To approve submission of a business case (funding application) to the Enterprise Zone business rates pool.	Cabinet	19th September 2019	Report	Yes	Richard Bennett Head of Planning and Regeneration Tel: 01509 634763 <a href="mailto:richard.bennett@charnwood.gov.uk">richard.bennett@charnwood.gov.uk</a>
Shared Internal Audit Service	To consider proposals for a shared internal audit service with North West Leicestershire and Blaby District Councils.	Cabinet	19th September 2019	Report	Yes	Adrian Ward Head of Strategic Support Tel: 01509 634573 <a href="mailto:adrian.ward@charnwood.gov.uk">adrian.ward@charnwood.gov.uk</a>
Charnwood Grants	To consider applications for revenue funding received in round two of the Community Facilities Capital Grants and Community Development Grants Schemes for 2019/20.	Cabinet	19th September 2019	Report	Yes	Julie Robinson Head of Neighbourhood Services Tel: 01509 634590 <a href="mailto:julie.robinson@charnwood.gov.uk">julie.robinson@charnwood.gov.uk</a>
Investment Strategy	To consider, for recommendation to Council, the Investment Strategy, which will become part of the overall Capital Strategy.	Cabinet  Council	19th September 2019  4th November 2019	Report	Yes	Simon Jackson Strategic Director of Corporate Services Tel: 01509 634699 <a href="mailto:simon.jackson@charnwood.gov.uk">simon.jackson@charnwood.gov.uk</a>
Communal Area Cleaning Scheme for Council Accommodation	To consider the implementation of a communal areas cleaning scheme for general needs Council accommodation and that the cost of the scheme is recovered through a service charge to tenants and leaseholders receiving the service.	Cabinet	19th September 2019	Report	Yes	Peter Oliver Head of Landlord Services Tel: 01509 634952 <a href="mailto:peter.oliver@charnwood.gov.uk">peter.oliver@charnwood.gov.uk</a>

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Amendments to Annual Procurement Plan	To consider possible amendments to the Annual Procurement Plan.	Cabinet	19th September 2019	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet  Council	19th September 2019  4th November 2019	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Business Rate Write-Off	To consider the write-off of business rates for selected accounts.	Cabinet	19th September 2019	Report	Yes	Karey Barnshaw Head of Customer Experience Tel: 01509 634923 <a href="mailto:karey.barnshaw@charnwood.gov.uk">karey.barnshaw@charnwood.gov.uk</a>
Draft Charnwood Local Plan 2036	To consider approval of the draft Charnwood Local Plan for public consultation as identified in the Local Development Scheme 2019.	Cabinet	17th October 2019	Report	Yes	Richard Bennett Head of Planning and Regeneration Tel: 01509 634763 <a href="mailto:richard.bennett@charnwood.gov.uk">richard.bennett@charnwood.gov.uk</a>
Building Control Alternative Service Delivery Project	To request approval of the preferred delivery model for the provision of future building control services.	Cabinet	17th October 2019	Report	No	Richard Bennett Head of Planning and Regeneration Tel: 01509 634763 <a href="mailto:richard.bennett@charnwood.gov.uk">richard.bennett@charnwood.gov.uk</a>
Medium Term Financial Strategy 2020-2023	To present a revised MTFs to Cabinet and Council for approval.	Cabinet  Council	14th November 2019  20th January 2020	Report  Report	Yes  Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Private Sector Licensing Scheme	To consider options to decide on the introduction of a Private Sector Licensing Scheme.	Cabinet	12th December 2019	Report	Yes	Alison Simmons Head of Strategic and Private Sector Housing Tel: 01509 634780 <a href="mailto:alison.simmons@charnwood.gov.uk">alison.simmons@charnwood.gov.uk</a>
Draft Capital Plan 2020/21 – 2022/23	To consider the draft Capital Plan for consultation.	Cabinet	12th December 2019	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Charnwood Grants	To enable Cabinet to consider applications for funding received in round three of the Community Facilities Capital Grants and Community Development Grants Schemes for 2019/20.	Cabinet	12th December 2019	Report	Yes	Julie Robinson Head of Neighbourhood Services Tel: 01509 634590 <a href="mailto:julie.robinson@charnwood.gov.uk">julie.robinson@charnwood.gov.uk</a>
Draft General Fund and HRA 2020-21 Budgets	To seek approval to the Draft Revenue Budget for 2020-21 as a basis for consultation.	Cabinet	12th December 2019	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet  Council	12th December 2019  20th January 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Amendments to Annual Procurement Plan	To consider possible amendments to the Annual Procurement Plan.	Cabinet	12th December 2019	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Charnwood Grants – Strategic Partners (2020/21 – 2021/22)	To consider recommendations regarding the proposed levels of Strategic Partner Grant funding for the next two years.	Cabinet	16th January 2020	Report	Yes	Julie Robinson Head of Neighbourhood Services Tel: 01509 634590 <a href="mailto:julie.robinson@charnwood.gov.uk">julie.robinson@charnwood.gov.uk</a>
Capital Strategy, Treasury Management Strategy Statement, Minimum Revenue Provision Policy and Annual Investment Strategy 2020-21	To seek approval to a Capital Strategy, Treasury Management Strategy Statement, Annual Investment Strategy and Minimum Revenue Provision Policy for 2020-21 and the annual report on the Prudential Code, for recommendation to Council.	Cabinet  Council	13th February 2020  24th February 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
2020-21 General Fund and HRA Revenue Budgets and Council Tax	To seek approval to the Revenue Budget, Capital Plan, Financial Plan for 2020-21 and to propose the Council Tax for approval by Council.	Cabinet  Council	13th February 2020  24th February 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
New Capital Plan 2020-21 to 2022-23	To approve the Capital Plan.	Cabinet  Council	13th February 2020  24th February 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Charnwood Grants	To consider applications for revenue funding received in round four (additional) of the Community Facilities Capital Grants and Community Development Grant Schemes for 2019/20.	Cabinet	12th March 2020	Report	Yes	Julie Robinson Head of Neighbourhood Services Tel: 01509 634590 <a href="mailto:julie.robinson@charnwood.gov.uk">julie.robinson@charnwood.gov.uk</a>
Capital Plan Amendment Report	To consider and approve amendments to the current Capital Plan.	Cabinet  Council	12th March 2020  27th April 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Annual Procurement Plan 2020/21	To seek approval to the Annual Procurement Plan for 2020/21.	Cabinet	12th March 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Housing Capital Programme	To approve the annual investment programme for improvements to the Council's housing stock.	Cabinet	12th March 2020	Report	Yes	Peter Oliver Head of Landlord Services Tel: 01509 634952 <a href="mailto:peter.oliver@charnwood.gov.uk">peter.oliver@charnwood.gov.uk</a>
Local Development Scheme	To approve a revised Local Development Scheme (LDS) so that the programme for the preparation of planning documents for Charnwood is agreed.	Cabinet	12th March 2020	Report	Yes	Richard Bennett Head of Planning and Regeneration Tel: 01509 634763 <a href="mailto:richard.bennett@charnwood.gov.uk">richard.bennett@charnwood.gov.uk</a>
Business Plan 2020/21	To set out the Council's principal activities in delivering the Corporate Plan for the Council Year 2019/20.	Cabinet	12th March 2020	Report	Yes	Adrian Ward Head of Strategic Support Tel: 01509 634573 <a href="mailto:adrian.ward@charnwood.gov.uk">adrian.ward@charnwood.gov.uk</a>
Charnwood Grants	To consider applications for revenue funding received in round one of the Community Facilities Capital Grants and Community Development Grant Schemes for 2020/21.	Cabinet	4th June 2020	Report	Yes	Julie Robinson Head of Neighbourhood Services Tel: 01509 634590 <a href="mailto:julie.robinson@charnwood.gov.uk">julie.robinson@charnwood.gov.uk</a>
Capital Plan Outturn 2019/20	To report the Council's capital expenditure results for 2019/20 subject to audit.	Cabinet	2nd July 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>

<b>Decision Item</b>	<b>What is the nature of decision to be taken?</b>	<b>Who will take the decision?</b>	<b>When is the earliest a decision will be taken?</b>	<b>Documents to be considered?</b>	<b>Will the report be considered in public?</b>	<b>Who can give me more information?</b>
General Fund and HRA Revenue Outturn Report (2019/20) and Carry Forward of Budgets	To report the Council's revenue expenditure results for 2019/20 subject to audit.	Cabinet	2nd July 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet Council	2nd July 2020 7th September 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>
Amendments to Annual Procurement Plan	To consider possible amendments to the Annual Procurement Plan.	Cabinet	2nd July 2020	Report	Yes	Lesley Tansey Head of Finance and Property Services Tel: 01509 634828 <a href="mailto:lesley.tansey@charnwood.gov.uk">lesley.tansey@charnwood.gov.uk</a>

## **EXECUTIVE MEETINGS TO BE HELD IN PRIVATE**

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

<b>Decision Item</b>	<b>What is the nature of decision to be taken?</b>	<b>Who will take the decision?</b>	<b>When is the earliest a decision will be taken?</b>	<b>Documents to be considered?</b>	<b>Will the report be considered in public?</b>	<b>Who can give me more information?</b>
Building Control Alternative Service Delivery Project	To request approval of the preferred delivery model for the provision of future building control services.	Cabinet	17th October 2019	Report	No	Richard Bennett Head of Planning and Regeneration Tel: 01509 634763 <a href="mailto:richard.bennett@charnwood.gov.uk">richard.bennett@charnwood.gov.uk</a>

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

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

## **CABINET MEMBERS**

Members of the Council's Cabinet are as follows:

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