



Hinckley & Bosworth
Borough Council

A Borough to be proud of

Delivering our Corporate Plan - Performance report 2015 - 2016

Welcome to Hinckley and Bosworth's annual performance report. In this report we aim to provide you with what we have achieved in line with our Corporate Plan Vision:

To make Hinckley & Bosworth **'A Borough to be proud of'**

In order to achieve our **vision**, there are four **aims** which drive our service activities, these are:

1. Creating a vibrant place to work and live

2. Empowering communities

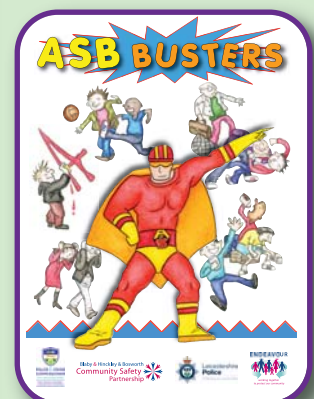
3. Supporting individuals

4. Providing value for money and pro-active services

Residents

Hinckley and Bosworth has a resident population of 107,722 which represents 10.71% of the total Leicestershire County resident population of 1,005,558.

Hinckley and Bosworth's resident population is 50.8% female and 49.2% male.



Creating a vibrant place to work and live

Achievements this year include:

Completion of £60M Crescent shopping and leisure scheme in Hinckley Town Centre with 80% of floor space let. The scheme saw over 2,000 people employed during construction.

Delivered the new Hinckley Squash and Racquet Club facility on Tungsten Park on time and within budget.

Introduced new planning enforcement protocol to take a more proactive approach to planning enforcement and dealt with 280 cases successfully.

Commercial Team food inspections in 517 premises 4% above target.

Review completed to support the 870 licences and permits issued, 203 premises and 76 gambling inspections carried out every year.

Dog warden service was awarded the highest possible accolade of 'golden footprint' award by the R.S.P.C.A Dog micro-chipping was promoted ahead of the mandatory requirement from 6 April 2016 leading to 140 dogs being chipped at events.

Completed a markets review, development plan, action plan and a successful markets audit during a very challenging year for the market.

Upgraded and installed 15 CCTV cameras to latest specifications which includes Wi-Fi capability plus a new maintenance contract procured covering Hinckley, Barwell and Earl Shilton town centres.

Completion of £17M A5 dualling scheme, new cycle ways and launch of the MIRA Employment Bus.

Delivered 3rd annual children's Snapdragon festival attended by over 10,000 people during the week long festival.

Successful Christmas lights switch on with over 17,000 people attending, supported by sponsorship secured from Tesco, Hinckley.

King Richard III re-internment and continued development of Tourism Partnership.

Provision of two new outdoor exercise areas (Richmond and Queens parks) with an investment of £22,000 (£11,000 for the supply and installation of each one).

Hollycroft Park won Green Flag award for 6th year in a row.

New local Creative Arts Network launched.

The Environmental Improvement Programme 2015/16 delivered 15 new projects with an investment of £33,200.

Empowering communities

Achievements this year include:

100% response time achieved for planning and licensing consultations. 99% of service requests responded to within 2 working days (1299 service requests received) with 23 formal notices served.

16 successful funding bids: from 13 different funders bringing in £561,001 in to the borough for sport and health.

Winning the AEGON Disability Programme of the Year for Leicestershire: The scheme provides people with special needs the opportunity to learn, play and develop their tennis skills, at Hinckley Town Tennis Club and Desford Lawn Tennis Club.

Engaged with 23 local businesses on Active Travel, 8 receiving a healthy roadshow event for their employees.

Over 200 targeted families' members have engaged in Sport and physical activity. (297 individuals)

Provided inclusive fun and creative play sessions for 31 children at Dorothy Goodman School.

Establishment of Resident Involvement Strategy following both officer and tenant consultation.

Successfully delivered a residents day and awards ceremony recognising groups and individuals who have made a difference in their local community.

How well informed residents feel about what the council does has improved this year, especially on: how the council spends its money, up 18%, knowing what standard of service customers should expect, up 17%, whether the council is delivering on its promises, up 17% (source: Satisfaction survey 2015/16).

Facebook 'likes' increased from 804 to 1524 (89.5%); Twitter 'followers' increased from 3249 to 4019 (23%).

Website gained 4 stars (a very good user experience and the highest achievable) in SOCITM's (the Society of Information Technology Management) better connected scheme and we are one of only nine local authorities to consistently receive this accolade.

Establishment of a Rural Strategy for the Borough, informed by a very well received and attended inaugural rural conference in December 2015.

In 2015/16 the Parish and Community Initiative Scheme received 26 applications from across the Borough and a total of £63,321 was awarded to 23 schemes.

Supporting individuals

Achievements this year include:

Local Democracy and voice work- 2 very successful events held with positive outcomes and forward plan to further develop and enhance with our local schools.

Successfully commissioned the Voluntary and Community Sector to deliver a broad range of front line services to help maintain good mental health and well-being within our community. £30,300 funds were allocated via our VCS Commissioning Board, the only District within Leicestershire to have these local VCS arrangements.

Increased take up of private lifelines with over 600 residents now linked, through increased marketing, revised leaflets, enabling more older people to remain safe in their own homes and communities.

Established a successful 'Lightbulb pilot' at Barwell GP surgery to assist people to access practical housing support to enable them to live healthily within their homes, keeping vulnerable people independent in their homes and helping to avoid unnecessary hospital admissions or GP visits and facilitating timely hospital discharge.

Halved the use of Bed and Breakfast accommodation for homeless people with a case management approach, working very closely with the applicant to ensure they act upon advice given and prevent homelessness where ever possible.

Since January 2015 we have offered 14 work placements. We have recently placed in elections, refuse and housing repairs.

Secured £36K partnership locality funding from the PCC to deliver community safety projects in the locality. All community safety projects were delivered, all of which achieved targets and many of which far exceeded targets.

Worked with and engaged with over 2500 young people in schools to educate them on issues such as cyber bullying, drugs and alcohol, legal highs etc.

Worked with over 200 victims of Domestic Abuse via our outreach service and therapeutically with 76 children who have witnessed abuse.

Proactively tackled anti-social behaviour with excellent partnership arrangements via the Endeavour Team, leading the way countywide in the use of ASB Powers such as Closure orders and civil injunctions to tackle ASB. (4 closure orders/3 civil injunctions).

There has been a decrease in overall crime, with violence with injury seeing a significant 24% decrease.

Providing value for money and pro-active services

Achievements this year include:

Secured additional funding for Falls Prevention research programme, as part of countywide project to support older people.

Opened £15M Hinckley Leisure Centre on time and on budget. Over 10,000 people visited during the Discovery Weekend.

The Planning Policy Member Working Group now meets regularly to update Members on strategic county wide and local planning matters.

Improvements to the Planning Committee process have commenced. The Planning Committee report template has been revised to provide greater clarity and to address consistency issues. Additional member training is being programmed for later in 2016.

Maintained and managed the Council's commercial property portfolio. With an overall occupancy over this financial year of 95% with an annual rental income of £1,150,000.

Migrated the Data Centres from Oadby and Blaby to HBBC:

- Upgraded server infrastructure
- Upgraded web security system
- Implemented new data storage system

In April 2015 the Revs and Bens Partnership implemented a full restructure. Billing and recovery teams were merged and there has been an ambitious training and resource program to create generic Council Tax and Business Rate officers. Team now able to deal with council tax and business rates enquiries and tasks from start to finish, which provides a much improved service for customers.

Apprenticeship scheme: As at January 2016 we have four apprentices - one in Finance and three in Revs and Bens. Two apprentices have recently secured permanent posts in Housing and Planning. HR will remain actively working with managers when vacancy opportunities arise.

We have reduced the average void turnaround time from 33 days last year to 30 days.

Emailing of debtor invoices to reduce costs of postage and printing - now fully implemented, and all clients being encouraged to take up the facility. This is leading to increased efficiencies in the processing of invoices.

Introduction of garden waste charge - £600k income collected and 50% take up.

Significant increase in trade waste customers / income to the Council - £197k income collected.

122 press releases issued.

Positive bench marking of grounds maintenance and green space through APSE – finalist in the best performer in parks, open spaces and horticultural services category.

In the year 1 April 2015 to 31 March 2016, the Council gave consent for 388 new dwellings and approximately 108,000m² of new employment floor space (including A and B use classes).

High performing indicators

The council also monitors performance of objectives that are measurable, in the way of performance indicators. The following indicators this year have performed significantly well against targets which are set in a way that helps the council improve service delivery:

Invoices paid on time

actual: 99.16%

target: 98.50%

Facilities Management (HUB) achievement of customer service requests within 10 days

actual: 100.00%

target: 90.00%

Customer services, satisfaction on the telephone

actual: 97.61%

target: 95.00%

Planning: enforcement complaints acknowledged within 3 days

actual: 100%

target: 95.00%

Planning: enforcement complaints responded to within 15 days

actual: 100.00%

target: 95.00%

Housing repairs: % of Priority 1 works completed on time

actual: 100.00%

target: 100.00%

Average time (days) to re-let General needs Housing

actual: 18

target: 20

Building Control receipts sent within 4 working days from deposit

actual: 99.83%

target: 99.00%

Licenses issued in 30 days

actual: 99.00%

target: 96.00%

Freedom of information requests processed within 20 days

actual: 100.00%

target: 99.00%

Satisfaction - Housing Repairs

actual: 95.05%

target: 92.00%

Number of households living in temporary accommodation

actual: 5

target: 20