

Delivering our Corporate Plan Performance Report 2017 - 2018

To make Hinckley & Bosworth 'A Place of Opportunity'

1 People - Helping people to stay healthy, active and protected from harm

2 Places - Creating clean and attractive places to live and work

3 Prosperity - Encouraging growth, attracting businesses, improving skills and supporting regeneration



1 People

Achievements this year include:

HBBC domestic abuse outreach service has helped 118 victims of domestic abuse and worked with 57 children therapeutically who have witnessed domestic abuse.

The Community Safety Partnership has provided a Home Security Scheme for 41 vulnerable people.

The Community Safety Partnership has delivered 9 campaigns to increase reporting, reduce seasonal crime and tackle emerging threats.

The Community Safety Team has delivered a wealth of prevention and awareness work with 1800 young people including work on anti-social behaviour, personal safety, cyber bullying, healthy relationships and drugs and alcohol.

The Endeavour Team have proactively used anti-social behaviour legislation (Anti-social Behaviour, Crime and Policing Act 2014) to effectively tackle anti-social behaviour and protect vulnerable victims. The Endeavour Team have issued 3 closure orders, 58 community protection notices, 2 injunctions, 5 anti-social behaviour contracts, 3 Notice Seeking Possessions for ASB and 2 evictions for ASB.

HBBC has acted as a district lead on the force wide Cyber Crime Control Panel. We have delivered a cyber campaign and cyber awareness training to over 200 staff and local partners.

The Community Safety Partnership has actively worked to increase its promotion of services and achievements including an increase in Borough Bulletin Articles, increased use of social media and production of a three yearly Community Safety Partnership E-Newsletter.

The Community Safety Team has consulted with approximately 800 young people in high schools about what their community safety priorities are so as to better understand and respond to the needs of young people.

Prevention Strategy developed to help to coordinate and evidence the wealth of prevention work we do as a local authority.

Domestic Abuse Workplace Policy developed and in place to ensure appropriate support for employees who are affected by domestic abuse.

Improved information sharing processes put in place between Endeavour Team and schools.

Support and signposting for all tenants in receipt of Universal Credit to promote and encourage tenancy sustainment.

Home fire safety check and referral process to Leicestershire Fire and Rescue Service in place for all new tenants to ensure that preventative advice is given and potential fire risks are mitigated.

Held a range of community events in June 2017 in support of the national initiative 'Remembering MP Jo Cox' including: a Community Relations Forum, Event hosted by Community Houses staff and volunteers, and a VCS Development Forum, all under the theme of 'we have more that unites us than divides us'.

Delivery of the Annual Making a Difference Awards, on 16th June 2017, to recognise and value those who make a difference to the lives of others through volunteering.

Allocation of £70,000, via our Voluntary and Community Sector (VCS) commissioning arrangements, to support a broad range of front line service provision across the Borough, and a VCS/Community Safety pilot project, totalling an allocation of £250,000 since the introduction of our commissioning arrangements in 2013.

Investment in existing Control Centre infrastructure and successful relocation of the Control Centre to more modern spacious facilities in Burbage, offering improved working environment for staff delivering support services to vulnerable people.

Provided over £3,000 in grants to residents groups to purchase equipment to support social activities and outings.

Supported local residents with grant of £2000 a to set up Garden Buddies for IT and projects which has included the transformation of a overgrown piece of ground in The Meadows, Burbage into a community allotment. Garden Buddies have gone on to source additional grant funding to support other projects including the transformation of the Herford Way Community Centre.

The borough council has increased its use of social media to communicate with residents, listen to their views and promote events and other initiatives. Facebook 'likes' have increased by 61% in the last year and now number in excess of 3,000 people. HBBC has more Facebook page likes and so better 'reach' than any other district council in Leicestershire. Since 57 events were added to Facebook in January 2018 247,544 people have seen one of our events in their newsfeed and 6,710 people have responded to date.

We gained four out of four stars in the annual website audit, Better Connected 2016/17 making the HBBC website one of the top websites in the country. In the last five years, only two shire district councils and only nine councils in total (out of 418) have received overall higher star rankings. We aim to provide a modern, fit-for-purpose council website by following national best practice and by prioritising feedback from our customers.

Dog warden service was awarded the highest possible accolade of 'golden footprint' award for the 6th year running.

Preparation of a revised Statement of Community Involvement to ensure communities and stakeholders are kept informed about planning and how to engage in the planning process.

HBBC's nomination for volunteer Denise Larrad won the national BBC Sports Personality Unsung Hero award 2017.

Snap Dragon children and family festival (including National Play Day) hugely successful nine day event comprising four events in rural locations and five in Hinckley town centre.

More than 30 exciting family events held, including the fabulous Hinckley Feast resulting in a 25% increase in visitor numbers to the town centre.

Implemented a new service for providing integrated housing support to enable people to live healthy in their homes.

594 Noise complaints investigated.

2 Places

Achievements this year include:

In partnership with Leicestershire County Council, who was awarded £20,000 to run a Waste Less, Save More project, the community houses have set up and are running community kitchens in the 3 areas.

Since the launch of Leicestershire Rural Watch in early 2016 it has continued to gain strength in our area this year and the membership for the area of Hinckley is now 96 and growing. On the voluntary front we are now working in partnership with Leicestershire Horse Watch and Heritage Watch.

Pro- active multi agency patch walks in areas of high crime and ASB to effectively tackle local issues and improve resident safety and satisfaction.

Production of a delivery plan for both Barwell and Earl Shilton setting out the regeneration ambitions for each, each document was circulated to households in these areas and is available on line areas.

A programme of 10 Environmental Improvement Schemes to enhance the built environment. These continue the practice to implement schemes identified in the Authority's Conservation Area Management Plan Reviews and provide a good distribution of projects throughout the borough, both in the urban and rural areas.

Carried out a tenant's satisfaction survey which reported improved satisfaction in almost every area of the housing service. Highlights include:

- 35% increase in satisfaction in the way the Council listens to tenants views and acts on them
- 14% increase in satisfaction with the overall quality of homes
- 20% increase in overall satisfaction with the housing repairs service

High take up of garden waste collection service ensuring the council maintains a high recycling rate

Service changes agreed for refuse and recycling collections (to be implemented in 2018). Includes a change to a fully co-mingled dry recycling collection system, an extra refuse collection round and a new trade waste collection round.

147 paid fixed penalty notices for environmental crime (littering, fly tipping, dog fouling etc). This is nearly three times the number paid in 2016/17.

Successful campaigns for littering and dog fouling , 47 community litter picks and 157 litter volunteers (50 new ones this year).

2 green flags (including Argents Mead for the first time).

Extra children's play equipment at Argents Mead and a new fountain
Improvements to Langdale Park, Richmond Park and Queens Park including play equipment, paths, and new entrances.

Commenced the delivery of a 9 bungalow new build scheme in Groby.

Completed the Planned Investment Programme including;

- 155 complete kitchen renewals
- 247 replacement boilers, of which some of these will be to homes that are also to benefit from complete Central Heating system upgrades
- renewal of a communal boiler in one of our sheltered schemes
- re-covering 28 roofs
- 104 bathroom replacements
- new windows to approximately 44 homes
- new external doors to 55 homes
- rewiring of 65 properties
- testing of over 500 electrical installations

Preparation of the Local Plan Review document for public consultation with communities and stakeholders between Jan and March 2018.

Work in partnership with neighbouring authorities across Leicestershire to prepare a Strategic Growth Plan.

Preparation of up to date Employment Sites and Premises Study to provide detailed local information about the borough's supply of employment land and opportunities for growth and sector development.

Hinckley Town Centre voted as the Best Market Town in Leicestershire Tourism awards.

Desford Lawn Tennis Club won the 'Leicestershire Tennis Award' for Disability Project of the Year 2017.

Completion of largest council housing development for many years on Southfield Road, comprising 68 affordable homes created following the redevelopment of a derelict former hosiery factory site, 30 of which are council owned.

481 Food Hygiene Interventions completed.

118 Health and Safety Interventions completed.

770 licenses and permits issued.

776 Pest Control treatments carried out.

Provided a dedicated support to Parishes to enable the development of a Neighbourhood Development Plan, with 9 currently being progressed across the borough.

1074 planning applications determined.

430 new houses completed in the borough.

Parish & Community Initiative Fund scheme (fund increased).

3 Prosperity

Achievements this year include:

The use of Planning Performance Agreements has ensured that we encourage inward investment and ensure a customer service focus in the determination of planning applications.

Launch of the North Warwickshire and Hinckley and Bosworth Destination Management Plan to promote tourism within the Borough.

Production and launch of Heritage Strategy to preserve and enhance the heritage of the borough.

Delivery of the Annual Rural Conference on 30th November 2017 (to an at venue capacity audience of 100), to report on progress against our Rural Strategy and underpinning priorities, and facilitate discussion and debate on emerging rural issues.

Tenants significantly improved their prospects by achieving employment with the Council after gaining training and experience as volunteers with the Tenant Evaluation Team.

Crematorium – feasibility study completed successfully and plans now being developed for a new crematorium to be opened in 2020.

Development of car parks action plan to ensure sufficient capacity for shoppers, workers and residents.

Successful delivery of Parish and community initiative fund and the Hinckley Community Fund to support small scale projects across the Borough.

Barlestone Village Hall, the first Developing Communities Fund project, completed. Five more are underway.

Increased income generation from trade waste and clean neighbourhood teams providing excellent services for businesses and residents in the Borough, and income to keep council tax low.

Procurement of replacement fleet for council in 2018 to ensure fit for purpose services for residents

Quarterly meetings arranged for tenants to feedback on performance and encourage participation.

Replaced 10 Solid fuel heating systems in 'off gas' areas with renewable technologies.

Work with Local Colleges to provide apprenticeships and work placements. Temporary placement programme in place with North Warwickshire college. HR have met with local colleges regarding apprenticeships. Will continue this in 2018/19.

Preparation of the Local Plan Review document for public consultation with communities and stakeholders between Jan and March 2018.

Working in partnership with the Rural Community Council via an SLA to provide a schedule to dedicated neighbourhood planning support to promote the production of NDPs.

Successfully re-let the former Co-op site, retaining retail in Upper Castle Street and access to the public car park.

Worked with local sports clubs and organisations to attract funding of £689,429 coming into the borough supporting 15 projects during 2017-18.

Establishment of Employment and Skills taskforce, bringing together key agencies and businesses to develop local skills needed to support the local economy.