

Annual Report 2020-21

Charnwood Borough Council



Leader's Introduction

I am pleased to present the Council's annual report, recognising that it has been a far from a conventional year. In fact, it has been one of the most challenging years in recent history.

I am incredibly proud that as a Council we have risen to the many challenges we have faced and not only maintained services throughout the pandemic, but also introduced new ones to make sure people and businesses got the help and support they needed.

This annual report clearly demonstrates to residents and partners how our services are performing. It also showcases how Charnwood Borough Council continues to deliver excellent customer service and value for money.

The Council's performance over the past 12 months gives me great confidence that we will continue to grow from strength to strength no matter what the future holds. We will lead our communities out of the pandemic and make them stronger than ever. It won't be easy, but we have proved in the past year we have the mettle to do it. Strong partnership working, with communities and other organisations, will also continue to be a key focus for us as we must work together for the good of the borough.

I would also like to acknowledge and pay tribute to the unwavering commitment that both staff and Councillors have shown on a daily basis to serve the needs of residents.

I am proud to be the Leader of this authority and look forward to continuing our performance journey into the year ahead.

Cllr Jonathan Morgan, leader of Charnwood Borough Council



Chief Executive's Introduction

It is with great pride that we present this annual report and it is a credit to staff and councillors who have worked tirelessly to support local people and businesses in the most challenging of circumstances.

At the start of the pandemic we said we would stand by our communities and that's what we have done. It has taken drive, commitment and a huge amount of collaboration which we are committed to building upon for the future. We are proud of the services we have delivered, the resources we have redeployed and the lasting relationships we have built.

We must take time to recognise what we have delivered and learn from our experiences. We have transformed how we deliver services and ensured that our values have underpinned the council's activity, this is clear through our pride in Charnwood, remaining customer focussed at all times and working together.

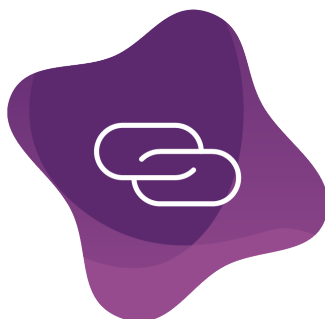
I am extremely proud of my colleagues and look forward to continuing our journey.

**Rob Mitchell, Chief Executive
Charnwood Borough Council**



Pride in Charnwood

We take pride in our work and our borough and are ambitious for the future.



Working Together

We work together with pace and positivity as one council and in partnership with others.



Customer Focused

We listen to our customers and are focused on delivering excellent services.





Caring for the environment

Street Management Team have dealt with 1,966 fly tips



Cared for 617 acres of open spaces including the Outwoods and Queen's Park



Environmental Protection team have dealt with a total of 2,291 service requests



468 nuisance complaints dealt with by the team

Responded to 918 noise complaints



Caring for the environment

185 accumulations of waste dealt with



Street Management team responded to 539 bins that were left incorrectly on streets

96 dog control incidents responded to and completed by the team



6 fixed penalty notices issued for fly tipping and 12 for littering from vehicles



We have emptied 4 million refuse and recycling bins

Over 10,000 tonnes of garden waste collected





Healthy communities

Formed Charnwood Community Action with John Storer Charnwood and others to support people in the pandemic



Supporting the people of Charnwood



Over 25,000 food parcels were distributed from the Hub

289 Critically Extremely Vulnerable (CEV) Shielding residents were supported with food parcels

Over 100 residents have been supported with befriending support

Over 2,500 individual jobs were carried out by volunteers including, food shopping and prescription collections



Healthy communities



£419,700 was generated to support the work of Charnwood Community Action

1,100 physical activity packs were put together and distributed to help people across Charnwood to stay active at home



Support calls were made to all Priority 4 Shielding patients



1,083 emergency repairs completed within 24 hours and 864 urgent repairs completed within 5 days between April and August 2020

36 Disabled Facility Grants completed

Our volunteers delivered 61 guided walks over 17 weeks, with 1,487 attendances and 221 participants





Healthy communities



Live-streamed the 2020 Remembrance Day event at Queen's Park to our 8,000+ Facebook audience

High Street and Open Spaces "Helpers" deployed in Loughborough and key open spaces on market days and weekends to assist members of the public to stay safe



Housing Options Team has received over 1,062 Housing Advice and Homelessness applications

137 individuals have been assisted through the Every One in Government Programme

£162,500 paid out via the Test and Trace payment scheme from April 2020

Charnwood Museum created 92 online activities for families to complete during lockdown





A thriving economy



Distributed around £54 million of Government funding to around 3,000 local companies in Charnwood since the start of the pandemic

Paid out to nearly 600 businesses in Charnwood under the Covid-19 Restart Grant scheme

Online platform launched to help local businesses as part of the Shop Safe, Shop Local campaign

Over 160 Covid secure markets operated in Loughborough and Shepshed throughout the pandemic



Helped 657 residents save money on their energy bills with Charnwood Big Switch



A thriving economy



25 Covid alerts and compliancy emails sent to 692 businesses via MailChimp

856 business spot checks during the Covid pandemic to ensure businesses are keeping up with regulations

159 businesses took part in our Charnwood inBusiness campaign which helped them connect with customers after the first lockdown



The planning team received 2,510 applications of all types, including 1,301 planning applications of which 951 were approved.

Seat Out campaign launched to entice residents of Charnwood back to their local eateries





A thriving economy

LOUGHBOROUGH TOWN DEAL

Submitted a £25 million bid for Loughborough Town Deal

Work started on £2.6 million Loughborough town centre regeneration scheme



Careers and Enterprise Hub opens after £750k funding boost from Loughborough Town Deal

£1.2m improvement scheme launched for Shepshed town centre

Brought 30 empty homes back into use



Your Council

35% increase
in social media
followers (18,359)
(Facebook/Twitter)



Answered over
120,000 calls
from customers
over 2020/21

Website has been
number one in the
website satisfaction
rankings for GovMetric
for 5 consecutive
months (Nov 2020 -
March 2021)

57% increase in
email subscribers
(12,623)



70 virtual
committee
meetings have
taken place in the
past 12 months



Your Council

3.7 million
website
page views

Shop Safe Shop Local
video has been viewed
across many channels:

YouTube – 761 views
Facebook – 14K views
Twitter – 2K views



93% of
communications
survey respondents
said they felt 'very
well or fairly well
informed'



80 issues of the
internal newsletter
One Charnwood
issued since March
2020



40 New starters
106 virtual courses
delivered with 915
attendees
1,446 e-learning modules
completed
20+ Wellbeing initiatives/
activities conducted



Your kind words...

Thank you for all your help over the last year. I am positive we would not be reopening this month if you had not.

- From a business owner



I congratulate CBC on the excellent standard of its approach to keeping communities informed and engaged.

- From a resident via email

Thank you so much for your help you have no idea how you have changed my life. Today I have a future.

- From a homeless customer

Happy with all the services I have been assisted by since applying and moving into my property in the summer.

- From a new council tenant



I would like to thank you for your kindness. Always so helpful and precise. You helped me, my husband and our baby to get a house. You knew it was urgent and did the best. I was very happy with your work and I can't thank you enough.

- From a customer of CBC Lettings





Your kind words...



The Charnwood Lifeline staff are always so kind and friendly they were so good with my Dad, so thank you for the brilliant service. I really don't know what we would have done without you. You are all so amazing, so thank you.

- From the daughter of a Lifeline customer

I'm in absolute tears. I've struggled so much losing all work from both businesses and although I've had a tiny bit of furlough, I've had absolutely nothing for the other business. I cannot thank you enough! This will mean so much just before Christmas and will help to save my businesses.

- From a business owner in Charnwood



I wish to commend to you on the professionalism and integrity of your staff. In all of my continuous professional training I am undertaking, your actions are considered best practice. A credit to this authority. Thank you.

- From a customer who attended a training course



Keep up the good work CCTV control team. Appreciate the work you do to support Charnwood Police and the community support officers.

- From a resident via Twitter

Corporate Delivery Plan 2020-21 - KPI data

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

Indicator	Quarter 1 2020/21		Quarter 2 2020/21		Quarter 3 2020/21		Quarter 4 2020/21		Annual Outturn 2020/21		
	Value	Color	Value	Color	Value	Color	Value	Color	Target	Result	Color
KI 3 - Percentage of food establishments that achieve level 3 (broadly compliant) within the Charnwood Food Hygiene Rating System	98%	Green	Not collected	Green	98%	Green	98%	Green	94%	98%	Green
KI 4(A) - Percentage of household waste sent for reuse, recycling and composting (Stretch Target)	44.18%	Red	46.53%	Red	41.04%	Red	41.73%	Red	50%	41.73%	Red
KI 4(B) - Percentage of household waste sent for reuse, recycling and composting	44.18%	Green	46.53%	Green	41.04%	Red	41.73%	Red	44%	41.73%	Red
KI 5 - Percentage non-decent council general needs homes	Greyed out						0%	Green	0%	0%	Green
KI 6 - Percentage rent collected (including arrears brought forward) (Cumulative Target)	86.23%	Red	92.01	Green	95.18	Green	96.33%	Green	95.31%	96.33%	Green
KI 7(A) - Time taken to process Housing Benefit/Council Tax new claims	20 days	Red	17 days	Green	16 days	Green	15 days	Green	18 days	17 days	Green
KI 7(B) - Time taken to process Housing Benefit/Council Tax change of circumstances	6 days	Green	6 days	Green	6 days	Green	6 days	Green	8 days	6 days	Green
KI 8 - Percentage of Council Tax Collected (Cumulative Target)	28.63%	Red	56.75%	Red	84.61%	Red	97.40%	Yellow	97.80%	97.40%	Yellow
KI 9 - Percentage of non-domestic rates collected (Cumulative Target)	27.44%	Red	51.48%	Red	80.35%	Red	97.10%	Red	98.70%	97.10%	Red
KI 10 - The number of working days / shifts lost to the local authority due to sickness absence (Cumulative Target)	2.03 days	Red	3.35 days	Green	5 days	Green	6.67 days	Green	7.5 days	6.33 days	Green
KI 11 - Percentage rent loss from void properties (Proxy Target)	3.61%	Red	3.69%	Red	3.75%	Red	3.88%	Red	2.20%	3.88%	Red
KI 13 - Percentage of Major Planning applications determined in 13 weeks or agreed timescale	Greyed out						100%	Green	70%	100%	Green
KI 14 - Percentage Minor Planning Applications determined within 8 weeks or agreed timescale	Greyed out						94%	Green	80%	94%	Green
KI 15 - Percentage of Other Planning Applications determined within 8 weeks or agreed timescale	Greyed out						97%	Green	90%	97%	Green

Corporate Delivery Plan 2020-21 - KPI data

<p>KI 18 - Reduction of CO2 from the 2018/19 baseline in accordance with the agreed trajectory</p>	<p>18/20 Figure 1130 tonnes. Figures for 2019/20 and 2020/21 are being prepared. Available by end of June. Carbon Neutral plan has not yet been finalised.</p>						94%		80%	94%	
<p>KI 19 - Percentage of air quality monitoring locations which comply with the National Air Quality Objective Limits</p>							100%		90%	100%	
<p>KI 20 - Percentage of customers not proceeding past Stage 1 of the corporate complaint process</p>	91.6%		89.4%		93.7%		91.5%		90%	91.8%	
<p>KI 21 - Number of people attending shows & events at the Town Hall</p>	<p>Unable to collect data in 2020-21 as facilities were either closed or severely impacted</p>										
<p>KI 22 - Number of visitors accessing the Council's website</p>							Page views 3,789,700		Page Views 2,886,247	Page views 3,789,700	
<p>KI 23 - Number of followers on the Council's key corporate social media accounts</p>							17,350		12,612	17,350	
<p>LS10(A) - Leisure Centres- total number of visits</p>	<p>Unable to collect data in 2020-21 as facilities were either closed or severely impacted</p>										
<p>LS10(B) - Number of new members at Leisure Centres (including Swim School programme)</p>	<p>Unable to collect data in 2020-21 as facilities were either closed or severely impacted</p>										
<p>NI 191 - Residual household waste per household</p>	125kg / household		124 kg / household		120 kg / household		108kg / household		110kg / household	476kg / household	

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

Indicator	Quarter 1 2020/21		Quarter 2 2020/21		Quarter 3 2020/21		Quarter 4 2020/21		Annual Outturn 2020/21		
									Target	Result	
<p>KI 1 - Net additional homes provided (Cumulative Target)</p>	260		597		916		1,116		820	1,116	
<p>KI 2 - Number of affordable homes delivered (gross) (Cumulative Target)</p>	49		133		187		213		176	213	
<p>KI 12 - Reduction in crime (Cumulative Target)</p>							12,030		12,703	12,030	
<p>KI 16 - Number of years housing supply</p>							4.1 years		5 years	4.1 years	
<p>KI 17 - Direction of travel to 5 year housing supply</p>	<p>Metric and direction of travel attainment of KI 16 to be supplied on a quarterly basis</p>									Down	

