

Blaby District Council - Corporate Action Plan 24-25 (Mid-Year Progress Update)

A great place to live, work and visit.

Enabling Our Communities, Especially Our Vulnerable Residents

	Description	Expected Completion	Lead	Mid-Year Progress Update
Homelessness Prevention	We are committed to maintaining a zero rough sleeping rate. We recognise the need for specialised housing to meet the needs of the most vulnerable members of our community, and pledge to work closely with partners to make this a reality.		Executive Director (Communities)	
To Review and Refresh the Homelessness & Rough Sleeping Strategy	To review the homelessness and rough sleeping strategy 20-25 to ensure it reflects the current needs and approaches for Blaby District	March-25	Executive Director (Communities)	This is going to Scrutiny in Dec 24 to help understand the current issues and shape the revised strategy against the backdrop of increased demand for our homelessness services. The revised strategy is due to be approved by cabinet in February 25.
Temporary Accommodation Units	Utilising 1.4 million of LAHF2 funding to purchase and manage 16 units of accommodation to support our most vulnerable residents	July-25	Housing Services Team	All properties are currently occupied and operating well. Nabcel are working well on the management move process and officers are supporting the individuals placed. We will carry out a review at 6 months and 12 months to enable us to better understand the full demands of the new provision.
Equalities, Diversity & Inclusion In Service Design & Access	Our communities are diverse and so are their needs and preferences. We will do all that we can to meet these needs. We will embrace the positive power of technology to combat exclusion from services and communities, ensuring everyone has equal access to the information and help they need, regardless of their individual circumstances.		Executive Director (s151)	

Deliver the Blaby District Objectives and Delivery Plan for Equalities, Diversity and Inclusion (EDI)	We will explore the development and utilisation of customer experience groups to ensure that the services we provide are user friendly and inclusive of needs.	Ongoing	Customer Insights, Experience and Engagement Team	<p>Over the past 6 months some of the activity to successfully deliver against our Blaby District Equalities, Diversity and Inclusion Objectives and Delivery Plan includes (but is not limited to):</p> <ul style="list-style-type: none"> •Successful creation of our internal Equalities, Diversity and Inclusion working group especially in terms of the work they do in promoting and being advocates for inclusive and accessible services. We will continue to explore further evolution and expansion of this group and the great work they are doing. Our new customer satisfaction surveys and developing a data driven approach will also aid in continuing to deliver against this action over the next 6 months. <p>We have joined the network of 'Family Hubs' with installation and subsequent launch nearing completion at Blaby District Council Offices. Family Hubs have been established at the heart of our Communities to support families, children and young people across Leicestershire. The Hubs provide a one-stop shop and offer advice, information and resources to help families navigate every stage of life.</p> <p>Based on internal feedback our Multi Faith and Wellbeing Rooms have been improved and separated for our colleagues with the addition of a Quiet Room which supports developing our inclusive mindset and nurturing diversity.</p> <p>A streamlined and digitalised Equalities Impact Assessment process has been implemented with training continuing into 2025/26</p> <p>Work to continue to deliver valuable outcomes to achieve against our Corporate Strategies and the Blaby District Plan Objectives will continue</p>
Develop a Digital Clinic	We will explore developing a Digital Clinic for customers to learn basic core computer knowledge and skills and work with Parish Councils to explore an offer of accessible sessions within the Community	Completed	Customer Insights, Experience and Engagement Team	<p>In recognition of the increasing demand for self-service and digital access across our District we have successfully delivered a pilot scheme with 'Multiply' for Digital Clinics which as a result is being rolled out across Leicestershire with other councils.</p> <p>Our first Blaby District Council Digital Clinic was successfully delivered across two dates in April 2024 and was fully subscribed. The second clinic recently took place in Braunstone in October 2024</p>
Community Health & Well-Being Plan	The Blaby District Community Health and Wellbeing Plan brings together a wider range of partners with the common purpose of improving the health and wellbeing of the local population.		Executive Director (Place)	
Develop the Blaby District Community Health & Wellbeing Plan	Development of the action plan will inform future projects within this work programme.	Completed	Health, Leisure & Tourism Team	Plan in place and agreed with partners. Plan being delivered.
Key Standalone Projects				

Lightbulb Services 2024-29.	Review role and governance of the Lightbulb service, with a partnership focus and robust financial position to be established. Produce a clear road map identifying which of the pilots will be integrated into the service and how they will be funded.	November-24	Executive Director (Communities)	Business case to consider the service delivery structure of the Lightbulb Service going forward has been completed and shared with Partners. Recommendations within the business case are to improve the service to the customers in Leicestershire. At the time of writing this update confirmation on whether the proposed service improvements is still awaited from partners.
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Enhancing & Maintaining Our Natural & Built Environments

	Description	Expected Completion	Lead	Mid-Year Progress Update
Council Net Zero 2030	In an effort to be a responsible and exemplary organisation, and in response to the global climate change crisis, Blaby District Council aims to reduce its carbon emissions to 'Net Zero' by 31 March 2030. The collection of projects and initiatives within this work programme are contributing to that aim.		Executive Director (Communities)	
Deliver the DEFRA Lets Go Electric Project	Delivery of DEFRA's 'Lets Go Electric' air quality grant with the testing and procurement of an electric compact sweeper.	Completed	Fleet Services Team / Environmental Services Team	<p>In September this year the Council completed its procurement and purchased a fully electric compact sweeper with funding from Defra's air quality grant.</p> <p>Not only is the machine cleaner and greener but is now a much quieter operation and its early starts are no doubt welcomed by residents and businesses.</p> <p>The new compact sweeper is a firm favourite with staff operating and are proud to be using state of the art technology that's helping to reduce carbon emissions and contribute to the Councils net zero targets.</p>
Go Net Zero at the Depot (Solar Panels & EV Charging)	Adaptations to the council depot to contribute towards our ambition to be carbon neutral by 2030. This will include installation of solar panels to provide power and lighting (heating which will be considered at a later stage) and electric vehicle charging infrastructure to facilitate the gradual evolution towards an electric fleet.	March-25	Transformation Team / Property & Assets Team	<p>Excellent progress has been made in setting up solar power at the depot. Following a successful design phase over the last 6 months work to install the panels on each of the depot south facing roofs starts in December. The project will be completed by the end of March 2025 just in time to make the most of the longer days and cut down on energy bills. Plus it contributes to hitting our net zero goal by using renewable energy.</p> <p>Infrastructure planning for the long term transition to electric vehicles at the depot is progressing well with the aim of making sure that the final design meets our requirements both now and in the longer term by having a future proof and sustainable solution.</p>
Transform an End of Life Bin Lorry Into a New Electric Equivalent	Conversion and full refurbishment of an end of life diesel powered bin lorry to an electric equivalent.	December-24	Fleet Services Team	Thanks to the Environmental Services Team securing £350,000 from Defra, the Fleet team has successfully navigated the procurement process to convert an old diesel bin lorry into a fully electric one. The transformation is nearly complete, and we expect to have our first electric bin lorry in service by Christmas!
District Net Zero 2050	Blaby District Council aims to work with businesses and residents within the District to support the reduction in their carbon footprint with the aim of reaching Net Zero by 2050. The collection of projects and initiatives within this work programme are contributing to this aim.		Executive Director (Communities)	

Leisure Facilities - Solar Panels	Delivery of solar panels at Enderby Leisure centre	March-25	Health, Leisure & Tourism Team	Following the corporate decision to decline Sports England match-funding due to restrictive conditions, an alternative plan is being proposed using UKSPF and Capital Programme funding for the Enderby Leisure Centre.
Adopt & Increase Biodiversity	Ensure that we embrace the opportunities that the new biodiversity legislation brings in terms of compliance of developers with the legislative requirements and enhancement of our open spaces.		Executive Director (Place)	
Be Ready for Implementation of National Legislation on Biodiversity Net Gain	Under the Environment Act 2021, all planning permissions granted in England (with a few exemptions) will have to deliver at least 10% biodiversity net gain from an as yet unconfirmed date, expected to be in November 2023.	Completed	Planning Development Services Team	This project is now completed as the Council (in its role as the Local Planning Authority) are ready for the implementation of Biodiversity Net Gain (BNG). This has involved significant work behind the scenes relating to both the implementation of additional software and other new processes, as well as work with stakeholders; particularly that of Leicestershire County Council Ecology, with whom we have an SLA with. This has culminated in members at Planning Committee on 31st October 2024 resolving to approve our first application which included mandatory BNG.
Assess Viability of Bio-diversity Net Gain Habitat Bank Potential	Undertake an evaluation of the council's land, where appropriate, to determine the feasibility of delivering Bio-diversity Net Gain (BNG) opportunities.	December-24	Parks & Open Spaces Team	Over the past six months, a specialist consultancy has been looking into some of the Council's key sites, like Fosse Meadows, Glen Hills Nature Area, and Jubilee Park, to see if they could be used for habitat banking and biodiversity net gain units. Our parks are open to everyone, including nature lovers, people, and dogs. Because of this, the initial findings suggest that these sites might only offer a modest return in biodiversity net gain units over the next 30 years. Sites that aren't accessible to the public are better suited for this purpose. We need to do more work over the coming months to fully understand the potential opportunities for our strategic sites.
Parks & Open Spaces Strategy	To ensure delivery of the new open spaces strategy, with the vision of ensuring our park and open spaces are sustainable, high quality, accessible and contain to provide value to people, place and nature.		Executive Director (Section 151)	
Manage Fosse Meadows More Sustainably	To explore options for alternative delivery models for maintenance and improvement via partnership or custodianship working; including the introduction of car parking charges and other commercial opportunities.	March-25	Parks & Open Spaces Team	In July 2024, the Council partnered with Green Circle, a community interest company with nearly two years of collaboration with the Parks and Open Spaces team. Their expertise in nature and woodland management makes them ideal for overseeing Fosse Meadows Country Park. With access to diverse funding opportunities, Green Circle will reduce the Council's operational costs while enhancing educational experiences for visitors and creating a wildlife haven. The 25-year lease is currently in the final draft stages

Deliver Car Parking Improvements to Bouskell Park	To consider options to provide car park improvements on Bouskell car park, including the introduction of car parking charges.	March-25	Parks & Open Spaces Team	One of our main goals in the Parks and Open Spaces Strategy is to ensure our parks are financially sustainable. We're currently upgrading the car park with £440,000 from the UKSPF. This includes a new permeable surface, better lighting for security, enhanced landscaping, more parking spaces, and new signage. The project is about one-third complete and should be finished by early 2025. We're also consulting on introducing parking charges, with the consultation closing on 30 November.
National Waste Collection Reform	To ensure we are able to deliver the new Government requirements with respect to food waste and have adequate funding in place to ensure effective and efficient provision of service.		Executive Director (Section 151)	
Implementation Plan for Food Waste Collections	New national government policy on waste collections has mandated the introduction of separate weekly food waste collections by 1 April 2026. A full implementation plan will be developed and shared with members and the public to ensure engagement and sustainability of approach.	December-24	Waste Operations Team / Fleet Services Team	<p>We've made steady progress over the past six months in planning for the statutory requirement of separate weekly food waste collection starting April 2026. Defra has provided £920,000 in capital funding for vehicles and containers, but we're still waiting for details on revenue costs. Here's what we've accomplished so far.</p> <ul style="list-style-type: none"> • Completed the procurement framework process for food waste containers in partnership with other Leicestershire authorities. • Provided a food waste update at the All Member briefing on October 29. • Hosted vehicle demonstration days over the summer with Blaby DC. • Held a WRAP implementation day for Leicestershire partners. <p>Recruited a Project Manager to manage the project and drafted an implementation plan with key milestones like vehicle procurement, staff engagement, a communications and engagement strategy, and service design and costing.</p>
Key Standalone Projects				
Compliance with new Building Act 2022 Regulations	Fulfil the responsibilities associated with the Building Act 2022 and future proof the Service to deliver within the new Regulations.	Completed	Leics Building Control Partnership	All immediate changes required as a result of the new legislation have been actioned e.g. the website and application forms have been updated and all Surveyors have registered with the Building Safety Regulator at the appropriate level. Other impacts of the legislation will be incorporated into business as usual moving forwards.
Review of Air Quality Monitoring Across the District and Develop Renewed Action Plan.	Review of AQ monitoring locations and equipment being utilised across the district to rationalise and reduce equipment where appropriate	Completed	Environmental Services Team	The actions outlined following the acceptance of the Annual Status Report by DEFRA have now been completed. A report was approved at Cabinet to revoke the previous AQMA's and approve the new AQMA based on data analysis.

Progress the Local Plan	To continue to deliver the local plan development work to ensure we have an up to date a robust local plan that provides a clear outlook of the forthcoming period.	June-25	Planning Development, Policy and Strategy Team	<p>The Council have recently reviewed its Local Plan Timeframe in light of the governments new proposals to revise the NPPF. Prior to this, the team responded to MHCLG on the consultation outlining its views and the impacts these changes would have on Blaby.</p> <p>The Council now aims to publish its Reg 19 Local Plan in July 2025, with significant technical evidence still ongoing. Officers will continue to update members through the member development group and all member briefings.</p>
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Growing & Supporting our Economy

	Description	Expected Completion	Lead	Mid-Year Progress Update
Economic Development Framework	<p>The Economic Development Framework brings together all economic development activities that are occurring within the district and considers how they complement each other to maximise the benefits for our residents, businesses and visitors.</p> <p>The framework outlines the following vision for delivery of Blaby District to be a great place to live, work and visit, with a strong, successful economy where everyone can build dynamic businesses, careers and lives, supported in a green and environmentally friendly way, with superb connectivity</p>		Executive Director (Place)	
Development of a Detailed Action Plan (Support local businesses and innovation)	A detailed action plan will be produced focusing on how the framework will be delivered that will: provide a programme of initiatives to support innovation and enterprise, help SME's to grow and provide steady employment, and find ways to encourage a diverse range of employment opportunities for BDC residents.	Completed	Community, Business, Work & Skills	A comprehensive Business Offer is now in place, with an action plan designed to stimulate innovation and enterprise, assist SMEs, secure local employment, and provide a broad range of job opportunities for Blaby District residents.
Development of Clear Pathway of Support (Shape our Work & Skills Programme)	A clear pathway model will be developed detailing the resources and support available to our businesses to help achieve 'better paid' jobs, increase work experience opportunities, link in with schools and higher education facilities, and work to deliver a range of campaigns to help upskill the workforce of the future.	December-24	Community, Business, Work & Skills	Significant progress has been made in developing a pathway model that outlines available resources and support for businesses. This initiative aims to boost higher-paying jobs, expand work experience options, and strengthen links with schools and higher education to build a future-ready workforce.
Growing and Supporting the Green Economy	We will develop a programme of initiatives to support our businesses within the green economy sector.	December-24	Community, Business, Work & Skills	A cross organisational action planning event was held recently to identify approaches to improve the way BDC supports local business to improve their approach to decarbonisation whilst exploring ways to stimulate green growth opportunities. This will be a work in progress over coming years, and contributes towards the council's Blaby Plan priorities
Tourism Growth Plan	The Tourism Growth Plan for Blaby District outlines the ambition, objectives and priorities for managing, developing and promoting tourism in the District. The plan has been developed by the Blaby District Tourism Partnership. The plan's purpose is to focus efforts by the Council, its partners and tourism businesses on the actions which are likely to have the most benefit for the visitor economy of Blaby District.		Executive Director (Place)	
Review & Refresh the Tourism Growth Plan	The current plan takes us to 2025. A revised plan will be produced to align with the Economic Development Framework and inform the specific work/actions for delivery throughout the term of Blaby District Plan.	March-25	Health, Leisure & Tourism Team	A new Tourism Growth Plan is underway, developed in partnership with Members, the Tourism Board, and officers, and facilitated by an external consultant. This plan will align with our Economic Development Framework and is on schedule for completion by March 2025.

Keeping You Safe & Healthy

	Description	Expected Completion	Lead	Mid-Year Progress Update
Active Travel Strategy	This Strategy will set out plans for enabling further active travel in the District.		Executive Director (Place)	
Develop an Active Travel Strategy	We will develop an active travel strategy which is sustainable and supports our Blaby District Plan.	Completed	Health, Leisure & Tourism Team	The strategy was approved in May 2024 along with an action plan that is enabling delivery.
Local Cycling and Walking Infrastructure Plan	This plan will set out proposed route improvements for securing investment.		Executive Director (Place)	
Develop a Blaby District Local Walking & Cycling Infrastructure Plan (LCWIP)	To develop a Walk and Ride Strategy and a Local Cycling and Walking Infrastructure Plan (LCWIP) which provides evidence of routes for improvement which can then be included in bids for external funding. This will support our target in relation to having more people within Blaby District being active and our Net Zero ambitions.	Completed	Health, Leisure & Tourism Team	The LCWIP has been prepared and is being used in conjunction with the ActiveTravel Strategy to inform active travel infrastructure requirements.
Deliver a New Route From Lubbethorpe to Leicester City	Work with Leicester City Council to deliver a new route from Lubbethorpe to Leicester City.	March-25	Health, Leisure & Tourism Team	BDC officers are collaborating with stakeholders to support the development of a new active travel route between Lubbethorpe and Leicester City. While progress on the project remains slow, BDC continues to play a proactive, supportive role as an influencer rather than the lead deliverer.
Secure Funding for further priority routes identified in the LCWIP.	Work with funding providers to secure further funding.	March-28	Health, Leisure & Tourism Team	This is an ongoing action and will align with the broader Active Travel Strategy actions.
Playing Pitch Strategy	The strategy provides a clear, strategic framework for the maintenance and improvement of all formal outdoor playing pitch and accompanying ancillary facilities. It recommends priority projects for the District which could be realised over the Local Plan period.		Executive Director (Place)	
Develop a new Playing Pitch Strategy for Blaby District	The existing plan requires refreshing and developing for our current requirements.	Completed	Health, Leisure & Tourism Team	The strategy was completed in June 2024 and is being used by teams across BDC to inform playing pitch requirements and developments. The strategy will form one of the core documents as part of the Local Plan.
Community Safety Partnership Work Plan	The plan sets out the work that will be undertaken to meet our statutory duties under the Community Safety requirements.		Executive Director (Communities)	
Community Safety Consultation	Deliver the annual residents and partners survey to inform the Community Safety Partnership action plan.	December-24	Community Safety & Resident Support Team	Working with the Violence Reduction Network (VRN) the consultation is currently underway. This data will feed into the development of the next 12 month work plan for the delivery of the Community safety Partnership.
Develop the Community Safety Action Plan	Draft and agree the action plan setting out what we will do to meet our Community Safety objectives.	Completed	Community Safety & Resident Support Team	Working with members of the Community Safety Partnership the work plan has been agreed outlining the key areas of work the partnership is focusing on and the delivery mechanisms for the most effective impact.

Contaminated Land Strategy	The Contaminated Land Strategy sets out how the authority approaches the management, mitigation and monitoring of contaminated land within the district.		Executive Director (Communities)	
Huncote Leisure Centre Landfill Site Management Plan	Development of a programme for management of the site now and into the future. Detailing anticipated works required and associated costings.	Completed	Environmental Services Team	This action is now completed. A site management plan has been finalised for the next 5 years with capital funding identified and a contractor appointed to deliver the management plan for the site throughout that duration.
Southey Close & Sandhill Drive Management Plan	Development of a programme for management of the site now and into the future. Detailing anticipated works required and associated costings.	July-25	Environmental Services Team	In conjunction with our external contractors work is continuing to establish and implement the long term management plans for the sites. Initial works and monitoring data collation have been completed with the next stage programmed to commence for the coming year, estimated completion date is weather condition dependent.
Key Standalone Projects				
Progress the Viability of Lubbesthorpe Leisure Facility	Work with Planners, Developer, Sport England, Football Foundation and Lubbesthorpe Parish Council to take forward an options appraisal and delivery of preferred leisure option.	March-25	Health, Leisure & Tourism Team	Working closely with an external specialist, officers are scoping an options appraisal for the proposed leisure facility. Consultation with planners, the New Lubbesthorpe developer, Sport England, and the Football Foundation will take place as needed to guide the assessment.

Ambitious & Well Managed Council, Valuing Our People

	Description	Expected Completion	Lead	Mid-Year Progress Update
Financial Sustainability for Blaby District Council	This work programme contains the actions required to demonstrate the Council's ability to fund its current and future services, including the adequacy of reserves, and the approach to identifying savings to close the forecast budget gap.		Executive Director (Section 151)	
Budget Gap - Financial Plan	Develop a business plan to support our Medium Term Financial Strategy and address our budget gap. Linking to our key strategies such as transformation and commercialisation, the plan will clearly articulate how to address the budget gap within our budgets and the expected growing demands for our services	Completed	Finance Team	A Business Plan has been developed and included within the MTFS articulating areas of focus to close the future potential budget gaps. Initiatives are now in progress within the Councils transformational plans to deliver the measures to close the financial gaps. The Business Plan will be reviewed along with the MTFS as part of the budget process for the 2025/26 Financial year.
Resident Survey and Budget Consultation	Carry out online and offline consultation and share results with the public and utilise feedback in the delivery of our services	March-25	Communications Team	The live resident survey closed in February 2024, however this was retained in the Corporate Action Plan for 24-25 as the analysis, decision making processes and eventual publication resulting from the survey continued into this period, being finalised in August 2024. The budget consultation reoccurs each year in Q4, so this is forthcoming.
Transforming Blaby Together	Transforming Blaby Together is our over-arching response to the challenges that we face as a council. This Strategy and it's associated work programme is to enable the authority to adopt a culture of continuous improvement to facilitate opportunities and different ways of working to drive operational effectiveness and build in cost effective efficiencies.		Executive Director (Section 151)	

Deliver the Blaby District Objectives and Delivery Plan for Transformation	We will refine our Project Management and Business Planning Frameworks. We will continue to use and embed these to ensure all our activities are joined up and deliver what they should when it is needed	April-25	Transformation Team	<p>Over the last 6 months we have seen the new Project Management Framework further imbed itself across Blaby District Council (BDC). Taking note of the Recommendations from Audit in February 2024 – improvements continue to be made to the communication and sharing of the framework, its principles, and how it supports the delivery of successful projects at BDC. Work is ongoing to ensure fit for purpose project management across the authority. BDC have further developed its framework, taking best practices from Local Government Association (LGA) approved model for governance and project assurance.</p> <p>The approach we have at Blaby not only provides the robust governance to support project teams but also the required assurance to the Senior Leadership Team that projects align with Corporate Aims and Objectives and are delivering on what was expected. Current projects cover 5 of the 7 Group areas which shows the cross section of Services the Framework is supporting.</p> <p>A further 20 officers have completed the BDC Project Management Training. With more dates being put on throughout 2025 to support our people. The Team have received really positive feedback from these sessions.</p> <p>Work to continue to deliver valuable outcomes to achieve against our Corporate Strategies and the Blaby District Plan Objectives will continue into 2025/26</p>
Deliver the Blaby District Objectives and Delivery Plan for People and Organisational Development	To develop a programme of support and learning for our employees to ensure we develop, recruit and retain our people.	July-24	Human Resources	<p>The past 6 months has seen delivery of a leadership programme called 'Our Brilliant Manager'. This provided a refresher of knowledge and skills for some, whilst for others it was an opportunity to learn from colleagues experiences. We have also secured further opportunities to gain a Certification in The Institute of Leadership and Management (ILM) which is at the forefront of management and leadership training. ILM offers courses at various levels and comes with immense benefits such as improved leadership and management skills, globally recognised qualifications, and confidence to manage people and processes. We have seen colleagues be extremely successful in the East Midlands Challenge Event and the District Councils' Network (DCN) Staff Development Programme, both of which we intend to continue supporting our people to apply for.</p> <p>Our refreshed Annual Appraisal Review Process has received positive feedback as a means of promoting and encouraging development opportunities, be that through our own internal job shadowing or via council investment in externally ran training programmes. Blaby District Council has also joined other local authorities to work with the East Midlands Council (EMC) to improve recruitment and retention. Some of the potential opportunities being considered include:</p> <ul style="list-style-type: none"> • Ensuring greater awareness and assisting in the participation of existing initiatives i.e. Apprenticeships • Development of a Leicestershire Local Government graduate academy programme • Providing opportunities for staff to work in projects/partnership arrangements, through secondments across authorities • Mentoring and coaching across authorities

Deliver the Blaby District Objectives and Delivery Plan for Customer Insight, Experience and Engagement	This plan showcases Blaby District Council's commitment to our customers with guiding principles and aims for how our customers and service users will connect with us. Placing our customer at the heart of everything we do and recognising the importance of the diversity of customers' needs across Blaby District	April-26	Customer Insight, Experience and Engagement	<p>Over the past 6 months some of the activity to successfully deliver against our Blaby District Customer Insight, Experience and Engagement Objectives and Delivery Plan includes (but is not limited to):</p> <p>Introduction of new Digital Customer Satisfaction Surveys (via a messaging service) the results of which are being used to provide further insight into our customer experience which is aiding our understanding of where things are working and where improvements could be explored.</p> <p>A new data driven approach more generally is proving invaluable in terms of evidencing a need for change thereby informing decision making and transformation of our processes to improve the customer experience and deliver cost effective services.</p> <p>Leading on some key projects such as the introduction of 'Hybrid Mail', a secure, fast online method of producing, managing, and sending personalised documents from any location resulting in reduced service delivery costs through efficiency savings and contributing to our Net Zero ambitions.</p> <p>Feeding into and supporting successful delivery of our new Citizens Access Portal the benefits of which are described under 'key standalone projects' (Citizens Access Module) within this section of the report.</p> <p>Work to continue to deliver valuable outcomes to achieve against our Corporate Strategies and the Blaby District Plan Objectives will continue into 2025/26</p>
Commercial Strategy	Planned activities that sit within the priority action plan contained within our Commercial Strategy.		Executive Director (Section 151)	
Options Appraisal of Strategic Assets	We will continue to review our assets and develop plans to reflect the needs of the district	March-25	Property & Assets Team	This is an ongoing activity with several strategic sites currently underway including the sale of land on South Drive and the development of proposals for Hayes Gardens.
Disposal of Open Spaces	Continue with programme to sell or transfer land that is surplus to requirements, in line with the Parks and Open Spaces Strategy.	March-25	Property & Assets Team	<p>In January 2024, the Council adopted a new Parks and Open Spaces Strategy. One of its main goals is to review our parks and open spaces and find the best ways to manage them for the benefit of their communities. As part of this plan, at its November 2024 meeting, the Council is working on transferring the following parks to their respective parish councils.</p> <ul style="list-style-type: none"> - Southey Close Recreation Ground and Jubilee Park will be managed by Enderby Parish Council. - Thurlaston Allotments will be owned and managed by Thurlaston Parish Council. <p>By transferring these parks to local parish councils we ensure that the land is managed by those who are closest to understanding the needs of their communities.</p>

ICT Service Provision Improvement	To ensure that the ICT provision for Blaby District Council is robust, reliable and the infrastructure is fit for purpose. In addition, the Blaby ICT provision should support Blaby to realise future digital ambitions.		Executive Director (Section 151)	
SharePoint Roll Out	Implementation of Sharepoint and OneDrive	December-24	LICTP Partnership	The Project is on track to ensure all Services are moved to SharePoint by the end of 2024. At present 75% of the authority are trained and live on SharePoint. The remaining Services all have timelines and training dates for delivery to take us to the end of the 2024 Face to face training is now being provided, where previously it was virtually. The team has seen a positive response to the OneDrive implementation which will be delivered after all Services have moved to SharePoint
Ensure Our ICT Provision Meets the Needs of the Business	To review the service and implement any actions identified as part of this review.	March-25	IT Business Partner	<p>Following the decision in February 2024 to end the external provision of our ICT services, Blaby District Council (BDC) is bringing ICT services in house.</p> <p>BDC have been working with our outgoing ICT service provider and a trusted external partner to establish the tasks required for a successful and smooth transition. A working group has been meeting regularly to be kept updated with progress. Recruitment of an ICT Operations Manager and a Service Delivery Lead have been completed with further appointments pending. To avoid technical debt, BDC are replacing their network hardware and system. This will also increase efficiency and mitigate risks regarding reduction in size of the ICT resources available to BDC. Cyber security has been a priority throughout the project, with the Cyber Essentials framework being worked towards as BDC's baseline expectation on launch. BDC have consulted with their Microsoft Partner and the Cybersecurity Centre of Excellence (CCoE) throughout to establish this baseline. An office based location for the in-house team has been established to ensure convenient and efficient access is available to service users. The following services have already been obtained during the project.</p> <ul style="list-style-type: none"> • New dedicated resilient Managed Internet Access • Microsoft Enterprise Agreement • Mobile Voice and Data Services • Public Services Network • Customer Telephony • Corporate telephony • Microsoft Cloud Services • Microsoft Security Stack configuration and implementation • Tenant and user migration
Corporate Communications Strategy	Development of the Strategy for delivery of Internal and External Communications		Executive Director (Communities)	
Development of Strategy & Action Plans	Develop Corporate Communications Strategy and Action Plan	March-25	Communications Team	Some initial research has been conducted but it is expected that work will commence on developing a Communications and Engagement Strategy in January - March 2025.
Key Standalone Projects				

Develop our 'Place' Narrative.	Develop our place narrative and identify next steps with ensuring this is a shared vision and utilised to sell the area to visitors, businesses and our communities.	Completed	Executive Director (Place)	The completion of a Place Narrative has now provided BDC with opportunities to further shape how the narrative can be used to raise the profile of the district and to improve pride in place. This further work will form part of the delivery objectives within the 25/26 action plan.
Ensure We Review Our Response To Emergencies & Apply Lessons Learnt.	To ensure our emergency plan is fit for purpose, that we apply it effectively and that we review all emergencies to ensure we learn from lessons in our response.	March-25	Executive Director (S151)	<p>Over the past six months, our emergency management plans have been thoroughly tested. Starting with Storm Henk at the beginning of the year, followed by a major gas outage in Kirby Muxloe affecting around 2,000 properties, and then flash flooding in July and September impacting homes and businesses across the district.</p> <p>Our swift response to these emergencies has helped prevent some properties from flooding and supported affected residents in their recovery, especially the most vulnerable. We're continuing to work with partners across LLR and the Resilience Partnership to help properties better prepare for flooding and other emergencies.</p> <p>Additionally, our new Business Continuity Officer has tested all critical business continuity plans to ensure they are fit for purpose.</p> <p>At a more strategic level, further multi-agency exercises are planned for the months ahead to put into practice the lessons learned from the inquiries into the Grenfell fire and the Manchester Arena attack.</p>
Citizens Access Module	Procure, purchase, install, configure, train and implement citizens and client access modules (NEC).	Completed	Council Tax & Benefits / Communications Team	<p>The Citizen Access web portals for Council Tax, Benefits and Business Rates were successfully launched with the rollout completed in two phases. To Customer Services on 5 November and online to the public on 7 November 2024.</p> <p>The key benefits to customers are being able to view their Council Tax and Benefits accounts online, report house moves, set up or amend direct debits (Council Tax and Business Rates), switch to paperless billing, request single person discount and claim for Housing Benefit or Council Tax reduction.</p> <p>The system will also bring significant efficiencies for the Council by eliminating the need for manual data re-entry into back-office systems along with other general improvements to back-office workflow.</p> <p>The total budget covered the contract for Citizen Access web portals and single sign on between My Account and the Citizen Access web portals (reducing the need for two usernames and passwords). The total budget £200,620. Spend to date: £81,295 (only £19,250 capital). The remaining revenue budget covers annual costs over the final 3 contract years.</p>